

Terms & Conditions

Effective Date: 17/09/2025

Website: fillingthegap.org.au

1. Introduction

Welcome to *Filling the Gap* ("we", "our", "us"). By accessing or using our website, services, or participating in our programs, you agree to be bound by these Terms & Conditions. If you do not agree, please do not use our services.

These terms apply to all visitors, donors, volunteers, and partners.

2. About Filling the Gap

Filling the Gap is an Australian registered charity that provides pro bono dental services to people in need. We rely on the generosity of our supporters, partners, and volunteers.

3. Use of Our Website

- You agree to use our website lawfully and respectfully.
 - You must not engage in hacking, data scraping, spamming, or any activity that may harm the website or its users.
 - All content on our site (including text, images, and branding) is owned by us or used with requisite permission. You may not reproduce or use it without prior written consent.
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4. Donations

- All donations are voluntary and non-refundable unless required by Australian consumer law.
 - Donations over \$2 are tax-deductible in Australia. A receipt will be issued upon request or automatically via our online system.
 - We take reasonable steps to ensure donation transactions are secure. However, we are not responsible for unauthorised access to your payment details outside our control.
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5. Fundraising

- If you choose to fundraise on behalf of Filling the Gap, you must comply with any applicable state fundraising laws and follow our fundraising guidelines.

- We reserve the right to request the removal of any fundraising materials that may misrepresent our work or breach our values.
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6. Volunteering

- Volunteer roles may be subject to eligibility checks, qualifications, and screening processes.
 - Volunteers must act in accordance with our Code of Conduct and agree to follow instructions from our team.
 - We reserve the right to end a volunteer arrangement at any time, without notice, if necessary.
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7. Events

- By registering for an event, you agree to follow the event's specific rules, health and safety requirements, and any directions from organisers.
 - We may photograph or film events for promotional purposes. If you do not wish to appear in such media, please let us know in writing before the event.
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8. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the content, privacy practices, or terms of those sites.

9. Privacy

Your privacy is important to us. We collect, store, and use your personal information in accordance with our [Privacy Policy](#). By using our services, you consent to our handling of your personal information in line with that policy.

10. Limitation of Liability

To the extent permitted by law, Filling the Gap is not liable for any loss, damage, or injury arising from your use of our website, services, or events, except where caused by our gross negligence or wilful misconduct.

11. Changes to These Terms

We may update these Terms from time to time. The latest version will always be posted on our website with the effective date.

12. Governing Law

These Terms are governed by the laws of New South Wales, Australia. Any disputes will be resolved in the courts of New South Wales.

13. Contact Us

For any questions about these Terms & Conditions, please contact us:

Email: smile@fillingthegap.org.au

Phone: 02 8436 9900

Address: L1, 1 Atchison St, St Leonards 2065