

Terms and Conditions – Switch Campaign

1. The Southern Cross Care (NSW & ACT) Switch Support at Home Provider is for one \$AUD250 Gift Card per eligible Applicant when a successful Southern Cross Care (NSW & ACT) New Support at Home Package Switch referral is made.
2. To be an eligible Applicant, an individual must:
3. be a current care recipient of Support at Home Services from another service provider; and
4. make a successful New Support at Home Package Service Switch to Southern Cross Care (NSW & ACT).
5. A successful New Support at Home Package Service Switch is made when the following criteria has been met:
 - a The eligible Support at Home Person has applied to bring their Support at Home Package to Southern Cross Care (NSW & ACT) between 15 October 2025 and 30 June 2026 (the **Offer Period**) via the website, a Southern Cross Care (NSW & ACT) Support at Home Service Advisor or by calling our Customer Care Team on 1800 572 350;
 - b Southern Cross Care (NSW ACT) has accepted the Switch referral and agreed to provide Support at Home services to the eligible Switch Person; and
 - c The eligible Switch Person has been onboarded by Southern Cross Care (NSW & ACT) within 30 days of the end of the Offer Period.
6. To be an eligible Referred Switch Person, an individual must:
 - a be assigned a Support at Home package and provide their My Aged Care referral number to Southern Cross Care (NSW & ACT);
 - b not be a current Southern Cross Care (NSW & ACT) recipient of Support at Home Package services; and
 - c currently live in New South Wales where Southern Cross Care (NSW & ACT) provides Support at Home Services.
7. Acceptance by Southern Cross Care (NSW & ACT) is subject to availability and suitability at Southern Cross Care's sole discretion and some applications may not be accepted.
8. Informal referrals, being those referrals that are not made in accordance with the criteria in clause 3 above, will not be eligible for this offer.
9. Gift Cards will be issued after a service agreement is signed and/or provision of services by Southern Cross Care (NSW & ACT) have commenced (Eligible Date) and 12 weeks should be allowed, after the Eligible Date, for delivery of the gift card.
10. This offer is current as of 15 October and can be altered or withdrawn at any time. Southern Cross Care (NSW & ACT) reserves the right to change the offer conditions at any time.
11. This offer is not available in conjunction with any other promotional offer.
12. All gift cards are EFTPOS gift cards issued by WAIVPAY PTY LTD ABN 29 630 927 105. Gift cards will be loaded with \$AUD250 following confirmation of delivery. The recipient acknowledges

that their use of the EFTPOS gift card is subject to the terms and conditions published at <https://www.waivpay.com/terms> which may include an expiry date and restrictions on usage.

13. Gift cards are valid for 36 months from the date of issuance as printed on the front of the gift card. The gift cards are provided as part of a promotional offer and expired gift cards will not be replaced.
14. You must treat your gift card as cash. Southern Cross Care (NSW & ACT) will not be held responsible for any damaged or lost gift cards and no replacement will be provided.
15. You are responsible for the security, use and safety of your gift card. Please be careful of scams and note Southern Cross Care (NSW & ACT) does not take any responsibility where you give access to your gift card to a third party in a manner that is not in accordance with these terms and conditions or WAIVPAY PTY LTD'S terms and conditions <https://www.waivpay.com/terms>.
16. Use of the Southern Cross Care (NSW & ACT) name or brands, or any names, logos or get-up of gift cards (other than in connection with the purchase or use of gift cards), is strictly prohibited.
17. You must not use a gift card in any manner that states or implies that any person, website, business or product or service is endorsed or sponsored by or otherwise affiliated with Southern Cross Care (NSW & ACT) or any of its subsidiaries or affiliates.
18. This offer is issued by Southern Cross Care (NSW & ACT) Limited ABN 76 131 082 374.