



GOTCHA HELPING HANDS

THE PROFESSIONAL CHOICE



Easy Read Guide



Website Terms and Conditions Gotcha Helping Hands Pty Ltd



About this Easy Read document

This guide uses simple words and short sentences.

Pictures are included to help explain the ideas.

It explains the main ideas from the website Terms and Conditions.

It is not the full legal document. The full Terms and Conditions still apply.

Ask a trusted person, advocate, support worker or legal adviser if you need help.



Website

www.ghhtpc.com.au

Picture key



Website



Agree



Account



Keep safe



Payment



Refund



Privacy



Copyright



Important



Dispute



Law



Help



Tip

Look for the pictures beside each heading. They show what the section is about.



1. What the website is for

The Gotcha Helping Hands website helps people book services.

- Professional cleaning services.
- Community support assistance.
- NDIS-related support services for individuals and families.
- Art and craft activities.

The website is run by Gotcha Helping Hands Pty Ltd.



Important

When you use the website, you agree to follow the Terms and Conditions.



2. Changes to the Terms

Gotcha Helping Hands may update the Terms and Conditions from time to time.

Changes start from the date they are published on the website.

It is a good idea to keep a copy of the Terms for your records.

3. Making an account

You may need to make an account before you can use some services.

Information you may need to give

- Email address.
- Preferred username.
- Mailing address.
- Telephone number.
- Password.
- Service requirements.
- Support needs.
- Disability-related information for NDIS, My Aged Care or DVA services.
- Booking preferences.
- Location details for service delivery.



Your information

You must try to make sure the information you give is accurate, correct and up to date.

4. Who can use the website

You must be legally allowed to use the services.

You may not use the services if you are not old enough to make a legal contract, or if the law says you cannot receive the services.

5. Your responsibilities

When you use the website, you agree to use it in a safe and lawful way.

- Follow the Terms and Conditions.
- Follow the law.
- Keep your password and email details safe.
- Tell Gotcha Helping Hands if someone uses your account without permission.
- Use the website only for the services it provides.
- Do not collect other people's email addresses from the website.
- Do not send spam or unwanted messages.
- Do not use automatic tools or bots on the website.
- Do not use the website for illegal or unauthorised activities.



Account safety

If someone else uses your password, your services may be cancelled.

6. Payments

Payments may be made using Square or Afterpay.

When you use these payment options, you also need to follow their terms and conditions.

If a payment is refused or unpaid, you may need to pay any related banking fees or charges.

Gotcha Helping Hands can change service fees at any time.

7. Refunds

Gotcha Helping Hands may give a refund if it cannot continue to provide the service.

A refund may also be given if the manager decides it is reasonable in the circumstances.



Consumer rights

You may also have rights under the Australian Consumer Law.

8. Website content and copyright

The website content belongs to Gotcha Helping Hands Pty Ltd or its contributors.

This includes things like text, graphics, logos, videos, audio, website code and design elements.

You may

- Use the website under the Terms and Conditions.
- Store website material in your device cache.
- Print pages for your own personal and non-commercial use.

You must not

- Republish website material without permission.
- Upload website material to another place without permission.
- Change or adapt website material without permission.
- Use website material for public display or distribution without permission.

9. Privacy

Gotcha Helping Hands takes privacy seriously.

Information you provide through the website and services is handled under the Privacy Policy available on the website.



10. Website and service limits

The website and services are provided as they are and as available.

Gotcha Helping Hands does not promise that the website will always work perfectly or be free from errors.

- The website may have interruptions or delays.
- Information may sometimes be inaccurate, unsuitable or out of date.
- There may be problems caused by technology, viruses, third parties or loss of data.
- Links to other websites are provided for convenience.

11. Liability

To the extent allowed by law, Gotcha Helping Hands limits its responsibility for loss or damage connected to the services or Terms.

In many cases, the maximum responsibility is to supply the services again.

12. Competitors

A competitor is a person or business that provides similar services for commercial gain.

Competitors are not allowed to use or access information or content on the website for competitive purposes.

13. Ending the Terms

The Terms continue until you or Gotcha Helping Hands ends them.

You can end the Terms by

- Giving written notice through the Contact Us link on the website.
- Closing your accounts for services, where this option is available.

Gotcha Helping Hands can end or suspend your access if

- You break the Terms.
- The law requires it.
- The service is no longer commercially viable.
- Your conduct affects the name or reputation of Gotcha Helping Hands.
- Your conduct affects another person's rights.

14. If there is a dispute

A dispute is a serious disagreement about the Terms.

Before going to a Tribunal or Court, the parties usually need to follow the dispute steps in the Terms.

- The person raising the dispute must give written notice.
- The notice should explain the problem, the outcome wanted, and what action is needed.
- The parties must try to resolve the dispute within 28 days.
- If it is not resolved, the parties may need to use a mediator.
- Mediation will be held in Brisbane, Queensland, Australia.
- Each party usually pays their own costs for mediation.

15. Law and courts

The services are intended to be viewed by residents of Australia.

The Terms are governed by the laws of Queensland, Australia.

Disputes are to be handled in the courts of Queensland, Australia.

16. If part of the Terms cannot be used

If a court says one part of the Terms is void or cannot be enforced, that part is removed.

The rest of the Terms still continue to apply.

Need help understanding this?

Ask Gotcha Helping Hands through the Contact Us link on the website. You can also ask a trusted person, advocate, support worker or legal adviser.



Easy Read checklist

- Large text.
- Short sentences.
- Clear headings.
- Plain words where possible.
- Extra spacing between sections.
- Pictures beside headings.
- Important notes in coloured boxes.