



Terms & Conditions 2025

Location: 29 Hope Street, Spotswood, 3015

Contact: info@rookeryroad.com.au

Welcome

Thank you for choosing Rookery Road for your child's specialist intervention. Please read through our terms and conditions carefully. By commencing sessions, you acknowledge and agree to these policies.

Business Hours & General Information

- **By appointment only**, operating **Monday–Friday**.
- **Closed on public and school holidays** unless otherwise advised.
- Sessions are available **in-person at the clinic, online, or at schools** (travel fees apply for out of clinic sessions).
- **Session durations:**
 - **1:1 & Paired Sessions:** 50 minutes + 10 minutes for communication/planning.
 - **Group Sessions:** 45 minutes + 15 minutes for planning.

Bookings & Cancellations

- **Term Dates 2025:**
 - Term 1: **5 Feb – 4 Apr**
 - Term 2: **22 Apr – 24 Jul**
 - Term 3: **19 Jul – 19 Sep**
 - Term 4: **6 Oct – 12 Dec**
- To cancel **Automatic Rebooking**, please notify us via email info@rookeryroad.com.au before the last day of the current term.
- If you do not provide **notice of cancellation** before the last day of the current term, you will be **charged 50% of the next term's fees**.
- **Commitment:** We recommend a **minimum two-term commitment** for continuity and progress.

Absences & Make-Up sessions

- **Credits or refunds** are not available for missed sessions.
- **One make-up session per term is available for 1:1 sessions only if at least 24 hours' notice is provided.** Make-up sessions do not apply to group sessions.
- **One annual camp-related make-up session is available if prior notice is provided.**
- **Make-up sessions take place during school holidays** and will depend on educator availability.
- If an educator is unwell or cancels a session, a **rescheduled session will be offered at an agreed time.**

Fees, Payments & Invoicing

- **Invoices for the term must be paid in full before the first session** unless an arrangement has been made with accounts.
- If payment is not received by the due date and no arrangement is in place, **your child's sessions may be suspended until payment is received, and their spot may be given to a waitlisted student.**
- **Late payments incur a 10% administration fee** unless arranged in advance.
- **Discounts for multiple sessions apply only if paid on time.**
- **Payment plan available upon request.**
- **Payment methods:**
 - **Credit Card** (Visa, Mastercard, AMEX, Apple Pay, Google Pay) – transaction fees apply.
 - **Direct Deposit:**
 - **Bank:** NAB
 - **BSB:** 083 004
 - **Account:** 701376860
 - **Reference:** Student's Name & Invoice Number

NDIS & Funding

- **Rookery Road is not a registered NDIS provider**, but self- and plan-managed participants may claim fees where applicable.
- While we can provide invoices for self- and plan-managed NDIS participants, **we do not assist with NDIS paperwork or audits.** We recommend checking with your **Local Area Coordinator (LAC)** to confirm eligibility for claims. .

- **Invoices for self-managed NDIS participants** are sent at the start of the term.
- Plan-managed participants should provide their **plan manager's details** to accounts@rookeryroad.com.au as soon as possible.

Communication & Parent Involvement

- Open and **regular communication** between families and educators is key to your child's progress.
- Contact us via **text, email, or phone** – We strive to respond to messages within five business days (excluding weekends and public holidays). Urgent concerns should be marked as 'Urgent' in the subject line. .
- Session summaries are sent via **TutorBird** (our online database). Parents can **forward these to schools** as needed.
- **Biannual Planning & Review Sessions** provide structured feedback and goal setting. These are between the educator and family, and are held online at the beginning of each semester.
- Parental observation of **group sessions** may be possible however requires permission from all parents involved (privacy protection).
- Optional **home activities** are available to reinforce learning—no mandatory homework.

Student Expectations & On-Site Conduct

- **Please arrive on time** for the start and end of sessions. Late pickups upon the conclusion of the session may incur additional fees.
- For **online sessions**, please make sure your student has a **charged device and materials ready**.
- **Respectful behaviour is expected at all times**—Rookery Road is a safe, inclusive learning space.

Health & Safety Policies

- **Nut-free policy** – please **do not bring nuts** to the clinic due to allergy risks.
- Medical updates need to be emailed to info@rookeryroad.com.au.
- **Medication is not administered on-site**, except for student-provided **Ventolin or Epipens**.
- Parents **must** provide a **copy of their child's Medical Action Plan** (if applicable).
- **Child safety is a priority** – Rookery Road complies with **2022 Child Safe Standards**.

Privacy, Photography & Social Media

- **Personal information is stored securely** on **TutorBird** and **Google Drive** and shared only with parental consent.
- Photos and videos may be taken **for progress tracking** and shared privately with families.
- Social media posts **never include full names or personal details**.
- If you do not want your child featured in any **social media or marketing materials**, please email info@rookeryroad.com.au.

Additional Notes

Mochii the Dog 🐶

- Our **mini Spoodle, Mochii**, is a friendly companion dog that is often on site. If you'd prefer **not to interact with her**, please inform your educator, and we'll accommodate.

Acknowledgements & Agreements

By enrolling your child at Rookery Road, you confirm that:

- ✓ You understand and **agree to all financial commitments** and terms.
- ✓ You support your child's **participation in the program** and any recommended learning activities.
- ✓ You provide **all relevant medical and educational documentation** to support your child's learning.
- ✓ You are aware of and **adhere to the nut-free policy**.
- ✓ You acknowledge that **medication (except Ventolin/Epipen) will not be administered**.
- ✓ Sessions that occur outside of the Rookery Road HQ are covered under the **public liability insurance of** Rookery Road Pty Ltd.
- ✓ You will **update contact and medical details** with us as necessary.

For any **questions or clarifications**, please contact info@rookeryroad.com.au.