

How does this affect my current membership?

The current ALDC service will remain unaffected until the process to find a new service provider is completed. The ALDC will continue to open Wednesday to Friday and on the first Saturday of each month as per our usual opening hours.

Can I take out a new membership?

New memberships will be available until 31 October 2019 and charged on a pro-rata basis. More information will be available at the completion of the Expression of Interest (EOI) process.

Can I renew my membership if it falls due between now and 31 December 2019?

Yes - memberships may be renewed on a pro-rate basis until such time as the service transitions to the new provider to ensure ongoing access to the ALDC services.

My membership expires after 31 December 2019. Will I get a refund?

Anyone who has a membership that expires after 31 December 2019 may either receive a refund of the portion from 1 January onwards. Alternatively we will speak with the new service provider once known about the possibility of transferring memberships across to the new service.

Who will run the service?

We do not currently know who will run the service beyond December 2019. However, through the EOI process, we are considering submissions from other not-for-profit organisations that offer early intervention and therapy services and programs for children and families.

Will the fees change when a new provider takes over the service?

The future costs for the service are not known and will be set by the new provider. We have requested that all responses to the EOI provide detailed information about the future service provision so factors including affordability will be considered as part of the decision-making process.

Will the location change/stay the same?

The future service location will be set by the new service provider. We have requested that all responses to the EOI provide detailed information about the future service provision so factors like location and accessibility will be considered as part of the decision-making process.

Is the EOI process for both the library and play-based service?

The EOI process is for service providers who deliver programs for children to take on the play-based component of the service. Activ is also looking for suitable options to house the existing library collection.

Are the toys available for me to purchase?

No. Activ is committed to ensuring that the collection transitions to the successful provider as determined by the EOI process and remains accessible to the Western Australian community.

What will the new service look like?

This will be up to the new provider to determine. Interested not-for-profit children's services organisations will be asked to submit an EOI outlining the proposed nature of the service, including accessibility for all children with additional needs and integration with their existing business.

Will the new service be funded by the National Disability Insurance Scheme (NDIS)?

This will be up to the new provider to consider as part of its service model.

Is the Department of Communities (Disability Services) and Minister's office aware of potential changes to the service?

The process we are undertaking has been discussed with the Department of Communities and this will continue as the EOI progresses.