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Office Locations and Training Centres
Melbourne

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Terms and Conditions - Extended Care LookedAfter

These Terms and Conditions apply between you and Extend (Australia) Pty Ltd (Extend, we, us) when enrolling and booking Extended Care through Extended Care LookedAfter. Please read and accept these Terms before using the service.

1. Enrolment and personal information

You must complete your child's enrolment through Extended Care LookedAfter before attendance, providing accurate parent/guardian details, authorised collectors, emergency contacts and relevant health information. You must promptly update any changes. Enrolment does not guarantee a booking.

2. Medical information and illness

You must disclose medical conditions, allergies, dietary requirements and additional needs, providing relevant action plans and prescribed emergency medication (including an adrenaline autoinjector or asthma reliever) before attendance. You authorise educators to administer first aid and seek emergency medical treatment where necessary, agreeing to meet associated costs. Children must not attend when infectious illness requires exclusion. If your child becomes unwell, you must arrange prompt collection. Educators may apply sunscreen, subject to disclosed sensitivities.

3. Supervision, arrival and collection

Educators supervise children during operating hours in accordance with sign-in and sign-out procedures. Children may only be released to authorised persons under applicable law and service policy. Late collection may incur a fee outlined in the current fee schedule.

4. Permanent bookings

Permanent bookings reserve your child's nominated days for the agreed kindergarten term, from the confirmed start date. Families commit to these days regardless of attendance. Bookings cannot be cancelled, reduced or amended during the term. If your child is absent, fees remain payable, less applicable child care subsidy. Bookings conclude at term's end, with subsequent terms requiring confirmation.

5. Casual bookings

Casual sessions are subject to availability and secured only upon confirmation. Confirmed bookings constitute a commitment to that session without guaranteeing future availability in subsequent sessions. Bookings cannot be cancelled, reduced or amended during the term. If your child is absent, fees remain payable, less applicable child care subsidy.

6. Absences and non-attendance

You must notify the service of absences. Fees for confirmed bookings remain payable during illness, holidays, or other absences, subject to applicable law. Greater than 42 absences in a year may affect Child Care Subsidy (CCS) eligibility as governed by law.

7. Fees, CCS and payment arrangements

You are responsible for understanding communicated session fees and additional charges, including administration or late collection fees. Eligible CCS applies under government requirements; families remain responsible for fees not covered by CCS. You must provide accurate family information and complete required subsidy steps to ensure your CCS is applicable and accurate. Full fees may apply until eligibility is confirmed. Payment methods, invoicing frequency, due dates, late-payment arrangements and account suspension procedures will be communicated before implementation. These Terms do not establish a specific payment schedule.

8. Behaviour, belongings and service policies

Families and children must follow reasonable service policies and behaviour guidance procedures. Where behaviour presents ongoing safety concerns, Extend will consult families and determine appropriate action under its policies and legal obligations. Please label belongings; Extend excludes liability for loss or damage in line with current laws.

9. Complaints and disputes

Raise concerns with the Service Coordinator, or contact Extend Head Office at support@extend.com.au if unresolved. Extend will investigate and aims to respond within 21 business days, advising of delays. Your regulatory and legal rights remain unaffected.

10. Changes to these Terms

Extend may update these Terms and communicate changes through its usual channels, subject to applicable law. Nothing excludes rights under Australian Consumer Law or applicable education and care legislation.