



10,000 Steps Subscription Payment Terms and Conditions

Organisation Membership Subscriptions

From November 2025, Coordinators of Australian Organisations (outside Queensland) registered with the 10,000 Steps Program will have the option to select a subscription plan that enables access to premium program features. Details of available plans, including pricing and inclusions can be found at [Organisation Membership Subscription Information](#).

By purchasing an Organisation Membership Subscription plan, Coordinators acknowledge and agree to the associated payment terms and conditions.

1. Membership Duration

This membership provides the Organisation's Coordinators access to premium features, tools and resources (including Tournaments) for a period of 12 months from the date of payment confirmation.

2. Refund Policy

Membership payments are non-refundable once access has been granted, except in cases of duplicate, or accidental payment, or incorrect eligibility.

3. Payment Terms

Full payment is required upfront at the time of subscription purchase. Payments for Organisational Memberships are processed via the secure third-party CQUniversity Payment Gateway. 10,000 Steps does not process or store credit card or payment details.

Organisations outside of Australia are not currently eligible to purchase Organisation Membership Subscriptions. However, if a payment is made from an account outside Australia, an international transaction fee may be charged to the cardholder.

4. Renewal

Membership does not auto-renew. Coordinators will be notified prior to expiry and may be provided with the option to renew for another 12-month period.

5. Access and Usage

A paid Organisation Membership Subscription is attached to an Organisation registration. Access to the premium features provided by a subscription is granted to Coordinators of the registered Organisation and must not be shared externally. No transfer of subscription between

Organisations will be granted. Resources provided are for the benefit of Australian Public Health, non-commercial, community and workplace-based use only. Access to Coordinator functionality is only available on the 10,000 Steps web platform.

6. Additional Coordinators

Coordinators of an Organisation have the ability to add and remove additional Coordinators. It is recommended that the primary Coordinator for the Organisation adds an additional Coordinator to ensure no loss of access in the event the primary Coordinator leaves the Organisation. If the 10,000 Steps team receives a request to replace, or add an additional Coordinator to an existing registration, proof of the Organisation Membership Subscription (a valid receipt number or tax invoice) must be provided. Additional verification may be requested, and if deemed insufficient, the organisation may need to register again and purchase a new Membership Subscription. Requests to add additional Coordinators may be declined at our discretion.

Queensland Coordinators

- Organisation Membership Subscriptions for Queensland-based Organisations and their Queensland-based participants are currently covered by funding provided by the Queensland Government, through Health and Wellbeing Queensland.
- Coordinators from Queensland organisations will automatically be allocated a *Subscription Plan* and are not required to purchase or renew a membership subscription at this time.
- This funded membership will remain active for the duration of the Health and Wellbeing Queensland funding, which is currently until 30 June 2027.
- Queensland organisations will have access to all paid subscription features, with organisation member capacity limited to 1000 active participants. Queensland based individuals will receive participant premium features. Non-Queensland based members connected as an active member with a Queensland organisation will be able to participate, but will not have full access to premium features including personalised emails.
- The 10,000 Steps program may, in the future, and at their discretion, provide the option for Queensland Organisations to order and pay for upgrades and add-ons (e.g., for their non-Queensland based members), or restrict access to some features.