

Refer A Friend Program - Terms & Conditions

1. Overview

The Children First Refer a Friend Program rewards existing families for referring new families. When a new family enrolls at any Children First centre and meets the qualifying period, either by remaining in care for six consecutive weeks or, in the case of Vacation Care, by booking into a subsequent program, both families will receive a Credit of \$250.

2. Definitions

- **Existing Family:** A parent or guardian with a child currently enrolled and attending a Children First service.
 - **New Family:** A family that has never previously had a child enrolled, enquired, or toured at any Children First centre.
 - **Qualifying Period:** For long day care, preschool, before school care, and after school care enrolments, this is six (6) consecutive weeks of attendance following the New Family's enrolment start date. For Vacation Care enrolments, where attendance is casual, eligibility is met once the New Family has completed their first Vacation Care program and subsequently books into the next available Vacation Care program. The Credit will be applied at the time of that subsequent program booking.
 - **Participating Centres:** The Refer a Friend Program applies across all Children First centres. The referral offer is valid when the New Family enrolls at any Children First service.
 - **Credit:** A \$250 fee credit applied to the family's account to offset out-of-pocket (gap) costs only.
 - **Waitlist:** A family that has completed enrolment but is awaiting an available position. Credits will only be issued once care commences and the Qualifying Period is met.
 - **Refer a Friend Form:** The official online form (<https://childrenfirst.asn.au/refer-a-friend/>) used by the Existing Family to submit a referral for a New Family. Only referrals submitted via this form are eligible.
 - **Promotion Period:** The offer runs from 3 November 2025 to 31 December 2026, unless withdrawn earlier.
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3. Eligibility Criteria

To qualify for the Refer a Friend Program:

- The Existing Family must have a child currently enrolled and attending a Children First centre.
- The New Family must be new to Children First and complete the [Refer a Friend Form](#) at the time of booking a tour or enrolling.
- If the New Family is placed on a Waitlist, the referral remains valid until care begins and the Qualifying Period is completed.
- Only one referral can be made per New Family (not per child).
- Staff are eligible to participate in this Program. Staff who do not have children enrolled in care may be eligible for a comparable reward, as determined by Growing Potential.

- All placements are subject to availability. Referrals do not influence waitlist order or enrolment priority.
 - Late or retrospective claims will not be accepted.
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4. Reward Details

- Both the Existing Family and the New Family will receive a \$250 Credit within fourteen (14) business days after the Qualifying Period is completed.
 - The Credit applies to the out-of-pocket (gap) fee only and cannot be used for the administration fee or bond.
 - If multiple children from the New Family enrol, one (1) Credit applies per family, not per child.
 - Credits are non-transferable, hold no cash value, and cannot be used in conjunction with any other offer or promotion.
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5. Forfeiture Conditions

The Credit will be forfeited if:

- The New Family cancels, does not start care, or leaves before completing the Qualifying Period.
 - False or misleading information is provided on the Refer a Friend Form.
 - Either family's account is not in good financial standing at the time the Credit is issued.
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6. Process and Administration

- All referrals must be submitted through the official [Refer a Friend Form](#).
 - The Centre Manager will verify eligibility and apply the Credit once conditions are met.
 - Children First reserves the right to verify information, amend, suspend, or terminate the Refer a Friend Program at any time without prior notice.
 - This offer cannot be combined with any other promotion, discount, or fee waiver.
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7. Exclusions and Limitations

- The Program applies only to **New Family** enrolments and is not redeemable against re-enrolments or returning families.
 - There is no limit to the number of successful referrals an **Existing Family** can make during the **Promotion Period**.
 - Children First's decision regarding eligibility and reward issuance is final.
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8. Privacy

Children First will collect and store the personal information of **Existing Families** and **New Families** solely for the purpose of administering this Program. All information will be managed in accordance with the [Growing Potential Privacy Policy](#).

9. Contact

- For any questions about the Refer a Friend Program, please contact your Centre Manager or email info@childrenfirst.asn.au
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10. Promoter

- Growing Potential Ltd (ABN 90 689 711 509) trading as Children First
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