

ACTIVE KIDS

Frequently Asked Questions

For Surf Life Saving Clubs



About the registration process

Has my Surf Life Saving Club been registered?

Yes. SLSNSW has provided a list of all Surf Life Saving Clubs to the Office of Sport for upload to Service NSW. Organisational details (including Certificates of Currency) have also been uploaded.

Do I need to create or register a new account?

No. As a club account has already been registered you do not need to create a new account. You can access your club account by using the email address listed in the organisation tab in SurfGuard.

If you are unsure of the contact details used to create the Service NSW account, please contact the membership team at SLSNSW (memberservices@surflifesaving.com.au) who can assist.

How do I activate my account?

Please see the fact sheet – How to Activate your Active Kids Account.

About the voucher process

When can families start downloading and using their vouchers?

From early 2018, families have been able to apply for their voucher/s online from Service NSW.

Our registration fees are less than \$100. Can we increase our membership fees?

Providers cannot raise their fees simply to meet the Active Kids price point. Clubs may increase the membership offer to include club merchandise or equipment (e.g. club swimwear, rash vest or jumper), which in turn would justify an increase in the membership fee.

Providers can not apply differential pricing for voucher holders vs non-voucher holders.

Providers shall be subject to audit. Those providers found to have unreasonably increased their fees, or engaged in differential pricing may be deregistered as an Active Kids provider.

Can we refund any remaining money back to parents or the government?

No, vouchers can be used one time only. If the chosen activity fees are less than \$100, then the remaining balance cannot be used.

Vouchers cannot be split between more than one provider or registration.

When will providers be reimbursed the value of the vouchers?

Providers will be reimbursed within seven days of the redemption of vouchers, either through the provider's Active Kids - Service NSW account or through a recognised registration platform, approved by the Office of Sport.

Please note that providers will be reimbursed the actual value of the activity up to \$100 and do not automatically receive \$100 for each voucher.

How long are vouchers valid?

The Active Kids program provides two \$100 vouchers to use towards sport and active recreation costs each year.

- Voucher 1 is valid January to December, and
- Voucher 2 is valid July to December

Both vouchers expire 31 December.

What if I accidentally accept an Active Kids voucher at registration that is invalid / incorrect or already redeemed?

When entering a voucher you will get an error message if; a voucher has already been redeemed, a parent has provided the incorrect number or the child's DOB doesn't match the DOB used to create the voucher. If any details are incorrect you will need to ask the parent/guardian to provide the correct details and then try again.

If a voucher has already been redeemed elsewhere you will need to contact the parent/guardian and let them know the system has indicated the voucher has already been redeemed and they will need to pay the fees in order to complete the registration. If the parent believes that they have definitely not used the voucher they should contact Service NSW to find out what has happened.

What notification from SurfGuard is received when a voucher has been redeemed?

An automatic email from SurfGuard will be sent to the club when a voucher has been redeemed. This email will be sent to the club email address listed in SurfGuard, noting that this not be the Active Kids coordinator at the club.

Is the financial transaction automatically recorded in SurfGuard?

The financial transaction is not automatically recorded in SurfGuard, this can be added manually in the transaction screen.

Who do I contact if I have more questions?

Please contact the Membership team via email memberservices@surflifesaving.com.au with any questions not answered via the fact sheets. The membership team will review your enquiry and advise the best course of action.

For SurfGuard enquiries please use the SLSA SurfGuard IT Helpdesk by lodging a ticket. Specific SLSA team members have knowledge of the Active Kids functionality, and by lodging an online ticket it can be forwarded to them directly. Please also include any screen shots of SurfGuard transactions or errors, as well as Member IDs to enable the team greater insight into your enquiry.

