

Terms and Conditions – Refer a Friend Campaign.

13 July 2026 to 31 December 2026.

Applies to participating YMCA Victoria Early Learning services.

The Promotion

1. “We”, “Us”, “Our” and “Promoter” means Victorian YMCA Community Programming Pty Ltd (ABN 75 092 818 445) of 502/990 Whitehorse Road, Box Hill, Victoria, telephone (03) 9403 5000 (YMCA Victoria).
2. These terms and conditions (Terms) govern the YMCA Victoria Refer a Friend Campaign (Promotion).
3. Participation in the Promotion is deemed acceptance of these Terms.
4. The Promotion recognises and thanks existing YMCA Victoria Early Learning families who refer a new family to their YMCA Victoria Early Learning service.

Promotion Period

5. The Promotion runs until 31 December 2026, unless amended, suspended or withdrawn earlier by the Promoter.
6. Referrals must be submitted, and the referred family must commence care, within the Promotion Period to be eligible.

Eligible Services

7. The Promotion is available only at participating YMCA Victoria Early Learning services operating in Victoria and approved under the A New Tax System (Family Assistance) (Administration) Act 1999 and associated Family Assistance Law.

Definitions

8. Existing Family means a parent or guardian with a child currently enrolled and attending a participating YMCA Victoria Early Learning service at the time the referral is made.
9. Referring Family means an Existing Family who refers a new family to a participating YMCA Victoria Early Learning service under this Promotion.
10. Referred Family means a family who is new to the participating YMCA Victoria Early Learning service and has not previously enrolled, attended, or been waitlisted at that service, unless otherwise approved by the Promoter.
11. Fee Reduction means a non-transferable daily reduction applied to the full daily fee

before Child Care Subsidy (CCS) is calculated.

Eligibility

12. To be eligible for the Promotion:

- a. the Referring Family must have a child currently enrolled and attending a participating YMCA Victoria Early Learning service;
- b. the Referred Family must be new to the participating YMCA Victoria Early Learning service;
- c. the Referred Family must enrol and commence care at a participating Early Learning service during the Promotion Period; and
- d. all accounts must be current and paid in accordance with YMCA Victoria fee and enrolment requirements.

13. There is no minimum number of enrolled days required to participate in the Promotion.

14. Sibling referrals are not eligible for the Promotion.

15. Employees and directors of the Promoter and their immediate family members may be ineligible to participate, unless approved in writing by the Promoter.

16. Referrals do not influence waitlist priority, access to care, or enrolment decisions.

17. YMCA Victoria reserves the right to determine eligibility and decline referrals where the Promotion criteria are not met.

Offer

18. Eligible Referring Families and eligible Referred Families may each receive a Fee Reduction once eligibility has been confirmed by YMCA Victoria.

19. The Referring Family and the Referred Family will each receive a \$20 Fee Reduction per eligible booked day. The Fee Reduction applies from the week the Referred Family first attends care until 31 December 2026, provided both families continue to hold eligible permanent bookings and continue to regularly attend.

20. The Fee Reduction applies to permanent bookings only. Casual bookings are excluded.

21. The Fee Reduction will only apply to the same number of children enrolled by both the Referring Family and the Referred Family. Where the number of children or eligible booked days differs, the Fee Reduction will be calculated using the lower number of children and the lower number of eligible booked days. The actual days attended do not need to match.

22. The Referring Family's Fee Reduction is capped at \$40 per attending child per day, regardless of the number of eligible referrals.

23. The Fee Reduction is applied to the full daily fee before CCS is calculated. For example, if the full daily fee is \$160, the Fee Reduction reduces the full daily fee to \$140 before CCS is applied.

24. The Fee Reduction is not refundable, transferable, redeemable for cash, or able to be applied to any other family, child, service, program, or account.

25. The Fee Reduction cannot be used for charges that are not daily childcare fees, including but not limited to enrolment fees, late collection fees, debt recovery costs, or other incidental charges, unless approved by the Promoter.

26. The Promotion cannot be used with any other offer, discount, campaign or promotion, unless approved in writing by the Promoter.

Redemption and Application of Fee Reduction

27. The Fee Reduction will only be applied after YMCA Victoria confirms that all eligibility criteria have been met.

28. If either family ceases enrolment, the Fee Reduction for the other family will no longer apply.

29. The timing of the Fee Reduction application is at YMCA Victoria's discretion and may depend on account status, CCS processing, billing cycles and administrative requirements.

Promotion Subject to Availability

30. Enrolment at a participating service is subject to availability, approved places, staffing, operational requirements, and standard YMCA Victoria enrolment processes.

31. The Promotion does not guarantee a place at any YMCA Victoria service and does not provide priority access over other families.

Multiple Referrals

32. A Referring Family may make more than one eligible referral during the Promotion Period; however, each referral must relate to a different Referred Family and must meet all eligibility requirements.

33. Each eligible referral may generate a Fee Reduction for the Referred Family and for the Referring Family on a like-for-like basis, matched to the number of children the Referring Family has enrolled and attending. A Referring Family cannot receive Fee Reductions for more children than they have enrolled and attending. For example, if a Referring Family has one child enrolled and refers a family with two children, the Referring Family may only receive the Fee Reduction for one child.

34. Where more than one family refers the same Referred Family, YMCA Victoria will determine which referral is eligible, acting reasonably and based on available records.

Legal

35. These Terms may be amended by the Promoter at any time.

36. The Promoter reserves the right, at any time, to verify the validity and eligibility of referrals, enrolments and accounts, including a child's identity, age and place of residence, and to disqualify any participant who does not comply with these Terms or who tampers with the referral process.

37. Nothing in these Terms limits, excludes or modifies any statutory consumer guarantees under the Competition and Consumer Act 2010 (Cth) or similar consumer protection laws in the States and Territories of Australia.

38. Except for any liability that cannot by law be excluded, the Promoter, including its officers, employees and agents, is not responsible for and excludes all liability for any personal injury, loss, damage or loss of opportunity arising in any way out of the Promotion or use of the Fee Reduction.

General

39. In the event of war, terrorism, state of emergency, disaster, technical failure, fraud, unauthorised intervention or any other event outside the Promoter's reasonable control that affects the fair or proper conduct of the Promotion, the Promoter may cancel, terminate, modify or suspend the Promotion, subject to any written direction from a relevant regulatory authority if required.

40. The Promoter's decisions in relation to the Promotion are final, acting reasonably and in accordance with applicable laws.

41. These Terms should be read in conjunction with YMCA Victoria enrolment agreements, fee policies, privacy policies and other relevant YMCA Victoria policies.

Privacy

42. By participating in the Promotion, participants agree to the Promoter's privacy policy available at <https://victoria.ymca.org.au/privacy-policy> and acknowledge that personal information will be handled in accordance with that policy.

43. The Promoter collects personal information to conduct the Promotion and may disclose personal information to third parties, including agents, contractors, service providers and regulatory authorities, where required to administer the Promotion or comply with legal obligations.

44. Personal information may be used for marketing purposes in accordance with applicable privacy laws. Participants may opt out, access, update or correct their information using the processes set out in YMCA Victoria's privacy policy or electronic communications.

Participating Early Learning services include:

1. Clyde North YMCA Early Learning Centre

2. Clyde North Moroak Crescent YMCA Early Learning Centre
3. Craigieburn West Early Learning Centre
4. Cranbourne North YMCA Early Learning Centre
5. Derrimut YMCA Early Learning Centre
6. Epping North YMCA Early Learning Centre
7. Kororoit Creek YMCA Early Learning Centre
8. Lightning Reef YMCA Early Learning Centre
9. Mernda YMCA Early Learning Centre
10. Pakenham YMCA Early Learning Centre
11. Point Cook YMCA Early Learning Centre
12. Tarneit YMCA Early Learning Centre
13. Taylors Hill YMCA Early Learning Centre
14. Torquay YMCA Early Learning Centre
15. Truganina South YMCA Early Learning Centre
16. Wyndham Vale YMCA Early Learning Centre