

# fkaCS Multicultural Resource Centre

## Terms & Conditions

### 1. Loans

- 1.1 Membership is required in order to borrow items from the online catalogue. If borrowing in person from the Multicultural Resource Centre, please provide your name, service name and contact details to fkaCS staff.
- 1.2 You are responsible for all items borrowed using your Membership account.
- 1.3 Members may borrow a maximum of 30 items at a time.
- 1.4 Education and Care Service members or other organisational members are entitled to 2 free parcel deliveries (up to 5kg) per year.
- 1.5 All returns to fkaCS via post are the financial responsibility of the member.
- 1.6 The loan period is 10 weeks. You can renew items for an additional 2 weeks provided they have not been put on reserve by another member.
- 1.7 When borrowing items, a receipt that shows the due date will be issued to you via email.
- 1.8 Loans must be returned by the due date. You will be sent an Automatic overdue reminder via email 4 days, 11 days and 18 days after due date. If items are not returned upon final notice at 18 days, you will receive a formal letter and your borrowing privileges will be suspended.

### 2. Communication

- 2.1 You need to keep your contact details up to date by providing us with notice a change of service/individual address, email address, and contact person.
- 2.2 The fkaCS Multicultural Resource Centre sends reminders and overdue notices as a courtesy only. Failure to receive a notice has no impact on your responsibility to return items on time as per the due date received on borrowing.

### 3. Privacy

- 3.1 Personal information collected by fkaCS is stored and managed in line with the Australian Privacy Principles (APPs) from Schedule 1 of the *Privacy Amendment (Enhancing Privacy Protection) Act 2012*.
- 3.2 Information requested is collected by fkaCS for the purpose of registering a new member to fka Children's Services Multicultural Resource Centre. It may include but is not limited to service/provider or residential address of member, primary contact name, email and phone number, and banking/billing details. Service/provider details are also accessed via ACECQA.
- 3.3 The personal information you provide may be used for purposes including, but not limited to, supplying you with material and information concerning fkaCS initiatives, programs and services. Please note opting-out of MRC notifications is not available.
- 3.4 Use of membership accounts by third parties is not prohibited, however, personal details and details of transactions will not be shared with the third party unless a member has informed fkaCS

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that they have given permission for specific individuals to have that level of access, and these details have been recorded on the membership record.

- 3.5 Members using the reservation service will have their name displayed on reserved items, which can be viewed within the Multicultural Resource Centre online catalogue.

#### 4. Lost, Destroyed or Damaged Items

- 4.1 Items belonging to the MRC must be returned in reasonable condition and must not be annotated, marked or otherwise mutilated.
- 4.2 Services may be invoiced a reasonable fee for the cost of replacing or repairing damaged or lost items. Fees are determined on a case by case basis.
- 4.3 It is the responsibility of the borrower to advise *fkaCS* if items are lost or damaged upon return.

#### 5. Copyright

All rights are reserved regarding items borrowed from the *fkaCS* Multicultural Resource Centre. No part of the items and/or resources may be reproduced, distributed, or transmitted in any form or by any means, including photocopying, recording, or other electronic or mechanical methods without the prior written permission of *fka* Children's Services.

## Acceptance of Terms & Conditions

By paying membership with *fka* Children's Services and proceeding with checkout of resources (*sending your cart*) you agree to the above terms and conditions regarding use of the Multicultural Resource Centre (MRC) and accept that you have read and understand the terms and conditions.

In short, you will:

1. Accept responsibility for all items borrowed.
2. Pay replacement and processing costs for any item(s) lost, destroyed or damaged while on loan, apart from damage deemed to be reasonable wear and tear.
3. Notify the MRC immediately if your membership ID number (9-digit pin) is lost.
4. Return items on or before the due date.
5. Accept financial responsibility for items being returned to *fkaCS* via post.
6. Respect the rights and security of staff and other MRC users.
7. Notify the MRC of any change in your personal details, such as name, email and/or address for the duration of your membership.

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