

Terms and Conditions

These Terms and Conditions form part of the Service Agreement between Louisa's Quality Care and the participant (or their authorised representative). They outline our shared responsibilities and help ensure supports are delivered safely, respectfully and consistently.

1. Our Commitment

Louisa's Quality Care agrees to:

- Provide high-quality, person-centred supports that promote your independence, choice and control.
- Deliver services with dignity, respect and professionalism.
- Treat all participants fairly and without discrimination.
- Protect your privacy and confidentiality.
- Employ appropriately screened and qualified workers in accordance with NDIS requirements.
- Communicate openly and honestly about your supports.

2. Participant Responsibilities

Participants agree to:

- Treat staff with courtesy and respect.
- Provide a safe environment for supports to be delivered.
- Inform us of any changes to your health, circumstances or support needs.
- Attend scheduled supports or provide the required notice if cancelling.
- Comply with the agreed Service Agreement.
- Notify us if another person will be present during supports where this may affect service delivery.

3. Choice and Control

You remain in control of your supports and have the right to:

- Make decisions about your services.
- Choose who is involved in your supports.
- Request changes to your supports.
- Be involved in planning and reviewing your services.

4. Fees and Payments

Fees will be charged in accordance with your Service Agreement and, where applicable, the current NDIS Pricing Arrangements and Price Limits.

Private participants will be charged at the agreed rates outlined in their Service Agreement.

Invoices are payable in accordance with the agreed payment terms.

5. Cancellations

Cancellation arrangements are outlined in the Cancellation Policy and Service Agreement. Participants are encouraged to provide at least 48 hours' notice wherever possible.

6. Privacy and Confidentiality

Louisa's Quality Care is committed to protecting your personal information. Information will only be collected, used and disclosed in accordance with our Privacy Policy and applicable privacy laws.

7. Safety

Participants and staff share responsibility for maintaining a safe environment.

Supports may be postponed or ceased if there is an immediate risk to the health or safety of participants, workers or others.

8. Feedback and Complaints

Participants are encouraged to provide feedback at any time.

Complaints will be managed fairly, respectfully and confidentially in accordance with our Complaints and Feedback Policy.

Making a complaint will not affect your access to our services.

9. Changes to Supports

Supports may be reviewed or amended at any time by mutual agreement to ensure they continue to meet your goals and changing needs.

10. Ending Services

Either party may end the Service Agreement by providing written notice in accordance with the notice period outlined in the agreement, unless immediate termination is required due to safety concerns, serious misconduct or other exceptional circumstances.

Any outstanding fees for services already delivered remain payable.

11. Limitation of Liability

Louisa's Quality Care will exercise reasonable care and skill in delivering supports. To the extent permitted by law, we are not liable for losses or damages arising from circumstances outside our reasonable control.

Nothing in these Terms and Conditions limits any rights or protections available under Australian Consumer Law or the National Disability Insurance Scheme.

12. Changes to These Terms

Louisa's Quality Care may update these Terms and Conditions from time to time. Participants will be notified of any significant changes that may affect the delivery of supports.

13. Contact Us

If you have any questions about these Terms and Conditions, please contact us:

Louisa's Quality Care

Email: admin@louisasqualitycare.com.au

Phone: 0476 194 823

Website: www.louisasqualitycare.com.au

