

These terms and conditions govern your use of our website and the provision of our Occupational Therapy services. By accessing our website or utilising our services, you agree to comply with and be bound by these terms. If you do not agree with these terms, please do not use our website or services.

## 1. Appointment Scheduling and Cancellations

Appointments can be scheduled by contacting us directly. Clients are expected to arrive on time for scheduled appointments. Our cancellation policy requires a minimum notice of 48 hours for the cancellation of National Disability Insurance Scheme (NDIS) services. Clients must provide notification of cancellation at least 48 hours before the scheduled service time to avoid any associated charges. Cancellations made within the 48-hour window may be subject to a fee, which will be communicated to the client upon cancellation. Exceptions to this policy may be considered in cases of emergency or unforeseen circumstances, and such requests will be reviewed on a case-by-case basis. We appreciate your understanding and cooperation in adhering to this policy, as it enables us to better serve all our clients and allocate resources effectively.

## 2. Our Responsibilities

We will:

(a) provide the Supports to you in a way that meets your needs (as determined by us) and are conducted in a safe environment;

- (b) work with you to provide the Supports at your preferred times;
- (c) review your needs regularly to ensure the Supports continue to be suitable;
- (d) communicate in an honest and timely manner with you;
- (e) consult you on all decisions about how Supports are provided to you;
- (f) listen to your feedback and resolve any problems as soon as possible;
- (g) deal with your personal information in accordance with our Privacy Policy (which is available on our website);
- (h) provide the Supports in a manner consistent with all relevant laws, including the *National Disability Insurance Scheme Act 2013* (Cth); and
- (i) maintain accurate records of the Supports we have provided to you.

### 3. Feedback and Complaints

(a) If you have any concerns with the terms of this agreement, including the Supports being provided to you, please contact us to discuss these concerns and we will attempt to resolve them. You can contact us on:

(i) By phone on 0406367454

(ii) or by email at [lifesolutionsot@outlook.com](mailto:lifesolutionsot@outlook.com)

(b) If you are unsatisfied with the actions taken by us, you can contact:

(i) the complaints unit of the Department of Communities, Disability Services & Seniors on 1800080464; or

(ii) the National Disability Insurance Agency.

All contact details for these agencies should be available on the NDIS Website

## 4. Termination of Services

We reserve the right to terminate or refuse services to any client for any reason, including but not limited to disruptive behaviour, non-compliance with these terms, or failure to make payments.

## 5. Changes to Terms and Conditions

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

## 6. Contact Us

If you have any questions or concerns about these terms and conditions, please contact us at [lifesolutionsot@outlook.com](mailto:lifesolutionsot@outlook.com).

Thank you for choosing Life Solutions OT. We look forward to assisting you on your Occupational Therapy journey.