

# ACT TENANCY ADVOCACY TOOLKIT

## TERMS OF USE AND DISCLAIMER

PRODUCT READY

Prepared: June 2025 | Updated: July 2026 | Jurisdiction: Australian Capital Territory, Australia

■ **IMPORTANT: This document does not constitute legal advice. Please read these terms carefully before using this product.**

1

### About This Product

The **ACT Tenancy Advocacy Toolkit** (“the Product”) is a structured administrative advocacy resource designed to help renters in Australian Capital Territory understand their rights, communicate effectively with landlords and agents, and document interactions for potential use in dispute resolution proceedings.

The Product consists of PDF guide documents containing plain-language explanations of tenancy rights and ready-to-use letter templates, and Microsoft Excel evidence tracking workbooks — the exact contents depend on which tier you purchased (see your product listing for what's included). All content has been prepared with reference to the **Residential Tenancies Act 1997 (ACT), including Schedule 1 (Standard Residential Tenancy Terms)**.

Verified July 2026 against the RTA 1997 (ACT) as amended.

2

### Not Legal Advice

The Product is an administrative tool only. **Nothing in this Product constitutes legal advice**, legal representation, or a legal opinion of any kind.

The templates, guides, and trackers contained in this Product are provided for general informational and administrative purposes only. They are not a substitute for advice from a qualified legal practitioner who has considered your individual circumstances, the specific facts of your situation, and the law as it applies to you.

Legislation changes. Section numbers, rights, procedures, and timeframes that were accurate at the time of preparation may have been amended. You are responsible for verifying that the content remains current and applicable to your situation before relying on it or using any template.

3

### No Professional Relationship

Your purchase of this Product does not create a lawyer-client relationship, a professional advisory relationship, or any other professional relationship between you and the creator or seller of this Product.

The creator and seller of this Product is not a lawyer, licensed legal practitioner, or registered migration agent. No warranty is given as to the accuracy, completeness, or fitness for purpose of any content in this Product for your specific circumstances.

## 4

## Jurisdiction and Scope

This Product is designed specifically for use by renters in **Australian Capital Territory, Australia**. The content is prepared with reference to the **Residential Tenancies Act 1997 (ACT), including Schedule 1 (Standard Residential Tenancy Terms)** and the dispute resolution processes of the **ACT Civil and Administrative Tribunal (ACAT)**.

If you are a renter in a different Australian state or territory, or if your tenancy involves circumstances governed by Commonwealth legislation or laws other than the RTA 1997 (ACT), this Product may not be applicable to your situation and you should seek specific advice.

Laws governing residential tenancies differ significantly between Australian states and territories. Do not rely on this Product for tenancy matters outside Australian Capital Territory.

## 5

## Limitation of Liability

To the maximum extent permitted by applicable law, the creator and seller of this Product excludes all liability for any loss, damage, cost, or expense (including legal costs) that you or any other person may suffer or incur arising out of or in connection with your use of, or reliance on, this Product or any content within it.

This includes, without limitation, any loss or damage arising from: outcomes at VCAT, NCAT, QCAT, SACAT, ACAT, NTCAT, the Residential Tenancy Commissioner, the Magistrates Court, or any other tribunal or court; a landlord or agent's response (or non-response) to templates; any inaccuracy, error, or omission in the Product content; legislative changes made after the Product's preparation date; and your individual circumstances not being adequately addressed by general templates.

Use of this Product is entirely at your own risk.

## 6

## Licence and Permitted Use

Upon purchase, you are granted a **personal, non-transferable, non-exclusive licence** to use this Product for your own private, non-commercial tenancy advocacy purposes only.

You may not: resell, redistribute, sublicense, or share this Product with any third party; use this Product to provide paid advisory, legal, or advocacy services to others; reproduce, copy, or adapt the content for commercial purposes; or remove or alter any branding, disclaimer notices, or attribution.

All intellectual property in this Product — including the template text, system design, escalation logic, and structural framework — remains the property of the creator. Unauthorised commercial use may constitute copyright infringement.

## 7

## Australian Consumer Law

Our goods and services come with guarantees that cannot be excluded under the **Australian Consumer Law** (Schedule 2 of the Competition and Consumer Act 2010 (Cth)). You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage.

Nothing in these Terms of Use excludes, restricts, or modifies any right or remedy, or any guarantee, warranty, or other term or condition, implied or imposed by the Australian Consumer Law that cannot lawfully be excluded or limited.

**8**

## Digital Product and Refund Policy

This Product is a **digital download**, delivered instantly after purchase.

If the system isn't right for you, email [contact@therentalsystem.com](mailto:contact@therentalsystem.com) within **7 days of purchase** for a full refund. Refunds are assessed case by case rather than automatic, but genuine requests made within the 7-day window will be honoured.

This refund window is in addition to, and does not limit or replace, your rights under the Australian Consumer Law described in Section 7.

**9**

## Where to Get Legal Help in Australian Capital Territory

If you need legal advice about your tenancy situation in Australian Capital Territory, the following free or low-cost services may be able to assist:

- Tenants' Union ACT ([tenantsact.org.au](http://tenantsact.org.au)) or an ACT community legal centre
- Access Canberra ([accesscanberra.act.gov.au](http://accesscanberra.act.gov.au)) — general tenancy information and guidance
- Legal Aid ACT ([legallaidact.org.au](http://legallaidact.org.au)) — free legal advice for eligible residents
- Community Legal Centres — free legal help across the ACT

These services can assess your individual circumstances and provide advice tailored to your specific situation. This Product is a starting point, not a substitute for their expertise.

**10**

## Governing Law

These Terms of Use are governed by the laws of Australian Capital Territory and the Commonwealth of Australia. Any dispute arising from your purchase or use of this Product that cannot be resolved between the parties shall be subject to the jurisdiction of the courts of Australian Capital Territory.

**By purchasing and using the ACT Tenancy Advocacy Toolkit, you acknowledge that you have read, understood, and agree to these Terms of Use and Disclaimer. You confirm that you understand this Product does not constitute legal advice and that you will seek qualified legal assistance for matters specific to your individual circumstances.**