

Terms & Conditions: Charlie Mike Program

Effective Date: August 2026

Business Name: Systems for Life (systemsforlife.com.au)

Contact Email: inquiries@systemsforlife.com.au

1. Program Overview

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1.1. The Charlie Mike Program is a 6-week intensive youth program delivered by Systems for Life.
- **1.2. Program Structure:** Sessions run for 1.5 hours per day, 4 days per week, over a total duration of 6 consecutive weeks.
- **1.3. Capacity Limit:** To maintain safety, high-quality facilitation, and individual attention, each block is strictly capped at a maximum of 12 participant children. Enrollment is subject to availability and granted on a first-come, first-served basis.

2. Fees & Payment Options

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2.1. Pilot Offer Pricing:
 - **Upfront Payment:** \$1,500 AUD (one-time payment at time of registration).
 - **Payment Plan:** \$250 AUD per week paid across 6 consecutive weekly installments (\$1,500 AUD total).
- **2.2. Standard Value:** The regular fee for the program is valued at \$1,800 AUD. The discounted \$1,500 AUD rate reflects a \$300 discount provided specifically in exchange for participation in our Video & Marketing Release (Section 3).

3. Video, Photo & Media Release Consent

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3.1. By enrolling in the Charlie Mike Pilot Program at the discounted \$1,500 rate, parents/guardians grant Systems for Life permission to take photos, audio recordings, and video footage of the participating child during program sessions.
- **3.2.** Media captured may be used for promotional, marketing, educational, and social media purposes across digital platforms (including systemsforlife.com.au) and print materials.
- **3.3.** If a parent/guardian wishes to opt out of photo/video recording, the standard program rate of \$1,800 AUD applies.

4. NDIS Funding & Billing

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4.1. The Charlie Mike Program is designed to be fully compliant with self-managed and plan-managed NDIS Capacity Building funds.
- **4.2. Invoicing:** Tax invoices with detailed service descriptions will be provided for NDIS claims.
- **4.3. Participant Responsibility:** Parents/guardians remain ultimately responsible for payment. If NDIS funding is delayed, rejected, or exhausted, the account balance remains the responsibility of the account holder.

5. Class Policies: Attendance, Lateness & Cancellations

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5.1. Arrival & Lateness Protocol: Sessions are designed to help children transition seamlessly into their school day. We ask that children arrive 10 minutes prior to class start time to settle in, adjust to the environment, and prepare for the session. We do not penalise children for arriving late, but we strongly request that lateness does not become a continuous habit, as consistent routine supports optimal engagement and safety.
- **5.2. Post-Class Transition:** At the conclusion of the morning session, children transition directly onto school grounds/into their regular school day. No parent pick-up is required immediately following the class.
- **5.3. Absences:** Due to the strict 12-child capacity limit and set delivery schedule, missed sessions cannot be refunded or made up. Please notify us at least 2 hours prior if your child will be absent.
- **5.4. Change of Mind & Refunds:** We do not offer refunds for change of mind once a program block has commenced. All statutory consumer rights under Australian Consumer Law apply.
- **5.5. Cancellation by Systems for Life:** If a session or block is cancelled by Systems for Life due to unforeseen circumstances, reasonable efforts will be made to reschedule, or a pro-rata credit/refund will be provided.

6. Medical, Safety & Right Fit Policy

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6.1. Medical Disclosure: Parents/guardians must declare all relevant medical conditions, physical limits, sensory triggers, or behavioral needs prior to the start of the program, and notify staff immediately of any changes.
- **6.2. Emergency Medical Authority:** In an emergency where parents/guardians cannot be reached, staff are authorized to seek necessary medical treatment or transport.
- **6.3. Code of Conduct & "Right Fit":** Participants are expected to engage respectfully. The first 2 to 3 sessions serve as an evaluation period. Systems for Life reserves the right to suspend or discontinue enrollment if a participant's behaviour creates a severe safety risk to themselves, staff, or others. If discontinued by Systems for Life due to fit, unused prepaid fees will be refunded pro-rata.

7. Limitation of Liability

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7.1. To the fullest extent permitted by Australian Consumer Law, Systems for Life is not liable for indirect or consequential loss arising from participation in the program, except where such liability cannot be excluded by law.

8. Contact Us

For questions regarding these terms, invoicing, or participant support, please reach out to:

- **Email:** inquiries@systemsforlife.com.au
- **Website:** systemsforlife.com.au