

NDIA Service Agreement

A Service Agreement outlines your rights and responsibilities as the NDIS participant & The Cliq Connection rights and responsibilities as a provider.

A Service Agreement also describes what services are to be arranged and delivered by the Cliq Connection.

Our Responsibilities

When we sign this Service Agreement, it means we agree to-

- Providing you with the service or program you agreed to.
- Treat you with courtesy & respect.
- 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 Responsibilities

When you sign this Service Agreement, it means you agree to-

- Working with us to ensure our services and supports are meeting your needs & goals.
- Treat staff with courtesy & respect.
- Pay for services provided according to the fee schedule. (See last page)
- Keep us informed of any changes that may effect the delivery of supports.
- Talk to us if you have any concerns about the service being provided.
- Provide adequate notice to The Cliq Connection if you wish to cease any services or programs.
- Adhere to our cancellation policy. (See cancellation policy)

Fees, Invoicing & Cancellation Policies

What does this look like:

If a participant wishes to exit the program entirely- cancellation must be received SEVEN (7) days before the scheduled start date of the program, for no cost to be incurred.

If a participant cannot attend any sessions throughout a face to face program, planned or unplanned; a scheduled alternative will be offered within the online program.

First Step Solutions will not issue a refund for cancellations once the scheduled program has started.

Program & Service Fees

	Social Event	\$10-\$50/hr	Core 04_104_0125_6_1
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Feedback & Complaints

Your feedback is welcomed, and we encourage you to share how you think our services provided can be improved. Please direct all feedback and complaints to 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 for further information.

Privacy Consent Form

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, 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.

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.

The Cliq Connection staff adhere to strict reporting requirements; disclosures or behaviours that indicate possible or potential harm to the participant themselves, or others around them, will prompt actions inline with state and legislative reporting requirements. Contact to the participants supports may also be actioned.

By signing this Service Agreement, I agree to The Cliq Connection collecting my information unless otherwise submitted in writing to The Cliq Connection and confirm that 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.

Photo & Media Consent Form

I consent and authorize The Cliq Connection to copyright, use and publish any of the images or video in any format taken of me from this day forward. I understand these images may be used for a variety of purposes and may appear on, but not limited to, The Cliq Connection' website, social media channels, publications, advertising materials, marketing collateral, signage, internal communications, print, digital and broadcast media.

I also understand that The Cliq Connection (or any entity authorized by The Cliq Connection) will use the images exclusively for The Cliq Connection's purposes and not for any commercial gain. Since anyone can download an image from the Internet or make copies from printed materials, I agree that The Cliq Connection is not responsible for any unauthorized use of the images from outside The Cliq Connection. I am aware that I am not entitled to any compensation and that the images may appear with or without my name.

By signing this service agreement, I agree and give consent to the above and I understand that I can withdraw my consent at any time in writing.

Should I withdraw my consent, this will only take effect from the date The Cliq Connection receive my written withdrawal.