

Sample-use licence

Tyneside Sample Pack | Five pieces | A\$39.99 one-off

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1. What this licence covers

The licence covers only the five resources identified in START_HERE: the original Home & Daily Living Skills Sampler program overview; the Level 3 I Need Help communication visual; the Healthy Eating easy-meal visual; What Can I Buy / Where?; and Who / When Do I Call? The combined, individual, A4 and text-companion formats are versions of the same five pieces, not extra products.

This is a non-exclusive, non-transferable sample-use licence. It does not include a full Visual Support Suite, full Program Delivery Pack, facilitator guide, training delivery, a booking, accreditation, or automatic access to later versions. The A\$39.99 price is the ongoing sample-pack price, not a subscription. No further purchase is required to keep using the supplied version within this licence.

2. One participant or household

One purchase permits the named purchaser to explore and use the samples with one designated participant or household. A participant or family may buy the pack for themselves. A professional or service may buy it for one participant or household they directly support. The purchaser records the chosen participant privately; a diagnosis or participant name does not need to be sent to Tyneside.

The purchaser may keep copies on their own devices and a private backup. They may give printed copies, or a secure digital copy where needed for access, to the designated participant or household and the people directly supporting that person. Those recipients may use the copies only for that participant or household and must not pass them on for wider use.

3. Internal evaluation by a team

A named purchaser may also show the samples to colleagues at one service location to decide which full resources suit the service. This is a demonstration permission, not a shared staff library or a licence to use the pack across a caseload, classroom or group. Colleagues do not receive independent distribution rights. Ask Tyneside about the appropriate full-resource or wider-use licence.

Practical permissions and boundaries

4. Printing and access adjustments

Within the permitted use, you may print, reprint, enlarge, laminate, show a PDF on a device, and use the supplied text companion with assistive technology. The participant may keep their communication support available in daily life. Necessary printing by a print provider is allowed if the provider does not retain or reuse the files for another purpose.

You may add personal notes on a separate sheet or a private personal copy. Do not remove safety information, change emergency numbers, alter the meaning of instructions, or remove branding and copyright notices. For a substantial adaptation, translation, new layout or other reuse, contact Tyneside. This licence does not restrict any use independently permitted by applicable law, including copyright exceptions for access by people with disability.

5. What is not included in the permission

Do not resell, sublicense, give away or upload the files for public download. Do not put them on social media, an open website, an unrestricted shared drive or a learning platform accessible beyond the permitted participant/household. Do not rebrand the artwork, extract it for a separate resource product, or pass off the materials as your own.

Caseload-wide use, independent use by multiple staff, distribution to multiple participants or households, classroom or group delivery, multiple service sites and organisation-wide rollouts need separate written permission. Ordinary paid support to the designated participant is allowed; selling or separately charging for copies of the sample resources is not.

6. Respectful use and safety

Use the resources around the person's choices, preferred communication and support needs. The program sheet is an overview, not a complete set of instructions for every activity. The First Aid sample is a communication visual, not a clinical procedure guide. The pack does not replace emergency services, accredited training, an individual health or mealtime plan, qualified instruction or relevant professional advice.

Read the additional notes in START_HERE, including the distinction between an actual emergency call and practice, and the limits of service confidentiality. Learning with these resources does not establish an accredited qualification, professional competence, external endorsement or NDIS funding eligibility.

7. Ownership and third-party material

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Support and your consumer rights

8. Problems with the files or purchase

Contact Tyneside if a download is missing, corrupt, inaccessible or materially different from its description. Include your order reference and a brief description of the problem, but do not send payment-card details or sensitive participant information. We will work with you to resolve the issue and provide the remedy required by law.

9. Refunds and consumer guarantees

Nothing in these terms excludes, restricts or modifies rights, guarantees or remedies that cannot lawfully be excluded under Australian Consumer Law or other applicable law. Where a consumer guarantee is not met, you may be entitled to a remedy such as a repair, replacement or refund, depending on the circumstances. Downloading a digital file does not remove these rights.

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There is no fixed expiry on the licence to the supplied version. Future catalogue or licence changes do not retrospectively reduce the permission attached to your purchase. If there is a material breach of these terms, Tyneside will explain it in writing and give a reasonable opportunity to resolve it before ending permission, subject to applicable law. Ending permission does not remove accrued consumer rights.

11. Need a different scope or format?

Contact Tyneside before wider use so the licence can match the actual setting. The full resources have their own inclusions, prices and permissions; a sample purchase is not an obligation to buy them. Request an accessible explanation of these terms or a different format if that would help.

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