

Terms & Conditions: Independent Living AI Program

Effective Date: August 2026

Business Name: Systems for Life (systemsforlife.com.au)

Contact Email: inquiries@systemsforlife.com.au

1. Program Overview & Scope of Service

- ---

1.1. Non-Clinical Scope: Independent Living AI provided by Systems for Life offers non-clinical, supportive daily routines, environmental structuring, cognitive assistance, and lifestyle systems. It is designed to foster autonomy and self-reliance for individuals living at home.
- **1.2. Not Medical Advice:** Our systems, software tools, and routines do not constitute medical, clinical, psychiatric, or allied health treatment. They are intended strictly to complement, not replace, existing health and care plans.
- **1.3. Onboarding & Setup:** Program access includes guided setup and system customization based on individual lifestyle preferences and daily routines.

2. Fees, Billing & NDIS Funding

- ---

2.1. Invoicing & NDIS Alignment: Services are structured to align with self-managed and plan-managed NDIS funds (e.g., Capacity Building / Core Supports where applicable). Itemized tax invoices will be issued for claims.
- **2.2. Account Holder Responsibility:** The client or their nominated representative/plan manager remains fully responsible for account balances. Delayed, rejected, or exhausted NDIS funding remains the financial responsibility of the account holder.

3. User Responsibilities & Health Disclosures

- ---

3.1. Health & Needs Disclosure: Participants or their legal guardians/carers must declare any relevant accessibility requirements, medical alerts, or environmental factors to ensure system routines are appropriately adapted.
- **3.2. Emergency Protocols:** Independent Living AI is not an emergency monitor or crisis response service. In the event of a medical emergency or immediate danger, standard emergency services (000) must be contacted directly.

4. Privacy, Data Protection & Systems Integration

- ---

4.1. Privacy Commitment: All personal details, daily schedules, and lifestyle data collected during service setup are held in strict confidence in accordance with Australian Privacy Principles and our website Privacy Policy.
- **4.2. Data Usage:** Information provided is used solely to configure, adapt, and maintain your personalized Independent Living AI routines and support systems.

5. Service Adjustments, Cancellations & Refunds

- ---

5.1. Modifications: Program subscriptions or support service schedules may be updated or adjusted with reasonable notice to accommodate changing lifestyle needs.
- **5.2. Cancellations:** Service agreements can be cancelled by providing written notice. Unused prepaid service block fees will be refunded pro-rata.
- **5.3. Consumer Rights:** All statutory rights under Australian Consumer Law apply.

6. Behavioral Standards & Right Fit Policy

- ---

6.1. Mutual Fit: An initial trial and onboarding period applies to evaluate whether our systems effectively meet the participant's daily support goals.
- **6.2. Discontinuation:** Systems for Life reserves the right to pause or discontinue services if the working environment presents unmanaged safety risks or if our framework is no longer suitable for the participant's current support needs.

7. Limitation of Liability

- ---

7.1. To the fullest extent permitted by Australian Consumer Law, Systems for Life is not liable for indirect or consequential loss arising from system use or operational downtime, except where such liability cannot be excluded by law.

8. Contact Us

For questions regarding terms, billing, or system configuration, please contact:

- **Email:** inquiries@systemsforlife.com.au
- **Website:** systemsforlife.com.au