



NATURAL EXECUTIVE PRACTICE

VA Support

A division of Janaya Karloci Naturopath Pty Ltd

Terms of Service

Last Updated: November 15, 2024

Version: 1.0

1.0 Introduction

1.1 Welcome

This document outlines the Terms of Service for Natural Executive Practice, a division of Janaya Karloci Naturopath Pty Ltd (ABN 70 672 198 042), providing specialised virtual assistance services for naturopathic practices. If you have any questions or need further information, please email: va@janayakarlocinaturopath.com.au.

These Terms of Service set clear expectations and boundaries for our working relationship. When you engage in my services, you agree to be bound by these terms. If you don't agree, please contact me to discuss your concerns before proceeding with any service engagement.

1.2 Scope of Services

Natural Executive Practice provides virtual assistance services for naturopathic practices. My services are strictly limited to practice administration and business support. I do not provide:

- Clinical advice or services
- Health recommendations
- Treatment plans
- Medical or therapeutic guidance

1.3 Service Boundaries

All content creation, documentation, and marketing services are delivered in an administrative support capacity only.

Materials are:

- Created based on practitioner-provided information and direction
- Subject to practitioner review and approval before implementation
- The clinical responsibility of the practicing naturopath
- Administrative in nature only - no clinical advice or health recommendations are provided

2.0 Definitions

In these Terms of Service:

Company means Natural Executive Practice, a division of Janaya Karloci Naturopath Pty Ltd (ABN 70 672 198 042).

Services means virtual assistance services provided to naturopathic practices, including but not limited to:

- Practice documentation and systems management
- Marketing support and content organisation
- Client journey and communication support
- Business systems and development support

Client means the naturopathic practice or practitioner engaging my services.

Content means all materials created or organised as part of my services, including but not limited to:

- Practice documentation
- Marketing materials
- Client communications
- Business systems documentation

Packages means any of my service packages:

- Essential Practice Support (10 hours/month)
- Growth Partner Package (20 hours/month)
- Practice Transformation Package (40 hours/month)
- Trial Package
- One-time setup packages

3.0 Services Overview

3.1 Core Service Areas

3.1.1 Practice Documentation & Systems Management

- Creating intake forms and templates
- Developing client feedback systems
- Creating practice policies and procedures
- Setting up client agreements
- Managing document organization systems

3.1.2 Marketing Support & Content Organisation

- Writing blog posts from practitioner topics and direction
- Creating educational articles and guides
- Organising practitioner-provided content
- Managing social media calendars
- Developing marketing materials

3.1.3 Client Journey & Communication Support

- Managing new client processes
- Coordinating appointment scheduling
- Managing document distribution
- Handling administrative communications
- Managing follow-up processes

3.1.4 Business Systems & Development Support

- Setting up practice management systems
- Managing program and course support
- Tracking analytics and performance
- Developing process documentation

4.0 Service Delivery

4.1 Service Standards

4.1.1 Business Hours

- Monday to Thursday
- 9:30am to 2:30pm AEST
- After-hours support by prior arrangement only
- Public holidays observed (schedule provided)

4.1.2 Response Times

- Regular requests: Within 24 hours during business hours
- Priority support (Growth & Transformation packages): Within 12 hours on business days.
- VIP support (Practice Transformation package): Within 4 hours on business days.
- Emergency protocols as agreed in service agreement

4.1.3 Quality Assurance

- Multiple review stages for all deliverables
- Regular quality checks
- Client approval process
- Performance tracking
- Continuous improvement protocols
- Regular feedback sessions

4.2 Client Responsibilities

The client agrees to:

- Provide clear direction and requirements
- Review and approve content within agreed timeframes (48 hours standard)
- Maintain final responsibility for all clinical content
- Participate in scheduled reviews
- Provide timely feedback
- Communicate changes promptly
- Maintain open dialogue

4.3 Content Review and Approval

- All content requires practitioner review and approval before publication
- Standard review time: 48 hours
- Rush requests subject to availability and additional fees
- Final responsibility for content accuracy remains with the practitioner

5.0 Payment Terms and Conditions

5.1 Package Rates

5.1.1 Essential Practice Support

- 10 hours/month - \$600 (\$60/hr)
- Additional hours: \$65/hr
- Minimum 3-month commitment

5.1.2 Growth Partner Package

- 20 hours/month - \$1,100 (\$55/hr)
- Additional hours: \$60/hr
- Minimum 3-month commitment

5.1.3 Practice Transformation Package

- 40 hours/month - \$2,000 (\$50/hr)
- Additional hours: \$55/hr
- Minimum 3-month commitment

5.2 Payment Terms

- All prices in Australian dollars (AUD) and are free from GST
- Monthly packages billed on the 1st of each month
- Payment due within 7 days
- Direct bank transfer only
- Late payments may result in service suspension

5.3 Service Modifications

- Package changes require 30 days' notice
- Service adjustments accommodated where possible
- Additional hours charged at package rate
- Scope changes may affect delivery timeline

6.0 Confidentiality and Security

6.1 Data Protection

I maintain strict confidentiality protocols for:

- Client business information
- Practice documentation
- Client databases
- Marketing materials
- Business systems

6.2 Secure Systems

- Password-protected access
- Encrypted file sharing
- Secure backup systems
- Limited access protocols
- Regular security updates

6.3 Third-Party Services

When using third-party services, I:

- Only share necessary information
- Use approved secure platforms
- Maintain access logs
- Follow data protection protocols
- Require confidentiality agreements

7.0 Professional Boundaries

7.1 Scope Limitations

Natural Executive Practice:

- Does not provide clinical advice
- Does not make health recommendations
- Does not create original clinical content
- Does not provide medical or therapeutic guidance

- Does not engage in direct client care

7.2 Content Development

All content development is:

- Based on practitioner-provided materials
- Subject to practitioner review
- Administrative in nature
- Non-clinical in scope
- Professionally formatted

7.3 Documentation Support

When handling clinical documentation:

- I format and organise only
- No clinical input is provided
- All content comes from practitioner
- Final approval rests with practitioner
- Clear disclaimers are maintained

8.0 Insurance Coverage

8.1 Professional Indemnity Insurance

I maintain:

- Professional indemnity insurance
- Public liability insurance
- Cyber liability insurance

8.2 Coverage Limitations

Insurance does not cover:

- Clinical or medical decisions
- Treatment recommendations
- Health advice
- Clinical content accuracy
- Direct client care

9.0 Termination

9.1 Termination Process

- 30 days written notice required
- Early termination fees apply during initial 3-month period

- All materials and passwords returned upon service completion
- Final month payment non-refundable

9.2 Project Handover

Upon termination:

- Complete documentation provided
- System access transferred
- Passwords changed
- Files archived
- Final report delivered

10.0 Dispute Resolution

10.1 Resolution Process

1. Direct communication
2. Written notification
3. Mediation if required
4. Legal action as last resort

10.2 Jurisdiction

These Terms of Service are governed by:

- Laws of New South Wales
- Australian Consumer Law
- Relevant federal regulations

11.0 Document Updates

11.1 Changes to Terms & Conditions

I reserve the right to update these terms:

- For legal compliance
- To improve service delivery
- To clarify responsibilities
- To address new services

11.2 Notification of Changes

- Material changes to these terms will be communicated through:
 - Notice on my website
 - Updates to my booking platform

- All changes will be documented in the Version History table at the end of this document.

11.3 Your Responsibilities

- It is your responsibility to review these Terms periodically
- By continuing to use my services after changes are made, you agree to be bound by the updated terms
- If you do not agree with any changes, you should:
 - Contact me to discuss your concerns
 - Complete any current course of treatment under the previous terms
 - Consider whether you wish to continue using my services

11.4 Existing Services and Packages

- Changes to Terms will not adversely affect:
 - Previously booked services
 - Pre-paid packages purchased before the change date
- Any significant changes that might affect existing clients will include reasonable transition arrangements

11.5 Additional Terms

- Specific services or packages may have additional terms
- Where additional terms apply, they will be:
 - Clearly communicated to you before purchase
 - Provided in writing
 - Made available for your reference
- If there is any inconsistency between these general Terms of Service and specific service terms, the specific service terms will prevail to the extent of the inconsistency

11.6 Questions About Changes

- If you have questions about any changes to these Terms & Conditions, please contact me at va@janayakarlocinaturopath.com.au
- I aim to respond to all queries within 4 business days
- Your understanding of my terms is important to me, and I am happy to clarify any points

Changes will be communicated via:

- Website updates
- Service agreements
- Direct client communication

Version History: 1.0 - November 15, 2024 - Initial Terms of Service

These Terms of Service reflect the professional standards and insurance requirements of Natural Executive Practice. For questions or clarification, please contact va@janayakarlocinaturopath.com.au.