

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 SLSNSW Membership Team via 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

Our registration fees are less than \$50. 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 \$50, 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 \$50 and do not automatically receive \$50 for each voucher.

How long are vouchers valid?

The vouchers will be issued twice a year, at the start of terms 1 and 3. Vouchers provided are valid for redemption during the current calendar year activity program. Vouchers shall expire at the end of the calendar term.

Vouchers are available for redemption once only for the nominated registered season or term of activity.

Why has the voucher amount reduced from \$100 to \$50?

The former government never funded vouchers beyond June 30th, 2023 and the previous scheme had \$136 million for Active Kids, whereas the new program cost is estimated to be \$28 million per year.

Can we register members in January so they can use their 2019 Active Kids Voucher?

No. For junior members to participate in Surf Life Saving activities and be covered by insurance, they need to be a financial member of the club. Delaying their membership and registration will leave them unable to participate until these steps have been taken.

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.