



Terms of Service

Allegiance Heart & Home Care Pty Ltd

Effective date	10 th June 2026
Business name	Allegiance Heart & Home Care Pty Ltd
Address	25 Restwell Street, Bankstown NSW 2200
Phone	02 8730 9049
Email / Website	admin@allegiancehearthomecare.com.au www.allegiancehearthomecare.com.au

1. About these Terms

These Terms of Service apply when you access or use the Allegiance Heart & Home Care website, public Self-Management Support page, secure self-management portal, online forms, digital documents, electronic signing functions, communication tools and related online services.

By using our website, submitting an enquiry, applying for Self-Management Support, accessing the portal or using any online service, you agree to these Terms to the extent they apply to your use. Separate service agreements, care plans, funding rules, consent forms and legal requirements may also apply.

2. Who we are

Allegiance Heart & Home Care Pty Ltd provides aged care, home care, Support at Home and related support services. Our Self-Management Support option is designed to give approved participants and authorised representatives more choice and involvement in arranging parts of their care, while Allegiance Heart & Home Care continues to provide provider oversight, care management, compliance checks, budget monitoring and quality support.

3. Definitions

Term	Meaning
We, us, our	Allegiance Heart & Home Care Pty Ltd.
You, your	A website visitor, participant, authorised representative, support person, worker, supplier or portal user.
Participant	A person receiving, enquiring about or approved for aged care, Support at Home or related services.
Authorised representative	A person is authorized to act or communicate on behalf of a participant, such as a nominee, guardian, family representative or support person.
Portal	The secure Allegiance Heart & Home Care self-management portal or online system.
Self-Management Support	A support model where an approved participant or

	authorised representative may arrange parts of their care, workers, suppliers, evidence and invoices, while Allegiance Heart & Home Care maintains provider oversight and required approvals.
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4. Website information is general only

Information on our website and public pages is general information only. It is not medical advice, legal advice, financial advice or a substitute for professional assessment or care planning.

You should seek appropriate professional advice for health, legal, financial or emergency matters. For a medical emergency, call Triple Zero **(000)**.

5. Enquiries, applications and approval

Submitting an enquiry or application through our website or portal does not automatically create a portal account, service booking, approval, funding entitlement or service agreement.

Self-Management Support is subject to suitability review, required documentation, authority checks, agreement to responsibilities, funding availability, care needs, risk considerations and approval by Allegiance Heart & Home Care.

We may decline, pause or require further information for any enquiry, application, worker, supplier, service request or portal access request where we consider this necessary for safety, quality, compliance, funding or operational reasons.

6. Portal access and account security

- Portal access is only available to users invited or approved by Allegiance Heart & Home Care.
- You must provide accurate information when creating or using an account.
- You must keep usernames, passwords, MFA/2FA codes and access links confidential.
- You must not share your account with another person or access another person's account without authority.
- You must notify us immediately if you suspect unauthorised access, a lost device, compromised password or incorrect user access.
- We may suspend or restrict access to protect participants, information, system security or compliance obligations.

7. Role-based access and authorised use

Portal access is controlled by user role and approved permissions. Participants, authorised representatives, workers, suppliers and Allegiance Heart & Home Care staff may have different access levels.

You must only access, use, upload, download or share information for authorised purposes connected with approved services or support arrangements. Workers and suppliers must only access participant information made available to them for assigned or approved services.

8. Self-Management Support responsibilities

- Participants or authorised representatives may choose preferred workers, suppliers or service options, subject to review and approval by Allegiance Heart & Home Care.
- Participants or authorised representatives must provide accurate information, upload required documents, submit invoices and service evidence, report concerns and follow agreed processes.
- Workers and suppliers must not commence services until reviewed and approved where approval is required.

- Allegiance Heart & Home Care provides care management, oversight, budget monitoring, approval review, compliance checks, documentation review, incident/complaint follow-up and quality support.
- Self-management does not remove Allegiance Heart & Home Care's role as provider where we are responsible for approved care and services, but it also does not guarantee that every requested worker, supplier, service or expense will be approved.

9. Worker and supplier information

If you nominate a worker or supplier, you are responsible for providing complete and accurate details requested by us. Workers and suppliers may be required to provide documents such as ABN details, insurance, qualifications, screening checks, police checks, training evidence, declarations, invoices and service records.

We may approve, decline, suspend or remove a worker or supplier from a participant arrangement if required documents are missing, expired, unsuitable or inconsistent with care, funding, safety or compliance requirements.

10. Pre-approvals, invoices and budgets

- Some services, workers, suppliers, quotes, purchases or expenses may require pre-approval before they commence or are incurred.
- Approval is subject to the participant's approved support arrangements, funding rules, budget availability, documentation, evidence and compliance checks.
- Budget information displayed in the portal is intended to assist planning and monitoring. It may be subject to adjustment, claim processing, contribution rules, corrections, rejected invoices, timing differences or updated funding information.
- Submitting an invoice, receipt or request does not guarantee payment, reimbursement or claim approval.
- We may reject, query or request further information about any invoice, service evidence or expense.

11. Care notes, incidents, feedback and complaints

- Care notes and service evidence must be accurate, timely and relevant to the services provided.
- Incidents, risks, hazards, complaints, suspected abuse, neglect, missed services, changes in condition or safety concerns should be reported promptly through the portal or by contacting Allegiance Heart & Home Care.
- For urgent or life-threatening situations, call Triple Zero (000) first.
- We may review, investigate, escalate, report or act in response to incidents, complaints or safety concerns as required by law, funding rules, service obligations or our policies.

12. Electronic signatures and digital documents

Where electronic signing is available, you agree that documents signed electronically may be used for agreements, acknowledgements, consents, forms and service records where legally permitted.

You must only sign documents in your own name or where you have authority to sign on behalf of another person. We may keep signed copies, audit trails, timestamps and related records.

13. Your obligations when using online services

- Use the website and portal lawfully, respectfully and only for authorised purposes.
- Do not upload false, misleading, offensive, harmful, unlawful or irrelevant material.
- Do not attempt to bypass security, access unauthorised records, test vulnerabilities or interfere with system operation.
- Do not upload viruses, malware, corrupted files or unauthorised software.

- Do not copy, misuse or disclose another person's personal, health, care, worker or business information.
- Comply with instructions, consent requirements, privacy obligations and applicable laws.

14. Privacy and personal information

We collect, use, disclose and store personal information in accordance with our Privacy Policy and applicable privacy laws.

By using our website, portal, forms or services, you acknowledge that personal information may be collected and handled for care, support, administration, funding, compliance, safety, security, communication and operational purposes.

Please read our Privacy Policy at www.allegiancehearthomecare.com.au or request a copy by contacting us.

15. Security and availability

We take reasonable steps to maintain secure and reliable online services. However, we do not guarantee uninterrupted access, error-free operation, compatibility with every device or browser, or continuous availability of the website or portal.

We may perform maintenance, updates, security checks or system changes. We may restrict access where necessary for privacy, security, safety, legal or operational reasons.

16. Third-party services and links

Our website or portal may include links, integrations or references to third-party websites, software, platforms, workers, suppliers or service providers. These third parties are not controlled by Allegiance Heart & Home Care unless expressly stated.

You should review third-party terms, privacy policies, fees and service conditions before using them. We are not responsible for third-party websites or services except to the extent required by law or by an applicable written agreement.

17. Intellectual property

All website and portal content, including text, design, layout, graphics, logos, documents, forms, icons, templates and business materials, is owned by or licensed to Allegiance Heart & Home Care unless otherwise stated.

You may use materials only for personal, participant-related or authorised service purposes. You must not copy, reproduce, modify, distribute or use our materials for commercial purposes without written permission.

18. Consumer rights and legal protections

Nothing in these Terms excludes, restricts or modifies any consumer guarantee, right, remedy or protection that cannot lawfully be excluded under the Australian Consumer Law, aged care laws, privacy laws or other applicable laws.

If any part of these Terms is found to be invalid or unenforceable, the remaining parts continue to apply to the extent permitted by law.

19. Limitation of liability

To the maximum extent permitted by law, Allegiance Heart & Home Care is not liable for loss arising from misuse of the website or portal, unauthorised account sharing, inaccurate information supplied by a user, third-party services, device or internet failures, or matters outside our reasonable control.

We remain responsible for obligations that cannot be excluded by law and for responsibilities expressly accepted by us in a written service agreement or required by applicable aged care, funding, privacy or consumer laws.

20. Suspension, restriction or termination of access

We may suspend, restrict or terminate access to the website or portal if we reasonably believe this is needed to protect privacy, security, participant safety, compliance, funding integrity, service quality, system operation or legal obligations.

Where appropriate, we will take reasonable steps to communicate with affected users about access changes, unless doing so would create safety, privacy, legal or security risk.

21. Changes to these Terms

We may update these Terms from time to time to reflect changes in our services, website, portal, legal requirements, funding arrangements, technology or business operations.

The current version will be available on our website or on request. Continued use of the website or portal after changes are published may be treated as acceptance of the updated Terms.

22. Complaints and dispute resolution

- If you have a concern about our website, portal, services, privacy, records, invoices, workers, suppliers, incidents or care arrangements, please contact Allegiance Heart & Home Care first so we can try to resolve the matter.
- We will acknowledge and respond to complaints in accordance with our complaints process and applicable service obligations.
- You may also contact relevant external bodies, including aged care regulators, complaints bodies, consumer protection agencies or privacy regulators, where appropriate.

23. Governing law

These Terms are governed by the laws of New South Wales, Australia, unless another law applies by operation of legislation or a written agreement. The parties submit to the jurisdiction of the courts and tribunals of New South Wales and any applicable federal courts or tribunals.

24. Contact details

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