

# TERMS AND CONDITIONS

Heart to Help Services Pty Ltd  
Last Updated: 2026

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## 1. Introduction

These Terms and Conditions ("Terms") govern your use of the Heart to Help Services Pty Ltd website located at [www.hearttohelp.com.au](http://www.hearttohelp.com.au) ("Website") and the information and services available through it.

Heart to Help Services Pty Ltd (ABN: 93 690 458 407 | ACN: 690 458 407) is a registered NDIS provider based in Sydney, Australia ("Heart to Help", "we", "us", "our").

By accessing or using our Website, you agree to be bound by these Terms. If you do not agree, please discontinue use of the Website immediately.

These Terms do not constitute a Service Agreement between Heart to Help and an NDIS participant. A separate written Service Agreement will be provided prior to the commencement of any support services.

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## 2. Use of This Website

You agree to use this Website only for lawful purposes and in a manner that does not infringe the rights of others. You must not:

- Violate applicable Australian laws or regulations
  - Transmit unsolicited or unauthorised promotional material
  - Attempt unauthorised access to systems
  - Introduce viruses or harmful code
  - Collect personal information without consent
  - Reproduce or commercially use content without permission
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## 3. Website Content and Accuracy

The information on this Website is for general informational purposes only and does not constitute legal, medical, financial, or professional advice.

We do not guarantee that content is complete, accurate, or up to date. Content may be changed or removed at any time without notice.

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## **4. NDIS Services**

We are a registered provider under the National Disability Insurance Scheme Act 2013 (Cth), regulated by the NDIS Quality and Safeguards Commission.

Services comply with:

- NDIS Practice Standards
- NDIS Code of Conduct
- NDIS Act 2013 (Cth)
- Australian Consumer Law

Services are governed by individual Service Agreements and NDIS plans. No obligation arises until a Service Agreement is signed.

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## **5. Enquiries and Contact Forms**

When you submit an enquiry, you consent to the collection and use of your information to respond.

We aim to respond within 2 business days. Submitting an enquiry does not guarantee service enrolment.

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## **6. Intellectual Property**

All Website content (text, images, logos, graphics, software) is owned by Heart to Help Services Pty Ltd or its licensors and protected under Australian copyright law.

You may only use content for personal, non-commercial purposes unless written permission is granted.

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## **7. External Links**

Our Website may contain links to third-party websites.

We are not responsible for:

- Content on external websites
- Privacy practices of third parties
- Accuracy of third-party information

Users access external websites at their own risk.

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## **8. Service Eligibility**

Eligibility for services may depend on:

- Availability of support workers
- Geographic service areas
- Participant needs and support requirements
- Completion of intake and assessment processes
- Compliance with applicable NDIS requirements

Acceptance of a referral does not guarantee ongoing service provision.

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## **9. Participant Rights**

Participants have the right to:

- Be treated with dignity and respect
  - Make informed decisions
  - Exercise choice and control
  - Access services free from discrimination
  - Raise concerns and complaints without fear of reprisal
  - Privacy and confidentiality of personal information
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## **10. Participant Responsibilities**

Participants, nominees, guardians, and representatives agree to:

- Provide accurate information
  - Treat staff respectfully
  - Maintain a safe environment
  - Inform us of risks affecting service delivery
  - Notify changes in contact details or NDIS plans
  - Comply with service arrangements
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## **11. Fees and Charges**

Fees will be outlined in a Service Agreement and generally align with NDIS Pricing Arrangements and Price Limits where applicable.

Participants are responsible for:

- Paying agreed contributions
  - Ensuring sufficient funding
  - Informing changes in funding arrangements
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## **12. Cancellations and Non-Attendance**

Cancellation rules are outlined in the Service Agreement.

Where applicable, cancellation fees may be charged in line with NDIS Pricing Arrangements.

Participants should provide as much notice as possible.

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## **13. Safety and Service Refusal**

We are committed to providing a safe workplace.

We may suspend or stop services where:

- There is serious safety risk
- Violence, abuse, harassment, or threats occur
- Legal obligations require action
- Service delivery becomes impractical

All decisions are made fairly and in line with legal and NDIS requirements.

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## 14. Feedback and Complaints

We value feedback and continuous improvement.

Complaints can be made via our contact details.

You may also contact:

NDIS Quality and Safeguards Commission  
Website: <https://www.ndiscommission.gov.au>  
Phone: 1800 035 544

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## 15. Privacy

Your use of this Website is governed by our Privacy Policy.

We collect and handle personal information in accordance with the Privacy Act 1988 (Cth) and Australian Privacy Principles.

Privacy Policy: [www.hearttohelp.com.au/privacy-policy](http://www.hearttohelp.com.au/privacy-policy)

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## 16. Governing Law

These Terms are governed by the laws of New South Wales, Australia.

You submit to the non-exclusive jurisdiction of NSW courts.

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## 17. Changes to These Terms

We may update these Terms at any time.

Updated versions will be posted on this page with a revised date.

Continued use of the Website means acceptance of updated Terms.

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## 18. Contact Us

Heart to Help Services Pty Ltd  
ABN: 93 690 458 407 | ACN: 690 458 407

Waitara, NSW 2077, Australia

General Enquiries: 0422 810 910  
Email: [info@hearttohelp.com.au](mailto:info@hearttohelp.com.au)  
Website: [www.hearttohelp.com.au](http://www.hearttohelp.com.au)

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