



**MENTAL HEALTH  
FIRST AID®**  
INTERNATIONAL

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## Executive Summary

This document provides step-by-step instructions for Mental Health First Aid (MHFA) instructors to renew their Instructor License Agreement and maintain active membership for 2026.

The process involves four key steps:

- Access the Instructor Portal
- Review Membership Status and Deadlines
- Read and Acknowledge the Instructor License Agreement
- Pay the Annual License Fee

Instructors have two payment options:

- Pay yourself, or
- Nominate someone to pay on your behalf.

Important Notes:

New instructors licensed after 1 November 2025 and before 31 October 2026, are exempt from the 2026 Annual License Fee for their first year.

If membership remains lapsed even after completing both steps, it might indicate an expired Working with Children Check (WWCC) or Working with Vulnerable People Check (WWVP).

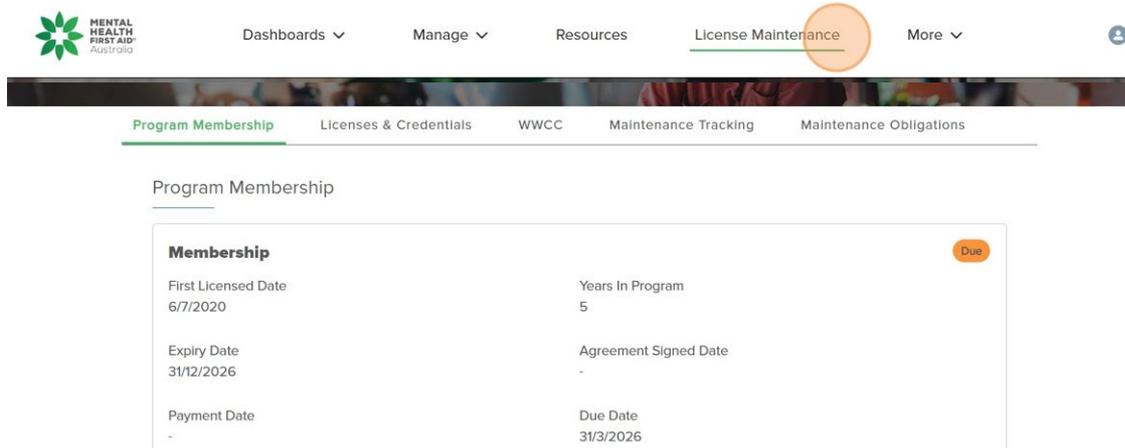
The document emphasises timely compliance to maintain credentials and provides detailed guidance for both self-payment and third-party payment processes.

# Instructions for reading and agreeing to the Instructor License Agreement

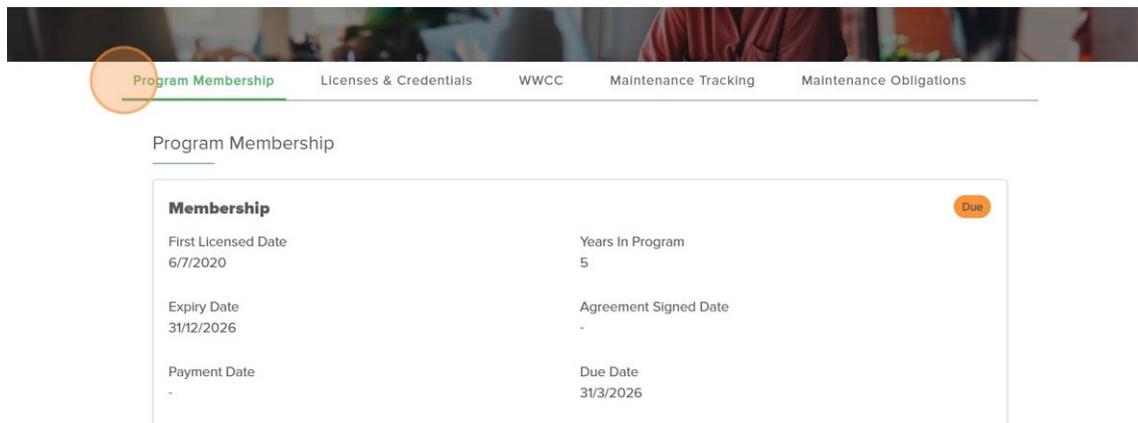
**Step 1:** Navigate to your Instructor Portal by navigating to the [MHFA website](#) and selecting the Instructor login option. This will take you to the Instructor Portal login.



Select "License Maintenance"

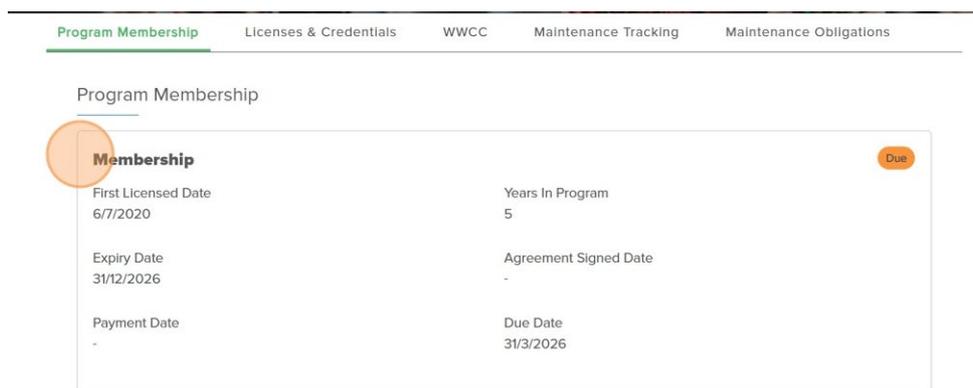


Select "Program Membership"



**Step 2:** Know the information on your screen before making any decisions or purchases.

The **Membership** panel will update your details based on data we have in the system and the actions you take. See below for an explanation of each component.



**First Licensed Date:** The date you first become an Instructor with MHFA Australia.

**Years in Program:** Calculated number of years in the Program since your First Licensed Date.

**Expiry Date:** The last day of the current License Period.

**Agreement Signed Date:** Calculated based on the date you acknowledge and agree to the Instructor License Agreement. It will populate when you select the “Submit” button.

**Payment Date:** Calculated based on the date the payment **is processed in the MHFA Shop** for the 2026 Annual License Fee product purchase.

>> Please ensure the email you use at checkout is the same email we have in your Portal.

**Due Date:** The Agreement and License Fee need to be actioned by 31/03/2026. Failure to do so will result in the Program Membership lapsing (all Licenses and Credentials).

>> This date remains after you have met requirements, as it’s the static due date for all Instructors.

Your current membership status is reflected in the top right-hand corner of the membership panel.



Different membership statuses:

**Due:** You have not yet acknowledged the Agreement and/or paid the License Fee.

**Current:** You have acknowledged the Agreement AND paid the License Fee. This will be calculated when the Agreement Signed Date AND Payment Date are populated with dates after 16 December 2025.

For Instructors who **first become Instructors** after 1 November 2025 and up to October 31, 2026, the Annual License Fee is not payable. Your Payment Date will be populated automatically when you successfully complete your Instructor Training Course.

**Lapsed:** If you have not acknowledged the Agreement AND paid the License Fee by 31/03/2026. The Program Membership will also lapse if your WWCC/WWVP is not current.

If Lapsed, you will be restricted from accessing all menus, except for the License Maintenance menu. This will allow you to perform the process you need to get your membership back to Current.

### Step 3: Read and acknowledge the Instructor License Agreement.

#### Instructor License Agreement

The Instructor License Agreement contains Schedules of Course Licenses, the full details of license maintenance requirements and course delivery guidelines. To maintain your MHFA Instructor License and membership in the program, you must acknowledge your acceptance of this agreement each year.

[Read Instructor Agreement](#)

I acknowledge that I have read, understand, and agree to adhere to the requirements for a Licensed MHFA Instructor as set out in the Instructor License Agreement.

Agreement Signed Date

18-12-2025

[Submit](#)

#### Annual License Fee

As well as accepting the 2026 Instructor License Agreement, you also need to pay the Annual License Fee. Please ensure you are logged in to the Shop to see the License Fee product when selecting **I'm paying this myself**. Please note that the 'Payment Date' field above may take up to 15 minutes to appear on this screen after your payment is received.

To pay for the Annual License Fee, you have two options:

The **Read Instructor Agreement** button opens a PDF version of the Instructor License Agreement and will always be available to download and view.

When you are ready to accept the agreement, select and check box and select **Submit**. Today's date will automatically populate in this section. It cannot be edited or changed.

#### Instructor License Agreement

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[Read Instructor Agreement](#)

I acknowledge that I have read, understand, and agree to adhere to the requirements for a Licensed MHFA Instructor as set out in the Instructor License Agreement.

Agreement Signed Date

18-12-2025

[Submit](#)

Select the **Done** button to ensure the agreement date is captured.

[Program Membership](#) Licenses & Credentials WWCC Maintenance Tracking Maintenance Obligations

Thank you for acknowledging the agreement.

[Done](#)

You will know this is successful when today's date populates in the **Agreement Signed Date**.

Membership		Due
First Licensed Date	Years In Program	
6/7/2020	5	
Expiry Date	Agreement Signed Date	
31/12/2025	18/12/2025	
Payment Date	Due Date	
-	31/3/2026	

The checkbox, date field and submit button will disappear from view in the **Instructor License Agreement** section once the Agreement is acknowledged and accepted.

#### Step 4: Pay the Annual License Fee

This section will appear when the Payment Date (in the Membership panel) is not current (after 16 December 2025). When the Payment Date in the Membership panel is current, this section will disappear from view.

This avoids you potentially paying the Annual License Fee twice. If this panel is visible, it means that you have not yet paid the 2026 Annual License Fee.

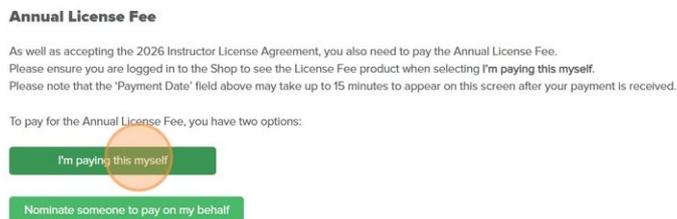
You have two options to pay your Annual License Fee:

- I'm paying this myself
- Nominate someone to pay on my behalf

#### I'm paying this myself

Select the button titled **I'm paying this myself**.

>> for a seamless experience, open a separate tab/window in your browser and log in to the MHFA Shop before completing this step.



Selecting this button will open a new tab and take you to the MHFA Shop. It might take you to the login page. If it does, login to your shop account. With Single-sign-on, it should be a same login details as your Instructor Portal.

Once logged in, navigate back to the Instructor Portal and select **I'm paying this myself** again. This time it should navigate you directly to the Annual License Fee product in the shop.



In the MHFA Shop, select the “Add to cart” button to confirm your selection.

**Fee 2026**

~~\$225.50~~ \$203.50 inc GST \$18.50

This annual license fee product is required for Licensed MHFA Instructors to maintain their program membership for the 2026 Annual License Period.

If you are purchasing this on behalf of Instructor(s), please include their names in the **'Order notes'** section at checkout.

In stock

- 1 + **Add to cart**



When you're ready, select the **Checkout** button to proceed to payment.

A screenshot of the MHFA Shop website showing the checkout process for the 2026 Annual Instructor License Fee. The main content area displays the product name, price, and description. A sidebar on the right shows the cart with the item and a subtotal of \$203.50. A "Checkout" button is visible at the bottom right.

**MENTAL HEALTH FIRST AID INTERNATIONAL** 25 Years of empowering connections

INSTRUCTOR COURSES FIRST AID COURSES MATERIALS MHFA SHOP

## Annual Instructor License Fee 2026

~~\$225.50~~ \$203.50 inc GST \$18.50

This annual license fee product is required for Licensed MHFA Instructors to maintain their program membership for the 2026 Annual License Period.

If you are purchasing this on behalf of Instructor(s), please include their names in the **'Order notes'** section at checkout.

In stock

- 1 + **Add to cart**

A green graphic with a wavy pattern, featuring the text "2026 Annual License Fee" and the MHFA Australia logo. Below the logo, it says "MENTAL HEALTH FIRST AID Australia Licensed Instructor".

**Your Cart**

Annual Instructor License Fee 2026

- 1 + **\$203.50**

**Subtotal: \$203.50 (incl. tax)**

**Checkout**



At the checkout screen, please check the following information:

The screenshot shows the checkout page for Mental Health First Aid International. At the top left is the logo with '25 Years of Inspiring Conversations'. Navigation links include 'INSTRUCTOR COURSES', 'FIRST AID COURSES', 'MATERIALS', 'MHFA SHOP', and 'MY ACCOUNT'. The form includes fields for 'State' (Victoria), 'Postcode', 'Phone', and 'Email address' (email@instructor.com.au). There is a checkbox for 'Are you purchasing for someone else?'. Below is a 'PO Reference (if applicable)' field and 'Additional information' section. On the right, there is an 'Add Donation' button, a 'Credit Card' payment option selected, and a 'PayPal' option. A note states: 'Credit cards accepted: Visa, Mastercard, American Express'. There is a checkbox for 'I have read and agree to the terms and conditions' and a red warning: 'Please be advised that vouchers and coupons are now sent via email upon dispatch of any physical items in an order. Please allow up to one business day for this to be processed.'

Ensure the email address used at checkout matches the one in your Instructor Portal. This guarantees your payment is automatically linked to your membership.

This is the email address we used to send you the Instructor Agreement and Annual License Fee email.

Also ensure that all mandatory fields are up to date. If you are a returning customer, this information is usually pre-populated with the details from your previous order.

If **paying by invoice**, your membership will not update until the payment is received and matched to your account.

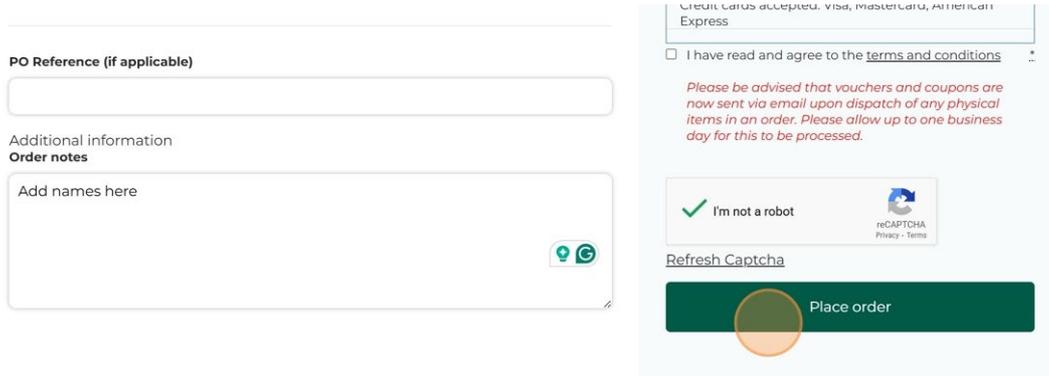
If you are purchasing on behalf of someone else, OR, you are purchasing more than 1 Annual License Fee, please ensure that the name of the Instructor(s) you are purchasing for are typed out in the **Order notes** section of the checkout.

This screenshot is similar to the previous one but highlights the 'Order notes' section with an orange circle. The 'Order notes' field contains the text 'Add names here'. The 'I have read and agree to the terms and conditions' checkbox is now checked. A reCAPTCHA 'I'm not a robot' checkbox is also present, along with a 'Refresh Captcha' link and a 'Place order' button.

To complete the transaction, ensure the following check boxes are ticked:

- Terms and Conditions
- recapture (I'm not a robot)

Once you are ready to complete the transaction, select the **Place order** button.



The screenshot shows a checkout form with the following elements:

- A text input field labeled "PO Reference (if applicable)".
- A section titled "Additional information" with a sub-label "Order notes" and a text area containing "Add names here".
- A payment method dropdown menu showing "Credit cards accepted: Visa, MasterCard, American Express".
- A checkbox labeled "I have read and agree to the [terms and conditions](#)".
- A red notice: "Please be advised that vouchers and coupons are now sent via email upon dispatch of any physical items in an order. Please allow up to one business day for this to be processed."
- A reCAPTCHA widget with a green checkmark and the text "I'm not a robot".
- A "Refresh Captcha" link.
- A large green "Place order" button, which is circled in red in the image.

Once your order is complete, you can navigate back to the Instructor Portal.

The '**Payment Date**' field in Membership panel page might take up to 15 minutes to appear on your Instructor Portal after your payment is received.

The Membership status will change to **CURRENT** when the payment is processed and the Agreement has been acknowledged.



Please note: if your membership is Lapsed, even after both the **Payment Date** and **Agreement Signed Date** are current (**dates after 16 December 2025**), it means that your Working With Children Check (WWCC) or Working with Vulnerable People check (WWVP) might not be up to date. Your membership will remain lapsed until this is resolved.

## Nominate someone to pay on my behalf

In the event that someone else is paying for your Annual License Fee, select the **Nominate someone to pay on my behalf** button.

### Instructor License Agreement

The Instructor License Agreement contains Schedules of Course Licenses, the full details of license maintenance requirements and course delivery guidelines. To maintain your MHFA Instructor License and membership in the program, you must acknowledge your acceptance of this agreement each year.

[Read Instructor Agreement](#)

### Annual License Fee

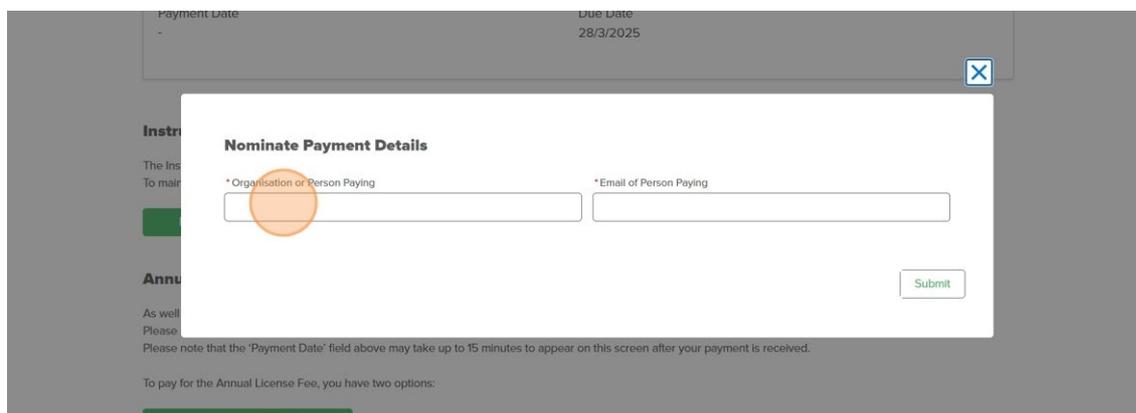
As well as accepting the 2026 Instructor License Agreement, you also need to pay the Annual License Fee. Please ensure you are logged in to the Shop to see the License Fee product when selecting **I'm paying this myself**. Please note that the 'Payment Date' field above may take up to 15 minutes to appear on this screen after your payment is received.

To pay for the Annual License Fee, you have two options:

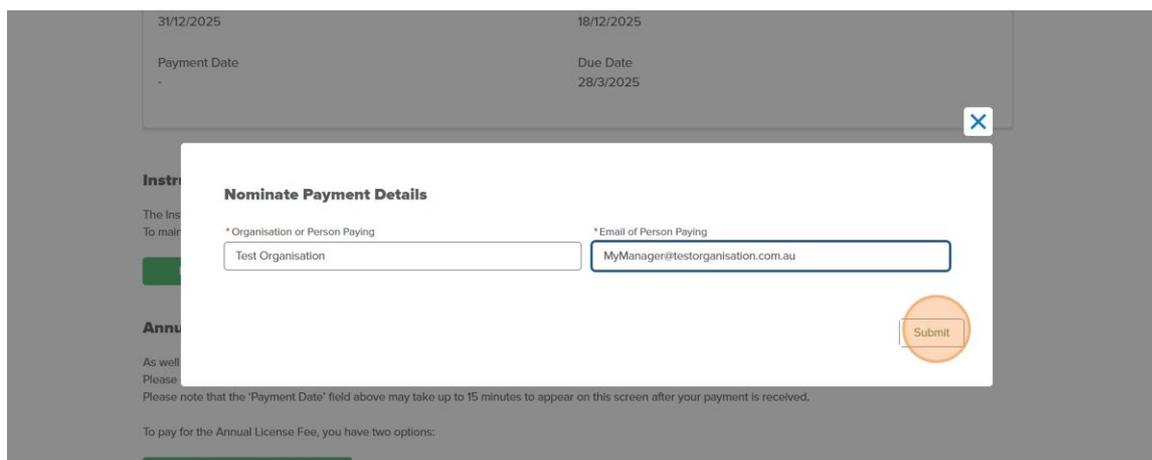
[I'm paying this myself](#)

[Nominate someone to pay on my behalf](#)

This will open **Nominate Payment Details** pop-up window. In this window, type in the details in the Organisation or Person Paying field.

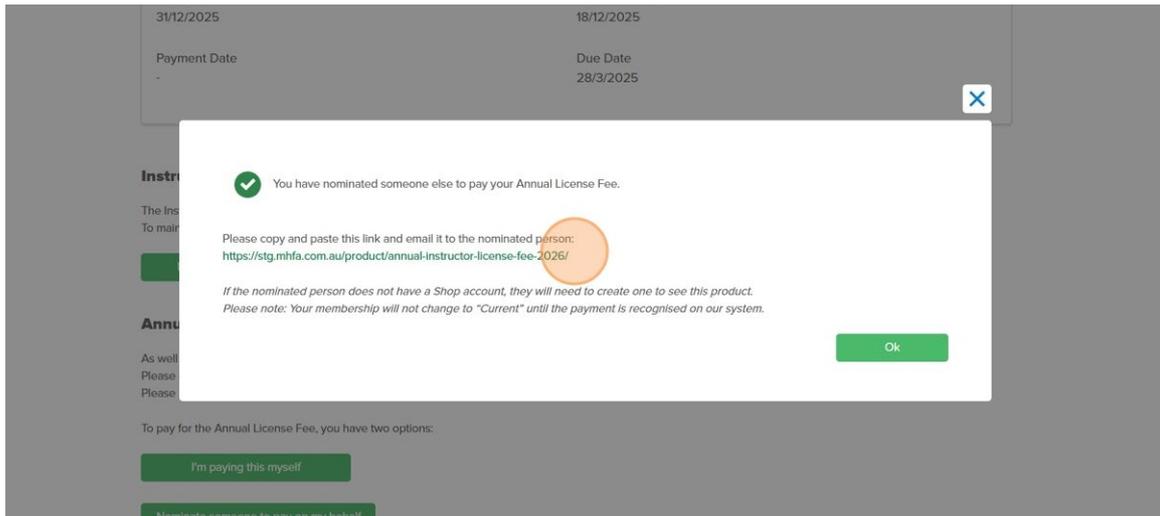


Once you have completed the details, select the **Submit** button to continue.



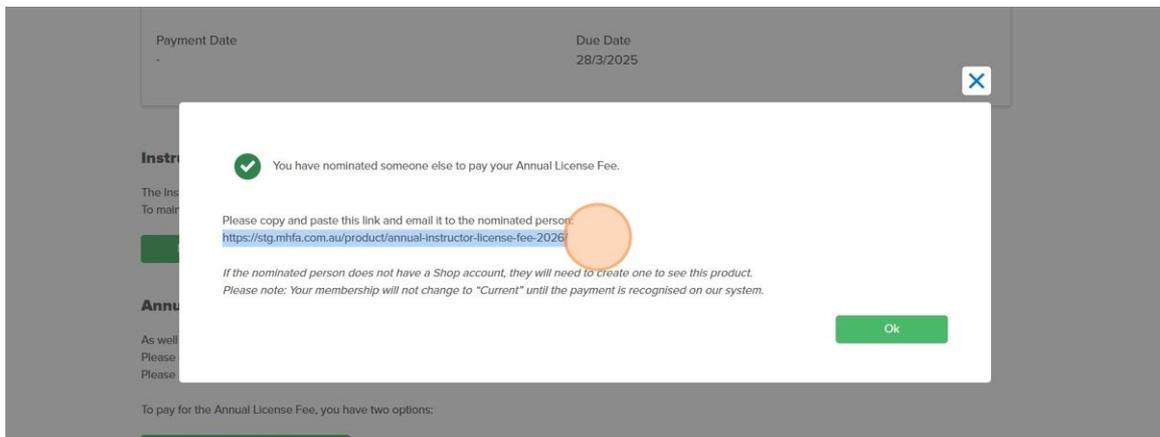
This information captured here will be transferred to your membership profile in the back end of our system. We will use this information for the sole purpose of matching the payment to your membership when your nominated person makes the purchase in the Shop.

After selecting submit, the following screen will appear:



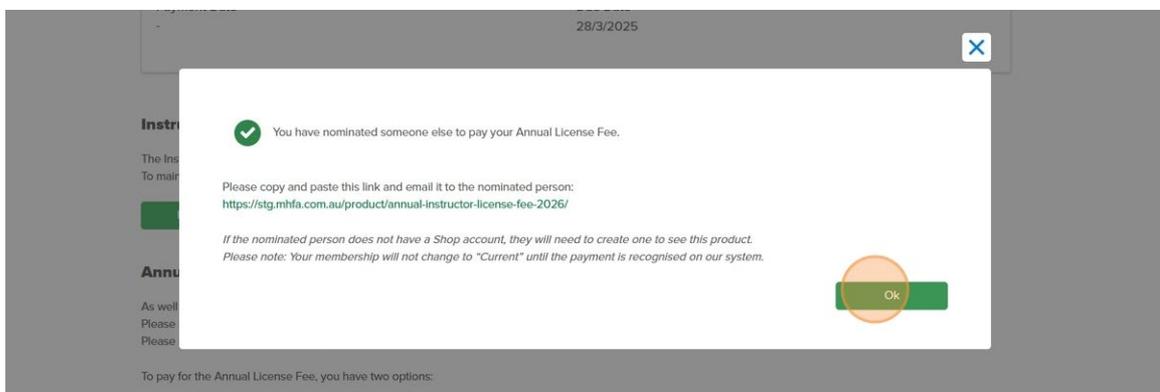
The link provided in the green text is the direct link to the Annual License Fee product in the shop.

Highlight, select and copy the link provided, for the purpose of including this in an email to your nominated person who will be paying this on your behalf.



Please note: This process will **not** generate an email on your behalf. The email needs to be generated from you using your own email client.

You must paste this product link into the body of your email so that your nominated person can easily navigate to the Annual License Fee product on the shop.



## Tips for your nominated person or organisation

If the person you nominate has never used the MHFA Shop before, they will be asked to create an account, which asks for their name and email address.

MHFA International will not store any private information or credit card details on our Shop.

They should be aware that once they create that account, they might have to click on the link again, which will take them directly to the License Fee payment. (they need to be logged in for the direct link to work)

If your nominated person or organisation is paying for more than 1 Instructor, please ensure they add the names of the Instructors they are paying for in the Order **Notes** section in the checkout,

Phone \*

Email address \*

Are you purchasing for someone else?

PO Reference (if applicable)

Additional information  
**Order notes**  
Add names here

Credit Card | PayPal | Invoice

Credit cards accepted: Visa, Mastercard, American Express

I have read and agree to the [terms and conditions](#)

*Please be advised that vouchers and coupons are now sent via email upon dispatch of any physical items in an order. Please allow up to one business day for this to be processed.*

I'm not a robot   
reCAPTCHA  
Privacy - Terms

[Refresh Captcha](#)

Place order

### What the portal looks like when you have paid and signed

The following will occur in the Instructor Portal when you have paid the Annual License Fee and acknowledged the Instructor License Agreement.

- The membership status will be **Current**
- The Agreement Signed Date will be populated with a date after December 16, 2025.
- The Payment Date will be populated with a date after December 16, 2025.

#### Program Membership

<b>Membership</b>		<b>Current</b>
First Licensed Date 13/5/2015	Years In Program 11	
Expiry Date 31/12/2026	Agreement Signed Date 17/12/2025	
Payment Date 17/12/2025	Due Date 31/3/2026	

When you have acknowledged the Instructor License Agreement, the checkbox, and submit button will disappear from view.

When you have paid your Annual License Fee, the whole Annual License Fee section will disappear from view.

The **Read Instructor Agreement** button will always be available for Instructors to download the PDF.

#### Instructor License Agreement

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[Read Instructor Agreement](#)

