

Terms for Website Subscription

1. **Subscription Fee:** The participant agrees to pay the subscription fee as outlined in the attached Schedule of Supports for access to the website and its services. All prices are GST inclusive (where applicable) and include the cost of providing the service.
2. **Payment Schedule:** Payment for the subscription will be processed with a basic cost of \$160.00 and if premium subscription option is chosen then invoiced accordingly up to 12 hours of consultation. The provider will claim payment for the services provided after each consultation is completed.
3. **Payment Method/Invoicing:** The participant can nominate payment method or provider, e.g., their Registered Plan Management Provider, or direct payment to manage the funding for subscription services and/or consultation provided under this Service Agreement. The provider will claim payment for these services from information collected on the registration form.
4. **Changes to Subscription Terms:** If changes to the subscription service or its delivery are required, both parties agree to discuss and review these terms. Any changes to this Service Agreement will be in writing, signed, and dated by the parties.
5. **Ending the Subscription:** Should either party wish to end this Service Agreement, they must give 48 hours' notice.
6. **Australian Consumer Law:** The provider ensures that the participant is treated fairly. The website subscription service will be fit-for-purpose and match the description provided, as per the Competition and Consumer Act 2010 (CCA). The provider will not mislead or deceive participants, accept payment for services they are unsure of their ability to supply, or accept payment for services the participant has not agreed to purchase.
7. **NDIS Code of Conduct:** All actions related to this subscription are linked to the NDIS Code of Conduct & Aged Care Code of Conduct. The provider will act with honesty, integrity, and transparency, supplying truthful information about the services provided and avoiding false claims about efficacy. Clear advice regarding the total costs of the service and what the cost covers will be provided.
8. **Refunds and Cancellations:** There is no refunds for basic subscription or consultation that has already been provided.

Definition: "Consultation" refers to the context of support coordination or case management.

Consultation typically refers to the process of discussing and assessing the needs, goals, and preferences of individuals needing support/s. Here are key aspects of this definition:



1. **Needs Assessment:** Identifying the specific support needs of the participant through discussions with them and their representatives.
2. **Goal Setting:** Collaborating with the participant to establish clear, achievable goals related to their support services, ensuring that these goals align with their personal aspirations and circumstances.
3. **Service Coordination:** Discussing different service options available to the participant and how they can best be integrated into an all-inclusive support plan.
4. **Action Planning:** Developing strategies and plans of action based on the insights gained during consultation to support the participant effectively.
5. **Review and Feedback:** Consulting with the participant regularly to assess the effectiveness of the support provided and to make adjustments based on evolving needs.

Overall, consultation under Unleashed Futures emphasises communication, collaboration, and participant-centered decision-making to enhance the quality of participants lives.

