****

OUR AGREEMENT WITH YOU

Name

When you subscribe to our service, we ask you to commit to working with us in the following ways.

**Our service**

When you pay our joining fee we will provide you online policies and procedures aimed at supporting your organisation to grow and thrive and to comply with the Social Services Accreditation Standards and/or Ngā Paerewa Health and Disability Services Standard 1-4 (as agreed). Other specialist policies may be included as agreed and quoted.

For an annual subscription we will regularly review and update the core content of your policies and procedures. When we do this, we will reflect feedback from across our subscribers and in response to changes in legislation, regulatory requirements and practice.  We will let you know our schedule for review and provide you with opportunities to participate in this process. We hope you will use the mechanisms we set up to actively participate in the review process.

We will use our best endeavours to ensure our policies and procedures meet quality and accreditation standards this includes responding to any audit results that require changes.

**Suitability of policies and procedures**

You must ensure our policies and procedures are appropriate for your organisation and take responsibility for their implementation, and consequently, any liability for any loss or damage suffered by your organisation related to them.

Any liability for us, if determined by a court of law, would be limited to the annual subscription fee.

**Ending our agreement**

Either of us can end our agreement by giving each other one-month notice in writing.

We will suspend access to policies or end our agreement with you if you do not pay full set-up or annual subscription fee when they become due, or if we become insolvent or cease to operate.

If our agreement is ended, please note we will not refund your join-up or subscription fee. However, over the notice period, you are free to download, or otherwise transfer your policies and procedures, and after our agreement has ended, you can keep using them for the sole purpose of operating your service. We ask that in this case, you acknowledge they were developed by The Policy Place and respect our intellectual property by not distributing them to other people.

**How we manage information**

We adhere to the law when handling any personal information.

We handle your organisational information with care and due diligence and store information in password protected electronic files. We also use your organisation’s information to customise your policies and as part of the review process.

We encourage you to be open and transparent with your policies and procedures particularly as they apply to your clients.

However, where we have created and customised policies and procedures for you, we ask you not to sell, give away, or distribute these to any third party where you reasonably suspect they will be used for a purpose that is not directly related to the operation of your service.

**The details**

|  |  |
| --- | --- |
| 1. Joining fee | $TBC plus GST |
| 1. Additional costs |  |
| **Customisation plans** (tick any customisation you are seeking): |  |
| **Enhance:**  Add paragraphs to core content to include eg pictures, tables, procedures, translations | $TBC plus GST |
| **Edit:** Enhance and edit your core policy set, including our core text. You review & update your replacement text. | $TBC plus GST |
| **Expand:**  Create & add up to 30 policy pages. Talk to us if you need more. | $TBC plus GST |
| **Kit & Caboodle:**  Get it all. | $TBC plus GST |
| **Bespoke policies:**  Please summarise what you need: | $TBC p/hour plus GST |
| **Additional policy sets:**  CHPS  SSAS Level 1 Care Standards  OSCAR  Other | $TBC plus GST  $TBC plus GST  $TBC plus GST  $TBC plus GST |

|  |  |
| --- | --- |
| 1. Annual subscription   Your annual subscription rate depends on any additional costs of customisation that you have selected above.  Your first subscription payment commences one year after joining.  We will invoice you prior to your subscription period ending and give you advance notice of any increase in the subscription rate. | $TBC plus GST  + any customisation selected above |

1. Please return this form with your contact details provided below, and we will issue an invoice for payment of 50% to commence work. We will invoice the final payment once we have completed setting up your online policies.

Organisation’s address: Click or tap here to enter text.

Contact name: Click or tap here to enter text.

Contact role: Click or tap here to enter text.

Contact email: Click or tap here to enter text.

Contact phone: Click or tap here to enter text.

Email address to send accounts to: Click or tap here to enter text.

1. We work with many organisations and are keen to reflect this on our website to help us grow our service. Would you agree for us to display your logo on our website as part of providing examples of our providers we service?

(Please tick which applies)  Yes  No

**Updating the terms of our agreement**

From time to time we may update the terms of our agreement, in which case we will notify you, and provide a link to the updated terms. The latest version of our agreement will be held on our website.

**Your agreement with us**

Your return of this agreement to us, will be treated as your acceptance and agreement to the above terms.

This agreement commences on receipt of payment for the initial invoice (1/2 the joining + customisation fee). You will be invoiced for the final payment for set up and customisation options once we provide you with a log in to your new policies and procedures. Access will be suspended if final payment is not received by due date.

Please call us if you have any questions at The Policy Place 022 406 6554.