



Contract Terms & Conditions

As at 25/11/2026

Client Responsibilities/Consent for Evaluation and Treatment

At Jinjerli, we believe in partnership - your journey is yours, and we're here to support you with care, clarity, and respect.

Jinjerli provides a multidisciplinary evaluation and treatment service tailored to your needs. This may include:

- ▶ Nutritional guidance including but not limited to meal plans
- ▶ Psychological support and behaviour change plans
- ▶ Exercise assessments and plans
- ▶ Group clinics and workshops

It is the clients responsibility to:

- ▶ Complete all required assessments accurately and honestly
- ▶ Attend consultations as mutually agreed in the program plan
- ▶ Fulfill any personal and financial commitments associated with your care

Individual results may vary, and while every effort will be made to support your progress, outcomes cannot be guaranteed.

You are free to pause or discontinue with our services at any time - verbally or in writing. Any outstanding fees and payment plans are required to be paid in full either in installments or fully at the start of the program. No refunds can be offered for early cancellation of program plans. You are also welcome to rejoin whenever you're ready, and we will advise of next steps. If it's been more than three months since your last session, a reassessment consultation will be required to ensure your information is up to date.

FINANCIAL HARDSHIP & other circumstances

If you are experiencing financial hardship please get in contact so that we can assess and make adjustments where possible. If you are experiencing other difficulties please advise. We aim to have our plans align with your life. If it doesn't, we want to support you to find what does.

BOOKING & APPOINTMENTS

Additional appointments or phone consultations can be arranged using the booking system.

CONFIDENTIALITY & SAFETY

Your privacy matters. Any information you share during assessments or consultations is kept strictly confidential and will only be discussed with your primary care provider or other allied health professionals if you've given consent. Information shared with our clinical team may become part of your file. If at any time your health status changes, you will inform staff at Jinjerli so that appropriate steps may be taken for your continued safety.

CANCELLATIONS & MISSED APPOINTMENTS

To avoid cancellation fees, please cancel appointments at least 24 hours in advance.

- ▶ If you arrive late, the full scheduled time will still be billed.
- ▶ Initial assessments or consults missed or cancelled without 24 hours' notice will require prepayment before rescheduling.
- ▶ In cases of severe weather, you may participate via an online session.
- ▶ If you're feeling unwell, we're happy to reschedule or offer an online session.

By signing below, you confirm that you've read this policy, understand the schedule of fees, and agree to the terms.



Privacy Statement and Policy

As at 25/11/2026

Commitment to privacy

Privacy is very important to Jinjerli. We are required to comply with the Federal Privacy Act 1988 and the Australian Privacy Principles, and therefore our privacy policy applies to any personal information we collect, use or disclose, including the personal information of our employees and contractors.

How and why we collect personal information

We collect personal information in order to provide various services to our clients. With consent, we may also use personal information for related purposes including providing clients with updates on our products and services. With consent we may also contact medical professionals regarding health matters to ensure safety in our programs.

How we use and disclose personal information

We do not use or disclose personal information for any purpose that is unrelated to the services we provide and that you would not reasonably expect (except with client consent). We have a duty to maintain the confidentiality of our clients' affairs, including personal information. Our duty of confidentiality to our clients applies, except where disclosure of personal information is consented to by the client or is compelled by law.

Client personal information may be disclosed to approved third parties who are also required to comply with the Australian Privacy Principles.

Security of your personal information

We endeavour to protect any personal information that we hold from misuse and/or loss, and to protect it from unauthorised access, modification and/or disclosure.

Contact us

If you want to gain access to your personal information, correct or update your personal details, register a complaint about a breach of your privacy, or you have any other query relating to our privacy policy, please contact us.