

Borrowing Policy



We want every family to enjoy our toy library! Please help us care for our collection by following these simple guidelines:

Loan Period

Toys may be borrowed for up to 4 weeks.

If you need more time, please contact us before the due date to request a renewal (subject to availability). **Free delivery within Coffs Harbour CBD. Further travel quoted.**

Hire Fees

Hire fees are charged when the hire commences and may be funded through NDIS plans where approved and applicable (please confirm available funding through your plan manager or support coordinator). The fees for each item are listed in the toy/equipment catalogue.

Equipment Setup

Initial Toy Hire: Before borrowing toys for the first time, the child and their parent or carer must attend an initial 30–60-minute occupational therapy session. This session allows the OT to select suitable toys, demonstrate their safe and effective use, and provide recommendations based on the child's needs. The session will be charged at the standard therapy rate.

Late Returns

Friendly reminders will be sent if a toy becomes overdue.

Borrowing privileges may be temporarily paused for toys that remain overdue until they are returned.

Lost or Stolen Toys

If a toy is lost, please let us know as soon as possible.

Members may be asked to pay the replacement cost if the toy cannot be recovered.

Broken or Damaged Toys

We understand toys are meant to be played with! Normal wear and tear is expected and will not incur a charge.

If a toy is accidentally damaged, please let us know when returning it.

Where damage is beyond normal use, a repair or replacement fee may apply.

Missing Pieces

Please check that all pieces are returned.

If something is missing, let us know we can often replace small parts.

Cleaning

Please return toys clean, dry, and free from food, sand, or excessive dirt.

All toys are cleaned and sanitised before being loaned to another family.

Liability

Switch & Thrive and Play & Thrive Collective is not liable for any injury, loss, or damage arising from the use of the hired equipment. The Hirer assumes full responsibility for the safe and appropriate use of the equipment

Supervision & Safety

Adult supervision is required at all times. Toys may contain small parts, cords and AA/AAA batteries. Battery compartments are screw-secured, and we do not loan toys containing button or coin batteries.

All equipment is visually inspected and function-checked before each loan. Stop use and contact us if any equipment becomes damaged or faulty.