

# ACTIVE KIDS

## Frequently Asked Questions

### For Parents



#### Who is eligible to claim the voucher?

Every child (4.5 - 18 years' old) enrolled in school from Kindergarten to Year 12 is eligible. This includes those who are home-schooled or enrolled in secondary school education at TAFE NSW.

The program is not means tested.

One voucher will be available for every child in the family annually over the next four years.

#### How long are vouchers valid?

The voucher can be used at any time during the calendar year it was issued.

Vouchers can only be used once (if the chosen activity fees are less than \$100, then the remaining balance cannot be used).

#### What can the voucher be used for?

The voucher can be used for registration or membership fees for structured activities that are eight weeks or longer and provide a moderate to vigorous level of physical activity, for example:

- sporting pursuits
- swimming lessons
- structured fitness program
- outdoor education programs
- approved active recreation (dance etc)
- equipment ordinarily provided by the provider on registration for competition.

Physical activity is defined as movement involving large muscles (e.g. running, swimming, aerobic activity).

Physical activity must be planned, structured and involve repetitive bodily movement which improves or maintains physical fitness.

To use the voucher, give the details to an approved sport or activity provider.

Please note that vouchers cannot be split between multiple clubs or registrations, and therefore you may not be able to claim the full \$100.

#### What can't the voucher be used for?

Vouchers cannot be used for individual items like jerseys, socks or boots that are not part of the registration cost.

Vouchers cannot be used for:

- programs that are less than 8 weeks' duration
- gym membership that is not part of a structured program
- activities that are part of the school curriculum or conducted during school hours
- after-school care services and tutors
- school-run competitions, including weekend inter-school sport competitions or activities
- travel to and from competitions.

#### Our Nippers registration is less than \$100. What happens to the rest of the money?

If registration fees are less than \$100 the remainder is forfeited. Unused funds remain in the Active Kids program budget and will continue to be invested into vouchers to ensure the Office of Sport are able to support as many students in NSW as possible.

#### How do I download a voucher?

Parents, guardians and carers can apply for an Active Kids voucher through Service NSW. You will need the student's Medicare card details to complete the transaction.

Once your account is activated, you will need to enter details for each child when applying for a voucher. Details include their name, address, date of birth, Medicare number and some basic information about their current activities, if any, and basic information such as height and weight.

#### What if I registered for an activity or sport last year?

You won't receive a voucher for last year as the program commenced on 31 January 2018, but you can get a voucher for this year's activity or sport.

## What happens if my child lives outside NSW?

To be eligible for a voucher, each child must reside in NSW. The club or activity provider where the child registers must also be located and operating in NSW.

Some examples are:

- My child lives in NSW and plays in a NSW club – the child is eligible to claim a voucher
- My child lives in QLD and plays in a NSW club – the child is ineligible to claim a voucher
- My child lives in NSW, goes to school in VIC – the child is eligible to claim a voucher to be used with an approved NSW provider
- My child lives in NSW but plays in a local club located in VIC – the child is eligible to claim a voucher but cannot use the voucher at a club operating outside NSW. They can use the voucher at an approved NSW provider

## How do I apply for a voucher if there is no internet access or online connection?

You can visit a Service NSW Centre and use a self-service kiosk to apply. The voucher can be printed at that time.

## How do I reclaim a lost voucher?

If the voucher has not been used you just need to log in to the Service NSW account that you used to apply for the vouchers. You will find the voucher number/s under My applications. You can also check the status of the voucher.

 [My Applications >](#)

## How do I know if my voucher has been redeemed?

You will be able to see the status of your child's voucher in your Service NSW account. The voucher will show as 'Available' if not used, or 'Redeemed' if the voucher has been applied to an activity.

