

Service Agreement

Cliq Connection Learning

Version: May 2026

This agreement is between The Cliq Connection and the participant (or their representative) named below. Please read it carefully. You can ask your support worker, support coordinator or a trusted person to help you understand it.

Participant details

Participant name: _____

NDIS number: _____

Plan manager name: _____

Plan manager email: _____

Representative name (if applicable): _____

Representative relationship: _____

Date: _____

What you are signing up for

You are signing up for Cliq Connection Learning — a self-paced online program covering four modules:

- Module 1 — Foundations of Online Safety
- Module 2 — Introduction to Scammers
- Module 3 — Understanding Boundaries Online
- Module 4 — Understanding Consent Online

Your enrolment also includes 12 months of full access to the Cliq Connection app, so you can practise what you learn straight away.

Cost and payment

The total cost for Cliq Connection Learning is \$315 for 12 months.

This can be funded through the following NDIS support lines:

- 15_037_0117_1_3 — Skills Development and Training
- 04_104_0125_6_1 — Community, Social and Recreational Activity (Weekday Standard)

- 09_009_0117_6_3 — Capacity Building, Skills Development and Training

We are not NDIA registered. This means we can only accept payment from self-managed and plan-managed participants. We cannot accept NDIA managed funding.

We will send your invoice directly to your plan manager. If you are self-managed, you will receive the invoice and can claim it back through your NDIS plan.

If your NDIS funds run out or your plan expires before payment is received, you are responsible for paying the invoice. Payment in this situation is due within 14 days. Cliq Connection reserves the right to adjust pricing in line with the NDIS price guide.

What we will do

When we sign this agreement, The Cliq Connection team commits to:

- Giving you access to the learning program and app as agreed.
- Treating you with courtesy and respect at all times.
- Listening and responding to your feedback.
- Involving you in decisions that affect your service.
- Following all relevant laws, including the NDIS Act and guidelines.
- Protecting your privacy and personal information.
- Keeping accurate records of the services we provide you.
- Contacting you by text or email towards the end of your 12-month access to let you know it is ending.

What we ask of you

By signing this agreement, you agree to:

- Treat The Cliq Connection team and other users with courtesy and respect.
- Tell us if anything changes with your NDIS plan, including your plan manager or funding type.
- Talk to us if you have any concerns about your service.
- Keep your login details private and not share them with others.
- Accept the charges for the services outlined in this agreement.
- Let us know if you want to stop using the service.

Cancellations and refunds

If you want to cancel your enrolment, please let us know at least 7 clear business days before your next billing period.

If you cancel without 7 business days notice, you are not entitled to a full or pro-rata refund.

You can delete your profile from the app at any time. However, this does not pause or cancel your 12-month access period.

Community standards

When using the Cliq Connection app, we ask all members to follow our community standards:

Be kind.

Treat everyone the way you would like to be treated. Differences of opinion are fine — being unkind is not.

Be respectful.

Respect other people's boundaries. Do not send explicit messages unless the other person has clearly agreed. We have zero tolerance for hate speech, bullying, racism, or harassment of any kind.

Be yourself.

Use the app to make real connections. Do not use it to promote other accounts or send unsolicited links.

Stay safe and legal.

Do not attempt to buy, sell or promote any illegal substances or activities. This will result in permanent removal from the platform.

No scamming.

Do not share payment links (PayPal, CashApp, Venmo, PayID) or links to platforms like OnlyFans. These will be flagged and reported.

If something bothers you.

If you see something on the app that concerns you, use the report function or contact us directly. You can also talk to your support coordinator or a trusted person for help.

Breaching these community standards may result in your profile being restricted or removed from the platform.

Your privacy

To provide this service, we need to collect some personal information about you. This includes your name, contact details, NDIS number, and support network information.

We use this information for:

- Setting up and managing your account
- Billing and invoicing
- Communicating with your plan manager or support coordinator
- Improving our service

We will not share your information with anyone outside of these purposes without your permission. You can request to view your personal information at any time by contacting us.

Please note: if any documents we hold are subpoenaed by a court, we are legally required to comply.

Our full Privacy Policy is available on request.

Our responsibility

Cliq Connection is not responsible for what happens outside of the app. This includes any exchanges of personal contact details, social media accounts, or in-person meetings arranged between users independently of the app.

We encourage all members to stay safe and follow our community standards when interacting with others.

Feedback and complaints

We welcome your feedback and want to hear how we can do better.

You can send feedback or make a complaint by:

- Email: hello@thecliqconnection.com.au
- Phone: 1800 960 250

If you are not comfortable raising a concern with us directly, you can ask your support coordinator, advocate or Local Area Coordinator for help.

If you are not happy with how we handle your complaint, you can contact the National Disability Insurance Agency (NDIA):

- Phone: 1800 800 110
- Website: ndis.gov.au

Terms and conditions

By signing this agreement you also agree to our full Terms and Conditions, which are available at:

thecliqconnection.com.au/terms-and-conditions

These set out the rules for using the platform and are there to keep everyone safe and having a good experience. If you need help understanding them, please ask someone in your support network.

Questions about this agreement?

Email: hello@thecliqconnection.com.au Phone: 1800 960 250 Website: thecliqconnection.com.au

Signatures

By signing below, both parties agree to the terms of this service agreement.

Participant or representative

Full name: _____

Signature: _____

Date: _____

On behalf of The Cliq Connection

Name: _____

Signature: _____

Date: _____

— End of Service Agreement —