

YOUCENTRIC CARE GROUP

ABN: 61 673 678 325

WEBSITE TERMS AND CONDITIONS

Last Updated: January 2026

1. Acceptance of Terms

By accessing and using the Youcentric Care Group website www.youcentriccaregroup.com, you acknowledge that you have read, understood, and agree to be bound by these Terms and Conditions. If you do not agree to these terms, please do not use this website.

These terms may be updated from time to time. Continued use of the website following any changes constitutes acceptance of those changes. We encourage you to review these terms periodically.

2. About Youcentric Care Group

Youcentric Care Group is a allied health provider delivering Occupational Therapy and allied health services. Our Occupational Therapists are registered with the Australian Health Practitioner Regulation Agency (AHPRA) and operate in accordance with the Occupational Therapy Board of Australia's standards and guidelines.

3. Website Content Disclaimer

3.1 General Information Only

IMPORTANT: The content on this website is provided for general information purposes only and does not constitute professional Occupational Therapy advice, diagnosis, or treatment.

Specifically:

- Website content is educational and informational in nature
- It is not a substitute for individual assessment by a qualified Occupational Therapist
- No practitioner-client relationship is created by viewing this website
- Information may not apply to your specific circumstances
- You should always seek individualised professional advice

3.2 No Professional-Client Relationship

Use of this website, including submitting enquiries or referral requests, does not create an Occupational Therapist-client relationship. A professional relationship is only established when you have entered into a formal Service Agreement with Youcentric Care Group and services have commenced.

3.3 Clinical Decisions

Do not delay seeking professional advice or disregard professional advice based on information contained on this website. If you have specific health or functional concerns, please contact a registered health professional or your GP.

4. NDIS Information Disclaimer

Any information on this website relating to the National Disability Insurance Scheme (NDIS) is provided for general guidance only. NDIS rules, pricing, and policies are subject to change. For the most current and accurate NDIS information, please refer to:

- NDIS website: www.ndis.gov.au
- NDIS Quality and Safeguards Commission: www.ndiscommission.gov.au
- Your NDIS plan and Support Coordinator

Youcentric Care Group does not guarantee that NDIS information on this website is current or complete.

5. Intellectual Property

All content on this website is protected by copyright and other intellectual property laws:

- Text, images, graphics, logos, and design elements are owned by Youcentric Care Group or used under licence
- The Youcentric Care Group name and logo are trademarks of Youcentric Care Group
- You may view and download content for personal, non-commercial use only
- You may not reproduce, distribute, modify, or republish any content without written permission
- Any unauthorised use may violate copyright, trademark, and other applicable laws

6. Limitation of Liability

To the maximum extent permitted by law:

6.1 No Warranties

This website is provided "as is" without warranties of any kind, either express or implied.

Youcentric Care Group does not warrant that:

- The website will be available at all times or without interruption
- The website is free from errors, viruses, or other harmful components
- Information on the website is complete, accurate, or current

6.2 Exclusion of Liability

Youcentric Care Group is not liable for any loss or damage arising from:

- Your use of, or reliance on, information contained on this website
- Any errors, omissions, or inaccuracies in website content
- Technical issues, website downtime, or data transmission failures
- Unauthorised access to your data or systems
- Any decision made or action taken based on website content

6.3 Maximum Liability

Where liability cannot be excluded, Youcentric Care Group's maximum aggregate liability to you is limited to \$100 AUD.

7. Third-Party Links

This website may contain links to external websites for your convenience. Youcentric Care Group:

- Does not endorse or take responsibility for the content of linked websites
- Is not responsible for the privacy practices of linked websites
- Does not guarantee the accuracy or availability of linked content
- Encourages you to review the terms and privacy policies of any linked sites

8. Privacy

Your privacy is important to us. Our collection, use, and disclosure of personal information through this website is governed by our Privacy Policy and the Privacy Act 1988 (Cth).

By using this website, you consent to:

- Collection of non-identifying website usage data (e.g., pages visited, browser type)
- Use of cookies for website functionality and analytics
- Collection of personal information you voluntarily provide via enquiry forms

For full details on how we handle your information, please refer to our Privacy Policy available on this website or upon request.

9. Acceptable Use

When using this website, you agree not to:

- Use the website for any unlawful purpose
- Attempt to gain unauthorised access to any part of the website
- Interfere with the proper functioning of the website
- Transmit viruses or other harmful code
- Harvest or collect information about other users
- Reproduce or redistribute website content without permission
- Submit false or misleading information

10. Service Terms

These Website Terms and Conditions apply to your use of this website only. If you engage Youcentric Care Group for Occupational Therapy services, those services are governed by:

- Your individual Service Agreement (FORM-001)
- Our organisational policies (available upon request)
- NDIS Terms of Business (for NDIS-funded participants)
- Applicable professional and regulatory requirements

11. Professional Standards

Youcentric Care Group operates in accordance with:

- NDIS Practice Standards and Quality Indicators
- NDIS Code of Conduct
- Occupational Therapy Board of Australia Code of Conduct
- Occupational Therapy Australia Code of Ethics
- Health Practitioner Regulation National Law

All Occupational Therapists providing services through Youcentric Care Group hold current AHPRA registration, which can be verified at www.ahpra.gov.au.

12. Complaints

If you have a complaint about this website or our services, please contact us. You also have the right to contact:

- NDIS Quality and Safeguards Commission: 1800 035 544 or www.ndiscommission.gov.au
- AHPRA: 1300 419 495 or www.ahpra.gov.au

13. Governing Law

These Terms and Conditions are governed by the laws of New South Wales, Australia. You agree to submit to the exclusive jurisdiction of the courts of New South Wales for any disputes arising from your use of this website.

14. Severability

If any provision of these Terms and Conditions is found to be invalid or unenforceable, the remaining provisions will continue in full force and effect.

15. Contact Us

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

Youcentric Care Group

Phone: 1300 316 664

Email: info@youcentriccaregroup.com

Website: www.youcentriccaregroup.com

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