

## The Cliq Connection Service Agreement & Terms of Use.

The Cliq Connection app is free of charge we only charge for The Cliq Connection Learning.

### The Cliq Connection Learning Pricing

- Each Learning Module is \$90
- Funded from:
  - 15\_037\_0117\_1\_3: Skills Development and Training
  - 03\_222100911\_0124\_1\_1: Low Cost AT – Communication and Information Equipment – Core
  - 04\_104\_0125\_6\_1 Access Community Social and Rec Activ - Standard – Weekday
  - 09\_009\_0117\_6\_3: Capacity Building – Skills Development and Training

### Service Agreement & Terms of use Agreement-

#### The Cliq Connection Team Rights and Responsibilities-

When our team at The Cliq Connection sign this Service Agreement, it means we agree to-

- Providing you with the service or program you agreed to.
- Treating you with courtesy & respect.
- Listen to and respond to all feedback provided.
- Involve you in all decisions that are relevant to you.
- Comply with all relevant laws, including the NDIS act, legislation & guidelines.
- Protect your privacy & personal information.
- Keep accurate records of services provided to you.

#### Your Rights and Responsibilities-

As a participant accessing The Cliq Connection, you agree too-

- You will treat any employees or representatives of The Cliq Connection with courtesy and respect, acknowledging their legal and industrial rights to work in a safe environment.
- Notify The Cliq Connection of any changes to my NDIS plan, including plan manager/self-managed details.
- You will talk with The Cliq Connection about any concerns that may arise with your services.
- You will notify The Cliq Connection of any changes to your NDIS plan that may affect either The Cliq Connection or other service providers and if you stop being a participant in the NDIS.
- You accept the charges for the services provided by The Cliq Connection.

As a part of signing up for, and using The Cliq Connection, you agree to and are expected to adhere to our Terms & Conditions. You can read them here- [Terms & Conditions - The Cliq Connection](#)

These are in place to ensure you, and the other users, are accessing The Cliq Connection safely and having a positive and enjoyable experience. It's important you be familiar with them; *you can always ask someone within your support network to help you with this.*

## The Cliq Connection App

**By downloading and logging into “The Cliq Connection” app, I agree to adhere to The Cliq Connections Service Agreement, Terms & Conditions, Guidelines & Community Standards and the below-**

- I have read, understand and agree to adhere to the Terms and Conditions, my responsibilities and all parts of this document.

- I understand that harassing others, bullying others, using The Cliq Connection inappropriately, or not adhering to The Cliq Connection terms & conditions and community standards, will result in my profile being restricted.
- I agree to keep my login details private, and not share them with others unless discussed with The Cliq Connection Team (This is to keep all users safe and for your privacy and confidentiality!)
- I understand I may be contacted by The Cliq Connection to provide feedback or check in on my Cliq Connection usage.
- The Cliq Connection will contact me via text or email towards the end of my contract access. I will need to notify The Cliq Connection if I wish to opt out of using the app.
- I understand if I cancel the service without providing 7 clear business days' notice, I am not entitled to a full or pro-rata refund. I can delete my profile at any time however my time contract access will not be paused.
- I have read the above information and understand the reasons for collecting information and the ways in which it may be used. I understand that it is my choice as to what information I provide, and that withholding or falsifying information may have an impact on the program and service delivery. I am aware I can access and view my information by request.
- If my NDIS funds are declined due to exhausted funds or expired plans, I acknowledge that I am liable for payment of supports rendered. The payment terms in this instance will be 14 days after issuance of the invoice.
- I understand that The Cliq Connection is not responsible or liable for actions that occur outside of the app. Including but not limited too- phone numbers, social media accounts or other contact/private details being exchanged between other users for further communication or meeting with other users in person.
- The Cliq Connection reserve the right to increase prices in line with the NDIS price guide.
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### **Guidelines & Community Standards-**

#### **-Be nice!**

As a general and base rule, just be nice!

It's okay if you don't end up agreeing on certain things or see the world differently, there's no need to be mean or put someone else down for a difference of opinion.

#### **-Be Respectful.**

Be aware of and respect everyone's boundaries. If your Connection hasn't given clear consent for explicit messages, don't send explicit messages. The Cliq Connection has a zero-tolerance stance for any hate speech, slurs, racism, misogyny, or bullying.

#### **-Be you!**

To get the most out of The Cliq Connection, it's important that you be yourself with no underlying agenda other than creating meaningful connections. This means, send original messages, don't use the platform to gain followers on other apps.

#### **-Don't do anything Illegal.**

For example: Attempting to sell, buy or advertise controlled substances will get you removed from the platform indefinitely.

#### **-The Cliq Connection is not a "scamming" platform.**

Any links relating to PayPal, CashApp, Venmo, PayId or the like, will be flagged and reported. Links to OnlyFans accounts etc will also be reported.

#### **-Remove or move on.**

You may find something on someone's profile or throughout a conversation that triggers you or that you don't like. You can report this, and if needed, contact us, and contact a trusted support person to provide you guidance and support through those feelings. It is also important to not engage in conversation that may be further triggering or further escalated.

If you feel like you need more information, take a look at our Terms & Conditions or Frequently Asked Questions. Alternatively, you can contact us via email using the contact us form.

### **Privacy & Consent**

To provide a service to you, we need to collect some information about you, your circumstances, the services you currently have in place and your support network.

The information we collect will be used for administrative purposes, Billing, and invoicing, used amongst other staff members in relation to the relevant program, liaising with a support coordinator and the referring provider as well as connecting with other support services that may be in place. Please be advised that if for any reason documents we maintain are subpoenaed to court we are legally obligated to comply.

We have Privacy Policy that is available if requested.

This policy provides guidelines on the collection, use, disclosure, and security of your information. The Privacy Policy contains information on how you may request access to your personal information.

### **Feedback & Complaints-**

Your feedback is welcomed, and we encourage you to share how you think The Cliq Connection can be improved.

Please direct all feedback and complaints to [hello@thecliqconnection.com.au](mailto:hello@thecliqconnection.com.au)

If You don't feel comfortable giving feedback or making a complaint directly with us, you can contact another support person for advice and assistance.

For example, you may seek support from an advocate, your Support Coordinator, or your Local Area Coordinator.

If You are not happy with the outcome of the feedback or complaint, You can contact the National Disability Insurance Agency by calling 1800 800 110, visiting one of their offices in person, or visiting [ndis.gov.au](http://ndis.gov.au) for further information.

**If you have any questions or queries about this agreement please contact us on**

**Email:** [hello@thecliqconnection.com.au](mailto:hello@thecliqconnection.com.au)

**Phone-** 1800 960 250