ThePortal.Life

PRACTITIONER MANUAL

ThePortal.Life
Practitioner Collective

Table of Contents

1 OVERVIEW

This document is intended for use by Certified Practitioners. It provides an overview of ThePortal.Life structure and outlines the key processes involved from the point of initial client enquiry to the client receiving their product order. It has been designed to help Practitioners understand practice processes and to help you address and find solutions to any problems that may arise.

2 HISTORY

Since mid 2012, the Church of Ubuntu has been providing cannabis products to those seeking symptomatic relief from various conditions, illnesses and ailments. The oils are created not only as a healing agent but also as an opportunity for people to connect with the Cannabis as a Teacher Plant, and therefore have a more comprehensive relationship to themselves and nature.

To support the dispensing of oils to those in need, a clinic style consultation process was developed at the Wellness Clinic in Newcastle in 2014. The Wellness Clinic Newcastle subsequently divided into 2 organisations in early 2016; Ubuntu Wellness Clinic and Natural Lore Wellness, both continuing to provide support to those requiring cannabis products and to document the clients journey and response to oils.

As of December 2021, there have been over 15,000 people who have received with whole plant, full spectrum Cannabis products via The Church of Ubuntu or Natural Lore Wellness (NLW). Information on these clients have provided extensive anecdotal research to our organisations with on-going research and learnings on best practise solutions for our clients and practitioners to date.

3 THE PORTAL.LIFE PLATFORM

ThePortal.Life is an information sharing platform created to connect individuals and experts in order to share resources, knowledge and advice on creating a more sustainable health system and future.

Our current data collection is obtained via our intake form and cached electronically in the data platform in ThePortal.Life. ThePortal.Life system currently limited in various elements of functionality including research parameters and interfacing with other software. It has also been limited by lack of resources, namely personnel with the skills and ability to compile research parameters, effectively collect data and analyse results. The records of all past data collection will be adapted and moved to a new CRM system, ensuring that years of valuable client information is maintained in our recording system.

The new CRM software will be introduced into ThePortal.Life. Research parameters can be modified and adapted to accommodate needs in the foreseeable future in order to maintain a comprehensive research and resource platform whilst also providing ease of use for both practitioners and clients.

As at December 2021, the requirement for a far more structured research approach coincides with a newly observed need to assist those who are experiencing mild to extreme side effects of the "covid vaccinations". Not only is this a new field of disease / symptom clusters, it also raises the possibility that the base line wellness indicators we have been using for the past 12 years, may have dramatically changed. We are currently in the process of extending our scope of information and recommendations to assist this new facet of previously unseen symptoms and deliver the utmost quality care on all fronts.

3.1 Integrity Agreement

Communication in and around ThePortal.Life is a collaborative process where ideas, inspirations and knowledge may be adopted or adapted by mutually aligned individuals and organisations for the benefit of the community as a whole. This includes all areas and fields for a sustainable and just society with an initial focus on health and well-being.

We are all learning together, and your skills and knowledge is valued and needed. It is our commitment to create an opportunity for all involved in this new framework, regardless of position or length of service, to participate in redefining the true meaning of care, support, sustainability and collaboration to the best of our individual and collective abilities.

Together we abide to:

- an innate calling to participate in a new paradigm aligned to preserving the natural world and all that it contains and represents.
- ensuring those in our care feel safe, respected and assured that they are supported by a professional, ethical, integrated and compassionate team.
- understanding that true sustainability is a collaboration, open to organic change as new information arises and old patterns, beliefs and ideas fall away. The flow of true sustainability can have no ownership, control, competition or judgement but rather grows and evolves from dynamic learning fresh and new each day.
- relating to each other with respect and as equals. Any difference of opinion or belief is resolved with an open heart, open mind and a rational approach founded in deeper learning and understanding of and for the whole.
- respectfully acknowledge the rights, obligations and intentions of each individual or organisation in relation to work agreements, organisational structures, financial arrangements and other practical considerations as this system evolves and grows.
- assure that all who contribute to this work are also supported and encouraged to utilise this opportunity to deepen individual practises and philosophies for greater conscious awareness, compassion in contribution to your own life and that of your family, community and the whole.

3.2 Sustainability

The Portal.Life has been created as a sustainable platform incorporating financial, environmental, social and emotional sustainability. It provides a platform for mutual exchange of information and resources that meets the ongoing needs of all involved.

3.3 Remuneration

As part of our commitment to sustainability, all Practitioners are fairly remunerated for their time and expertise.

3.3.1 Consultation Fee Remuneration

The below refers to two areas;

(a) Practitioner's own client base - The Practitioner will retain 100% of the initial consultation fee and subsequent secondary / follow up consultation fees that the client may require.

If the practitioner prefers ThePortal.life to collect consultation fees on their behalf, the Practitioner will retain 90% of each consultation fee (including secondary / follow ups) with 10% going to ThePortal.life Foundation.

(b) Clients referred by Client Support via the ThePortal.life

Once the Level of Care plan has been established and the initial consultation has been completed, the client will pay the agreed consultation fee via theportal.life online shop. The Practitioner retains 90% of the initial consultation fee with 10% going to ThePortal.Life Foundation.

3.3.2 Product Remuneration

The Practitioner will receive 15% remuneration of all client orders. This relates to cannabis products, teas and essence blends only. Practitioners will not receive remuneration nor Practitioner discount for any products ordered under our Supplement range, due to very limited 'mark-up' on these products.

Formerly we were trialing 20% for initial client product order (not including supplements) and 10% for subsequent product orders (not including supplements); we have now changed to 15% which will be of more benefit to practitioners long term.

A weekly payment will be deposited into the Practitioner's account of remuneration earned during that period.

3.3.3 Practitioner Discounts

Practitioners will receive 30% off all cannabis, teas and essence blends ordered for personal use. Please enter the code PRACDISC at checkout. Please note this discount does not apply to the Supplement range.

4 CLIENT INTAKE PROCESS

4.1 Practitioners' Relationship with the Client

Support personnel play an integral role in the care and psychological wellbeing of the client. This includes contribution to decision-making, assisting the client with information that may be required to improve their quality of care and to help address goals and expectations of the client and their family.

Psychological wellbeing of the client is also fundamental to helping them reach their wellness goals. Showing empathy and compassion and encouraging the client to do the things they enjoy as well as finding focus on their health goals should all be a part of the Practitioner's focus. Carers of loved ones may also require support during this process. We recommend and offer counselling services for clients and their support network who may require professional assistance at any time during their wellness protocol.

4.2 Methodology

Our method of gathering client information has been established for over a decade and has been designed to give both client and Practitioner a clearer indication of manageable health outcomes to implement with the flexibility to change if required.

The rationale behind our standardized way of gathering information is to keep the information private, factual and specific. Our client database is secure and confidential and we follow strict ethical and legal parameters in relation to confidentiality of information. All confidential information gathered from the client helps the Practitioner gain a better understanding of the client's current health, values, beliefs and behaviors. Detailed and precise data allows the information to be more easily discerned and allows Practitioners to observe and access the information in a standardised way.

Information collected from clients is based on three main standardised research parameters:

1. Demographic & Characteristics of a person: This gives the consultant a basic history of the client's background and a better understanding of the clients support network.
2. Psychographics: This will help the Practitioner understand the client's current mindset and gives a broad indication of their emotional state of mind. It also helps you to gain a better understanding of how the person may behave due to emotional and psychological reasoning.
3. Lifestyle: Questions around lifestyle help determine a general perspective in relation to the client's lifestyle choices, their willingness to change and areas you may be able to offer further support.

All of this information is collected and recorded to assist both the client and Practitioner to achieve the best outcome from a cannabis protocol.

4.3 The Intake Process

All Practitioners will be issued with an affiliate link to send to their prospective clients. Any client who comes via a direct referral from a Practitioner will complete the intake form via this affiliate link. Clients who are referred by word of mouth and do not have an existing Practitioner, will complete ThePortal.Life intake form that goes directly to Client Support (non affiliate) and then directed to an appropriate and available Practitioner / Clinic.

Please note that the current software does not allow the client to save the intake form as they go. The client needs to allocate 10 - 15 minutes to complete the form otherwise it may time out and they rest losing the information and starting again.

Due to our strict security measures all applications are MANUALLY approved by an Admin person to ensure the request is legitimate. Nikki currently approves all incoming requests, but this will change in the near future so that Practitioners will review and accept their own clients as they enter the portal system. PLEASE ALLOW 24 HOURS FOR APPLICATION APPROVAL. This is generally done within a few hours; however, this cannot be guaranteed. Please let your clients know this time frame. if you need the intake form accepted prior to 24 hours, please contact Nikki directly.

If a client goes directly to ThePortal.Life and fills out a standard application form, it will not automatically place the client in your Practitioner data group. Please ensure you send your specific affiliate link to all of your client enquiries. You may wish to create your own standard enquiry email to send to clients that also includes your Roles and Responsibility document. An example of a standard enquiry email can be found in theportal.life Practitioner Resources > Pre Consultation Email Template and Roles & Responsibility document (needs hyperlink to Practitioner Resources

Please see the following steps to help familiarise yourself with the intake process:

1. Client completes the online intake form using their own email address and password. For clients without the capacity to complete the online intake form within ThePortal.life – **see 4.4.3**
2. Once the client / practitioner has completed the intake form, they hit the “Submit” button.
3. The client receives an automated email outlining the next steps and a list of Frequently asked Questions.
4. The Practitioner / Clinic associated with this application also receives an automated email advising that an application has been received by ThePortal.Life and is awaiting approval by Admin. (Please note – if your client fills out a general application and does not use your unique link – YOU WILL NOT RECEIVE A NOTIFICATION).
5. Admin reviews and accepts approval as soon as possible.
6. Once the application is approved, the client will receive a second email notifying them of same. The client’s data is now available in the portal in your data group under ‘Manage Clients’.

Once the intake form has been approved the client will then gain access to all ThePortal.Life services including our plant medicine products.

4.4 Troubleshooting – Client Intake Process

If the client is unable to submit the intake form, please follow the below steps:

4.4.1 Client cannot submit the Intake Form

The intake form does 'time out' if the client takes too long to enter their information. Please ask the client to redo and resubmit the form.

4.4.2 Client receives an error message when completing the intake form

If the client receives an error message, please ask the client to head to our technical support at support@theportal.life.com and advise our IT staff of the error code they are receiving so that it can be actioned and resolved promptly.

4.4.3 Client is unable to complete an Intake Form

If the client is unable to complete the intake form, you have the option of completing it on the client's behalf at the start of your initial consultation. This can often be beneficial to both client and Practitioner as you can discuss the information as you go through the form together. It is important to gather and input all required information first and save the form. You can then 'Edit Profile' to add further important and relevant information withing the Intake Form fields, and Consultation Notes.

5 THE CONSULTATION PROCESS

All people involved in the care of the client work collaboratively with a common purpose; to set goals, make decisions and share knowledge and responsibilities. In the initial consultation, the Practitioner will work with the client and their support network to undertake an assessment, plan goals and create a care protocol. Each party has a different purpose but all work collectively to achieve the best outcome for the client.

Our organization is built on the foundation of love and support. From Practitioners to head office personnel to distribution and product support – our ethos is to provide the best care and support possible to the client on their wellness journey.

5.1 Preparation Prior to Consultation

5.1.1 Client Preparation

On initial contact with our organisation the client will be required to complete the online intake form which outlines their background, current medical condition and lifestyle. It is critical that all information provided on the intake form be true and accurate. Once the form has been completed a Practitioner will contact the client to discuss an appropriate consultation time. The client will be sent a link on how to prepare for the consultation, so they have a good understanding of the process. It is asked that the client read the 'Roles and Responsibilities' document, Frequently Asked Questions and to come prepared with a list of questions they would like answered. We also encourage the client to have their support personnel with them. This helps to foster relationships with all parties and allows the Practitioner to understand the family's expectations and involvement. It is also beneficial for the client to have a support member present so that all parties are privy to the information and advice shared.

The consultation is not only about us gaining as much information as we can to assist the client, but it is also the foundation for their treatment program so we strongly suggest they come prepared to gain the maximum benefit of time allocated.

5.1.2 Practitioner Preparation

After receipt of the client intake form, the Practitioner will review the client's history, ascertain any information that is missing and research the client's current medication and any contraindications that may occur can be researched via the website Drug.com

A further reference guide for Potential Herb-Drug interactions for commonly used Herbs, see ***Potential Herb-Drug Interactions Common Herbs*** in theportal.life Practitioner Resources > Medical Information & Resources > Contraindications & Nutrient Depletion. Here you can also review ***Medication Induced Nutrient Depletion*** information.

The Practitioner will also gain an understanding of the client's emotional state which will help them assess what formulas and supplements to include in the protocol and determine any other areas in the client's life that may need further support such as diet and lifestyle changes.

It is important to remember that you cannot cure an illness. The Practitioner's role is to implement a protocol to assist the body's own healing mechanism. You will provide ongoing support to the client during their protocol to help them achieve their wellness goals.

We would recommend asking your clients to provide at least 24 hours' notice prior to cancellation of appointment but the cancellation agreement is ultimately left between the Practitioner and Client.

5.2 The Consultation Process

Once the client's intake form has been approved, the Practitioner will contact the client to arrange a consultation date and time and determine the most appropriate method of consultation ie. Face to face, via phone or video call platform.

The client will give an overview of their current state of health and goals they wish to achieve, and all parties will share information and realistic views in order to reach those wellness goals. Once the Practitioner has gained a comprehensive view of the client's current health status, they will provide the client with a recommended protocol and explain what they are recommending and why.

Establishing the correct protocol for a client is crucial to providing high quality care and to improve the client's current health status. Practitioners, clients and support personnel all share the same goal: the best possible treatment outcome for the client.

Our wellness philosophy incorporates years of extensive knowledge and clinical practice. We take pride in remaining at the forefront of current research in order to provide the best possible recommendations for our clients.

When recommending a protocol, please ensure you thoroughly review the client's circumstances as indicated on the client intake form and from the consultation itself. These include:

- The client's goals
- Symptoms that are a priority to address
- Potential contraindications with current medication
- History or attitude towards cannabis and other natural products
- Financial Situation
- Support network
- Other personal or emotional considerations

Recommending a protocol that is right for the client plays an important role in what we do. Your priority is always to start slow and address the most crucial symptoms first.

5.3 Standardisation

Our practice of standardised client care ensures that our Practitioners and clients have an established and tested process to follow. Our standardisation process was developed and implemented based on over a decade of experience and guarantees the integrity of our knowledge, research and products.

All data collected from the client helps you to provide detailed recommendations and advice on products and formulas suited to the client's condition.

We use the same oil producers and makers to ensure that our oils and formulas are of the highest standard. This does not mean that our oils remain the same or that one batch of oil will be identical to the next. We use natural whole plant products which means oils will always vary due to natural adaptations of the plant. We do not use a chemical process like medicinal CBD where particular parts of the plant are isolated and reconstruct the same oil. Our oils will vary, but the quality will not.

Product integrity is crucial to our business – we follow strict protocols to secure the integrity of our products to protect and ensure our clients health.

5.4 Levels of Care

Every person, and every healing journey is unique and will require different avenues of care and support. We have established a 3-tiered Level of Care approach to offer to clients with varying needs of support – from those with general health concerns to those needing more in depth and ongoing services. Please select a Level of Care that best reflects your clients' individual requirements.

5.4.1 Level 1 Care Package - $150 (1 month)

Our Level 1 package is recommended for those who have some cannabis experience, and/or those who are supported by an existing health practitioner who understands the Endocannabinoid System and formula use.

- Initial consultation (45 minutes)
- Individualised treatment protocol
- Comprehensive guidelines (emailed post-consultation)
- Access to online portal & additional resources
- Support to place your initial order, if required
- 1 x 15 minute follow up call within the month – usually 2-3 weeks after initial consultation
- Support via email or text throughout the month as appropriate

5.4.2 Level 2 Care Package - $260 (1 month)

This package is recommended for those with no prior cannabis experience, those with more complex cases, and/or those who require additional support implementing a new regimen into their daily practice. This is highly recommended for anyone feeling cautious about the use of cannabis-based formulas.

- Initial consultation (60 minutes)
- Individualized treatment protocol
- Comprehensive guidelines (emailed post-consultation)
- Access to online portal & additional resources
- Support to place your initial order, if required
- 2 x 15-minute coaching calls throughout the month
- 1 x 30-minute end of month review
- Support via email or text throughout the month as appropriate

Level 2 Care may also be considered as introducing “add-on” components to Level 1 if a client realises they may need more support after the initial consultation. Time and support structure should be discussed openly between practitioner and client to determine the most appropriate level of care required and all that is involved by both parties.

5.4.3 Level 3 Care Package - $480 (3 months)

This package is for those requiring intensive healing, or for anyone who feels they would benefit from ongoing support as they embark on a new journey towards wellness and a better quality of life.

Month One:

- Initial consultation (60 minutes)
- Individualised treatment protocol
- Comprehensive guidelines (emailed post-consultation)
- Access to online portal & additional resources

- Support to place your initial order, if required
- 1 x 15 minute mid-month coaching call
- 1 x 30 minute end of month review

Month Two:

- 1 x 50min one-on-one coaching, or other appropriate supportive session
- 1 x 15 minute end of month check-in

Month Three:

- 1 x 50min one-on-one coaching, or holistic psychotherapy session
- 1 x 30min end of program review

All Levels of Care include support via email or text throughout the duration of the program as appropriate and revisions to protocol and guidelines, as required throughout the program.

Please note – the above Levels of Care are a guide of the initial structure only. All Care Programs can be specifically tailored to suit both client and Practitioner according to needs and modalities.

5.5 Post Consultation and Follow Up

A post consultation email will be sent to the client outlining the wellness goals discussed at consultation, the recommended protocol and products and dosage recommended. Please see our Post Consultation email template in theportal.life Practitioner Resources - ***Post Consultation Email Template*** (also remember to include relevant email attachments)

Your email recommendations should include:

- Agreed goals for client
- Basic outline of protocol and dosages
- Any other information to be supplied such as recipes, specific links to data or product knowledge
- Documentation: How to order your products online, How to care for your products, Client Dosage Chart etc – All of these documents are located in theportal.life Practitioner Resources section – see Annexure list in section 9.
- Confirmation of next appointment
- Costs involved
- Any other relevant information specific to this client or any further information that may have been missed in the consultation

The above information will also need to be added to the client's notes in ThePortal.Life platform. Please be specific with the information you upload into the notes section. This should include:

- The protocol and dosage that was recommended
- Why this protocol was recommended
- The client's state of mind (reluctant or excited to try)
- Any other history that relates to the client or their illness and is relevant for Practitioner notes

After the initial consultation process, a follow up with the client will be conducted within 2 weeks. Most people will notice some change from their protocol within the first fourteen days. A review of the following information allows you to gain a better understanding of how the protocol is working for the client:

- Dose titration: has the client followed the recommended increase in daily dosage
- How is the client responding to the protocol – are there any noticeable changes or challenges. In some cases the combination of oils, teas and hemp seeds which encourages the lymphatic system to release toxins may lead to the client having a 'herxing' effect. Herxing may cause the client to suffer from headaches and feel slightly unwell. The follow up process allows the client to advise of any symptoms they may be experiencing in which case the protocol may be adjusted to reduce doses of oils and/or hemp seeds.
- Does the client feel like the protocol is helping them reach their wellness goals.
- How much ongoing assistance does the client require into the future.

This information should help you ascertain how the client is responding to the protocol and whether any other suggestions or recommendations can be made going forward. At this stage, you may also want recommend external elements such as support and advice from nutritionists, counselors, yoga and meditation practitioners is appropriate.

5.5.1 Cost of Follow Up Consultation

Longer follow up appointments may be necessary to dive more deeply into the underlying causes of client's symptoms if they are not getting their desired results. Diet, lifestyle and stress have a huge impact on health. Achievable strategies should be implemented with the client incorporating lifestyle choices to ensure optimal health outcomes.
The frequency of these appointments is dependent on individual requirements for ongoing treatment and support.

- 15mins = $30
- 30mins = $50
- 45mins = $80

5.6 Troubleshooting – Consultation Process

5.6.1 Clients Unable to Order their Products Online

Depending on circumstances, clients who do not have access to a computer or who are not very familiar with computers may need some assistance placing their initial order.

If this is the case, we would suggest that you walk the client through their initial order or place it through their online profile on their behalf. Please see the steps outlined in theportal.life Practitioner Resources - ***How to Order Products Online.***

5.6.2 Practitioner is Unsure of Recommendations

If the Practitioner has any queries in relation to an illness or ailment suffered by the client, or appropriate recommendations, please discuss this with a Senior Practitioner prior to consultation.

6 PRODUCTS & FORMULAS

6.1 Cannabis Food Concentrates and CannaNutrients

Our teacher plant and cannabis food concentrates are whole plant extractions and infusions that contain all original botanicals. Whole plant full spectrum formulas may have as many as 400 constituents, so clients are receiving a complete A-Z of the plant which includes cannabinoids, terpenes and flavonoids. All components of the plant play an integral part in enhancing the synergetic effect and healing process when consumed together (The Entourage Effect).

Teacher plant formulas and cannabis concentrates are the basis for all of our topical and oral formulas.

There is a primary range of oils and edibles created by the Church of Ubuntu, and Natural Lore Wellness also has a range of specialty cannabis formulas and set programs, alongside complimentary Teas and Essences.

In keeping with the current ‘general public’ understanding of cannabis oils based on a medical model, we have separated the oils into 4 categories:

- CBD Dominant
- CBD/THC Combined
- THC Dominant
- HMI and Hydro-Atomisers

The range of oils also incorporates topical oils made with the stems and roots of the plant, and a range of edible products for both humans and animals.

Cannabis formulas start at $60 per 25ml bottle and recommended protocols generally include a morning, afternoon, and a night-time formula. Please note that the morning and afternoon formulas are sometimes the same oil on a starting protocol.

To access up to date and detailed information on our entire range of Cannabis Products, go to theportal.life Practitioner Resources**,** In-House Oils and Products information **- *Practitioner Products and Formulas List*** and ***Practitioner Reference Guide Including Audio Upload.***

6.2 Tea and Essence Blends

Our range of herbs come in both tea blends and essence formulas that are offered to use alongside our cannabis oils. Herbal remedies have the ability to heal and boost physical and mental well-being and further help with symptomatic relief. Specific herbs or teas may be recommended to support the healing of your client's particular ailment or illness.

For up to date information on the Tea and Essence Blends, go to theportal.life Practitioner Resources, Inhouse Oil and Product Information - ***Tea and Essence Blends document*** for specific details of each variety of tea and essence blend.

6.3 Supplements

Depending on your client's ailment, you may also recommend various supplements of essential vitamins and minerals that will compliment and support their healing protocol. C60 is one supplement that is now included in the baseline protocol for each client. Practitioners should always provide an overview of the products that you recommend and how they are used in the body and when is the best time to apply them. Go to theportal.life Practitioner Resources, Inhouse Oil and Product Information – ***Supplementary Products List*** for specific details on supplements available within the Portal Products.

7 PRODUCT ORDERS & DISPATCH

Our online resources and products are available to all clients post consultation. All product orders are placed through ThePortal.Life and are done by the client. Practitioners will email a copy of the 'How to Order your Products Online' document with their initial recommended protocol to the client. The client will then follow the steps as outlined in the document and below to order their products online. If the client is unable to order products online, it is the responsibility of their Practitioner to do this on their behalf.

7.1 Placing Product Orders Online

All product orders are placed online via ThePortal.Life. You will find instructions for how to order products at theportal.life in Practitioner Resources, Information Sheets - ***How to Order Products Online.***

7.2 Dispatch

Our dispatch team is based in the Newcastle office of The Church of Ubuntu. All orders are received and processed here.

Once the client has placed their online order through the portal, it will be received by the dispatch staff. Dispatch selects the required products then packages the order and lodges it with Australia Post. The client will then receive an email with an AU Post tracking number. All orders are sent via Express Post. Delivery times are usually within 24-48 hours, if the order is received prior to 2pm, though this time frame may vary depending on Australia Post.

7.3 Troubleshooting – Orders and Dispatch

7.3.1 Client has not received a Tracking Number or needs to change their Order or Postal Address

If you client contacts you and has not received a tracking number or needs to change their postal address or order, please advise them to follow the below steps:

- Go to their 'current order' in the Portal
- Click on 'contact request'.
- Complete the request form and ask dispatch to provide the AU tracking number, change their address or update their order, whichever is appropriate.
- Dispatch will receive the query and get back to the client directly.

7.3.2 Client has not received their Order

If the client has not received their order, please ascertain the following:

- Have they received a tracking number? If yes, this is an Australia Post issue, please ask the client to follow up their order with Australia Post
- If the client has not received a tracking number, please go to 7.3.1 above and get them to follow the steps listed

7.3.3 Order has not arrived but says Delivered

If the tracking details on the client's parcel state delivered and the client has not received their parcel, this is an Australia Post issue and needs to be taken up with Australia Post.

7.3.4 Incorrect Products Received

If the client has received incorrect products, please ascertain whether they have ordered these products in error or whether this is an error with our dispatch team.

If the client has ordered the incorrect oil, please ascertain whether this oil can be utilised instead of the recommended oil and be used for the first few weeks until they need to place their next order. You will need to advise the client of the differences in the oils and advise that they are interchangeable.

If this is an error by our dispatch team, please ask the client to send a photo of the incorrect oil with their order number to orders@theportal.life.com. Dispatch will send out the correct oil with a prepaid satchel for the client to return the incorrect product.

7.3.5 Damaged Products

If the client receives products that are damaged, please ask them to send a photo of their damaged product and order details to orders@theportal.life.com. Our dispatch team will send a replacement product to them asap.

Please advise the client that photographic proof of damage or incorrect products is required prior to replacement items being shipped.

8 PAYMENT PLANS & COMPASSIONATE CARE

If your client is experiencing serious financial or medical hardship, or other personal problems, please speak to us about applying for a payment plan to pay in installments and/ or at a discounted rate.]

9 FREQUENTLY ASKED QUESTIONS BY CLIENTS - WITH ANSWERS

In our years of experience, a list of Frequently Asked Questions from Clients has been collated with corresponding answers. This document is automatically sent to a client once they have completed the online application / questionnaire and it has been approved. See Practitioner Resources link in Annexure documents to locate and read through, as this is also helpful in our day to day practice where the client may raise a question that is already answered, and can be directed to this document.

10 TRAVELING WITH PLANT BASED CANNABIS FOOD CONCENTRATE OILS, NASAL SPRAYS & TOPICAL OILS – INCLUDING DOMESTIC & INTERNATIONAL AIR TRAVEL

Information offered is NOT legal advice and we can only speak from direct experience.

All formulas recommended by Natural Lore ("NL") Consultants and NL Certified Practitioners are Cannabis Food Concentrate formulas ("CFCF"), created from organic or wild bush crafted plant sources. We only make whole plant / full spectrum oils, therefore there are numerous cannabinoids, terpenes and other active ingredients in each CFCF, according to strains and extraction process, for nutritional benefit. There are legal regulations in place by the Therapeutic Goods Association ("TGA") relating to domestic air travel within Australia for prescription pharmaceutical medicinal cannabis oils that are prescribed by licensed Medical Practitioners.

We operate outside of this system, describing our oils as nutrition and food supplements, with recommendations for intake and application. Declaring any oil whilst travelling would be unhelpful as you do not have any prescription paperwork that describes the oils as a "pharmaceutical medicine" with corresponding labelling. We've never received feedback from clients who have travelled interstate or internationally with issues if they have decided to travel with their oils in checked in luggage, however this is not something that we can guarantee or even recommend so this is a choice that you do need to make for yourself. Laws vary from country to country with the 'drug' schedule classification of ‘medicinal cannabis’, and we recommend looking into the legalities of ‘medicinal cannabis’ for all of the countries you travel to beforehand to assess the safety.

So - where to from here?

• Pre-send oils interstate, or overseas before travel and have them ready for your arrival. If you do decide to travel by air between countries with your oils…..

• put the screw cap lid on the oil bottle (do not leave the dropper in the bottle as it can leak with the air pressure)

• place oils in a seal lock bag (sandwich type bag) with toiletries in checked in luggage

• Take enough for the period of travel so that you (in essence) have none left by the end of your trip.

If you the Practitioner have any further questions on behalf of the client, please raise in the monthly online meeting, or within the NL Practitioner Signal group.

11 OPT OUT PROCEDURE – To be inserted

12 ANNEXURE DOCUMENTS located in - Practitioner Resources (theportal.life)

12.1.1 Integrity Agreement [s3.1] - Consultant Resources (theportal.life)

12.1.2 Roles & Responsibilities Document [s4.1] - Consultant Resources (theportal.life)

12.1.3 Template Inquiry Email from Practitioner to Client [s4.3]

12.1.4 Potential Herb-Drug Interactions Common Herbs [s5.1.2]

12.1.5 Medication Induced Nutrient Depletion [s5.1.2

12.1.6 Levels of Care – including follow up consultation fee outline [s5.4 – 5.5.1]

12.1.7 Post Consultation Email Template to Client [s5.5]

12.1.8 How to Care for Your Products [s5.5]

12.1.9 Client Dosage Chart [s5.5]

12.1.10 How to Order Your Products Online [s5.6.1 & 7.1]

12.1.11 Practitioner Product and Formula List [s6.1]