

Spirit Led Institute

Policies, Governance, Student Statements & Legal Documents

Source collection · 13 October 2026

Spirit Led Institute is a registered business name operated by Sharon Mackenzie, ABN 64 980 520 433.

A Royal Priesthood · A Holy Nation · A Peculiar People — 1 Peter 2:9

Current operating scope: adult-only courses and educational resources, run by Sharon Mackenzie as a sole trader with no employees. No individual counselling, therapy or clinical sessions are offered. The older Arcanum appendix is a historical source record, including provisions for activities the Institute does not offer. It is not adoption of those provisions for the current Institute.

About this collection

This document collects existing Institute material from the current Lovable project and the Institute's course records. The wording is preserved; layout, document headings and source notes have been added for navigation. It is an extraction, not a new policy approval or legal review.

The separate September 2026 Arcanum policy suite appears in the appendix. Its project is unpublished and contains earlier wording. The current Institute Terms of Enrolment specify a 12-month complimentary Arcanum benefit from the first eligible enrolment; the older Arcanum terms describe access while enrolment is current. Both are reproduced without silently reconciling them.

Scope: the current Institute project's policy and governance pages, shared legal statements, professional standards, selected course/enrolment statements and 15 course refund/completion records; plus all 12 policies in the separate Arcanum suite. External linked legal texts, contracts held outside these projects and general teaching resources are not included.

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1. Institute identity and declaration

Source: <https://spiritledinstitute.com/>

Professional education. Human dignity.

Spirit Led Institute is an Australian independent education provider offering non-accredited online courses, practitioner development, reflective safeguarding education and professional learning resources.

Counselling-informed practice, chaplaincy experience, organisational analysis and Christian spiritual formation inform the teaching. Learning here offers knowledge and reflection, not individual counselling or clinical treatment; your conclusions and choices remain your own.

Professional learning

Claiming CPD Hours

Keep your course outline, evidence of learning and a record of the time you actually spend. Your professional association decides whether the activity is eligible and how many hours or points you can claim. Institute courses are non-accredited; listed learning hours are not automatic association approval.

A declaration of Spirit Led Institute

A royal priesthood. A holy nation. A peculiar people.

1 Peter 2:9

Royal — because you carry dignity, worth and agency.

Priesthood — because access to the Most Holy belongs to you.

Holy — sacred, set apart and consecrated. God's chosen.

A people — because you were created for relationship, community and belonging.

Peculiar — because you are both unique and spectacular — and you belong.

This is more than a verse at Spirit Led Institute. It is something of a declaration about how we see people.

You are not here to be told what to think.

You are here to learn. To question. To recognise. To discern. To understand.

We give you knowledge, frameworks and ways of seeing so that you can understand what is happening around you — and make informed choices about your own life and participation.

See what is happening. Understand the pattern. Make an informed choice.

Source record: [src/routes/index.tsx](#)

2. Business identity and common legal statements

Source: <https://spiritledinstitute.com/terms>

Spirit Led Institute is a registered business name operated by Sharon Mackenzie, ABN 64 980 520 433.

This is an independent, non-accredited professional development course. Completion provides a Spirit Led Institute Certificate of Completion only. It does not provide an AQF qualification, a Statement of Attainment, professional registration, a licence or government accreditation.

Spirit Led Institute courses are independent, non-accredited education unless expressly stated otherwise. This certificate is not an AQF qualification or VET Statement of Attainment and does not confer professional registration, licensing or government accreditation.

This certificate confirms completion of the above Spirit Led Institute professional development course.

Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. Nothing in our terms limits those rights.

Whether any self-education expense is deductible depends on your individual circumstances and its connection to your current work. Please check current ATO guidance or seek independent tax advice.

Courses are written and digital. They do not include live classes, scheduled sessions, video calls, coaching or tutor access.

Source record: [src/lib/site.ts](#)

3. Education & Governance

Source: <https://spiritedinstitute.com/education-governance>

This is where you can read, in plain language, how the Institute runs its courses: what you agree to when you enrol, how courses are made and checked, how you are looked after while learning, and what a certificate does and does not mean.

- Read

About the PDF collection

The “Policies & Governance Collection (PDF)” in the footer is a dated compilation of these documents and includes a clearly marked historical appendix from an earlier Arcanum project. The web pages linked here show each policy's current wording and are the accessible alternative to the PDF. Terms you accepted when you enrolled are recorded with their version and date.

Existing policies these documents rely on

- Terms of Enrolment
- Student Handbook & Education Policies: Enrolment, access, assessment, complaints and appeals, accessibility, academic integrity, refunds and certificates.
- Course Quality Standards: How courses are designed, referenced, reviewed, versioned and corrected — and what is still a future plan.
- Student Safeguarding & Privacy: Informed consent, trauma-aware learning, opting out of reflection, crisis support, boundaries and how your information is handled.
- Certification & Practitioner Recognition: What a Certificate of Completion is and is not, verification, reissue and revocation, and the status of practitioner recognition.
- Privacy Notice
- Refunds & Cancellations
- Verify a certificate
- Claiming CPD Hours guide
- Professional Membership, Practice Standard and Code of Ethics

Where these documents and an existing policy differ, the existing policy and your rights under Australian law apply, and we will correct the difference.

Source record: <src/routes/education-governance.index.tsx>

4. Student Handbook & Education Policies

Source: <https://spiritledinstitute.com/education-governance/student-handbook>

Version 1.1 · issued 13 October 2026. Next review: by October 2027. Status: Revised 13 October 2026 (adults-only eligibility, privacy, complaints, refunds and certificates). Written by the Institute.

Key facts

- Spirit Led Institute is an independent, private education provider. Its courses are non-accredited.
- No course is a nationally recognised qualification, and the Institute is not a Registered Training Organisation (RTO) or a TEQSA-registered higher education provider, unless a course explicitly states otherwise.
- Counselling-informed education is not counselling, therapy or clinical treatment.
- Nothing here limits your rights under the Australian Consumer Law.

What you can expect from the Institute, and what the Institute asks of you, from enrolment through to completion.

1. Enrolment

Institute courses are for adults aged 18 and over. The Institute provides no services to children. Every enrolment asks you to tick a separate box confirming you are 18 or older; we record the date and wording version of that confirmation, but we do not ask for your date of birth.

You need a free student account to enrol. Creating an account or signing in — including with Google — does not enrol you in anything.

Every enrolment, whether paid, free, or using a gift or workplace code, asks you to tick a box confirming you have read and accept the Terms of Enrolment, Privacy Notice and Refund Policy, and the conditions of that course. The enrol button stays unavailable until you do, and our system refuses an enrolment request that does not include that acceptance. We record the date and the version of the terms you accepted.

2. Access

Courses are self-paced written and digital study. Access opens when enrolment is confirmed and continues for as long as the course is offered. If a course is retired, we will give reasonable notice and a reasonable time to finish. Courses do not include live classes, tutors or one-to-one sessions unless a course says so.

3. Assessment

Each course page states its own completion conditions. Depending on the course these may include marking lessons complete, short knowledge checks with a stated pass mark, or a written submission reviewed by the Institute. Some courses — such as contemplative and healing journeys — are intentionally not assessed. Knowledge checks can usually be retried.

4. Complaints and appeals

If something is wrong — a technical problem, a payment, a decision about an assessment, or how you were treated — please use the support form in your account, or email sharon@spiritedinstitute.com if you are not signed in. Tell us what happened and what outcome you are seeking.

We aim to acknowledge your message within 5 business days and to give a substantive written response within 20 business days. If a matter needs more time, we will tell you why and when to expect a response. Your concern will be looked at fairly and you will receive a written response with reasons. If you disagree with a decision (for example an assessment result), you may ask for it to be reviewed again; please say why. The Institute is run by Sharon Mackenzie as a sole trader, so reviews are carried out by the proprietor rather than by an independent panel. Raising a complaint will not affect your enrolment or how you are treated.

You can also contact NSW Fair Trading or your own state or territory consumer protection agency, or the Office of the Australian Information Commissioner about privacy concerns, at any time. Your rights under the Australian Consumer Law are not affected.

5. Accessibility and adjustments

We aim for course pages that work on phones, with screen readers and with keyboard navigation, and in plain language. If something gets in the way of your learning — a format, a deadline, a reading load, or a health or disability need — let us know through the support form. Choose “Accessibility barrier or reasonable adjustment”, or email sharon@spiritedinstitute.com. Consistent with the Disability Standards for Education, we will talk with you about what you need and consider reasonable adjustments — such as alternative formats, more time, or a different way to show your learning — while keeping each course's essential learning outcomes. If we decide an adjustment would not be reasonable, we will explain why in writing and discuss alternatives. See the Accessibility Statement.

6. Academic integrity

Work you submit should be your own. Please don't share answers, copy others' work, or pass off AI-generated text as your own reflection. Course materials are for your personal or professional learning and must not be copied, shared or resold. Where a concern arises we will talk with you first; a certificate obtained through misrepresentation may be withdrawn.

7. Refunds

Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. Nothing in our terms limits those rights. Our full policy is on the Refunds & Cancellations page.

8. Certificates

Eligible courses issue a Spirit Led Institute Certificate of Completion when completion conditions are met. See Certification & Practitioner Recognition for what a certificate means.

9. Student Learning Benefits: Books & The Arcanum

Every enrolled Institute student — whether the enrolment was paid, free, or made with an access, gift or workplace code — receives free access, through their own signed-in student account, to (a) every Institute ebook hosted in the Institute's own online reader, and (b) 12 months of complimentary access to The Arcanum. Access is applied automatically and checked by our system each time you open a book or The Arcanum; there is nothing to claim or pay. Book access continues while you hold an active or completed enrolment, including after you finish a course. The Arcanum's 12 months start on the date of your first eligible enrolment and end automatically 12 months later; enrolling in further courses does not restart or extend them. You will receive one email explaining how to log in, and the same details appear on your dashboard. Nothing renews or charges you. Included books are Institute-hosted reader editions only: paperbacks and books sold through outside retailers such as Amazon are not included, and a title is only available once its reader edition has actually been loaded. This account-level student benefit is separate from a separately purchased Arcanum subscription or individually purchased ebook, which keep their own terms. If every enrolment on your account is refunded or cancelled, the student benefits end, but anything you bought separately stays yours. Open them from My Library and The Arcanum.

Source record: [src/routes/education-governance.student-handbook.tsx](#)

5. Course Quality Standards

Source: <https://spiritedinstitute.com/education-governance/course-quality>

Version 1.1 · issued 13 October 2026. Next review: by October 2027. Status: Revised 13 October 2026 (adults-only eligibility, privacy, complaints, refunds and certificates). Written by the Institute.

Key facts

- Spirit Led Institute is an independent, private education provider. Its courses are non-accredited.
- No course is a nationally recognised qualification, and the Institute is not a Registered Training Organisation (RTO) or a TEQSA-registered higher education provider, unless a course explicitly states otherwise.
- Counselling-informed education is not counselling, therapy or clinical treatment.
- Nothing here limits your rights under the Australian Consumer Law.

How courses are made and kept accurate. Each section separates what the Institute does now from what it plans to do.

1. Learning outcomes

Now: each course page describes what it covers and who it is for, and states whether it is assessed and whether a certificate is available.

Planned: a short, consistent list of written learning outcomes on every course page.

2. Course design

Now: courses are written by the Institute's founder in plain language, arranged into short lessons, and designed to be read on a phone. Reflective and faith-based content is offered as an invitation; where a course includes optional faith content, it can be skipped without affecting completion. Case examples are fictional unless clearly stated.

3. Reference standards

Now: where a course discusses law, workplace safety or health, it aims to reflect current Australian public guidance and says that it is general information, not legal, clinical or financial advice. Further reading is linked where it is provided.

The following sources are already used in relevant course reading. This is a guide to those sources, not a claim that every course has been checked against every source, independently verified or approved by a regulator.

Official workplace guidance and legislation

- SafeWork NSW — Psychosocial hazards
[<https://www.safework.nsw.gov.au/hazards-a-z/psychosocial-hazards>] and the Managing Psychosocial Hazards at Work Code of Practice [<https://www.safework.nsw.gov.au/resource-library/codes-of-practice/codes-of-practice/managing-psychosocial-hazards-at-work>]: linked in Psychosocial Risk, Authority and Organisational Accountability and relevant sexual-harassment lessons. These provide the NSW workplace-risk context; NSW guidance is not a substitute for checking the law and regulator guidance in your own state or territory.

- NSW Government — Sexual and gender-based harassment Code of Practice [<https://www.nsw.gov.au/business-and-economy/respect-at-work/resource-library/nsw-code-of-practice-sexual-and-gender-based-harassment>] and the Sex Discrimination Act 1984 (Cth) [<https://www.legislation.gov.au/C2004A02868/latest/text>]: linked in Sexual Harassment Beyond Physical Contact. The course also links Australian Human Rights Commission positive-duty guidance in relevant lessons. Course explanations do not determine whether particular conduct is unlawful or replace legal advice.

Institute frameworks and course-specific reading

- Reflective Safeguarding Professional Practice Standard™ and Code of Ethics & Professional Conduct™: Institute-authored foundations supplied in Reflective Safeguarding Practitioner™ Training, alongside its practitioner tools and workbooks.
- Building Healthy Organisations™ uses The Architecture of Belonging as companion reading, with the Authority & Responsibility Map™, Policy-to-Practice Check and Community Health & Architecture Assessment™ among its lesson resources.
- The professional development lessons provide the Accommodation of Harm Framework™ — Expanded where relevant. Sexual Harassment Beyond Physical Contact also offers Sexual Imagery Without Consent™ as optional foundation reading. These are Institute-originated educational and analytical works, not statutory definitions, clinical assessments or regulator-endorsed frameworks.

Use the further-reading links and resources within the relevant course for its specific context. Optional reading does not add an assessment requirement. Healing and contemplative journeys remain non-assessed where stated; scripture, prayer and reflection are invitations, not evidence of legal or clinical effectiveness.

Reference policy: distinguish official law and guidance from Institute interpretation, identify the source and jurisdiction where relevant, and read legislation through its current official version. Source links can change; if a link fails or information appears out of date, contact the Institute so it can be reviewed. Linking a source does not imply endorsement, accreditation or a completed formal review.

4. Review cycle

Commitment: each course, and these governance documents, will be reviewed at least once every 12 months, and sooner if relevant law or guidance changes or a learner raises a concern.

This cycle begins with this version. No course has yet completed a formal documented review under it, and no external or independent review has been carried out.

5. Completion and assessment

Now: completion conditions are configured per course and checked automatically by the learning system (lessons completed, knowledge checks passed at the stated mark, and any required written submission reviewed).

6. Version control

Now: course text is kept in one central place, and the version of the terms accepted at enrolment is recorded with each enrolment.

Course and lesson records hold update timestamps, and course records have a publication-date field. These are administrative records: an update can concern a price, setting or wording, and does not by itself establish a manuscript revision or completed quality review. A publication date is not a review

date.

There is currently no course-by-course numbered edition register, archived comparison of earlier text or public revision log. The version and issue date at the top of this page identify these governance documents only, not every course. The terms version recorded at enrolment identifies the terms accepted, not the edition of the lessons.

How changes are handled

- Current practice: corrections are made in the central course source, so learners returning to a lesson read the current text. The author reviews reported errors; material corrections to safety, legal or support information are treated as a priority, as described below.
- Communication policy: explain a substantive change on the affected course page or lesson. If a change affects access, required assessment or certificate conditions, explain what changes and how existing learners are affected through the existing student contact channels, with respect for the terms accepted and Australian Consumer Law. This is a policy commitment, not a claim that a revision-notice system or automatic change emails already exists.
- Questions about an earlier version: contact the Institute with the course and lesson title and the wording you are asking about. An earlier edition or change history may not be available; the Institute will not present an administrative timestamp as proof of one.

Changes to reading or optional reflection do not turn a non-assessed healing or contemplative journey into an assessed course. No course edition numbers, revision dates or retrospective review notes are being inferred from the current records.

7. Corrections and author review

If you notice an error, an out-of-date fact or something that could cause harm, please tell us through the support form. The author reviews the report and, where a correction is needed, updates the course. Material corrections to safety, legal or support information are treated as a priority.

Source record: [src/routes/education-governance.course-quality.tsx](#)

6. Student Safeguarding & Privacy

Source: <https://spiritedinstitute.com/education-governance/safeguarding-privacy>

Version 1.1 · issued 13 October 2026. Next review: by October 2027. Status: Revised 13 October 2026 (adults-only eligibility, privacy, complaints, refunds and certificates). Written by the Institute.

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- Counselling-informed education is not counselling, therapy or clinical treatment.
- Nothing here limits your rights under the Australian Consumer Law.

Some of our courses deal with harm, loss and authority. This page explains how we try to keep learning safe, where our limits are, and what happens to what you write.

Adults only

Institute courses and accounts are for adults aged 18 and over. The Institute does not provide any services to children. Each enrolment asks you to confirm you are 18 or older; no date of birth is collected.

1. Informed consent

Course pages describe the themes involved before you enrol, so you can decide whether now is the right time. You choose whether to enrol, how fast to go, and whether to stop.

2. Distress and trauma-aware learning

Courses are written to avoid graphic detail, never require you to retell your own experience, and include pauses. If material brings up distress, it is fine to stop, step away, or come back later. Your progress is saved.

3. Opting out of reflective prompts

Reflective prompts are invitations. In most courses you can read past them without writing anything, and they do not count toward completion. Where a course does require a written response for assessment, its page says so before you enrol, and you can ask through the support form about another way to complete it.

4. If you need support now

The Institute does not provide a crisis or monitoring service, and messages are not read around the clock. If you are in danger or need urgent help, please contact:

- Emergency — police, ambulance, fire - 000
- Lifeline (24/7 crisis support) - 13 11 14
- Beyond Blue - 1300 22 4636
- 1800RESPECT (sexual, domestic and family violence) - 1800 737 732

- 13YARN (Aboriginal and Torres Strait Islander crisis support) - 13 92 76
- Kids Helpline (5 to 25 years) - 1800 55 1800

Your GP, an Employee Assistance Program (if your workplace has one), or a registered counsellor or psychologist can provide ongoing support.

5. Professional boundaries

Courses are education, not counselling, therapy, chaplaincy, legal advice or clinical treatment, and enrolling does not create a counselling relationship. The Institute does not diagnose, treat, or tell you what to decide. Course support is limited to questions about the course and your enrolment.

6. Confidentiality and its limits

We keep what you share with us private and use it only to support your learning and enrolment. We cannot promise absolute confidentiality. We may need to act or share information if someone is at serious risk of harm, if a child may be at risk, or if the law requires it. Wherever it is safe and possible, we will tell you first.

7. Your reflections and what is stored

We try to collect only what we need. Specifically:

- Workplace Wellbeing courses: the private note boxes are not saved or sent anywhere. They disappear when you leave the page.
- Other courses: if you choose to save a reflection in a lesson, it is stored with your account in our secured system so you can return to it. It is never shown to other learners or employers. It can be seen by you and, only where needed for support, safety or legal reasons, by the Institute administrator (Sharon Mackenzie). Before your first reflection is saved, you are asked to agree to this; writing is always optional. Knowledge check answers and assessment submissions are stored in the same way.
- Site usage statistics never include reflections, answers, passwords or payment details.

Please don't write anything in a saved reflection that you would not want stored. You can ask us to correct or delete saved reflections through the support form.

Full details are in the Privacy Notice. If you are concerned about how we have handled your information, you can raise it with us or with the Office of the Australian Information Commissioner.

Source record: <src/routes/education-governance.safeguarding-privacy.tsx>

7. Certification & Practitioner Recognition

Source: <https://spiritledinstitute.com/education-governance/certification>

Version 1.1 · issued 13 October 2026. Next review: by October 2027. Status: Revised 13 October 2026 (adults-only eligibility, privacy, complaints, refunds and certificates). Written by the Institute.

Key facts

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- No course is a nationally recognised qualification, and the Institute is not a Registered Training Organisation (RTO) or a TEQSA-registered higher education provider, unless a course explicitly states otherwise.
- Counselling-informed education is not counselling, therapy or clinical treatment.
- Nothing here limits your rights under the Australian Consumer Law.

A clear account of what our certificates show, and what they do not.

1. Completion is not a qualification

A Spirit Led Institute Certificate of Completion shows that you met a course's completion conditions on a particular date. It is not an AQF qualification, Statement of Attainment, licence, professional registration or government accreditation, and it does not by itself authorise anyone to provide counselling, therapy or any other regulated service. It is not CPD-accredited by any external body unless a course explicitly says so.

2. Eligibility

Each course page states whether it offers a certificate. Some courses are deliberately non-assessed and do not issue one.

3. Assessment for certificates

A certificate is issued automatically once the course's stated conditions are met — for example, all required lessons completed and knowledge checks passed at the stated mark. Where a written submission is required, it is reviewed before completion is confirmed.

4. Verification, reissue and revocation

Each certificate has a unique number. Anyone can confirm it on the certificate verification page.

You can ask for a certificate to be reissued (for example to correct your name) through the support form. A refund does not automatically cancel a certificate you have already earned. A certificate may be withdrawn only for a specific reason, such as being obtained through misrepresentation, and only after you have been told the concern and had a chance to respond. Any decision is given in writing with reasons, and you may ask for it to be reviewed.

4a. Using your certificate for CPD

Where a course page lists CPD hours, your certificate records those hours as self-directed, non-accredited professional learning. The Institute is not a CPD-accrediting body and does not hold endorsement from any professional association.

Many professional associations accept self-directed learning toward annual CPD. Whether these hours count, and in which category, is decided by your own association — please check its current CPD policy. For an audit, keep your certificate, its verification number and the course outline, and note how the learning relates to your practice.

Claiming CPD Hours: association requirements and your learning record

5. Practitioner recognition

The Institute describes a private Professional Membership and the SpiritRSPrac credential for Reflective Safeguarding Practitioners on its Professional Membership pages. These are private Institute arrangements — not statutory registration, AHPRA registration, external accreditation or a licence.

At present, practitioners can register their interest. A course certificate does not by itself confer membership or the right to use SpiritRSPrac.

Pending definition: The admission assessment, competency evidence, renewal requirements and independent oversight for practitioner recognition are still being defined. Until they are published as final, the Institute makes no commitment about them, and no one should describe themselves as Institute-recognised on the strength of a course certificate alone.

Source record: <src/routes/education-governance.certification.tsx>

8. Accessibility Statement

Source: <https://spiritedinstitute.com/accessibility>

Spirit Led Institute aims to make its online learning and resources usable by as many people as reasonably possible.

Our approach

We work towards the following, where practicable:

- Readable structure and headings.
- Keyboard-usable navigation where supported.
- Descriptive labels and alternative text for meaningful images.
- Sufficient colour contrast and layouts that adapt to different screen sizes.
- Plain-language instructions.

Accessibility is an ongoing process. This statement describes our aims; it is not a claim of WCAG conformance, legal compliance or universal accessibility.

Barriers and reasonable adjustments

If you encounter a barrier or need a reasonable adjustment, you are welcome to contact the Institute. You don't need to be signed in: email sharon@spiritedinstitute.com, or signed-in students can choose "Accessibility barrier or reasonable adjustment" in the account support form. Requests are considered individually and handled respectfully and confidentially, in line with our Privacy Notice. Consistent with the Disability Standards for Education, we will consult with you about what you need and make adjustments that are reasonable. If we decide a particular adjustment is not reasonable, we will explain why in writing and discuss alternatives. We aim to acknowledge requests within 5 business days and respond in full within 20 business days, or tell you if more time is needed.

For assessed courses, reasonable adjustments may change how a learner demonstrates learning, but must not remove the course's essential learning outcomes or compromise its integrity. Check the individual course page for assessment requirements; not all courses have assessment or certificates.

You can tell us:

- The page, feature or content causing difficulty.
- Your device, browser or assistive technology, if you wish.
- The format or adjustment that may help.

PDF documents

Some documents are also offered as PDFs, which may not work well with every screen reader. The policies in the Policies & Governance Collection (PDF) are available as web pages: Terms, Privacy, Refunds and Education & Governance. If you need another document in a different format, please ask.

Third-party content and services

Third-party services and externally linked content may have separate accessibility limitations and policies. If these affect your access to Institute learning, please let us know through the same contact pathway.

Source record: [src/routes/accessibility.tsx](#)

9. Terms of Enrolment

Source: <https://spiritledinstitute.com/terms>

Spirit Led Institute is a registered business name operated by Sharon Mackenzie, ABN 64 980 520 433.

Version 2026-10-13-v2 · effective for new enrolments from 13 October 2026 · last reviewed 13 October 2026. If you enrolled earlier, the terms you accepted then (recorded with their version and date) continue to apply to that enrolment; any change that benefits you, such as clearer complaint and certificate protections, is offered to you as well. Nothing here limits your rights under the Australian Consumer Law or privacy law.

1. Nature of our courses

This is an independent, non-accredited professional development course. Completion provides a Spirit Led Institute Certificate of Completion only. It does not provide an AQF qualification, a Statement of Attainment, professional registration, a licence or government accreditation.

All courses are self-paced online study delivered as written and digital content. Courses are written and digital. They do not include live classes, scheduled sessions, video calls, coaching or tutor access.

2. Enrolment and access

Eligibility. Courses and accounts are for adults aged 18 and over. When you enrol you confirm that you are 18 or older. The Institute does not provide courses or services to children. Enrolments made before this confirmation was added are not affected by its introduction.

Education, not counselling. The Institute provides courses and educational resources only. It does not provide individual counselling, therapy, chaplaincy or clinical sessions, and no course creates a counselling relationship.

Every enrolment — paid, free, or using a gift or workplace code — requires you to actively accept these Terms, the Privacy Notice and the Refund Policy, together with the course conditions, at the point of enrolment. Creating an account does not by itself enrol you or count as acceptance. For paid courses, enrolment is created when payment is successfully received; for free or fully covered enrolments, it is created when you confirm. Access to the course opens immediately and continues for as long as the course remains offered by the Institute. If a course is retired we will give reasonable notice and a reasonable period to complete it.

Student Learning Benefits: Books & The Arcanum

Every enrolled Institute student — whether the enrolment was paid, free, or made with an access, gift or workplace code — receives free access, through their own signed-in student account, to (a) every Institute ebook hosted in the Institute's own online reader, and (b) 12 months of complimentary access to The Arcanum. Access is applied automatically and checked by our system each time you open a book or The Arcanum; there is nothing to claim or pay. Book access continues while you hold an active or completed enrolment, including after you finish a course. The Arcanum's 12 months start on the date of your first eligible enrolment and end automatically 12 months later; enrolling in further courses does not restart or extend them. You will receive one email explaining how to log in, and the same details appear on your dashboard. Nothing renews or charges you. Included books are Institute-hosted reader editions only: printed paperbacks and retail editions sold through outside retailers such as Amazon are not supplied, and a title is only available once its reader edition has actually been loaded. This account-level student benefit is separate from a separately purchased Arcanum subscription or individually purchased ebook, which keep their own terms. If every enrolment on your account is refunded or cancelled, the student benefit ends, but anything you bought separately stays yours.

3. Completion and certificates

A course is marked complete when its published completion conditions are met (for example, all required lessons marked complete and any required knowledge checks passed). Where a course is eligible, a Spirit Led Institute Certificate of Completion is issued automatically with a unique certificate number. The Institute keeps a record of each certificate issued so it can be confirmed or reissued (for example, to correct a name) if ever needed. A refund does not automatically cancel a certificate you have already earned. A certificate may be withdrawn only for a specific reason — such as one obtained through misrepresentation — after you have been told the concern and had a chance to respond, with written reasons.

4. Your responsibilities

You agree to provide accurate details, keep your account secure, use course materials for your own personal or professional learning only, and not to copy, share or resell them. Reflective exercises may invite personal reflection; please take care of your own wellbeing and seek appropriate support where needed.

5. Refunds and consumer rights

Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. Nothing in our terms limits those rights. Our refund and cancellation policy is set out on the refunds page and in each course description.

6. Tax

Whether any self-education expense is deductible depends on your individual circumstances and its connection to your current work. Please check current ATO guidance or seek independent tax advice.

7. Privacy

We handle your personal information in accordance with our privacy notice. Essential service messages about your enrolment, payments and certificates are sent to all learners; marketing communications are sent only with your separate consent, which you may withdraw at any time.

8. Concerns and complaints

If something goes wrong, raise it through the support form in your account, or by email to sharon@spiritledinstitute.com if you are not signed in. Payment issues, refund requests, technical problems, privacy and accessibility requests, complaints and appeals are reviewed by the proprietor, Sharon Mackenzie. We aim to acknowledge your message within 5 business days and to give a substantive written response within 20 business days. If a matter needs more time, we will tell you why and when to expect a response. You will receive a written response with reasons, and you may ask for a decision to be reviewed again by the proprietor if you think something was missed. Because the Institute is a sole-trader business, there is no separate internal panel.

If you are not satisfied with the outcome, you may contact NSW Fair Trading (or the consumer protection agency in your state or territory) about consumer matters, or the Office of the Australian Information Commissioner about privacy matters. Using these options does not affect your rights under the Australian Consumer Law.

Source record: [src/routes/terms.tsx](#)

10. Privacy Notice

Source: <https://spiritedinstitute.com/privacy>

Spirit Led Institute is a registered business name operated by Sharon Mackenzie, ABN 64 980 520 433.

Version 2026-10-13-v2 · effective for new enrolments from 13 October 2026 · last reviewed 13 October 2026. If you enrolled earlier, the terms you accepted then (recorded with their version and date) continue to apply to that enrolment; any change that benefits you, such as clearer complaint and certificate protections, is offered to you as well. Nothing here limits your rights under the Australian Consumer Law or privacy law.

What we collect

Your name, email address and sign-in details (or the basic profile Google shares if you sign in with Google), enrolment and progress records, the date and version of terms and the 18+ confirmation you accept, knowledge check answers and assessment submissions, reflective notes you choose to save, support messages you send, payment records (PayPal handles card details — we do not see or store card numbers) and certificate details. If you contact us by email, we keep that correspondence. We do not collect your date of birth.

Some things you may choose to write — for example reflections or support messages about health, faith or difficult experiences — can be sensitive information. Writing them is always optional; saving a course reflection for the first time asks for your agreement.

Why we collect it

To create and manage your enrolment, deliver course content, track and save your progress, issue certificates, process payments and refunds, respond to support requests, and meet our record-keeping obligations.

Essential messages and marketing

We send essential service messages (enrolment and payment confirmation, course access, completion and certificate notices, account security) to all learners. This website currently sends service emails only; it has no marketing or newsletter system. Any future marketing emails would be sent only with your separate consent and would include a way to unsubscribe. You can withdraw any earlier consent in your account or by emailing sharon@spiritedinstitute.com.

Site usage statistics

To understand where visitors find the site hard to use, we record simple first-party events — for example that a course page was viewed, an enrol button or download was clicked, or an enrolment was completed — with the course or resource involved, a general device type (mobile, tablet or desktop) and the referring website. Before you sign in these are anonymous, linked only to a random code that lasts for your browser tab. We do not use advertising trackers, third-party analytics or fingerprinting, and we never record reflections, answers, passwords or payment details in these statistics.

Storage and security

Records are stored in secured cloud infrastructure with access restricted to your own account and Institute administrators. Spirit Led Institute is run by Sharon Mackenzie as a sole trader with no employees, so the administrator is Sharon. Reflective notes you choose to save in a course are never shown to other learners or to employers; like other account records, they are technically accessible to the administrator, who looks at them only where needed for support, safety or legal reasons. Reflections in the free Workplace Wellbeing resources are not saved at all.

How long we keep information

We keep account and learning records while your account is open, and for no longer than we reasonably need them after that. If you ask for your account to be deleted, we will delete your information except where we need to keep something: payment and refund records that tax or financial record-keeping laws require, the minimum details needed to verify a certificate that has been issued (name, course, date and certificate number), and records reasonably needed for an unresolved complaint, legal claim or safety matter. We will tell you what, if anything, is kept and why.

Service providers and overseas handling

To run the site we use service providers in these categories, sharing only what each needs:

- Website platform, hosting and database (Lovable, with database and file storage infrastructure supplied through it). Our main database is hosted in Ireland (European Union). Web pages are delivered through a global content network, so requests may pass through servers in other countries.
- Sign-in: if you choose Google sign-in, Google shares your name and email with us.
- Payments: PayPal processes paid enrolments and may handle data in Australia and overseas under its own privacy policy.
- Email: Institute emails are sent through Google (Gmail/Google Workspace), which may process them in Australia and overseas.

Because these providers operate internationally, your information may be stored or processed outside Australia. Apart from the database location above, we have not confirmed the specific countries each provider uses. We choose established providers with their own security and privacy commitments.

Children

Our courses and accounts are for adults aged 18 and over, and the Institute provides no services to children. We do not knowingly collect information from children. If we learn a child has created an account, we will close it and delete the information, subject to the record-keeping exceptions above.

Access, correction and deletion

You can update your name in your account at any time. To ask for a copy of your information, a correction, or deletion of your account, choose “Privacy request” in the support form in your account, or email sharon@spiritledinstitute.com if you cannot sign in. Requests are handled personally, not by an automatic process. We may need to confirm it is really you before acting — usually by replying to the email address on your account. We aim to acknowledge your message within 5 business days and to give a substantive written response within 20 business days. If a matter needs more time, we will tell you why and when to expect a response. If we cannot do what you ask (for example because a record must be kept by law), we will explain why in writing.

Privacy concerns and complaints

Please contact us first, using the support form or email above. If you are not satisfied with our response, you may complain to the Office of the Australian Information Commissioner ([oaic.gov.au](https://www.oaic.gov.au) [<https://www.oaic.gov.au>]). The NSW Information and Privacy Commission (ipc.nsw.gov.au) handles some NSW privacy matters, mainly involving NSW public sector agencies and health information, and can tell you whether it can help.

Source record: `src/routes/privacy.tsx`

11. Refunds & Cancellations

Source: <https://spiritedinstitute.com/refunds>

Spirit Led Institute is a registered business name operated by Sharon Mackenzie, ABN 64 980 520 433.

Version 2026-10-13-v2 · effective for new enrolments from 13 October 2026 · last reviewed 13 October 2026. If you enrolled earlier, the terms you accepted then (recorded with their version and date) continue to apply to that enrolment; any change that benefits you, such as clearer complaint and certificate protections, is offered to you as well. Nothing here limits your rights under the Australian Consumer Law or privacy law.

Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. Nothing in our terms limits those rights.

Change of mind

Because course content is available immediately after enrolment, we ask that you read the course description carefully before purchasing. As a courtesy, paid courses may be refunded for change of mind within 14 days of enrolment where no more than 20% of the course has been completed, unless the course page states a different window. Requests within that window are refunded in full to the original payment method. Free courses involve no payment, so no refund applies.

Faults and problems

If a course is not as described, is materially defective, or cannot be accessed because of a problem on our side, you are entitled to a remedy under the Australian Consumer Law, which may include a refund, regardless of any change-of-mind window.

How to request a refund

Sign in and use the support form in your account, choosing “Refund or cancellation request”, or email sharon@spiritedinstitute.com. We aim to acknowledge your message within 5 business days and to give a substantive written response within 20 business days. If a matter needs more time, we will tell you why and when to expect a response. Approved refunds are processed to the original payment method; your bank may take several business days to show the credit.

What a refund changes

A full refund cancels that enrolment, so access to that course closes. A refund does not automatically cancel a Certificate of Completion you have already earned; any certificate question is considered individually, with written reasons. If every enrolment on your account is refunded or cancelled, the complimentary student book and Arcanum benefit ends; anything you bought separately stays yours.

Course pages may include their own refund wording. Where a course page and this page differ, the wording more favourable to you applies, and nothing here reduces your rights under the Australian Consumer Law.

Cancellation by the Institute

If we withdraw a course before you have had a reasonable opportunity to complete it, we will offer a full or proportionate refund.

Source record: [src/routes/refunds.tsx](#)

12. Claiming CPD Hours

Source: <https://spiritedinstitute.com/cpd>

Compilation note: The association guidance and linked sources are reproduced as written in the Institute guide dated 11 October 2026. This compilation does not independently update that guidance.

Your learning can support your professional practice. Here is how to check whether it fits your association's requirements and keep a clear record.

Guide dated 11 October 2026 · Australia · Policies can change: check the official source for your current reporting period.

Learning hours are not automatic approval

Spirit Led Institute is an independent, non-accredited education provider. We do not claim ACA, PACFA, AASW or APS approval for these courses. Your association or regulator decides eligibility, category, evidence and any limits. A 40-hour course does not necessarily entitle you to claim 40 CPD hours or points.

Check your professional association

No association-specific acceptance of Institute courses has been verified. Use the official policies below to check your proposed activity before relying on it for mandatory CPD.

Australian Counselling Association (ACA) — conditional OPD eligibility

ACA lists relevant non-ACA-approved online training, but its online-training category requires assessment and a completion/attendance certificate, with a minimum duration. Points are allocated by duration band, not one point per hour. Non-assessed Institute journeys do not meet those stated online-training requirements; short activities may not meet the duration threshold. Check each assessed course and do not describe it as ACA-approved.

Official ACA activity categories and point allocation (opens a new tab) [<https://australian-counselling-association.helpscoutdocs.com/article/37-what-courses-can-i-claim-opd-point-for>]

PACFA — conditional CPD eligibility

Learning must be directly relevant to counselling/psychotherapy clinical practice or its research evidence base. PACFA distinguishes active Category A learning from passive Category B learning. Its guidance includes recorded courses with an assessment or facilitator interaction among active-learning examples; reading and recorded viewing may fall under Category B. Category B is capped and requires PACFA's Reflective Review Template. Do not assume every Institute course is Category A: confirm the actual format and category with PACFA.

PACFA current CPD requirements and standard (opens a new tab)

[<https://pacfa.org.au/portal/Membership/CPDSupervision.aspx>] · Category examples (2024 guidance; check against the current standard)

[<https://pacfa.org.au/portal/portal/News-and-Advocacy/news/2024/What-counts-as-CPD.aspx>]

Australian Association of Social Workers (AASW) — conditional external-provider eligibility

AASW explicitly allows CPD from external providers when the member ensures relevance and consistency with its CPD categories. An Institute course may be considered for Skills and Knowledge learning, but the appropriate category, evidence and any credential-specific requirements must be checked against AASW's current policy. This is not AASW endorsement of the Institute.

AASW CPD overview, policy and evidence guidance (opens a new tab)
[<https://www.aasw.asn.au/professional/cpd/cpd-overview/>]

Australian Psychological Society (APS) / Psychology Board of Australia — check regulator requirements

APS approval is a separate provider quality process; Institute courses have no verified APS approval. Registered psychologists must meet the Psychology Board's CPD standard, using a learning plan, activity log and reflection. Independent online learning needs to fit professional competence and scope of practice. A self-paced Institute course does not substitute for required peer consultation. Check eligibility with the Board rather than assuming an APS approval badge or guaranteed acceptance.

APS standards and approval (opens a new tab)
[<https://psychology.org.au/training-and-careers/education/aps-cpd-standards-and-approval>] ·
Psychology Board CPD requirements (opens a new tab)
[<https://www.psychologyboard.gov.au/Registration/Continuing-Professional-Development>]

Institute course learning hours

These are the Institute's listed learning hours, not association-approved points. Record your actual eligible learning time and apply your association's rules. Other courses, including Restoration of Internal Authority™, have no assigned CPD hours in this guide.

- Reflective Safeguarding Practitioner™ Training - 40 hours
- Introduction to Reflective Safeguarding™ - 3 hours
- Building Healthy Organisations™ - 3 hours
- Recognising Coercive Control — Express - approximately 20 minutes (0.33 hours)
- The Architecture of Belonging™ - 3 hours
- Recognising Coercive Control in Personal Relationships - 3 hours
- Recognising Coercive Control in the Workplace and Church - 3 hours
- Psychosocial Risk, Authority and Organisational Accountability - 1.5 hours
- Sexual Harassment Beyond Physical Contact - 1.5 hours
- The Responsible Use of Organisational Authority - 2 hours (approximately 2–2.5 hours of learning)
- After Difficult Work - 1.5 hours

Make your claim in five steps

- Check your association's current policy, your membership category and reporting period. Ask whether this particular non-accredited online activity qualifies, and whether provider approval is required.

- Choose learning relevant to your practice or learning plan. Do not assume a spiritual or personal healing activity meets professional CPD criteria.
- Record the date, course title, provider, learning objectives, actual time spent and eligible category. Do not count breaks or claim the same activity twice.
- Keep the course outline, enrolment record and your own learning notes. Where a certificate is offered and earned, keep it and its verification number. Non-assessed courses do not gain a certificate simply because you want to claim CPD.
- Explain what you learned and how it informs your work, without identifying clients or sharing private personal reflections. Submit through your association's own process and retain evidence for its required period.

A useful record: date · activity/provider · objectives · actual learning time · category · key learning · application to practice · evidence kept. You can keep this privately in your own document; nothing needs to be submitted to the Institute.

If you are unsure

Send your association the course outline and ask: "Can I count this self-directed, non-accredited online learning in my current CPD period? Which category applies, what evidence is needed, and what limit or conversion applies?" Keep its written answer. The Institute cannot guarantee acceptance or approve a claim on your association's behalf.

Source record: <src/routes/cpd.tsx>

13. Contact and student support pathways

Source: <https://spiritledinstitute.com/contact>

Whether you are considering a course for yourself, arranging professional learning for your workplace, or you are a current student with a question, you are welcome to write to the Institute.

Email Sharon

Contact the Institute by email. Course questions, professional learning questions and workplace or organisation enquiries are all welcome.

sharon@spiritledinstitute.com

Complaints, privacy and accessibility

You don't need to be signed in. Email the address above to raise a complaint or appeal, ask for access to, correction of or deletion of your information, report an accessibility barrier, or request a reasonable adjustment. Signed-in students can also use the support form in their account. We aim to acknowledge your message within 5 business days and to give a substantive written response within 20 business days. If a matter needs more time, we will tell you why and when to expect a response.

The Institute provides courses and educational resources only. It does not offer individual counselling, therapy or chaplaincy sessions. If you need support now, please contact Lifeline on 13 11 14 or emergency services on 000.

What you might write about

Courses & personal learning

Questions about any course in the course catalogue — what a course covers, how enrolment works, or which stream fits where you are.

Professional learning & CPD

Practitioner development, claiming CPD hours or the Professional Development pathway.

Workplace & organisation enquiries

Workplace Wellbeing access and pricing for teams and organisations. Sharon can walk you through the options on the Workplace Wellbeing page. Explore what the Institute provides for organisations.

Already enrolled?

Current students: for enrolment or course support, please use student support in the Student Handbook . You can also reach your courses any time from My account. Accessibility and reasonable adjustments.

Employers and organisations: please use the workplace & organisation enquiry email so your message is easy to spot.

Policies covering enrolment, refunds, privacy and certification are in Education & Governance .

Source record: [src/routes/contact.tsx](#)

14. Reflective Safeguarding Professional Practice Standard™

Source: <https://spiritledinstitute.com/standards>

Established by Spirit Led Institute. Founder and Originator of Reflective Safeguarding™: Sharon Mackenzie.

1. Purpose

The Reflective Safeguarding Professional Practice Standard™ establishes the foundational principles, scope, ethical expectations and minimum standards for the professional practice of Reflective Safeguarding.

It exists to:

- protect the dignity, agency and wellbeing of clients;
- define safe and competent Reflective Safeguarding practice;
- establish appropriate professional boundaries;
- provide consistency across Reflective Safeguarding practitioners;
- establish expectations for education, competency and continuing professional development;
- protect the integrity of Reflective Safeguarding as a distinct professional modality; and
- provide a foundation for professional membership and practitioner recognition through Spirit Led Institute.

Reflective Safeguarding is founded upon a central principle:

Professional authority must never replace client authority.

The role of the practitioner is not to take control of the client's decisions, determine the client's reality for them, or prescribe an outcome.

The practitioner supports the conditions in which clarity, discernment, informed choice and appropriate personal agency can be restored and exercised.

2. Definition of Reflective Safeguarding

Reflective Safeguarding™ is a structured reflective practice modality for exploring relational, organisational and systemic situations that may be affecting a person's wellbeing, agency, dignity, psychological safety, boundaries or capacity for informed choice.

Reflective Safeguarding assists clients to examine what is occurring, recognise relevant patterns and dynamics, locate responsibility appropriately, understand the operation of power and authority, identify available choices and determine their own appropriate response.

It may be used in individual, relational, workplace, community, leadership, ministry and organisational contexts where circumstances have become confusing, tangled, pressured, unsafe or difficult to interpret.

Reflective Safeguarding does not require the practitioner to determine who is right or wrong.

Its purpose is to help the client see clearly enough to choose freely.

3. Core Practice Philosophy

Reflective Safeguarding recognises that people can experience a loss or erosion of agency when exposed to:

- relational pressure;
- power imbalance;
- unclear authority;
- conflicting expectations;
- systemic dysfunction;
- chronic ambiguity;
- inappropriate responsibility;
- coercive or controlling dynamics;
- communication breakdown;
- unresolved relational rupture; or
- environments in which their observations, boundaries or decision-making capacity have been repeatedly overridden.

Reflective Safeguarding does not seek to replace one external authority with another.

The practitioner therefore does not become the person who tells the client what their experience means or what they must do.

Instead, the practitioner facilitates a structured process through which the client can examine their experience, access relevant information, distinguish responsibility, understand available options and exercise informed choice.

Power is not transferred from the client to the practitioner.

Where appropriate agency has been diminished, the practice seeks to support its return to the client.

4. The Reflective Safeguarding Practitioner

A Reflective Safeguarding Practitioner is trained to facilitate the Reflective Safeguarding process within the scope of their education, competency and professional role.

The practitioner acts as a:

reflective facilitator, pattern observer, safeguarding practitioner and supporter of informed decision-making.

The practitioner is not automatically acting as a:

- psychologist;
- psychiatrist;
- medical practitioner;
- lawyer;
- investigator;
- mediator;

- arbitrator;
- law-enforcement officer;
- organisational decision-maker; or
- statutory safeguarding authority.

A practitioner who separately holds another professional qualification may practise within that additional scope where appropriate, but must clearly distinguish those roles from Reflective Safeguarding practice.

5. Client Agency and Informed Choice

Client agency is a foundational requirement of Reflective Safeguarding practice.

Clients have the right to:

- make their own decisions;
- disagree with the practitioner;
- determine their own priorities;
- decline a suggested avenue of exploration;
- change their mind;
- choose whether or not to take action;
- establish personal boundaries;
- seek another professional opinion;
- cease the Reflective Safeguarding process; and
- determine, within applicable legal and safety constraints, what happens next.

Practitioners must provide sufficient information for clients to make informed choices about participating in Reflective Safeguarding.

Informed consent is an ongoing process rather than a single administrative event.

6. Appropriate Use of Practitioner Power

The practitioner-client relationship inherently creates a degree of professional influence.

Reflective Safeguarding Practitioners must therefore remain conscious of their own authority and must not use their position to unnecessarily direct, control, pressure or create dependency in clients.

Practitioners must not present their interpretation as unquestionable truth.

Practitioners should distinguish between:

observation — interpretation — professional concern — client decision.

The practitioner may identify patterns, inconsistencies, risks or safeguarding concerns.

The client retains decision-making authority except where the practitioner has an overriding legal or professional obligation relating to safety, reporting or disclosure.

7. Scope of Practice

Reflective Safeguarding may include:

- structured exploration of a presenting concern;
- clarification of events and chronology;
- identification of relational and systemic patterns;
- exploration of responsibility and accountability;
- examination of power and authority;
- boundary clarification;
- communication analysis;
- consideration of psychological and relational safety;
- identification of systemic gaps;
- exploration of rupture and repair;
- identification of available choices;
- support for informed decision-making;
- consideration of proportionate responses;
- identification of circumstances requiring referral or escalation; and
- supporting clients to release responsibility that appropriately belongs elsewhere.

8. The Reflective Safeguarding Practice Process

While professional judgment is required in individual circumstances, Reflective Safeguarding generally follows the following practice sequence:

- PRESENT - What is happening?
- CLARIFY - What has actually occurred?
- SEPARATE - What is observable fact, interpretation, assumption, emotion or reported information?
- MAP - What relational, structural or systemic dynamics are operating?
- LOCATE - Where do responsibility, accountability, authority and power appropriately sit?
- SAFEGUARD - What boundaries, risks, vulnerabilities or protective factors need consideration?
- DISCERN - What options are genuinely available?
- INFORM - Does the client have sufficient information to make a meaningful choice?
- CHOOSE - What does the client want to do?
- RESPOND / REFER / RELEASE - What belongs to the client now—and what does not?
- CLOSE - What clarity has been reached and what remains unresolved?

The process is not necessarily linear. A practitioner may return to earlier stages as new information or insight emerges.

9. Neutrality and Epistemic Humility

Reflective Safeguarding requires practitioners to maintain appropriate humility regarding what they can and cannot know.

Practitioners should distinguish:

- what the client directly observed;
- what another person reportedly said or did;
- the client's interpretation;
- the practitioner's interpretation;
- information that can be independently established; and
- information that remains uncertain.

Practitioners must not manufacture certainty where certainty is unavailable.

Neutrality does not require practitioners to ignore observable harm, coercion, unsafe behaviour or significant power imbalance.

It requires the practitioner to remain disciplined about the basis upon which conclusions are formed.

10. Responsibility and Right Order

Reflective Safeguarding recognises that inappropriate responsibility can itself become a source of psychological and relational burden.

Practitioners support clients to examine:

- What belongs to me?
- What belongs to another person?
- What belongs to leadership?
- What belongs to an organisation or system?
- What requires external intervention?
- What can remain unresolved without being carried by me?

The purpose is not avoidance of legitimate responsibility.

It is the appropriate location of responsibility.

11. Boundaries

Practitioners must maintain appropriate professional boundaries.

This includes boundaries concerning:

- practitioner availability;
- communication outside sessions;
- dual relationships;
- financial arrangements;
- confidentiality;

- social media;
- gifts;
- dependency;
- conflicts of interest;
- spiritual or ideological influence;
- practitioner self-disclosure; and
- the distinction between professional support and personal relationship.

Practitioners must not intentionally cultivate client dependency.

The successful outcome of Reflective Safeguarding should ordinarily increase rather than diminish the client's capacity to exercise their own judgment and agency.

12. Contraindications and Limitations

Reflective Safeguarding is not intended to replace emergency, medical, psychiatric, psychological, legal, statutory safeguarding or crisis services.

A practitioner must recognise circumstances in which Reflective Safeguarding alone is insufficient.

These may include situations involving:

- immediate risk of serious harm;
- acute mental health crisis;
- medical emergency;
- risk of suicide or serious self-harm;
- credible threats of serious violence;
- child protection concerns;
- circumstances triggering mandatory reporting obligations;
- criminal conduct requiring specialist intervention;
- domestic or family violence requiring specialist safety planning;
- circumstances requiring legal advice;
- severe impairment affecting informed consent or decision-making; or
- needs outside the practitioner's competence.

Appropriate referral, consultation, escalation or emergency intervention must occur where required.

13. Referral

Referral is not a failure of Reflective Safeguarding practice.

It is an expression of professional competence.

Practitioners must recognise the limits of their training and refer appropriately when a client's needs exceed those limits.

Referral may include:

- medical practitioners;
- psychologists;
- counsellors or psychotherapists;
- domestic and family violence services;
- legal practitioners;
- emergency services;
- child protection authorities;
- specialist safeguarding professionals;
- workplace or WHS specialists;
- regulatory bodies; or
- other appropriately qualified professionals.

Where possible and appropriate, referral should preserve client agency and informed choice.

14. Competency

Professional recognition as a Reflective Safeguarding Practitioner requires demonstrated competency rather than course attendance alone.

Competency should include the ability to:

- establish appropriate scope and consent;
- facilitate structured reflective inquiry;
- differentiate observation from interpretation;
- recognise relevant patterns without overstating conclusions;
- map responsibility appropriately;
- recognise power and authority dynamics;
- maintain professional boundaries;
- preserve client agency;
- identify safeguarding concerns;
- recognise limitations and contraindications;
- refer appropriately;
- document practice appropriately;
- manage ethical dilemmas; and
- bring the Reflective Safeguarding process to appropriate closure.

15. Professional Ethics

Reflective Safeguarding Practitioners must practise with:

Dignity.

Integrity.

Clarity.

Humility.

Competence.

Accountability.

Respect for agency.

Appropriate use of power.

Practitioners must not exploit clients financially, emotionally, relationally, sexually, spiritually or professionally.

They must not knowingly misrepresent their qualifications, professional status, experience or scope of practice.

16. Confidentiality and Information Management

Practitioners must explain confidentiality and its limitations before substantive practice begins.

Client information must be collected, stored, accessed, used and disclosed appropriately and in accordance with applicable privacy, health-record and other legal requirements.

Practitioners must collect only information reasonably necessary for their professional purpose and maintain appropriate safeguards for sensitive information.

Where disclosure may be required because of law or serious safety concerns, practitioners should explain the relevant limits of confidentiality as clearly as circumstances permit.

17. Documentation

Practitioners must maintain records appropriate to their practice, professional obligations and applicable law.

Records should be:

- relevant;
- proportionate;
- factual;
- distinguish observation from interpretation;
- securely maintained;
- respectful of the client; and
- sufficient to demonstrate appropriate professional practice.

Records should not become unnecessary repositories of speculation about clients or third parties.

18. Continuing Professional Development

Professional competency requires ongoing development.

Members recognised by Spirit Led Institute as practising Reflective Safeguarding Practitioners may be required to complete continuing professional development as a condition of ongoing professional

membership.

Relevant CPD may include:

- safeguarding;
- trauma-informed practice;
- ethics;
- relational practice;
- psychosocial safety;
- professional boundaries;
- cultural responsiveness;
- power and authority;
- legal and regulatory developments;
- reflective practice; and
- advanced Reflective Safeguarding education.

19. Supervision and Reflective Practice

Reflective Safeguarding Practitioners should have access to appropriate professional supervision, consultation or structured reflective practice.

Supervision should support:

- practitioner self-awareness;
- identification of bias;
- ethical decision-making;
- management of complex cases;
- appropriate boundaries;
- recognition of rescue or over-responsibility;
- responsible use of practitioner power; and
- maintenance of professional competence.

Supervision must not become a mechanism through which the client's decision-making authority is transferred to the supervisor.

20. Professional Recognition

Spirit Led Institute may establish professional membership categories for individuals who meet its education, competency, ethical and continuing-practice requirements.

Recognition by Spirit Led Institute represents professional recognition within the Institute's own professional standards framework.

It must not be represented as statutory registration, government accreditation or another form of regulatory recognition unless such recognition has separately been obtained.

Practitioners must accurately represent their membership status and qualifications.

21. Practitioner Register

Spirit Led Institute may maintain a public register of Reflective Safeguarding Practitioners who meet its current professional membership requirements.

The register may identify:

- practitioner name;
- professional designation;
- membership status;
- membership number;
- recognised level of practice;
- relevant qualifications where verified;
- current membership standing; and
- other information reasonably necessary to allow the public to verify professional recognition.

Inclusion on the register does not constitute government registration or statutory licensing.

22. Complaints and Professional Conduct

Clients and members of the public must have access to a clear process for raising concerns regarding the professional conduct of recognised practitioners.

Complaints must be handled according to principles of:

fairness, independence, confidentiality, proportionality, transparency and procedural fairness.

A practitioner who is the subject of a complaint must be given reasonable opportunity to understand and respond to allegations.

Where possible, individuals responsible for determining serious professional-conduct matters should not have a material conflict of interest.

Possible outcomes may include:

- no further action;
- education or professional guidance;
- additional supervision;
- conditions on membership;
- remedial training;
- formal warning;
- suspension of professional recognition; or
- termination of membership.

An appropriate review or appeal mechanism must be available for significant adverse decisions.

23. Protection of the Modality

Reflective Safeguarding™ is a distinct professional methodology originated by Sharon Mackenzie and developed through Spirit Led Institute.

Spirit Led Institute is responsible for maintaining the integrity, educational standards and professional development of the Reflective Safeguarding methodology.

Professional recognition does not transfer ownership of the underlying intellectual property to practitioners.

Use of Institute-owned intellectual property, professional designations, certification marks, educational materials and proprietary frameworks is subject to the permissions and conditions established by Spirit Led Institute.

Practitioners remain free to exercise independent professional judgment within their lawful scope of practice.

24. Foundational Professional Principle

Reflective Safeguarding exists to restore rather than capture agency.

Its practitioners do not seek to become the authority over another person's life.

They create structured reflective space in which confusion can become clearer, responsibility can be located appropriately, power can be recognised, boundaries can be understood and meaningful choices can become visible.

The final authority for the client's ordinary life decisions remains with the client.

See clearly.

Discern wisely.

Choose freely.

Carry only what is yours.

Source record: [src/lib/practice-standard.ts](#)

15. Reflective Safeguarding Code of Ethics & Professional Conduct™

Source: <https://spiritledinstitute.com/ethics>

Established by Spirit Led Institute. Founder and Originator of Reflective Safeguarding™: Sharon Mackenzie.

1. Purpose

The Reflective Safeguarding Code of Ethics & Professional Conduct™ establishes the ethical and professional obligations of practitioners recognised by Spirit Led Institute.

The Code exists to:

- protect clients and members of the public;
- preserve client dignity, agency and informed choice;
- establish clear expectations for professional conduct;
- promote competent, ethical and accountable practice;
- guide practitioners when ethical tensions arise;
- provide standards against which professional conduct may be considered; and
- protect the integrity of Reflective Safeguarding™ as a professional modality.

Compliance with this Code is a condition of professional membership with Spirit Led Institute.

Members agree to be accountable to this Code and to the professional standards, policies and procedures applicable to their membership.

2. Foundational Ethical Principle

Reflective Safeguarding is founded upon the principle that:

Professional authority must never unnecessarily replace client authority.

The practitioner's knowledge, training and professional position create influence.

That influence must be exercised responsibly.

A Reflective Safeguarding Practitioner must not reproduce within the practitioner-client relationship the very dynamics of coercion, dependency, displaced authority, inappropriate responsibility or misuse of power that Reflective Safeguarding exists to help people recognise.

The practitioner's role is to support:

clarity, discernment, informed choice and appropriate personal agency.

3. Respect for Human Dignity

Practitioners must treat every client as a person of inherent dignity and worth.

Practitioners must not intentionally shame, humiliate, demean, intimidate, manipulate or exploit clients.

Differences in culture, faith, spirituality, worldview, gender, sexuality, disability, age, socioeconomic circumstances, family structure or personal values must not be used as grounds for degrading or

coercive treatment.

Practitioners must recognise the client's right to hold beliefs and values different from their own.

4. Client Agency

The client remains the primary decision-maker in their own life.

Practitioners must support rather than unnecessarily displace this authority.

Clients have the right to:

- make their own decisions;
- disagree with the practitioner;
- decline recommendations;
- ask questions;
- request clarification;
- establish boundaries;
- seek another professional opinion;
- pause or cease services;
- determine their own priorities; and
- make choices the practitioner may personally make differently.

A practitioner's role is not to produce compliance.

The practitioner must not intentionally create fear, obligation, guilt or dependency as a means of influencing client decisions.

5. Informed Choice and Consent

Practitioners must obtain informed consent before commencing Reflective Safeguarding services.

Clients must receive information reasonably necessary to understand:

- the nature of Reflective Safeguarding;
- the practitioner's role;
- the practitioner's qualifications and professional status;
- relevant fees and financial arrangements;
- confidentiality and its limitations;
- record-keeping practices;
- relevant risks or limitations;
- available complaint pathways; and
- their right to withdraw consent.

Consent is an ongoing process.

Practitioners must remain attentive to whether consent remains meaningful throughout the professional relationship.

6. Appropriate Use of Professional Power

Practitioners must recognise that professional relationships contain inherent power differences.

Professional knowledge, perceived expertise, access to personal information and the client's vulnerability may increase practitioner influence.

Practitioners must therefore use professional power carefully.

Practitioners must not:

- demand personal loyalty;
- cultivate unnecessary dependency;
- position themselves as the ultimate authority on the client's life;
- use fear or shame to secure compliance;
- exploit client vulnerability;
- pressure clients to remain in services;
- deliberately undermine a client's confidence in their own capacity for judgment;
- use professional status to dominate disagreement; or
- imply that disagreement with the practitioner demonstrates dysfunction, resistance or lack of insight.

Professional influence must be exercised in service of the client's wellbeing and agency.

7. Epistemic Humility

Reflective Safeguarding Practitioners must maintain appropriate humility about what they know.

Practitioners must distinguish between:

- observable information;
- information reported by the client;
- information reported by others;
- interpretation;
- professional concern;
- hypothesis;
- opinion; and
- established fact.

Practitioners must not manufacture certainty where certainty does not exist.

Practitioners may identify patterns or concerns while acknowledging uncertainty.

They must remain open to information that challenges their initial interpretation.

8. Reflective Neutrality

Reflective neutrality does not mean moral indifference or ignoring harm.

It means maintaining sufficient reflective discipline to avoid prematurely imposing conclusions upon the client.

Practitioners should help clients examine evidence, patterns, responsibility, power, boundaries and options without unnecessarily determining the client's conclusion for them.

Where a practitioner identifies significant risk, harm or safeguarding concerns, these concerns may be clearly named.

Professional concern must nevertheless be distinguished from established fact where appropriate.

9. Responsibility and Accountability

Practitioners must support the appropriate location of responsibility.

They must avoid encouraging clients to assume responsibility that properly belongs to:

- another individual;
- leadership;
- an organisation;
- a professional;
- a statutory authority; or
- a broader system.

Likewise, practitioners must not use Reflective Safeguarding to remove legitimate responsibility from a client.

The purpose is rightly located responsibility, not blame avoidance.

10. Professional Competence

Practitioners must practise only within areas in which they possess appropriate education, training and competence.

Practitioners are responsible for maintaining their professional competence.

They must:

- recognise the limits of their knowledge;
- seek supervision or consultation where appropriate;
- undertake continuing professional development;
- remain informed about relevant professional and legal obligations;
- refer where client needs exceed their competence; and
- cease or modify practice where their capacity to practise safely is materially impaired.

Completion of practitioner training does not remove the ongoing obligation to practise competently.

11. Scope of Practice

Practitioners must practise within the recognised scope of Reflective Safeguarding and within any additional professional scope they legitimately hold.

Practitioners must not represent Reflective Safeguarding as a substitute for services requiring qualifications or authority they do not possess.

This may include:

- medical diagnosis or treatment;
- psychological diagnosis;
- psychiatric care;
- legal advice;
- statutory investigation;
- law enforcement;
- emergency intervention; or
- specialist services outside the practitioner's competence.

Where a practitioner holds additional qualifications, they must take reasonable steps to ensure clients understand the capacity in which services are being provided.

12. Safeguarding and Duty of Care

Practitioners must take reasonable steps to protect clients from foreseeable harm arising from their professional practice.

Practitioners must understand applicable safeguarding, reporting and duty-of-care obligations relevant to their jurisdiction and practice setting.

Where significant risk is identified, practitioners must respond proportionately and within their professional and legal obligations.

Client agency remains important during safeguarding processes, but it does not override lawful reporting requirements or necessary emergency responses.

13. Referral

Practitioners must refer clients when needs arise beyond their competence or scope.

Referral should be:

- appropriate;
- timely;
- proportionate;
- clearly explained where circumstances permit; and
- undertaken in a manner that preserves client dignity and agency wherever possible.

Referral is recognised as an indicator of professional judgment rather than professional inadequacy.

Practitioners must not retain clients primarily for financial, relational or reputational reasons when another service is more appropriate.

14. Professional Boundaries

Practitioners are responsible for maintaining appropriate professional boundaries.

Particular care must be taken regarding:

- dual relationships;
- friendships with clients;

- sexual or romantic relationships;
- financial relationships;
- social media interaction;
- gifts;
- practitioner self-disclosure;
- communication outside sessions;
- dependency;
- physical contact;
- spiritual authority;
- conflicts of interest; and
- relationships involving existing organisational authority.

Practitioners must consider whether a boundary crossing may impair professional judgment, exploit vulnerability or compromise client safety.

15. Sexual and Romantic Conduct

Practitioners must not engage in sexualised behaviour toward clients or exploit the professional relationship for sexual or romantic purposes.

Practitioners must maintain appropriate boundaries regarding former clients and must consider vulnerability, dependency, duration and nature of the previous professional relationship and any applicable professional or legal requirements.

16. Financial Integrity

Fees and financial arrangements must be communicated clearly.

Practitioners must not:

- impose undisclosed fees;
- intentionally create unnecessary service dependency for financial benefit;
- misrepresent the necessity of additional sessions;
- exploit client vulnerability for financial gain; or
- make misleading claims about likely outcomes to secure payment.

Financial practices must be transparent and professionally appropriate.

17. Confidentiality

Practitioners must protect confidential client information.

Before substantive practice begins, clients should understand the nature and limits of confidentiality.

Information must not be disclosed without appropriate consent unless disclosure is:

- required by law;
- necessary under applicable safeguarding obligations;

- necessary to respond to serious and imminent safety concerns; or
- otherwise professionally and legally authorised.

Where disclosure is necessary, practitioners should disclose only information reasonably required for the relevant purpose.

18. Privacy and Record Keeping

Practitioners must comply with privacy, information-management and record-keeping requirements applicable to their jurisdiction and professional context.

Records should be:

- accurate;
- relevant;
- proportionate;
- securely maintained;
- respectful;
- appropriately retained; and
- appropriately destroyed when lawful retention requirements have expired.

Practitioners should distinguish factual information from professional interpretation within their records.

19. Cultural, Spiritual and Worldview Respect

Practitioners must respect the cultural, spiritual, religious and philosophical beliefs of clients.

Reflective Safeguarding must not be used as a vehicle for imposing the practitioner's worldview.

Practitioners may incorporate spiritual or faith-based approaches where:

- this falls within their competence;
- the nature of the service is clear;
- the client has freely chosen that approach; and
- meaningful consent has been established.

Spiritual authority must never be used to override client agency.

Claims such as divine authority, spiritual superiority or privileged spiritual knowledge must not be used to pressure a client into decisions.

20. Conflicts of Interest

Practitioners must identify and appropriately manage actual, potential or perceived conflicts of interest.

Where a conflict may materially affect professional judgment or client safety, the practitioner must consider:

- disclosure;
- additional safeguards;
- consultation or supervision;

- transfer of care; or
- withdrawal from the professional relationship.

The interests of the practitioner, employer, organisation, ministry or referring party must not improperly override the interests and agency of the client.

21. Organisational and Third-Party Work

Where Reflective Safeguarding services are funded, requested or commissioned by an organisation or third party, practitioners must clarify:

- who the client is;
- who receives information;
- what information may be shared;
- the purpose of the engagement;
- confidentiality limitations; and
- any competing obligations.

Practitioners must not mislead individual participants about whose interests they have been engaged to serve.

22. Professional Representation

Practitioners must accurately represent:

- qualifications;
- professional memberships;
- registration status;
- experience;
- scope of practice;
- services;
- professional titles; and
- association with Spirit Led Institute.

Practitioners must not imply government registration, statutory authority or nationally recognised qualification where these do not exist.

Membership marks, professional designations and Institute intellectual property may only be used according to the conditions established by Spirit Led Institute.

23. Evidence and Professional Claims

Practitioners must communicate responsibly about Reflective Safeguarding.

They must not:

- guarantee outcomes;
- make unsupported therapeutic or health claims;

- claim Reflective Safeguarding can diagnose or cure conditions outside its scope;
- misrepresent evidence;
- manufacture testimonials;
- materially misrepresent client outcomes; or
- exaggerate professional authority.

Public communication should accurately reflect the nature and limitations of the modality.

24. Practitioner Self-Awareness

Practitioners must remain attentive to the influence of their own:

- assumptions;
- values;
- emotional responses;
- personal history;
- biases;
- rescue impulses;
- need for certainty;
- desire to be right;
- relationship with authority; and
- responses to conflict.

Practitioners must seek supervision, consultation or personal support where these factors materially interfere with professional judgment.

Reflective practice begins with the practitioner as well as the client.

25. Dependency and Professional Closure

Reflective Safeguarding should strengthen rather than diminish client agency.

Practitioners should periodically consider whether continued engagement remains beneficial.

Where the purpose of the professional relationship has been fulfilled, practitioners should support appropriate closure.

Practitioners must not unnecessarily prolong services because they enjoy being needed, fear losing the relationship or derive financial or personal benefit from continued dependency.

26. Collegial Conduct

Practitioners should treat colleagues and other professionals respectfully.

Professional disagreement should be handled without unnecessary personal attack, intimidation or misrepresentation.

Nothing in this provision prevents practitioners from raising legitimate safeguarding, ethical, professional or public-interest concerns.

Professional courtesy must never be used to suppress appropriate accountability.

27. Concerns About Another Practitioner

Where a practitioner becomes aware of conduct by another Reflective Safeguarding Practitioner that may create serious risk to clients or substantially breach professional standards, they should respond proportionately.

Depending upon the circumstances, this may include:

- consultation;
- encouraging corrective action;
- raising the matter through the Institute's professional conduct process;
- referral to another professional body; or
- notification to an appropriate authority where legally required.

Concerns must not be knowingly fabricated or weaponised for personal, commercial or reputational advantage.

28. Cooperation With Professional Conduct Processes

Members must cooperate reasonably and honestly with legitimate complaints, professional conduct and review processes administered under Spirit Led Institute policies.

Members must not:

- retaliate against a complainant;
- intimidate witnesses;
- deliberately destroy relevant records;
- knowingly provide false information; or
- interfere improperly with a professional conduct process.

Participation in a complaint process does not itself establish wrongdoing.

Procedural fairness applies to all parties.

29. Breaches of the Code

Alleged breaches of this Code may be considered under the Spirit Led Institute Complaints, Professional Conduct & Appeals Procedure.

Depending upon seriousness, context and evidence, outcomes may include:

- no further action;
- guidance;
- education;
- additional supervision;
- remedial training;
- formal warning;

- conditions upon professional membership;
- temporary suspension;
- removal from the practitioner register;
- termination of membership; or
- referral to an appropriate external authority where required.

Responses should be proportionate to the nature and seriousness of the conduct.

30. Procedural Fairness

Professional accountability must itself reflect safeguarding principles.

A practitioner subject to a complaint has the right to:

- understand the substance of the concern;
- have a reasonable opportunity to respond;
- have relevant information considered;
- be treated without predetermined guilt;
- have conflicts of interest appropriately managed;
- receive reasons for significant adverse decisions; and
- access an appropriate review or appeal process.

Safeguarding must never become justification for abandoning fairness.

31. Obligation to Maintain Professional Standing

Members are responsible for maintaining the requirements applicable to their professional designation.

This may include:

- current membership;
- continuing professional development;
- supervision or reflective practice;
- appropriate professional insurance where required;
- compliance with this Code;
- compliance with the Reflective Safeguarding Professional Practice Standard™; and
- notification of matters materially affecting eligibility for professional recognition where required by Institute policy.

Professional designation may only be used while the practitioner remains entitled to use it.

32. Commitment of the Reflective Safeguarding Practitioner

By accepting professional membership with Spirit Led Institute, I commit to practise Reflective Safeguarding with integrity, competence and humility.

I will respect the dignity and agency of the people I serve.

I will use professional power responsibly.

I will not make myself the authority over another person's life.

I will distinguish what I know from what I interpret.

I will recognise the limits of my competence.

I will seek consultation, supervision and referral when appropriate.

I will maintain professional boundaries.

I will accept accountability for my professional conduct.

I will protect the integrity of Reflective Safeguarding practice.

Above all, I will remember that the purpose of Reflective Safeguarding is not to make another person dependent upon my discernment.

It is to support them to recover and exercise their own.

0. Professional Declaration

I confirm that I have read and understood the Reflective Safeguarding Code of Ethics & Professional Conduct™.

I agree to abide by this Code as a condition of my professional membership and recognition through Spirit Led Institute.

I understand that alleged breaches may be considered under the Institute's applicable complaints and professional conduct procedures and may affect my professional membership or recognition.

Member Name: _____

Membership Number: _____

Signature: _____

Date: _____

Reflective Safeguarding Code of Ethics & Professional Conduct™

Spirit Led Institute

Founder and Originator of Reflective Safeguarding™

Sharon Mackenzie

Professional authority must never unnecessarily replace client authority.

Source record: src/lib/code-of-ethics.ts

16. Professional Membership

Source: <https://spiritedinstitute.com/professional-membership>

In development — not yet open. Professional Membership is not currently accepting applications or admitting members, and no membership credential is being issued. These pages describe the intended standards.

Education earns the qualification. Competency earns professional recognition. Ongoing accountability maintains professional membership.

Operated by Founder & Originator Sharon Mackenzie, Spirit Led Institute is the custodian and private professional standards body for Reflective Safeguarding™.

Why membership exists

A living professional commitment

Completing practitioner education demonstrates learning at a point in time. Professional membership adds a continuing relationship of competency, ethical accountability, reflective practice and accurate public representation.

It is for practitioners who use Reflective Safeguarding in their work and want their current standing to be visible. Its purpose is not to replace client authority, but to help clients make informed choices about the people whose services they use.

The pathway

From education to current professional standing

- Complete recognised training
- Demonstrate competency
- Agree to the Practice Standard and Code of Ethics
- Apply for professional membership
- Maintain CPD, supervision and insurance requirements
- Hold current standing, directory listing and SpiritRSPrac

Membership categories

A status that says exactly where you are

Student Member

Currently undertaking recognised Reflective Safeguarding training.

No practitioner designation or post-nominal applies at this stage.

Graduate Member

Has completed recognised education and competency requirements but has not yet met every requirement for professional membership.

May accurately state that training has been completed, but may not use SpiritRSPrac.

Professional Member — Reflective Safeguarding Practitioner™

A current professional member in good standing whose competency and continuing obligations are recognised by Spirit Led Institute.

May use SpiritRSPrac and appear in the public practitioner directory while membership remains current.

What professional members receive

- Use of SpiritRSPrac while membership is current
- A verified listing in the public practitioner directory
- A defined relationship to the Practice Standard and Code of Ethics
- A continuing framework for CPD, supervision and reflective accountability

What professional members undertake

- Practise within competence and scope
- Maintain accurate, non-misleading public claims
- Meet current CPD, supervision and insurance requirements as applicable
- Remain accountable to professional conduct and complaints processes

Professional member resources

- Membership Standard: Eligibility, recognition, renewal, current standing and fair processes.
- SpiritRSPrac Credential: Who may use the post-nominal, how it is verified and what it means.
- Practitioner Directory: Find and verify current professional members in good standing.
- Apply for Membership: Register your interest while professional membership applications are prepared.
- CPD & Professional Supervision: The continuing learning and reflective support framework for members.
- Professional Conduct: Complaints, procedural fairness, proportionate outcomes and review.
- Client Consent & Intake: Minimum informed-consent and intake expectations for professional members.
- Professional Insurance: Developing guidance on appropriate professional and public liability cover.

Future pathways — not yet available

Further recognition is being developed carefully

- Advanced Reflective Safeguarding Practitioner™
- Reflective Safeguarding Supervisor™
- Reflective Safeguarding Educator™ / Approved Training Provider

Professional clarity: Spirit Led Institute is a registered business name operated by Sharon Mackenzie, ABN 64 980 520 433. In that capacity, the Institute establishes its own private professional standards, competency requirements, professional membership, SpiritRSPrac credential, practitioner directory and conduct requirements. Professional membership is not statutory registration, AHPRA registration, government accreditation or an AQF qualification. Spirit Led Institute is not an insurer.

Source record: [src/routes/professional-membership.index.tsx](#)

17. Professional Membership Standard

Source: <https://spiritedinstitute.com/professional-membership/standard>

In development — not yet open. Professional Membership is not currently accepting applications or admitting members, and no membership credential is being issued. These pages describe the intended standards.

This Standard governs professional recognition and membership in Reflective Safeguarding through Spirit Led Institute. It complements, and does not replace, the existing Professional Practice Standard™ and Code of Ethics & Professional Conduct™.

1. Purpose and authority

Spirit Led Institute is a registered business name operated by Sharon Mackenzie, ABN 64 980 520 433. As Founder & Originator of Reflective Safeguarding™, Sharon carries on the Institute's work as its custodian and private professional standards body.

This private professional-membership framework supports competent, ethical and accountable practice. It does not exercise statutory or government authority.

2. Education, competency and recognition

Professional recognition is separate from course completion. A certificate confirms that published educational completion conditions were met. Professional recognition additionally requires the Institute to be satisfied that the applicant has demonstrated the core competency expected of a Reflective Safeguarding Practitioner™.

Education earns the qualification or certificate; competency earns professional recognition; ongoing accountability maintains professional membership.

3. Eligibility

Eligibility may require recognised Reflective Safeguarding education, successful competency assessment, agreement to the Professional Practice Standard™ and Code of Ethics & Professional Conduct™, identity and qualification verification where applicable, and a commitment to current CPD, supervision or structured reflective practice, appropriate insurance where required, the Institute's professional-conduct jurisdiction, and current fees.

Meeting a threshold allows an application to be considered. It does not create automatic admission.

4. Recognition of prior learning

Recognition of prior learning may take account of relevant education and professional experience. Prior work in counselling, psychology, coaching, chaplaincy, ministry, safeguarding, social work, human resources, leadership or another helping profession does not automatically establish competency in Reflective Safeguarding.

Every applicant must still demonstrate the core knowledge, discernment, ethical posture and practice competency of this modality.

5. Membership categories

Student membership identifies a learner currently undertaking recognised training and carries no practitioner designation. Graduate membership recognises completed education and competency where other professional-member requirements remain outstanding; it does not permit use of SpiritRSPrac. Professional membership recognises a Reflective Safeguarding Practitioner™ who is current and in good standing.

6. Annual renewal and current standing

Professional membership is maintained through renewal and continuing compliance. Renewal may require confirmation of current practice details, CPD, supervision or structured reflective practice, insurance where applicable, accurate public representations, conduct declarations and payment of the current fee.

Requirements and evidence must be communicated before they apply. Numerical CPD and supervision requirements are to be confirmed by Spirit Led Institute.

7. Refusal, conditions, suspension and termination

Under its private professional-membership framework, the Institute may refuse admission, impose proportionate conditions, suspend recognition, or end membership where relevant requirements are not met or substantiated conduct concerns warrant that outcome.

The member or applicant must be told the substance of the concern, given a reasonable opportunity to respond, and provided with reasons for a decision, subject to lawful limits on disclosure and the protection of others.

8. Procedural fairness, review and reinstatement

Decisions must be made without predetermined outcome, by people able to act impartially, with conflicts identified and managed. A person adversely affected may seek review through the process then published by the Institute.

Reinstatement may be considered when relevant conditions have been met, risk has been addressed and current eligibility can be demonstrated. Reinstatement is not automatic.

9. Practitioner independence

Members are independent practitioners. They are not employees, agents, partners or representatives authorised to bind Spirit Led Institute. Each member remains responsible for legal compliance, business operations, tax, appropriate insurance, client relationships, fees, privacy, records, advertising, scope and the services they provide.

10. Public representation and terminology

Members must use the terms professional membership, professional recognition, current standing and practitioner directory accurately. They must not describe themselves as government-approved, AHPRA-registered, statutorily regulated or government-accredited through this membership.

SpiritRSPrac may be used only by a current Professional Member in good standing and must cease when membership is no longer current.

11. Client agency

Professional authority must not unnecessarily replace client authority. Members are expected to help clients see clearly, understand what is operating, make informed choices and participate in decisions affecting them.

This Standard will operate with the current membership fee, evidence schedules, conduct procedure and renewal dates published by Spirit Led Institute before formal applications open.

Source record: <src/routes/professional-membership.standard.tsx>

18. SpiritRSPrac Credential

Source: <https://spiritledinstitute.com/professional-membership/credential>

In development — not yet open. Professional Membership is not currently accepting applications or admitting members, and no membership credential is being issued. These pages describe the intended standards.

SpiritRSPrac is a professional post-nominal issued by Spirit Led Institute to current Professional Members recognised as Reflective Safeguarding Practitioners™.

Jane Smith, SpiritRSPrac

Reflective Safeguarding Practitioner™

Professional Member — Spirit Led Institute

Format example only · SLI-RS-0001 is not allocated

Who may use it. A current-standing credential

Only a current Professional Member in good standing, admitted by Spirit Led Institute as a Reflective Safeguarding Practitioner™, may place SpiritRSPrac after their name.

Student and Graduate Members may describe their training status accurately, but may not use SpiritRSPrac.

When use ends. Current means current

Permission to use SpiritRSPrac ends when professional membership expires, is suspended or is terminated. A former member must remove it from websites, profiles, stationery, advertising and other public materials.

What it communicates

The person is a current Professional Member, has met the Institute's applicable education and competency requirements, and remains accountable to its current professional standards.

What it does not mean

It is not statutory registration, AHPRA registration, government approval, government accreditation, an AQF qualification, a licence to practise, or insurance.

Verification. Public directory and member number

Each admitted Professional Member may be allocated a unique Institute member number in the format SLI-RS-0001. A directory listing may confirm the member's name, SpiritRSPrac designation, member number, service information and current standing.

A member number identifies an Institute record. It does not create legal authority or replace the client's own inquiry and informed choice.

SpiritRSPrac is a private professional credential of Spirit Led Institute. Founder & Originator of Reflective Safeguarding™: Sharon Mackenzie.

Source record: <src/routes/professional-membership/credential.tsx>

19. CPD & Professional Supervision

Source: <https://spiritedinstitute.com/professional-membership/cpd-supervision>

In development — not yet open. Professional Membership is not currently accepting applications or admitting members, and no membership credential is being issued. These pages describe the intended standards.

Continuing learning and reflective support help practitioners remain competent, ethical, self-aware and appropriately bounded as their work develops.

1. Purpose

CPD and professional supervision are not exercises in collecting hours. They support safe practice, continuing competence, ethical judgment, practitioner self-awareness, recognition of bias, thoughtful work with complex cases, appropriate boundaries and use of power, and practitioner wellbeing.

2. Continuing professional development

Relevant CPD may include formal study, workshops, professional reading, case-based learning, ethics and safeguarding education, structured peer learning, reflective writing, and other learning that can be connected to the member's scope and responsibilities.

Members should be able to explain what they learned and how it informed their practice, rather than relying on attendance alone.

3. Professional supervision and reflective practice

Supervision or structured reflective practice should provide a protected place to consider complexity, power, uncertainty, countertransference or personal response, boundaries, scope, referral and the effects of the work on the practitioner.

The arrangement must be appropriate to the member's professional context and must preserve client privacy and lawful confidentiality.

4. Records and evidence

The Institute may require a concise annual record of activity, date, provider or reflective partner, learning purpose and relevance to practice. Client-identifying information must not be included in CPD or supervision evidence supplied to the Institute.

5. Requirements under development

Annual CPD hours: to be confirmed by Spirit Led Institute.

Supervision frequency: to be confirmed by Spirit Led Institute.

Eligible supervisor criteria and evidence requirements: to be confirmed by Spirit Led Institute.

Final requirements will be published before they become a condition of renewal.

Members remain responsible for any separate CPD or supervision obligations imposed by their primary profession, employer, insurer or law.

Source record: <src/routes/professional-membership/cpd-supervision.tsx>

20. Professional Conduct & Complaints

Source: <https://spiritedinstitute.com/professional-membership/conduct>

In development — not yet open. Professional Membership is not currently accepting applications or admitting members, and no membership credential is being issued. These pages describe the intended standards.

A credible professional community needs a clear way to raise concerns, respond to them fairly and act proportionately. A complaint is not itself a finding.

1. Scope

The professional conduct process may consider concerns about a current member's compliance with the Professional Practice Standard™, Code of Ethics & Professional Conduct™, membership conditions, credential use or public representations.

It does not replace emergency services, courts, law enforcement, workplace processes, insurers or any regulator with lawful jurisdiction.

2. Safe receipt and initial assessment

Information should be received privately through a structured channel. The Institute will seek enough information to understand the concern without asking for unnecessary sensitive material. Immediate safety issues and matters outside the Institute's role will be identified and directed appropriately.

3. Response and procedural fairness

The member will ordinarily be told the substance of a concern and given a reasonable opportunity to respond. Relevant information will be considered with an open mind. Decisions will not be based merely on the fact that a complaint was made.

4. Conflicts, privacy and no retaliation

Anyone assessing a matter must disclose and appropriately manage conflicts. Information will be shared only as needed for a fair process, safety or legal obligation. Retaliation against a person for raising a genuine concern or participating in a process is inconsistent with professional membership.

5. Proportionate outcomes

Depending on the substantiated facts, outcomes may include no further action, guidance, education, supervision, undertakings, conditions, monitoring, suspension or termination of membership. Protective action may be taken while a matter is assessed where a credible immediate risk requires it.

6. Reasons, review and records

A person materially affected should receive reasons for a decision, subject to privacy and lawful limits. A fair review pathway should be available, with a reviewer who was not the original decision-maker where practicable. The Institute will retain proportionate records of the process and outcome.

The formal complaints intake channel, decision-makers, response timeframes and review arrangements are being finalised. No public complaint form is open yet. Urgent safety concerns should be directed to the appropriate emergency, legal, workplace or regulatory channel.

Source record: <src/routes/professional-membership.conduct.tsx>

21. Client Consent & Intake Standard

Source: <https://spiritedinstitute.com/professional-membership/client-consent>

In development — not yet open. Professional Membership is not currently accepting applications or admitting members, and no membership credential is being issued. These pages describe the intended standards.

This professional-member resource describes the minimum information a client should receive before agreeing to Reflective Safeguarding services.

Foundational principle. Consent is a continuing conversation

Consent is more than a signature at intake. It must be informed, voluntary, specific enough for the service being offered, and open to revision as the work changes. Professional authority must not unnecessarily replace client authority.

Minimum intake information

- The nature, purpose and scope of Reflective Safeguarding
- The practitioner's role, credentials, membership status and relevant professional background
- Fees, cancellation terms and any limits on the service
- Confidentiality, its lawful and safety-related limits, and how information may be used
- Records, privacy, storage, access and retention arrangements
- The available complaints pathway
- The client's right to ask questions, pause, decline or withdraw
- Scope limitations, referral options and what the service does not provide
- How client agency and informed choice will be protected

Agency and choice. The client remains a participant

Practitioners should explain options in language the client can understand, distinguish observation from interpretation, make room for disagreement, and avoid presenting the practitioner's preferred outcome as the only responsible choice.

Changes and renewed consent. Return to consent when the work changes

Consent should be revisited when scope, fees, methods, record use, information sharing, referral arrangements or foreseeable risks materially change. The client should have a genuine opportunity to choose whether and how to continue.

Documentation. A clear, proportionate record

The practitioner should keep a dated record of the information provided, questions discussed, choices made and consent given. The record should be sufficient to support continuity and accountability without collecting unnecessary personal detail.

This page is a professional standard, not a substitute for legal advice or for privacy, consent and recordkeeping obligations that apply in a member's location or primary profession.

Source record: [src/routes/professional-membership.client-consent.tsx](#)

22. Professional Insurance

Source: <https://spiritedinstitute.com/professional-membership/insurance>

In development — not yet open. Professional Membership is not currently accepting applications or admitting members, and no membership credential is being issued. These pages describe the intended standards.

Professional membership is not insurance. Members who provide services may be required to hold appropriate cover relevant to their work, setting, risks and legal obligations.

Framework in development

No insurance partnership is currently offered

Member responsibility. Appropriate cover for the actual practice

A member may need professional indemnity insurance, public liability insurance or other cover appropriate to the services they provide. The right cover depends on the practitioner's work, profession, business structure, location and insurer terms.

Each practitioner remains responsible for obtaining advice, making accurate disclosures and ensuring their activities fall within their policy.

Institute requirements. Evidence may be required

Spirit Led Institute may make appropriate insurance a condition of Professional Membership where the member provides services for which such cover is reasonably required. Exact thresholds and evidence requirements are to be confirmed before formal applications open.

Future pathway. Exploring suitable options

Spirit Led Institute intends to explore appropriate insurance pathways for members. This is an intention to investigate, not a promise of availability, acceptance, price or cover.

Spirit Led Institute is not an insurer, insurance broker or agent. Membership does not insure a practitioner, their business, their clients or any service they provide.

Source record: <src/routes/professional-membership/insurance.tsx>

23. Membership application status and acknowledgements

Source: <https://spiritedinstitute.com/professional-membership/apply>

In development — not yet open. Professional Membership is not currently accepting applications or admitting members, and no membership credential is being issued. These pages describe the intended standards.

Membership applications opening soon.

You can register your interest now. This allows the Institute to contact you when final requirements and pricing are available; it is not a formal application and no payment is collected.

Acknowledgements

These acknowledgements show informed interest. They do not create membership obligations unless you later apply and are admitted.

- <>I have read, or will read before applying, the Professional Practice Standard™.
- <>I have read, or will read before applying, the Code of Ethics & Professional Conduct™.
- I understand that Professional Membership will carry ongoing CPD, supervision or reflective-practice, insurance and renewal requirements as applicable.
- I am willing to be accountable to the Institute's professional conduct and complaints processes if I later apply and am admitted.
- I confirm that the information in this expression of interest is accurate to the best of my knowledge.

No membership fee has been set. Registering interest does not confer Student, Graduate or Professional Member status and does not authorise use of SpiritRSPrac.

Source record: <src/routes/professional-membership.apply.tsx>

24. Practitioner directory: meaning and limitations

Source: <https://spiritledinstitute.com/professional-membership/directory>

In development — not yet open. Professional Membership is not currently accepting applications or admitting members, and no membership credential is being issued. These pages describe the intended standards.

Find and verify current Professional Members recognised by Spirit Led Institute as Reflective Safeguarding Practitioners™. Search by practitioner name, member number, location or professional background.

No practitioner standing can be verified from this page while the directory is unavailable.

Source record: [src/routes/professional-membership.directory.tsx](#)

25. Course-specific refund and completion conditions

Source: <https://spiritledinstitute.com/courses>

Compilation note: Read-only snapshot of all 15 course records, including drafts. Draft records are not presented as active enrolment offers. Completion rules are copied verbatim to preserve their exact meaning. The course page also contains explanatory conditions.

Reflective Safeguarding Practitioner™ Training

Status recorded in project: published. Certificate eligible: yes. Accredited: no. Human review required: no.

Refunds for this course: You may request a refund within 14 days of enrolment if you have not completed more than 20% of the course. Nothing in these terms limits your rights under the Australian Consumer Law.

Completion rule (verbatim stored record): {"min_check_score_pct": 80, "require_all_required_checks": true, "require_all_required_lessons": true}

Course page: <https://spiritledinstitute.com/courses/reflective-safeguarding-practitioner>

Introduction to Reflective Safeguarding™

Status recorded in project: published. Certificate eligible: yes. Accredited: no. Human review required: no.

Refunds for this course: You may request a refund within 14 days of enrolment if you have not completed more than 20% of the course. Nothing in these terms limits your rights under the Australian Consumer Law.

Completion rule (verbatim stored record): {"min_check_score_pct": null, "require_all_required_assessments": true, "require_all_required_checks": true, "require_all_required_lessons": true}

Course page: <https://spiritledinstitute.com/courses/introduction-to-reflective-safeguarding>

Building Healthy Organisations™

Status recorded in project: published. Certificate eligible: yes. Accredited: no. Human review required: no.

Refunds for this course: You may request a refund within 14 days of enrolment if you have not completed more than 20% of the course. Nothing in these terms limits your rights under the Australian Consumer Law.

Completion rule (verbatim stored record): {"min_check_score_pct": 80, "require_all_required_assessments": true, "require_all_required_checks": true, "require_all_required_lessons": true}

Course page: <https://spiritledinstitute.com/courses/building-healthy-organisations>

THE WAY WITHIN

Status recorded in project: published. Certificate eligible: no. Accredited: no. Human review required: no.

Completion rule (verbatim stored record): {"min_check_score_pct": null, "require_all_required_assessments": false, "require_all_required_checks": false, "require_all_required_lessons": true}

Course page: <https://spiritedinstitute.com/courses/reflective-safeguarding-the-way-within>

Clairsentience & Discernment™

Status recorded in project: published. Certificate eligible: no. Accredited: no. Human review required: no.

Completion rule (verbatim stored record): {"min_check_score_pct": null, "require_all_required_checks": false, "require_all_required_lessons": true}

Course page: <https://spiritedinstitute.com/courses/clairsentience-and-discernment>

Recognising Coercive Control — Express

Status recorded in project: published. Certificate eligible: yes. Accredited: no. Human review required: no.

Completion rule (verbatim stored record): {"min_check_score_pct": null, "require_all_required_assessments": false, "require_all_required_checks": true, "require_all_required_lessons": true}

Course page: <https://spiritedinstitute.com/courses/coercive-control-express>

The Architecture of Belonging™

Status recorded in project: published. Certificate eligible: yes. Accredited: no. Human review required: no.

Completion rule (verbatim stored record): {"min_check_score_pct": null, "require_all_required_assessments": false, "require_all_required_checks": false, "require_all_required_lessons": true}

Course page: <https://spiritedinstitute.com/courses/the-architecture-of-belonging>

Recognising Coercive Control in Personal Relationships

Status recorded in project: published. Certificate eligible: yes. Accredited: no. Human review required: no.

Completion rule (verbatim stored record): {"min_check_score_pct": null, "require_all_required_assessments": false, "require_all_required_checks": false, "require_all_required_lessons": true}

Course page:

<https://spiritedinstitute.com/courses/recognising-coercive-control-in-personal-relationships>

Recognising Coercive Control in the Workplace and Church

Status recorded in project: published. Certificate eligible: yes. Accredited: no. Human review required: no.

Completion rule (verbatim stored record): {"min_check_score_pct": null, "require_all_required_assessments": false, "require_all_required_checks": false, "require_all_required_lessons": true}

Course page:

<https://spiritedinstitute.com/courses/recognising-coercive-control-in-the-workplace-and-church>

Restoration of Internal Authority™

Status recorded in project: published. Certificate eligible: no. Accredited: no. Human review required: no.

Completion rule (verbatim stored record): {"require_all_required_assessments": false, "require_all_required_checks": false, "require_all_required_lessons": false}

Course page: <https://spiritedinstitute.com/courses/restoration-of-internal-authority>

Psychosocial Risk, Authority and Organisational Accountability

Status recorded in project: published. Certificate eligible: yes. Accredited: no. Human review required: no.

Completion rule (verbatim stored record): {"min_check_score_pct": 80, "require_all_required_assessments": false, "require_all_required_checks": true, "require_all_required_lessons": true}

Course page: <https://spiritedinstitute.com/courses/when-everyone-walks-on-eggshells>

Sexual Harassment Beyond Physical Contact

Status recorded in project: published. Certificate eligible: yes. Accredited: no. Human review required: no.

Completion rule (verbatim stored record): {"min_check_score_pct": 80, "require_all_required_assessments": false, "require_all_required_checks": true, "require_all_required_lessons": true}

Course page: <https://spiritedinstitute.com/courses/sexual-harassment-beyond-physical-contact>

The Responsible Use of Organisational Authority

Status recorded in project: published. Certificate eligible: yes. Accredited: no. Human review required: no.

Completion rule (verbatim stored record): {"min_check_score_pct": 80, "require_all_required_assessments": false, "require_all_required_checks": true, "require_all_required_lessons": true}

Course page: <https://spiritedinstitute.com/courses/the-responsible-use-of-organisational-authority>

After Difficult Work

Status recorded in project: published. Certificate eligible: no. Accredited: no. Human review required: no.

Completion rule (verbatim stored record): {}

Course page: <https://spiritledinstitute.com/courses/after-difficult-work>

AFTER HARMFUL AUTHORITY

Status recorded in project: published. Certificate eligible: no. Accredited: no. Human review required: no.

Completion rule (verbatim stored record): {"require_all_required_assessments": false, "require_all_required_checks": false, "require_all_required_lessons": true}

Course page: <https://spiritledinstitute.com/courses/after-harmful-authority>

Source record: Institute course database: courses

26. Additional course-page and enrolment statements

Source: <https://spiritledinstitute.com/courses>

Compilation note: These are separate statements used for different course types; they do not all apply to every course. Refer to the individual course description.

Free · Self-paced · 1.5 hours · No assessment or certificate. A free student account and enrolment give you saved progress and the included student benefits.

Complete all lessons and pass the final knowledge check at 80% or higher. Retries are available. Your Spirit Led Institute Certificate of Completion records approximately 90 minutes of professional development; it is not accreditation, a legal qualification or SafeWork NSW certification, and does not imply endorsement by any regulator.

Complete all 24 lessons and pass the 18-question final assessment at 80% or higher. Retries are available. Your Spirit Led Institute Certificate of Completion records 2 hours of professional development (approximately 2–2.5 hours of learning); it is not accreditation, a qualification or SafeWork NSW certification, and does not imply endorsement by any regulator. The course does not diagnose, assume intent or make findings about any individual; all examples are fictional.

Complete all 16 lessons and pass the final five-scenario knowledge check at 80% or higher. Retries are available. Your Spirit Led Institute Certificate of Completion records approximately 90 minutes of professional development; it is not accreditation, a qualification or SafeWork NSW certification or endorsement.

One-time enrolment. If you have been given an access code, you can enter it in the access-code field for complimentary access. No quizzes, assignments, certificate or healing-progress requirements.

If you have been given an access code, enter it in the optional access-code field. A fully covered enrolment needs no payment details and includes the same course access, saved progress and Certificate of Completion after the required lessons and final check.

Free-course enrolment acceptance

I have read and accept the Terms of Enrolment, Privacy Notice and Refund & Cancellation Policy. (required)

I have read the course description and understand this is self-paced online education from an independent, non-accredited provider — not a nationally recognised qualification, and not counselling or clinical treatment. (required)

I confirm I am 18 years of age or older. (required)

Source record: `src/routes/courses.$slug.tsx`; `src/routes/checkout.$slug.tsx`

27. Course-specific content notices and student FAQs

Source: <https://spiritledinstitute.com/courses>

Compilation note: Copied from course presentation content. Some companion-book wording differs from the current account-level student benefit; both source statements are retained.

Clairsentience & Discernment™

Clairsentience is one possible name for the experience explored here. You do not have to adopt a particular metaphysical explanation. This is reflective education and personal formation, not healthcare or mental-health treatment. It does not teach that every impression is objectively correct or that sensations reveal another person's inner state, motive or future events.

Do I need to call myself clairsentient?

No. You may use intuition, sensitivity, embodied knowing, pattern recognition, spiritual discernment, or simply noticing. The journey does not require one explanation or spiritual framework.

Does the course say every intuition is correct?

No. It honours the experience of perceiving while preserving the space between sensation and interpretation. Its central practice is: I can question my interpretation without questioning my right to perceive.

Is the course assessed?

No. There are no quizzes, assignments, pass marks, diagnostic tests or competency requirements, and no certificate is issued. Completion records only that you travelled through the journey.

Are my reflections private?

Yes. Your notes are saved privately to your own account. You choose what to write, what to leave unwritten and when to return.

The Architecture of Belonging™

This course teaches community architecture as a map, not a verdict. You will reflect on one real community of your choosing and build a private workbook as you go. Applied maps, audits and design exercises replace recall quizzes, and you are never asked to diagnose people or infer motives. This is an educational resource, not legal, governance, safeguarding, work health and safety, medical or psychological advice.

How is the course organised?

An Orientation, ten Parts covering all forty chapters of the book, applied practice at the end of each Part, a capstone 90-day Community Health Reset and a final toolkit. You can move at your own pace and return to any chapter from the course map.

Is there a workbook?

Yes. Every chapter includes a workbook prompt, and your private notes accumulate into a Community Architecture Workbook you can open at any time. It is never shown to other learners.

What does completing the course mean?

It means you have completed this educational course and receive a Certificate of Completion. It is not accreditation, a professional competency, or a certification that any community is healthy.

Is there a companion assessment?

The course references the Community Health & Architecture Assessment™ as a companion reflective tool for boards, committees and leadership teams.

THE WAY WITHIN

There is nothing to pass and nowhere to rush. This journey has no quiz, assessment, assignment, pass mark or certificate. Every reflection and creative practice is an invitation; you may pause, skip, return and move at your own pace.

Is this an academic or assessed course?

No. It is a contemplative personal healing and prayer journey. There are no quizzes, assignments, pass marks or competency requirements, and no certificate is issued.

Do I have to complete the stations in order?

No. The pathway is there when it helps, but you may pause, revisit a station, skip what does not speak to you and return later. Your place and any private notes are saved.

Is this an individual counselling or chaplaincy service?

No. This is a self-paced contemplative and spiritual formation experience shaped by Sharon's professional training and practice.

Who wrote the journey?

It is written by Sharon Mackenzie, Counsellor, Chaplain & Reflective Safeguarding Practitioner. Her counselling, chaplaincy and reflective safeguarding training and experience inform its healing and reflective approach.

humanising-presence-safeguarding-the-chaplain

This course discusses institutional harm, moral injury and the conditions in which chaplains are hurt. It is written carefully and paced gently, with notices before the heavier material and permission to pause at any point. It is educational reflection, not therapy, counselling, supervision or crisis support. If you need support, please contact your supervisor, a qualified practitioner or, in an emergency in Australia, 000; Lifeline is available on 13 11 14.

Is this course accredited?

No. It is independent, non-accredited professional development. On completion you receive a Spirit Led Institute Certificate of Completion — Non-accredited Professional Development. It is not an AQF qualification, a VET Statement of Attainment, an RTO or government-accredited course, and it does not confer registration, licensing or membership of any professional association.

Will it count as CPD for my employer, denomination or professional body?

That is entirely a matter for them. Many bodies accept self-directed professional development and may accept this course, but recognition is never guaranteed and Spirit Led Institute makes no claim about it. Please check with your employer, denomination or association before enrolling if recognition matters to you.

Do I need to be working as a chaplain?

No. The course is written for three groups: those entering chaplaincy, those currently serving, and those who have left. Each module can be worked through from any of those positions.

How long does it take, and is there a deadline?

Approximately twelve hours of self-paced written study. There is no timetable, no live session and no deadline. Your progress saves automatically and you can return as often as you like.

Will I have to write about my own experience?

No. Reflections are private to you, and the final assessment is built on a fictional composite case that can be answered entirely on its own terms. You are never required to disclose anything personal.

Is this counselling, supervision or legal advice?

No. It is education. It does not provide counselling, therapy, crisis care, clinical supervision, legal advice or work health and safety advice, and it does not replace your own obligations, policies or jurisdictional requirements.

Is there an exam?

There are short knowledge checks through the course and one final reflective assessment, which is completion-based rather than graded against a competency standard.

The course draws on Sharon Mackenzie's chaplaincy writing. The books deepen the wider argument; this course is the practical, self-paced application. Nothing in the reading list is required for completion.

- Who Safeguards the Chaplain? — the structural argument: divided accountability, access and sponsorship, institutional capture and governance responsibility.
- The Balm of Gilead for Chaplains — the restorative companion: moral injury, institutional betrayal, grief, anger and the return to the abbey.
- The Humanising Presence™ — A Chaplaincy Collection — the two held together.

Printed and retail editions of these books are not supplied with enrolment and are not needed to complete the course. Any title loaded into the Institute's online reader is included with your student account.

Before placement: Entering chaplaincy

You are preparing for, or newly appointed to, an institutional role. This course gives you the structural questions to ask before you begin — about accountability, access, safety and written agreements — while asking them is still easy.

During service: Currently serving

You are in the role now, holding more than the role description names. This course gives you language for divided accountability, competing loyalties and legitimate escalation, and practical tools for returning what does not belong to you.

After service: Former chaplains

You have left, or were left. This course offers understanding of what actually happened structurally, and a gentle, unhurried path towards restoration. You are not required to disclose anything to anyone.

Source record: <src/lib/course-extras.ts>

28. Course-type disclaimers and learning boundaries

Source: <https://spiritledinstitute.com/courses>

Compilation note: Each notice is used for its relevant course type. Alternative wording in the source is shown separately.

Express educational introduction

A free, self-paced educational introduction. It does not diagnose anyone and is not counselling, legal advice, crisis support, professional training or a qualification. The Certificate of Completion is non-accredited.

If you are in immediate danger, call 000. For confidential support, contact 1800RESPECT on 1800 737 732.

Reflective recognition course

This is a free, self-paced, non-assessed educational course. It is designed to help you recognise patterns of coercive control and support your own informed choices. Reflections are optional and private. When you finish the ten lessons, you can download a free Spirit Led Institute Certificate of Completion — no payment details needed.

It is not a qualification, professional training, or an individual counselling service.

Contemplative journey

This is a self-paced contemplative prayer and personal healing journey, not academic study, professional training, healthcare, mental-health treatment or an individual counselling or chaplaincy service.

Personal healing and formation journey

This is a self-paced reflective personal healing and formation journey, not academic study, professional training, healthcare, mental-health treatment or an individual counselling or chaplaincy service.

There is nothing to pass. Every reflection and practice is an invitation, and no certificate is issued.

There are no live sessions, quizzes, assignments, pass marks, competency requirements or certificate.

Non-certificate professional development

This is an independent, non-accredited professional development course. It does not provide an AQF qualification, a Statement of Attainment, professional registration, a licence or government accreditation. There is no assessment and no certificate is issued.

Standard inclusions

- Structured online modules and lessons, released in sequence
- Written readings and downloadable resources where provided
- Reflective exercises and knowledge checks where configured
- Automatic progress tracking — resume exactly where you left off
- A Spirit Led Institute Certificate of Completion where the course is eligible

Courses are written and digital. They do not include live classes, scheduled sessions, video calls, coaching or tutor access.

29. Student Learning Benefits: public access statement

Source: <https://spiritedinstitute.com/>

Included with enrolment

Your learning continues in The Arcanum

Every enrolled student receives 12 months complimentary access to The Arcanum — whether enrolment is paid, free, through a discount or access code, or through a workplace code. Institute ebooks hosted in our own reader are also free through your student account.

The 12 months start with your first eligible Institute enrolment; later enrolments do not restart the clock. No automatic renewal or charge. The Arcanum is optional, and public resources remain freely available. Only titles with a loaded reader edition are available; outside-retailer ebooks and paperbacks are not included.

- Sign in at the existing sign-in page with the email or Google account you enrolled with.
- Open The Arcanum from your student account; check your access dates on your membership page.
- Read the Institute reader editions in My Library.

Source record: <src/components/site/StudentLearningBenefit.tsx>

30. Educational resources only: scope of The Practice

Source: <https://spiritedinstitute.com/practice/counselling>

The Practice publishes books and educational resources only. It does not offer individual counselling or therapy sessions; Sharon's counselling training is described as background to her teaching and writing.

Source record: [src/routes/practice.counselling.tsx](#)

Appendix: Arcanum policy suite

Separate Lovable project · September 2026

The following twelve documents are reproduced from The Arcanum's own policy content file. They are retained as source documents, with their original dates and scope, because they refer to Spirit Led Institute. They should not be treated as replacements for the newer Institute policies.

31. Arcanum: Privacy Policy

Source: Lovable Arcanum project · [/policies/privacy](#)

Compilation note: Source suite: version 1.0; last reviewed September 2026; next review September 2027. Jurisdiction: New South Wales, Australia. This is a separate, unpublished Arcanum project snapshot, not confirmation that these terms govern the current Institute site.

Spirit Led Institute operates The Arcanum, an online membership library of books and safeguarding frameworks. This policy explains what personal information we collect, why we collect it, who we share it with, and how you can access, correct or complain about it.

We have structured this policy around the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs) as a best-practice baseline. Whether every obligation in the Privacy Act and the Notifiable Data Breaches scheme applies to a particular organisation can depend on its entity status, annual turnover and whether it provides health services. Rather than argue about thresholds, we voluntarily adopt these privacy safeguards as our minimum standard.

What personal information we collect

We try to collect only what we genuinely need to run a small library and education service. Depending on how you use the site, that may include:

- Account information — your name or display name, email address, password credentials (stored in hashed form by our authentication provider), and sign-in method if you use a social sign-in such as Google.
- Membership and billing information — your membership status, plan (monthly or annual), renewal and cancellation dates, and receipts. Card numbers are entered directly with our payment processor; we do not see or store full card details.
- Course and learning information — where you enrol in Spirit Led Institute learning, we may hold enrolment details, participation records, submitted work where a course requires it, and any certificate of completion issued.
- Reading and usage information — which books or frameworks you have opened, your reading position and progress, and basic technical logs such as device type, browser, approximate location derived from IP address, and error reports.
- Correspondence — emails, enquiries, complaints, feedback and requests for accessibility adjustments.

Sensitive information

Sensitive information (for example health, religious beliefs, or information about experiences of harm) is only collected where it is genuinely necessary for a specific purpose and where you have consented, or where the law otherwise permits or requires it.

You do not need to disclose personal experiences of harm to use The Arcanum. Please do not send us detailed clinical, safeguarding or incident information unless we have specifically asked for it in a process where it is needed. If you do send it, we will handle it carefully and delete what we do not need.

How we collect information

- Directly from you — when you create an account, subscribe, enrol, email us, or fill in a form.

- Automatically — through your use of the website, including cookies and similar technologies described below.
- From service providers — for example our authentication and payment providers confirming that a sign-in or a payment succeeded.
- From a third party with your authority — for example where an employer or organisation arranges access for you, or where you ask someone to contact us on your behalf.

Why we use it

- To create and secure your account and verify that you are entitled to member content.
- To take payment, manage renewals and cancellations, and issue receipts.
- To deliver the library, remember your reading position, and improve how the reader works.
- To provide learning, respond to questions, and issue certificates of completion where applicable.
- To respond to enquiries, complaints and accessibility requests.
- To keep records we are required or reasonably need to keep, and to protect the site against misuse.
- To send service and account messages, and — with your consent or another lawful basis under the Spam Act 2003 (Cth) — occasional news about new books, frameworks or courses.

Cookies, analytics and similar technologies

The site uses cookies and browser storage that are necessary for it to work — chiefly keeping you signed in and remembering reading preferences such as text size, theme and last position.

We may use privacy-respecting analytics or error reporting to understand which pages are used and to find faults. Where we do, we aim to use aggregated or de-identified data and we do not sell it. You can clear or block cookies in your browser, though sign-in and the reader may stop working properly if you block essential cookies.

Who we share it with

We do not sell personal information. We share it only with providers who help us run the service, and only so far as they need it. Those categories are:

- Hosting, database, authentication and file storage providers, which run the website and hold member content and accounts.
- Payment processing, which handles subscriptions and card data.
- Email delivery, for account, service and (where you have opted in) marketing messages.
- Analytics or error reporting, where used.
- Professional advisers, insurers, or regulators and law enforcement, where we are permitted or required to disclose.

Overseas and cloud processing

Our providers operate cloud infrastructure, and some of them, or their sub-processors, may store or process data outside Australia. The specific locations can change as providers change their regions and sub-processors, so we do not list a fixed set of countries here — doing so would risk being inaccurate.

Where information is handled overseas we take reasonable steps to use reputable providers whose contractual terms require appropriate protection of personal information. If you would like to know the current arrangements for a particular provider, contact us and we will tell you what we know at the time.

Security

We take reasonable steps to protect personal information from misuse, interference, loss and unauthorised access, modification or disclosure. Measures include access controls and role separation, row-level security on member data, private file storage with short-lived signed links rather than public file URLs, encrypted connections, and limiting who can administer the site.

No online service can promise perfect security. Please use a strong, unique password and tell us promptly if you think your account has been accessed by someone else. Our approach to incidents is set out in the Data Breach & Information Security Policy.

Retention and deletion

We keep personal information only as long as we need it for the purposes above, or as long as we are required to keep it by law (for example, financial records). Reading progress and account data are kept while your account exists.

You can ask us to close your account and delete personal information we are not required to keep. We will confirm what has been deleted and what must be retained and why.

Access and correction

You can ask for a copy of the personal information we hold about you, and ask us to correct anything inaccurate, out of date or incomplete. Email us and we will respond within a reasonable period, normally within 30 days.

If we cannot give access or make a correction, we will explain why in writing and tell you how to seek review.

Direct marketing choices

Marketing emails always identify us, include our contact details, and include a working unsubscribe link. You can unsubscribe at any time and we will action it within 5 working days. Unsubscribing from marketing does not stop essential service messages about your account, billing or access.

Complaints about privacy

Please contact us first at sharon.mackenzie@spiritedcounselling.com. We will acknowledge your complaint, look into it, and give you a written response. Our full process is in the Complaints, Feedback & Appeals Policy.

If you are not satisfied with our response, you can complain to the Office of the Australian Information Commissioner (OAIC). Nothing in this policy limits your right to do that.

Contact

Privacy enquiries: sharon.mackenzie@spiritedcounselling.com. Please put "Privacy" in the subject line so it reaches the right place quickly.

Source record: The Arcanum project: [src/content/policies.ts](#)

32. Arcanum: Terms of Use & Membership Terms

Source: Lovable Arcanum project · /policies/terms

Compilation note: Source suite: version 1.0; last reviewed September 2026; next review September 2027. Jurisdiction: New South Wales, Australia. This is a separate, unpublished Arcanum project snapshot, not confirmation that these terms govern the current Institute site.

These terms apply when you use this website or hold an Arcanum membership. Please read them. If you do not agree, please do not use the site.

Nothing in these terms excludes, restricts or modifies rights you have under the Australian Consumer Law or any other law that cannot be excluded.

Eligibility and your account

Membership is intended for adults. You must be at least 18 to create an account and subscribe, unless a specific youth program has its own consent and safeguarding arrangements in place.

You must give accurate account details, keep your password secure, and not share your login. Your login is for you alone. You are responsible for activity under your account.

Membership and pricing

Arcanum membership is \$12.95 AUD/month or \$129 AUD/year. Prices are in Australian dollars and include GST where GST applies.

Access is included for current Spirit Led Institute students. Student access lasts while your enrolment is current and is administered by the Institute.

Recurring billing and renewal

Membership is a recurring subscription. Monthly memberships renew each month, and annual memberships renew each year, on the same payment method, until you cancel.

We will tell you before any price change takes effect for your plan, and you can cancel before the change applies. If a payment fails we may retry it and email you; access may pause until payment succeeds.

Cancellation and what happens to access

You can cancel at any time from your account page. Cancelling stops future billing. Your access normally continues to the end of the period you have already paid for, and then ends.

Membership gives you read access to the library while your membership is active — it is not a purchase of the books. Books remain available to buy separately in eBook or paperback through Amazon if you want a copy of your own.

Refunds and consumer guarantees are covered in the Refunds, Cancellations & Consumer Guarantees Policy.

Acceptable use

You agree not to:

- Copy, download in bulk, scrape, republish, resell, sublicense or redistribute library content.
- Share your login, or give others access to member content.
- Use the content to teach, train or deliver programs to others without written permission.
- Feed content into an AI system, model or data set for training or ingestion.
- Remove or alter attribution, copyright or version notices.
- Interfere with the site's security, attempt unauthorised access, or upload malicious code.
- Use the site unlawfully, or to harass, threaten or harm another person.

These restrictions are subject to lawful exceptions such as fair dealing, and to your non-excludable rights.

Intellectual property

Content in The Arcanum, and the Spirit Led Institute and Arcanum names and marks, remain the property of their owners. Membership grants a limited, personal, non-exclusive, non-transferable licence to read and use content for your own learning and reflective practice. Full detail is in the Intellectual Property & Content Licence Policy.

Nature of the content

The Arcanum is an educational and reflective library. It is not individual legal, medical, mental-health, clinical or safeguarding-investigation advice, and it does not replace your organisation's policies or your own statutory obligations. See the Education, Safeguarding & Professional Disclaimer.

Spirit Led Institute is not a registered training organisation unless that is separately established and expressly stated. A certificate of completion issued by the Institute is a record of participation, not a nationally recognised VET qualification, government accreditation, or professional registration or licence, unless a specific course expressly says otherwise.

Availability and changes

We aim to keep the library available and to keep adding to it, but we cannot promise uninterrupted access. Maintenance, provider outages and faults happen. Content may be added, updated, revised or withdrawn over time.

We may change these terms. If a change is material we will give reasonable notice, for example by email or a notice on the site, and the change will apply going forward. The current version and date are shown on this page.

Suspension for misuse

We may suspend or end access where there is serious or repeated breach of these terms or the Code of Conduct — for example login sharing, bulk copying, or conduct that harms another person.

Except where immediate action is needed to protect people or the service, we will tell you what the concern is, give you a fair opportunity to respond, and confirm the outcome in writing. Where we end a paid membership for misuse we will deal with any unused portion fairly and consistently with the Australian Consumer Law.

Third-party links and services

The site links to other places, including Sharon's author site, the counselling practice, Amazon book listings, and our payment and authentication providers. Those services have their own terms and privacy practices. We are not responsible for their content, and a link is not an endorsement of everything on the other site.

Liability

To the extent permitted by law, we are not liable for indirect or consequential loss arising from your use of the site. Where the Australian Consumer Law applies and we are entitled to limit a remedy for a service, our liability may be limited to supplying the service again or paying the cost of having it supplied again.

Nothing here excludes, restricts or modifies any consumer guarantee or other right that cannot lawfully be excluded.

Governing law, severability and contact

These terms are governed by the laws of New South Wales, Australia, and you and we submit to the non-exclusive jurisdiction of its courts.

If any part of these terms is found unenforceable, that part is severed and the rest continues to apply.

Questions about these terms: sharon.mackenzie@spiritedcounselling.com.

Source record: The Arcanum project: `src/content/policies.ts`

33. Arcanum: Refunds, Cancellations & Consumer Guarantees Policy

Source: Lovable Arcanum project · [/policies/refunds](#)

Compilation note: Source suite: version 1.0; last reviewed September 2026; next review September 2027. Jurisdiction: New South Wales, Australia. This is a separate, unpublished Arcanum project snapshot, not confirmation that these terms govern the current Institute site.

We do not have a blanket "no refunds" rule, because we cannot lawfully have one. Your rights under the Australian Consumer Law sit alongside anything in this policy, and they cannot be excluded.

This policy separates two different things: what we offer as a matter of goodwill if you change your mind, and what the law requires if something goes wrong.

Your consumer guarantees (these always apply)

When you buy digital content or a service in Australia, it comes with automatic consumer guarantees. Broadly, services must be provided with due care and skill and be fit for the purpose you told us about, and digital content must match its description and be of acceptable quality.

If a guarantee is not met, you may be entitled to a remedy. For a minor problem we may fix it — for example restoring access or replacing a corrupted file. For a major failure you may be entitled to cancel and receive a refund, or to compensation for a drop in value. You may also be entitled to compensation for reasonably foreseeable loss caused by the failure.

You do not lose these rights because a period has passed, because a sale was described as final, or because a term elsewhere says otherwise.

Cancelling a monthly membership

Cancel at any time from your account page. Billing stops at the end of the current month and access normally continues until that paid period ends. We do not usually refund part of a month simply because you cancelled partway through, and you are not charged again.

Cancelling an annual membership

Cancel at any time from your account page. Your membership will not renew, and access normally continues to the end of the paid year.

If you cancel an annual membership early and ask us about a refund, tell us what happened. We will consider the request fairly, taking into account how much of the year is left, how much of the library you have used, and whether anything went wrong on our side. If a consumer guarantee has not been met, we will provide the remedy the law requires regardless of the plan you chose.

Change of mind

Change of mind is not something we are legally required to refund, but we would rather you were not stuck with something you do not want. If you subscribe and then realise very soon afterwards that The Arcanum is not for you — and particularly if you have barely used it — email us within 14 days and we will look at a refund or a credit as a matter of goodwill.

We look at these requests on their merits. We may decline a goodwill refund, and if we do we will explain why, and explain your statutory rights, which are unaffected.

Failed payments and accidental charges

If a payment fails, we may retry and email you; access may pause until it succeeds. If you have been charged twice, charged after cancelling, or charged an incorrect amount, tell us and we will correct it and refund the difference.

Books bought elsewhere

Books purchased through Amazon or another retailer are governed by that retailer's returns process, because the transaction was with them. We can help with questions about content, but we cannot refund a purchase we did not take payment for.

Courses and programs

Where a Spirit Led Institute course has its own enrolment, withdrawal or fee terms, those course-specific terms apply to that course and will be given to you at enrolment. They operate alongside this policy and cannot reduce your consumer guarantees.

How to ask, and what happens next

Email sharon.mackenzie@spiritledcounselling.com with your account email, the plan, the date and what happened. We aim to acknowledge within 3 business days and to give you a decision within 14 business days, sooner where we can.

If you disagree with our decision you can ask for internal review under the Complaints, Feedback & Appeals Policy, and you can always contact the ACCC or your state or territory consumer protection agency. This policy does not restrict those rights.

Source record: The Arcanum project: `src/content/policies.ts`

34. Arcanum: Intellectual Property & Content Licence Policy

Source: Lovable Arcanum project · [/policies/intellectual-property](#)

Compilation note: Source suite: version 1.0; last reviewed September 2026; next review September 2027. Jurisdiction: New South Wales, Australia. This is a separate, unpublished Arcanum project snapshot, not confirmation that these terms govern the current Institute site.

The books, safeguarding frameworks, diagrams, teaching materials, downloadable resources, site design, and the Spirit Led Institute and Arcanum names and marks are protected intellectual property. They took years. Please treat them accordingly.

This policy explains the licence that comes with membership or student access, and how to ask for permission to do more.

Your licence

While your membership or student access is active, you have a limited, personal, non-exclusive, non-transferable, revocable licence to:

- Read and re-read the library within The Arcanum.
- Use the ideas and frameworks in your own reflective practice and professional thinking.
- Save or print a resource that we have specifically marked as downloadable, for your own use.
- Quote short extracts with clear attribution to the author and title, consistent with fair dealing.

The licence ends when your membership or enrolment ends. Content is licensed for access, not sold to you.

What is not permitted without written permission

- Copying, adapting, translating or making derivative versions of the material.
- Republishing, uploading or posting content anywhere else, including internal intranets, shared drives, social media or messaging groups.
- Teaching, training or delivering programs from the material, or using it as course content for others.
- Distributing frameworks or resources to colleagues, clients, congregations or organisations.
- Selling, licensing or otherwise commercially exploiting the material.
- Sharing logins or using one membership to give several people access.
- Using the material to train, fine-tune or otherwise build AI models, or ingesting it into a data set or retrieval system.
- Removing or obscuring author names, copyright notices, version numbers or attribution.

Lawful exceptions

Nothing in this policy tries to override the Copyright Act 1968 (Cth) or your other legal rights. Fair dealing for purposes such as research or study, criticism or review, and reporting news, still applies, as do statutory licences and other non-excludable rights.

Organisational and teaching use

Many people want to use a framework with a team, a board, a school or a congregation. That is often possible — it just needs a conversation and, usually, a different licence.

Email sharon.mackenzie@spiritledcounselling.com with what you want to use, who will see it, and in what setting. Requests are welcome and are usually answered within 10 business days.

Your own material

If you submit work, feedback or a question, you keep ownership of what you wrote. You give us permission to use it as needed to respond to you, to administer a course, and to keep records. We will not publish your material or use it in marketing without asking you first.

Reporting misuse and copyright complaints

If you see Arcanum material being shared or sold without permission, please tell us at sharon.mackenzie@spiritledcounselling.com.

If you believe something we have published infringes your copyright, contact us with enough detail to identify the material and your claim, and we will investigate promptly and remove or correct it where appropriate.

Source record: The Arcanum project: [src/content/policies.ts](#)

35. Arcanum: Education, Safeguarding & Professional Disclaimer

Source: Lovable Arcanum project · [/policies/disclaimer](#)

Compilation note: Source suite: version 1.0; last reviewed September 2026; next review September 2027. Jurisdiction: New South Wales, Australia. This is a separate, unpublished Arcanum project snapshot, not confirmation that these terms govern the current Institute site.

The Arcanum is educational. It is written to help people think clearly about power, systems, harm and repair. It is not a substitute for advice about your particular situation.

Urgent risk and emergencies

If someone is in immediate danger, call 000.

For urgent support in Australia: Lifeline 13 11 14, 13YARN 13 92 76, Kids Helpline 1800 55 1800, 1800RESPECT 1800 737 732, Beyond Blue 1300 22 4636. If a child is at risk of significant harm in NSW, contact the Child Protection Helpline on 132 111.

Do not use this website, its content or its contact form to report an emergency or an immediate risk to a child or adult. Use the numbers above and your organisation's reporting pathway.

This is education, not individual advice

Content in The Arcanum is general in nature. It is not legal advice, medical advice, mental-health treatment, clinical supervision, diagnosis, a safeguarding investigation, an incident assessment, or advice about a specific person, organisation or dispute.

Reading a book or using a framework does not create a counselling, clinical, supervisory or legal relationship between you and Sharon Mackenzie or Spirit Led Institute.

What frameworks are for

The frameworks are thinking tools. They are designed to support reflective practice, professional development, structural analysis and better conversations.

They do not replace:

- Your organisation's policies, procedures and delegations.
- Your statutory reporting obligations, including mandatory reporting and any reportable conduct or notification duties that apply to you.
- Professional supervision, clinical governance or peer review.
- Legal advice about your circumstances.
- Emergency services, child protection or police.
- Your own professional judgement and duty of care.

If you apply a framework in an organisation, you remain responsible for how you apply it and for meeting your own obligations.

Certificates and regulatory status

Spirit Led Institute is not a registered training organisation, and we do not describe our offerings as accredited, certified or government approved.

Where a Spirit Led Institute course issues a certificate, it is a certificate of completion — a record that you participated and completed the course as designed. It is not a nationally recognised VET qualification, a government accreditation, a professional registration, a licence, or evidence of clinical competence, unless a particular course expressly states that it holds that status.

Whether a course counts towards continuing professional development is a matter for your own professional body. Check with them before relying on it.

Content about harm

Material about institutional hurt, abuse, coercive systems and safeguarding can be difficult to read. Please pace yourself, and get support if you need it. Nothing in the library asks you to relive your own experience in order to learn.

Accuracy and change

We write carefully, and we update material as practice, research and law change. Even so, content may become out of date, and legislation differs between states, territories and sectors. Always check the current requirements that apply to you.

Source record: The Arcanum project: <src/content/policies.ts>

36. Arcanum: Complaints, Feedback & Appeals Policy

Source: Lovable Arcanum project · /policies/complaints

Compilation note: Source suite: version 1.0; last reviewed September 2026; next review September 2027. Jurisdiction: New South Wales, Australia. This is a separate, unpublished Arcanum project snapshot, not confirmation that these terms govern the current Institute site.

If something is wrong, we want to know. Complaints are useful. They are also, often, hard to make — so we have tried to make this pathway short, respectful and predictable.

You can complain about anything: content, the website, billing, an access problem, an accessibility barrier, someone's conduct, a learning or assessment decision, or how we handled your information.

How to raise it

Email sharon.mackenzie@spiritedcounselling.com with "Complaint" or "Feedback" in the subject line. Tell us what happened, when, what you would like to see happen, and how you would prefer us to contact you.

You can ask someone to make a complaint on your behalf, or to support you through it. If writing is a barrier, say so and we will find another way, including a phone conversation with written notes.

You can complain anonymously. We will still look into it, though we may be limited in what we can investigate or tell you.

How we approach it

- Trauma-informed — you set the pace, you are not required to retell more than is necessary, and you will not be interrogated.
- Procedurally fair — anyone whose conduct is in question is told the substance of the concern and given a genuine chance to respond before a decision is made.
- Confidential — information is shared only with those who need it, unless disclosure is required by law or needed to protect someone's safety.
- Free — there is no cost to make a complaint.

Timeframes

- Acknowledgement: within 3 business days.
- Simple matters, such as an access or billing error: usually resolved within 10 business days.
- Matters needing review or input from others: outcome within 30 business days.
- If it will take longer, we will tell you why and give you a new date.
- Safety concerns are treated as urgent and acted on immediately, including referral to the right authority.

Conflicts of interest

Spirit Led Institute is small, so the person handling your complaint may be the person it concerns. Where that happens, we will tell you, and we will arrange for an independent person — such as an external adviser, supervisor or peer with relevant experience — to review the matter or the decision.

Outcome

We will give you a written outcome: what we found, what we decided, why, and what will change. Where we got something wrong we will say so, fix it, and tell you what we are doing to stop it happening again.

Internal review and appeals

If you are not satisfied, you can ask for internal review within 28 days of the outcome. Say what you disagree with and why, and provide any further information.

Reviews are conducted by someone who was not the original decision maker where that is possible, or by an independent reviewer where it is not. Review outcomes are provided in writing, normally within 20 business days.

Learning and assessment decisions can be appealed the same way. Where an assessment decision is overturned, records are corrected and any certificate is reissued.

No retaliation

Nobody will be penalised, have access removed, or be treated less favourably for making a complaint in good faith, or for supporting or participating in one.

External options

You can go elsewhere at any time — you do not have to finish our process first. Depending on the issue, that may include the Office of the Australian Information Commissioner for privacy, the ACCC or your state or territory consumer agency for consumer matters, the eSafety Commissioner for online harms, the NSW Office of the Children's Guardian for child safety matters, a relevant professional body, or the police.

Source record: The Arcanum project: [src/content/policies.ts](#)

37. Arcanum: Accessibility & Inclusion Statement

Source: Lovable Arcanum project · [/policies/accessibility](#)

Compilation note: Source suite: version 1.0; last reviewed September 2026; next review September 2027. Jurisdiction: New South Wales, Australia. This is a separate, unpublished Arcanum project snapshot, not confirmation that these terms govern the current Institute site.

We want The Arcanum to be usable by as many people as possible, including people who use screen readers, keyboard navigation, magnification, captions or extra time.

We aim to follow recognised accessibility guidance as a design goal. We have not been independently audited or certified against WCAG, so we do not claim conformance. We do commit to fixing barriers when we find them or when you tell us about them.

What we have built in

- A reader with adjustable text size and light, cream and dark reading themes.
- Reading position that is remembered, so you can stop and come back.
- Layouts that work on phone, tablet and desktop, and reflow when text is enlarged.
- Semantic headings and structure, meaningful link text and alternative text on meaningful images.
- Keyboard-operable navigation and visible focus, and colour choices chosen with contrast in mind.

Alternative formats and adjustments

If a format does not work for you, ask. Where it is reasonably possible we will provide an alternative — for example a text-based version of a framework that is currently a PDF poster, a larger-print version, a differently structured document, or extra time and flexibility in a course.

We will discuss what would actually help rather than assuming, and we will not ask for more information about your circumstances than we need.

Inclusive and respectful participation

Everyone is welcome here regardless of disability, age, race, cultural or linguistic background, First Nations identity, sex, gender identity, sexuality, relationship or family status, religion or belief, or socioeconomic circumstances. Discrimination, harassment and vilification are not tolerated — see the Code of Conduct.

We recognise Aboriginal and Torres Strait Islander peoples as the First Peoples of this land and aim to work in ways that are culturally safe.

Known limitations

Some existing PDFs, particularly image-heavy framework posters, are less accessible than the rest of the site. We are working through them, and in the meantime we will supply an accessible version on request.

Tell us about a barrier

Email sharon.mackenzie@spiritledcounselling.com with "Accessibility" in the subject line and describe what you were trying to do and what got in the way. We aim to reply within 5 business days with either a fix, a workaround, or a realistic timeframe.

Accessibility complaints can also be raised through the Complaints, Feedback & Appeals Policy.

Source record: The Arcanum project: [src/content/policies.ts](#)

38. Arcanum: Code of Conduct & Community Participation Policy

Source: Lovable Arcanum project · /policies/code-of-conduct

Compilation note: Source suite: version 1.0; last reviewed September 2026; next review September 2027. Jurisdiction: New South Wales, Australia. This is a separate, unpublished Arcanum project snapshot, not confirmation that these terms govern the current Institute site.

This work involves talking about harm, power and institutions. That requires care. This code applies to any space we run — courses, groups, comment areas, live sessions and correspondence with us.

What we expect

- Treat people with respect, including people you disagree with.
- Assume that others in the room may have lived experience of what is being discussed.
- Keep what others share in a learning space confidential. Take the learning with you; leave their story with them.
- Speak about your own experience, and about systems and patterns, rather than naming and litigating individuals.
- Use the material honestly and attribute it properly.

What is not acceptable

- Harassment, bullying, intimidation, threats or stalking.
- Discrimination or vilification on any protected ground.
- Sexual harassment or sexual misconduct of any kind.
- Grooming, exploitation or abuse of a position of trust.
- Doxxing or publishing another person's private information.
- Impersonating another person, or misrepresenting your role, qualifications or status.
- Copyright infringement, login sharing or bulk copying of material.
- Misusing safeguarding material — for example using a framework to intimidate, silence, discredit or retaliate against someone, or presenting yourself as an authorised investigator or assessor because you read it here.
- Recording or sharing a session or another participant's contribution without consent.

If something goes wrong

Report it to sharon.mackenzie@spiritedcounselling.com. Serious safety concerns are acted on immediately and referred to the appropriate authority where required.

We will look into it under the Complaints, Feedback & Appeals Policy: the substance of the concern is put to the person, they get a fair chance to respond, and the outcome is confirmed in writing.

Consequences

Responses are proportionate to what happened and to any risk. They may include a conversation, a request to change behaviour, a warning, removal from a session or space, temporary suspension, or ending access.

Where access to a paid membership is ended, any unused portion is dealt with fairly and consistently with the Australian Consumer Law. Decisions can be reviewed under the appeals process. Nobody is penalised for raising a concern in good faith.

Source record: The Arcanum project: [src/content/policies.ts](#)

39. Arcanum: Child Safety & Online Safety Policy

Source: Lovable Arcanum project · /policies/child-safety

Compilation note: Source suite: version 1.0; last reviewed September 2026; next review September 2027. Jurisdiction: New South Wales, Australia. This is a separate, unpublished Arcanum project snapshot, not confirmation that these terms govern the current Institute site.

Spirit Led Institute develops material that is relevant to schools, chaplaincy, churches, community organisations and people who work with children and young people. Because of that, we hold ourselves to child-safety expectations even where a particular legal scheme may not currently apply to us.

We have used the NSW Child Safe Standards as our reference framework because it is a strong, well-tested model. To be accurate about our status: we do not claim to be a registered or declared "child safe organisation" under the NSW Child Safe Scheme, and we do not claim to be a relevant entity under the Reportable Conduct Scheme. Whether those schemes, along with Working with Children Check requirements and mandatory reporting duties, apply depends on the nature of the entity and the activity. Where they apply to something we do, we will comply with them, and we will say so.

Our commitment

Children and young people have a right to be safe, listened to and taken seriously. We commit to:

- Treating child safety as a priority in everything we design and publish.
- Making it easy to raise a concern about a child's safety, and responding to every concern.
- Never dismissing, minimising or covering up a concern to protect a reputation — ours or anyone else's.
- Reviewing what we do when something goes wrong, and changing it.

Who our offerings are for

Arcanum membership and Institute courses are designed and sold for adults, and direct enrolment is intended for people aged 18 and over.

If we ever run a program for children or young people, it will have its own arrangements before it starts: parent or guardian consent, age-appropriate content, supervision, a specific risk assessment, complaints information written for young people, and the checks and clearances required by law.

Child-safe online environments

- Accounts are for adults; we do not knowingly collect personal information from children. If we learn that a child has created an account without a guardian's involvement, we will delete it.
- There are no open public forums, direct messaging or user profiles on this site, which removes a common risk pathway.
- Content about abuse and institutional harm is written for an adult professional audience and is behind membership.
- Where we run a live or interactive session, it is structured, purposeful, and not one adult alone with one young person.

Boundaries for interaction with children and young people

Anyone teaching, presenting or working for the Institute must:

- Keep contact with a child or young person open, purposeful and connected to the activity.
- Not initiate private, secret or personal contact — including private messaging, personal social media, private email chains or gifts.
- Not seek or accept a role of special confidant, and not ask a child to keep a secret from their parent, guardian or organisation.
- Not be alone and unobserved with a child where that can reasonably be avoided.
- Respect physical and emotional boundaries, and never use their position to obtain trust for their own benefit.
- Report any concern about another adult's behaviour, including their own if a boundary has slipped.

Grooming behaviour, whether or not it results in harm, is treated as serious misconduct and reported.

Reporting and escalation

If a child is in immediate danger, call 000.

In NSW, if you believe a child is at risk of significant harm, contact the Child Protection Helpline on 132 111. Other states and territories have equivalent lines. If a criminal offence may have occurred, contact the police.

To raise a child-safety concern with us, email sharon.mackenzie@spiritedcounselling.com with "Child safety" in the subject line, or phone if you prefer. We treat these as urgent, act the same day where possible, and do not wait for certainty before referring a concern on.

We do not investigate criminal conduct ourselves. Our role is to act promptly, support the person raising the concern, preserve information, and refer to the right authority. We will not retaliate against anyone who reports in good faith.

Statutory obligations

Obligations that may apply, depending on the entity and activity, include mandatory reporting under child protection legislation, Working with Children Check requirements, the NSW Child Safe Standards and Child Safe Scheme, the Reportable Conduct Scheme, and criminal offences for failing to report or protect.

We will identify which of these apply to any given activity before it starts, obtain the required checks and clearances for anyone in a child-related role, and comply. We will not describe ourselves as covered by a scheme unless we are.

Images and personal information about children

We do not publish identifying images, names or stories of children without informed consent from the child where they are able to give it and from their parent or guardian.

Case material used for teaching is de-identified or composite. Any personal information about a child that we do hold is kept securely, shared only where necessary or required, and destroyed when no longer needed.

Risk management, people and review

Before running an activity that involves children or young people, we assess the risks — online and in person — and put controls in place, including supervision ratios, platform settings, consent, and clear reporting information for participants.

Anyone we engage in a child-related role is screened as the law requires, inducted into this policy, and expected to comply with it as a condition of their engagement.

This policy is reviewed at least annually, and after any incident or significant change in our activities.

Online safety

If you encounter cyberbullying, image-based abuse, or seriously harmful online content, the eSafety Commissioner can help and has reporting and takedown powers. We will support anyone who needs to make such a report and will cooperate with lawful requests.

Source record: The Arcanum project: [src/content/policies.ts](#)

40. Arcanum: Data Breach & Information Security Policy

Source: Lovable Arcanum project · /policies/data-breach

Compilation note: Source suite: version 1.0; last reviewed September 2026; next review September 2027. Jurisdiction: New South Wales, Australia. This is a separate, unpublished Arcanum project snapshot, not confirmation that these terms govern the current Institute site.

This policy describes how we protect information and what we do if something goes wrong. It is written to reflect the Notifiable Data Breaches scheme under the Privacy Act 1988 (Cth) and OAIC guidance.

We take reasonable steps to protect information. We do not claim that our systems are impenetrable, because no honest service can.

Reasonable safeguards

- Authentication handled by a specialist provider, with passwords stored hashed and support for social sign-in.
- Role separation: administrator rights are held in a dedicated roles table and verified on the server, never inferred from the browser.
- Row-level security on member data, so a signed-in person can only reach their own records.
- Private file storage. Books and framework PDFs are not publicly addressable; entitlement is checked on the server and access is granted through short-lived signed links.
- Payment card data handled entirely by the payment processor; we do not receive or store card numbers.
- Encrypted connections in transit, managed backups by our infrastructure providers, and secrets kept in server-side configuration rather than in code.
- Least-privilege access, prompt removal of access that is no longer needed, and multi-factor authentication on administrative accounts where the provider supports it.

Provider security

We rely on reputable hosting, database, authentication, storage, payment and email providers, and we depend on their security controls as well as our own. We choose providers whose terms require appropriate protection of personal information, and we reduce what we send them to what they need.

Reporting a suspected breach or vulnerability

Email sharon.mackenzie@spiritedcounselling.com with "Security" in the subject line. Include what you saw, when, and how to reproduce it if relevant.

We welcome good-faith reports from researchers and will not pursue action against someone who reports a genuine vulnerability responsibly and does not access, alter or retain other people's data.

If you think your own account has been compromised, change your password and tell us immediately.

Our response: contain, assess, remediate, notify

- Contain — act immediately to stop further access or loss: revoke sessions and signed links, rotate credentials and keys, disable affected accounts or features, and preserve logs.

- Assess — within 30 days, and as quickly as practicable, work out what information was involved, whose, how it happened, and whether serious harm is likely. Records of the assessment are kept.
- Remediate — fix the cause, recover data where needed, help affected people reduce their risk, and review whether the control that failed needs redesigning.
- Notify — where the Privacy Act and the NDB scheme apply and a breach is an eligible data breach likely to result in serious harm, notify affected individuals and the Office of the Australian Information Commissioner as required, describing what happened, what information was involved, and what people should do. Where notification is not legally required but people are affected, we will still tell them if telling them is the decent thing to do.

Records and review

We keep a register of incidents, near misses, assessments and outcomes. Incidents are reviewed after they close, and this policy is reviewed at least annually and after any significant incident or change of provider.

What we ask of you

Use a strong, unique password. Do not share your login. Sign out on shared devices. Be wary of emails asking for your password or payment details — we will never ask for your password.

Source record: The Arcanum project: [src/content/policies.ts](#)

41. Arcanum: Email & Communications Policy

Source: Lovable Arcanum project · /policies/communications

Compilation note: Source suite: version 1.0; last reviewed September 2026; next review September 2027. Jurisdiction: New South Wales, Australia. This is a separate, unpublished Arcanum project snapshot, not confirmation that these terms govern the current Institute site.

We send as little email as we can get away with. This policy explains what we send and how to stop the parts you do not want. It follows the principles of the Spam Act 2003 (Cth) and ACMA guidance.

Two kinds of message

- Service and transactional messages — sign-up confirmation, password resets, receipts, renewal and payment notices, changes to these policies, access or security notices, and replies to your enquiries. These are part of providing the service and are sent while you have an account.
- Marketing messages — news about new books, frameworks, courses or offers. These are only sent where you have given consent or where another lawful basis under the Spam Act applies, such as an existing relationship where the message is relevant and you can opt out.

We keep these separate where practicable, so unsubscribing from news does not stop you receiving your receipt.

Consent

We ask for consent to marketing clearly, and we do not pre-tick opt-in boxes or bury permission in unrelated terms. We keep a record of when and how consent was given. You can withdraw it at any time.

Identifying us

Every message we send identifies Spirit Led Institute as the sender and includes accurate contact details, currently sharon.mackenzie@spiritedcounselling.com. We do not use misleading sender names or subject lines.

Unsubscribing

Every marketing email has a functional unsubscribe link that works for at least 30 days after the message is sent, and does not require you to log in or pay.

Unsubscribe requests are honoured within 5 working days, and usually immediately. You can also just reply and ask, or email sharon.mackenzie@spiritedcounselling.com.

If you keep receiving marketing after unsubscribing, tell us and we will fix it. You can also complain to ACMA.

Address lists

We do not buy, sell, rent or swap email lists, and we do not harvest addresses. Your address is used for the purposes in the Privacy Policy and nothing else.

Response times and what not to send

We aim to answer enquiries within 5 business days. We are a small operation, not a 24-hour service.

Please do not email urgent safety concerns or detailed clinical or incident information. Emergencies go to 000, and NSW child protection concerns go to 132 111.

Source record: The Arcanum project: [src/content/policies.ts](#)

42. Arcanum: Policy Governance & Review

Source: Lovable Arcanum project · /policies/governance

Compilation note: Source suite: version 1.0; last reviewed September 2026; next review September 2027. Jurisdiction: New South Wales, Australia. This is a separate, unpublished Arcanum project snapshot, not confirmation that these terms govern the current Institute site.

This page explains how the policy suite itself is managed, so you can tell how current it is and what happens when it changes.

Ownership and responsibility

Owner and approver: Sharon Mackenzie, Spirit Led Institute. The owner is responsible for approving each policy, keeping it current, making sure it reflects what the site and the Institute actually do, and handling questions and complaints about it.

Contact for all policy matters: sharon.mackenzie@spiritedcounselling.com.

Version and review cycle

Current suite version: 1.0. Last reviewed: September 2026. Next scheduled review: September 2027.

Every policy is reviewed at least once a year. The Child Safety & Online Safety Policy and the Data Breach & Information Security Policy are also reviewed after any relevant incident. Any policy is reviewed sooner when the law changes, a provider or integration changes, a new kind of offering starts, or a complaint shows the policy is not working.

How changes are made

- Minor changes — typos, clearer wording, updated contact details — are made as needed and the review date is updated.
- Material changes — anything affecting your rights, price, access, use of your information, or the handling of complaints — are approved by the owner, dated, and notified to members by email or a notice on the site before or when they take effect.
- Changes are not applied retrospectively to your disadvantage. Where a change affects a current membership, you can cancel before it takes effect.

Which document applies

If two documents conflict, this is the order of precedence:

- Australian law, including non-excludable rights under the Australian Consumer Law and the Privacy Act. These always win.
- Course-specific or program-specific terms given to you at enrolment, for that course only.
- Terms of Use & Membership Terms.
- The specific subject-matter policy — privacy, refunds, intellectual property, child safety and so on.
- General site content, marketing copy and help text, which is descriptive rather than contractual.

Standing and status

These policies are a good-faith, plain-English compliance baseline written with reference to publicly available regulator guidance. They are not legal advice, and no external legal review or certification is claimed. Spirit Led Institute is not a registered training organisation and does not describe itself as accredited, certified or government approved.

Record of revisions

- Version 1.0 — September 2026 — First published policy suite: Privacy; Terms of Use & Membership; Refunds, Cancellations & Consumer Guarantees; Intellectual Property & Content Licence; Education, Safeguarding & Professional Disclaimer; Complaints, Feedback & Appeals; Accessibility & Inclusion; Code of Conduct; Child Safety & Online Safety; Data Breach & Information Security; Email & Communications; and this governance page.

Future revisions will be listed here with the date and a short description of what changed.

Source record: The Arcanum project: [src/content/policies.ts](#)

43. Arcanum suite: original regulatory reference links

Source: Lovable Arcanum project · policy suite

Office of the Australian Information Commissioner — Australian Privacy Principles - <https://www.oaic.gov.au/privacy/australian-privacy-principles> Privacy Act 1988 (Cth) and the APP Guidelines.

OAIC — Notifiable Data Breaches scheme - <https://www.oaic.gov.au/privacy/notifiable-data-breaches> When and how eligible data breaches are notified.

ACCC — Consumer rights and guarantees - <https://www.accc.gov.au/consumers/buying-products-and-services/consumer-rights-and-guarantees> Australian Consumer Law, including online purchases and digital products.

ACCC — Unfair contract terms - <https://www.accc.gov.au/business/business-rights-and-protections/unfair-contract-terms> Standards for standard-form consumer contracts.

ACMA — Spam rules for businesses - <https://www.acma.gov.au/spam-rules-businesses> Spam Act 2003 (Cth): consent, identification and unsubscribe.

NSW Office of the Children's Guardian — Child Safe Standards - <https://ocg.nsw.gov.au/child-safe-standards> The ten Child Safe Standards used as our safeguarding reference.

eSafety Commissioner - <https://www.esafety.gov.au> Reporting online harms, image-based abuse and cyberbullying.

Source record: The Arcanum project: [src/content/policies.ts](#)