

Ditto's Keep Safe Adventure Program

Live Incursion Booking Terms & Conditions

1. Definitions

In these Terms and Conditions, the following terms have the meanings set out below:

- 'Booking Party' means the organisation, school, early childhood service, or individual that submits a booking for the DKSAP and agrees to these Terms and Conditions.
- 'Bravehearts' means Bravehearts Foundation Limited (ABN 41 496 913 890), a registered Charity with the Australian Charities and Not-for-profits Commission (ACNC), incorporated in Queensland, Australia.
- 'Child Safe Credentials Pack' means the suite of compliance documentation provided by Bravehearts to the Booking Party prior to a Show, as described in Section 7.
- 'DKSAP' or 'Program' means Ditto's Keep Safe Adventure Program, including all associated content, materials, resources, and the Ditto character.
- 'Show' means a live DKSAP incursion session delivered by Bravehearts' educators at the Booking Party's premises on the Show Date.
- 'Show Date' means the confirmed date on which a Show is scheduled to be delivered.
- 'Show Fee' means the total fee confirmed in writing at the time of booking, including any additional child charges above the included number.
- 'Digital DKSAP' means the self-facilitated digital version of the Program made available to eligible organisations as described in Section 10.
- 'Presenter' means a trained Bravehearts Children's Personal Safety Presenter or educator engaged to deliver the Show.
- 'Force Majeure Event' has the meaning given in Section 16.

2. About the Program

Bravehearts' Ditto's Keep Safe Adventure Program (DKSAP) is an evidence-informed child safety education initiative designed to equip children with the knowledge and skills to recognise and report unsafe situations.

The live incursion delivers interactive, age-appropriate sessions facilitated by trained Bravehearts' educators. By booking this program, the organisation ('the Booking Party') agrees to the terms and conditions set out in this document.

Ditto's Keep Safe Adventure Program is also available in digital format at braveheartslearning.org.au. The digital version is available nationally to services, schools and organisations located outside the Bravehearts Education Team delivery regions throughout Queensland, New South Wales, Victoria and Tasmania.

Ditto's Keep Safe Adventure Digital Program is subject to the Bravehearts Training Terms and Conditions, available at braveheartslearning.org.au.

3. Booking the Live Incursion

3.1 How to Book

Bookings must be submitted through the official Bravehearts booking process, which may include an online request form, direct contact with the Bravehearts Education team, or a formal written request. A booking is not confirmed until the Booking Party receives written confirmation from Bravehearts. Receipt of confirmation includes acceptance of these Terms and Conditions.

3.2 Booking Requirements

To secure a booking, the Booking Party must provide:

- Organisation name, address, and contact details
- Preferred date(s) and session times
- Estimated number of children
- Year level/show type (Early Years, Foundation, Years 1 & 2)
- Designated onsite contact person for the day of delivery
- Any known accessibility or special requirements

3.3 Confirmation

A booking is only confirmed upon receipt of written confirmation from Bravehearts. Bravehearts reserves the right to decline a booking if scheduling, resourcing, or program suitability requirements are not met.

4. Show Pricing

The following pricing applies to all live DKSAP incursions (excluding Tasmania). All prices are inclusive of GST where applicable.

Show Type	Base Price	No. Children Included
Early Years Show (ages 3-4)	\$500.00	Up to 50 children
<i>Additional Children</i>	\$10.00	<i>Per child above 50</i>
Foundation/Prep/Kindy Show (ages 5-6)	\$600.00	Up to 50 children
<i>Additional Children</i>	\$11.00	<i>Per child above 50</i>
Years 1 & 2 Show (ages 6-8)	\$600.00	Up to 50 children
<i>Additional Children</i>	\$11.00	<i>Per child above 50</i>

All show pricing is reviewed periodically. The price confirmed at the time of booking will apply to that booking. Bravehearts will provide reasonable notice of any pricing changes.

Incursions delivered in Tasmania are funded through a government grant arrangement. As a result:

- Ditto's Keep Safe Adventure Program is provided free of charge to Tasmanian Primary Schools, Early Childhood Education and Care Services co-located in schools, and Child and Family Learning Centres (CFLC's – in 18 locations across Tasmania).
- Early childhood services outside the scope of those mentioned above (standalone services, private services etc) are subject to the program fees outlined in Section 4, and the cancellation policies outlined in Section 5.2.
- This funding is subject to grant conditions and may vary based on program availability and eligibility criteria.

Tasmanian organisations should confirm current funding availability with the Bravehearts' DKSAP team at the time of booking, as grant conditions may change between program cycles.

5. Cancellation & Rescheduling Policy

5.1 Why Cancellation Fees Apply

Bravehearts is a registered charity and not-for-profit organisation. The fees charged for DKSAP incursions are set to cover the direct operational costs of delivering the program - including educator time, travel, materials, and coordination. These costs are largely committed at the point a booking is confirmed.

When a show is cancelled with little or no notice, particularly within two weeks of the scheduled date, Bravehearts is unlikely to be able to fill that time with another booking. The majority of costs associated with that show - including educator scheduling and preparation, have already been incurred and cannot be recovered. Cancellation fees exist to ensure the program can continue to operate sustainably and remain accessible to as many children as possible.

5.2 Cancellation by the Booking Party

The following cancellation fees apply to live incursions based on the amount of notice provided prior to the scheduled show date:

Notice Period	Cancellation Fee	Notes
1 month or more before show date	No charge	<i>Rescheduling offered at no cost</i>
2 to 4 weeks before show date	25% of show cost	<i>Invoice will be issued for 25% of the confirmed show fee</i>
Less than 2 weeks before show date	50% of show cost	<i>Invoice will be issued for 50% of the confirmed show fee</i>

The 'confirmed show fee' refers to the total amount invoiced or agreed in writing at the time of booking confirmation, including any additional child charges.

In accordance with the Australian Consumer Law (Competition and Consumer Act 2010, Schedule 2), cancellation fees charged by Bravehearts represent a genuine pre-estimate of the costs and losses incurred as a result of a late cancellation, and are not imposed as a penalty. Bravehearts will not charge a cancellation fee that exceeds its reasonable costs.

5.3 Cancellation by Bravehearts

Bravehearts is committed to honouring all confirmed bookings. If Bravehearts must cancel or reschedule a show, the following applies:

- Bravehearts will contact the Booking Party as soon as practicable and work to find the earliest suitable alternative date.
- No cancellation fee will be charged to the Booking Party in any circumstance where Bravehearts initiates the cancellation.
- In the event of staff injury or illness, Bravehearts will make every effort to deliver the show as scheduled. Where a full team delivery is not possible, the show may be presented by a trained Children's Personal Safety Presenter, and where possible Ditto may make a short appearance towards the end of the session. The Booking Party will be notified of this arrangement prior to the show date wherever possible.

- If Bravehearts is unable to provide any form of delivery on the day, a full rescheduling at no additional cost will be offered.

Bravehearts' cancellation obligations are consistent with the consumer guarantees under the Australian Consumer Law, which require that services are delivered with due care and skill and within a reasonable time.

5.4 Rescheduling

Rescheduling requests by the Booking Party should be submitted to the Bravehearts DKSAP team in writing as early as possible. Rescheduling is subject to educator and schedule availability. Where rescheduling is initiated by the Booking Party within a cancellation fee window, the applicable fee structure above will apply unless Bravehearts agrees otherwise in writing.

6. Program Inclusions

The DKSAP live incursion includes the following as standard:

- Facilitated, interactive session(s) delivered by a trained Bravehearts' presenter.
- Age-appropriate child safety messaging aligned with the Early Years Learning Framework and Australian Curriculum.
- Ditto character engagement and supporting program resources.
- Educator pre-delivery information and program overview.
- Post-session guidance for staff on reinforcing key child safety messages with the comprehensive Classroom Kit. The kit contains lesson plans, resources and activities.
- Resources for families.

The following are not included unless otherwise agreed in writing:

- Travel and accommodation costs for bookings outside standard delivery regions (additional costs will be discussed during the booking process).
- Printing or reproduction of program materials beyond the standard kit.

7. Child Safe Credentials Pack

Bravehearts is committed to the highest standards of child safety and professional practice. To support your organisation's compliance requirements, Bravehearts provides a Child Safe Credentials Pack prior to each program delivery. This pack is shared proactively and includes the following documentation:

- Working with Children Check (or state/territory equivalent) for attending staff.
- Public Liability Certificate of Currency.
- Bravehearts' Child Protection and Safeguarding Policies.
- Bravehearts' Child Safe Statement of Commitment.
- Bravehearts' Certificate of Completion: Child Protection for Child-Facing Organisations eLearning course (completed annually).

7.1 Privacy & Personal Information of Bravehearts' Staff

In keeping with both our obligations and our commitment to the privacy and safety of our team members, Bravehearts is not in a position to provide personal information about attending staff ahead of program delivery. This includes, but is not limited to, personal phone numbers, home addresses, and driver's licence details.

We understand that some organisations have verification requirements, and we are happy to accommodate a request to sight the driver's licence of attending Bravehearts' staff upon arrival. This is available for identity verification purposes only and is not available for copying or retention.

All documentation included in the Child Safe Credentials Pack is current at the time of issue. Bravehearts will advise the Booking Party if any credentials require updating between the time of issue and the show date.

8. Single Presenter Show Notifications

A 'single presenter show' occurs when the DKSAP session is facilitated by a single Bravehearts educator, without a second team member present.

The Booking Party will be notified in advance if their incursion is to be delivered as a single presenter show. The following conditions apply:

- Single presenter shows maintain the same program content and quality standards as dual-presenter deliveries. Where possible Ditto may make a short appearance towards the end of the session.
- The Booking Party may be asked to provide an additional staff member from their organisation to assist with supervision and group management during the session.
- If a sole presenter becomes unavailable on short notice, Bravehearts will make all reasonable efforts to source a replacement or reschedule the session.

Bravehearts is committed to child safety in all delivery contexts. All presenters, whether presenting solo or in a team, hold current Working with Children clearances and relevant training as required.

9. Invoicing Arrangements

The Booking Party will be invoiced for final total of the program. The following applies:

- An invoice will be issued by Bravehearts following delivery of the show.
- Payment terms are 14 days from the date of invoice, unless otherwise agreed in writing.
- Program fees are as quoted at the time of booking and may vary depending on location, number of sessions, number of children and any additional requirements.
- GST is applicable where required under Australian taxation law.
- Failure to pay within the agreed terms may result in future bookings being placed on hold until the account is settled.

10. Venue & Logistics Requirements

The Booking Party is responsible for ensuring that an appropriate space and supporting conditions are in place for the Show. The following requirements apply:

- A clear, enclosed space sufficient to seat all participating children comfortably, with adequate floor or seating area for the program format.
- The space requires adequate ventilation and cooling due to the heat experienced by the mascot suit wearer. Indoor shows are preferred, however, if outdoor shows are the only available option the space must be in the shade. Appearance times of the mascot will vary dependent on temperatures both inside and outside.
- The space should be free from excessive background noise, foot traffic, and interruptions during the session.
- Access to the venue and performance area must be available to Bravehearts' staff at least 20 minutes prior to the scheduled Show start time to allow for setup, including the Ditto costume and any props or materials.

- Where technology is required (e.g., audio or visual equipment), the Booking Party should confirm arrangements with Bravehearts in advance.
- A designated staff member from the Booking Party should be present and accessible throughout the session.
- Educations, teachers and staff must be present for the entire duration of the show for behaviour management of the children. It is important that staff are respectful during the show delivery and are not on devices or engaged in conversation with other staff, to ensure the show can be delivered as intended and children remain engaged.

Bravehearts will contact the Booking Party in advance of the Show Date to confirm logistics. Please raise any venue constraints or access requirements at the earliest opportunity so that alternative arrangements can be considered.

11. Participant Suitability & Age Appropriateness

The DKSAP offers age-specific shows designed to deliver content in a developmentally appropriate way. The Booking Party is responsible for ensuring that the correct show type is booked for the intended participant group:

- The Early Years Show is designed for children in early childhood and prior-to-school settings, aged 3-4 years old.
- The Foundation Show is designed for children in Foundation/Prep/Kindergarten, aged 5-6 years old.
- The Years 1 and 2 Show is designed for children in Years 1 and 2, aged 6-8 years old.

The Booking Party should ensure that children attending a session are within the appropriate age range for the booked Show type. Where a group contains children across multiple age ranges, the Booking Party should discuss this with Bravehearts prior to the Show Date so that the most suitable arrangement can be confirmed.

Bravehearts Presenters may use their professional judgement to adapt elements of delivery where the audience does not fully align with the booked Show type, to best serve the children present. This does not constitute a change to the agreed program and will not affect pricing.

For example, if the ages of the participating children range from Foundation/Kindy years to Year 2, the show to be delivered will be that designed for the Foundation/Kindy aged children as Bravehearts does not present the content developed for the older age group to younger children.

If you are unsure which Show type is right for your group, please contact Bravehearts before confirming your booking. We are happy to help identify the most appropriate option.

12. Photography, Recording & Social Media

12.1 Recording by the Booking Party

The Booking Party must not film or audio-record any part of a DKSAP Show. This restriction applies to:

- Video of Bravehearts' Presenters.
- Video of the Ditto character or costume.
- Any recording of program content, activities, or materials.

Should prior consent to film be granted in writing by Bravehearts, any images or footage captured must be used only for the purposes agreed and must not be published, shared, or distributed without further written approval.

Direct consent must be obtained from Bravehearts staff prior to service/school staff taking any photos of the show or Bravehearts staff.

12.2 Social Media

The Booking Party may share general information about hosting the DKSAP on their social media channels or communications, subject to the following conditions:

- Bravehearts Presenters must not be identified by name, photograph, or other personal details in any public post or communication without their express consent.
- The Ditto character may be referenced or mentioned, but photographs or footage of the Ditto costume may only be shared with prior written approval from Bravehearts.
- Public references to the program must accurately represent the DKSAP and Bravehearts and must not be used in a misleading, defamatory, or politically partisan manner.
- Bravehearts must be tagged in social media posts about the program. Our social media handles and page details are available at www.bravehearts.org.au.

12.3 Photography by Bravehearts

Bravehearts may wish to capture photographs or footage of the Show for its own communications, reporting, or promotional purposes. Where this is intended, Bravehearts will notify the Booking Party in advance and will comply with all applicable privacy and child safety requirements, including obtaining appropriate consents. The Booking Party will not be required to facilitate photography by Bravehearts if they are unable to do so for policy or consent reasons.

13. Disclosure Response Protocol

Child safety is at the heart of everything Bravehearts does. Bravehearts' staff are trained to create a safe, supportive environment in which children feel empowered to speak up. Occasionally, a child may make a disclosure of abuse, harm, or unsafe experiences during or following a session.

13.1 Bravehearts' Response

If a child makes a disclosure during a Show, the Bravehearts Presenter will:

- Respond in a calm, non-judgmental, and child-centred manner consistent with Bravehearts' trauma-informed practice.
- Reassure the child that they have done the right thing by speaking up.
- Avoid asking leading questions or conducting an investigation.
- Notify a responsible staff member of the Booking Party as soon as practicable following the disclosure.
- Document the disclosure in accordance with Bravehearts' internal child protection procedures.
- Where required under applicable law, make a mandatory report to the relevant authority.

13.2 The Booking Party's Obligations

The Booking Party's staff are responsible for:

- Being available and accessible during and immediately after the Show to receive any notification from Bravehearts' staff members.
- Responding to any disclosure in accordance with their own organisation's child safety and safeguarding policies.

- Fulfilling their own mandatory reporting obligations under the legislation applicable in their state or territory.
- Ensuring that the disclosing child is appropriately supported following the session.

Bravehearts' Presenters are mandatory reporters under applicable Australian state and territory legislation. A disclosure made during a DKSA session does not transfer mandatory reporting obligations from the Booking Party's staff - both parties may hold independent obligations to report. If you have questions about your organisation's obligations, we encourage you to seek advice from your relevant state or territory child protection authority.

14. Responsibilities of the Booking Party

By confirming a booking, the Booking Party agrees to:

- Ensure all staff at the service/school are aware of the show date and time to enable the program to be delivered as scheduled and to avoid delays or cancellation fees.
- Share all details related to the show, the program resources and modules to be completed with staff members.
- Provide a direct service/school administration email address at the time of booking. Personal or staff emails can also be provided as a contact, however, the provision of an administration email address ensures Bravehearts communications are received and acknowledged by all relevant persons.
- Provide a safe, suitable, and adequately sized space for program delivery, in accordance with Section 10.
- Ensure appropriate adult supervision is present throughout the session.
- Inform Bravehearts of any children with specific needs, sensitivities, or known trauma histories prior to the Show Date, where known and where disclosure is permitted.
- Ensure participating staff have read and understood the pre-delivery briefing materials provided by Bravehearts.
- Comply with their own organisation's child safety and safeguarding policies.
- Treat all Bravehearts' staff with courtesy and respect and take reasonable steps to ensure a safe working environment.
- Ensure the correct Show type has been booked for the intended participant group, in accordance with Section 11.
- Ensure an estimated number of participating children is provided to Bravehearts at the time of booking.
- Provide Bravehearts with the confirmed number of participating children on the day to enable accurate invoicing and sufficient distribution of activity books.
- Ensure payment of invoice is completed within our payment terms.

15. Force Majeure

Neither Bravehearts nor the Booking Party will be in breach of these Terms and Conditions, or liable for any delay or failure to perform their obligations, where that delay or failure arises directly from a Force Majeure Event.

A 'Force Majeure Event' means any event or circumstance beyond the reasonable control of the affected party, including but not limited to:

- Natural disasters, floods, fires, earthquakes, or severe weather events.
- Pandemic, epidemic, or public health emergency declared by a relevant government authority.

- Government-imposed restrictions, lockdowns, or directions that prevent the delivery of the Show.
- Acts of terrorism or civil unrest.
- Failure of critical infrastructure or utilities not within the party's control.

Where a Force Majeure Event prevents a Show from proceeding, the affected party must notify the other as soon as reasonably practicable. Bravehearts will work with the Booking Party to reschedule the Show at the earliest available opportunity at no additional cost. No cancellation fee will be charged to the Booking Party where a Show is cancelled or postponed due to a Force Majeure Event.

Bravehearts shall not be liable for any loss, injury, or damage caused by events or circumstances beyond its reasonable control.

To the maximum extent permitted by law, the total aggregate liability of Bravehearts for any claim, loss, or damage arising out of or in connection with the Incursion, whether in contract, tort (including negligence), or statute, shall in no event exceed the total amount paid by the Booking Party to Bravehearts under the Terms and Conditions.

Force Majeure does not apply where the event could have been reasonably anticipated and planned for at the time of booking. Each situation will be assessed on its merits, and Bravehearts will always seek to act in good faith.

16. Feedback & Complaints

Bravehearts welcomes feedback on the DKSAP and is committed to continuous improvement. If the Booking Party has concerns about any aspect of the program, the conduct of a Presenter, or the service received, we encourage them to raise their concern with us directly.

16.1 How to Raise a Concern

In the first instance, feedback or complaints should be directed to Bravehearts via email at education@bravehearts.org.au. Please include:

- The name of your organisation and the Show Date.
- A description of your concern or complaint.
- The outcome you are seeking.

Bravehearts will acknowledge receipt of your emailed complaint within 2 business days and will aim to provide a substantive response within 10 business days. Complex matters may take longer, in which case, we will keep you informed of progress.

16.2 Escalation

If you are not satisfied with the response received, you may request that the matter be escalated to a senior Bravehearts' staff member. Contact details for escalation will be provided at the time of the initial response.

Bravehearts' complaints process does not limit any rights the Booking Party may have under the Australian Consumer Law or other applicable legislation.

17. Child Safety & Mandatory Reporting

Bravehearts is deeply committed to the safety and wellbeing of all children. All Bravehearts Presenters hold current Working with Children Check clearances appropriate to their state or territory of delivery and are trained in trauma-informed, child-centred practice.

All Bravehearts staff who interact with children complete Bravehearts' Child Protection for Child-Facing Organisations eLearning Course on an annual basis. Bravehearts operates in accordance with the National Principles for Child Safe Organisations and its own Child Protection and Safeguarding Policies, copies of which are included in the Child Safe Credentials Pack and available on Bravehearts' website.

For the protocol that applies in the event of a child making a disclosure during a Show, please refer to Section 13.

18. Intellectual Property

All DKSAP program content, materials, resources, and the Ditto character are the intellectual property of Bravehearts Foundation Limited and are protected under Australian copyright law. No materials may be reproduced, adapted, shared, distributed, or used outside the context of a confirmed DKSAP booking without the prior written consent of Bravehearts.

This restriction applies to both physical and digital materials, including but not limited to program guides, activity sheets, communications, resources, activity books, classroom kits, merchandise, the Ditto character, and any other related content.

19. Privacy

Bravehearts collects and handles personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles. Information collected as part of the booking process will be used solely for the purposes of program administration, delivery, and quality assurance. Bravehearts will not share personal information with third parties except where required by law or with the consent of the individual concerned.

For further information, refer to Bravehearts' Privacy Policy at www.bravehearts.org.au/privacy-policy/.

20. Variation of Terms

Bravehearts reserves the right to update or amend these Terms and Conditions from time to time. Where changes are made, Bravehearts will publish the updated version on its website and, where reasonably practicable, notify Booking Parties with confirmed upcoming shows of any material changes.

The current version of these Terms and Conditions is available at <https://bravehearts.org.au/education/dittos-keep-safe-adventure-program/dittos-keep-safe-adventure-show/>. Booking Parties are encouraged to confirm they have the most current version prior to submitting a booking.

22. Governing Law

These Terms and Conditions are governed by and construed in accordance with the laws of the State of Queensland, State of New South Wales, State of Victoria and State of Tasmania, Australia. Both parties submit to the non-exclusive jurisdiction of the courts of each State and the Federal courts of Australia in respect of any dispute arising under or in connection with these Terms and Conditions.

Nothing in these Terms and Conditions limits any rights the Booking Party may have as a consumer under the Australian Consumer Law (Schedule 2 of the Competition and Consumer Act 2010 (Cth)).

23. Contact & Enquiries

For all DKSAP booking enquiries, cancellations, or feedback, please contact Bravehearts:

Email: education@bravehearts.org.au

Phone: 1800 272 831

Website: www.bravehearts.org.au