

Terms & Conditions: Lima Charlie 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 Lima Charlie Program is an early-development youth program delivered by Systems for Life, focusing on foundational movement, executive function drills, sensory decompression, and self-regulation for early learners.
- **1.2. Program Structure:** Sessions run in the afternoon from approximately 3:00 PM to 3:45 PM.
- **1.3. Capacity Limit:** To maintain strict safety standards and high-quality facilitation for early learners, session capacity is strictly capped. Enrollment is granted on a first-come, first-served basis.

2. Fees & NDIS Funding

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2.1. Invoicing & NDIS: The Lima Charlie Program is designed to align with self-managed and plan-managed NDIS Capacity Building funds. Tax invoices with detailed service descriptions will be issued.
- **2.2. Account Responsibility:** Parents/guardians remain fully responsible for account balances. Delayed, rejected, or exhausted NDIS claims remain the responsibility of the account holder.

3. Arrival & Facility Handover Policy

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3.1. Daycare Integration: Sessions are conducted directly within or in partnership with the daycare facility. Handover and attendance tracking before and after the session are managed directly through the facility's standard operating procedures.
- **3.2. Attendance & Readiness:** Children enrolled in the session will be transitioned into the training area by facility/program staff at the scheduled start time (approx. 3:00 PM).
- **3.3. Parent Pick-Up:** All parent pick-ups, sign-outs, and late pickup policies remain strictly governed by the daycare facility's existing rules, routines, and schedule.

4. Media & Content Consent

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4.1. Photos, audio, and video recordings may be taken during sessions for educational, promotional, and parent-progress reporting purposes across digital platforms (including systemsforlife.com.au).

- **4.2.** If you wish to opt out of media capture for your child, please notify Systems for Life in writing prior to the first session.

5. Absences, Cancellations & Refunds

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5.1. Absences: Due to limited session caps, missed sessions cannot be refunded or made up. Please notify staff at least 2 hours prior if your child will be absent.
- **5.2. Facility or Program Cancellation:** If a session is cancelled by Systems for Life due to unforeseen circumstances, reasonable efforts will be made to offer a make-up session or issue a pro-rata credit/refund.
- **5.3. Consumer Guarantees:** All statutory rights under Australian Consumer Law apply.

6. Health, Safety & Behavioral Fit

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6.1. Health Disclosure: Parents/guardians must disclose all relevant medical conditions, allergies, sensory triggers, or developmental needs prior to commencement.
- **6.2. Emergency Care:** In an emergency where parents/guardians cannot be reached, staff are authorized to seek necessary medical attention or transport.
- **6.3. Right Fit Policy:** The first 2 to 3 sessions serve as an initial evaluation. If a child's behavior consistently compromises safety or the learning environment of the group, Systems for Life reserves the right to pause or discontinue enrollment (with a pro-rata refund for unused prepaid sessions).

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 terms, billing, or program setup:

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