

Terms and Conditions – Refer A Friend Campaign

1. The Refer A Friend offer is for one \$250AUD Gift Card per Eligible Applicant and Eligible Referred Person when a Successful New Home Care Package Referral is made.
2. To be an Eligible Applicant, an individual must:
 - a. be a current care recipient of Home Care Services from Southern Cross Care NSW ACT; and
 - b. make a Successful New Home Care Package Customer Referral to Southern Cross Care NSW ACT.
3. A successful New Home Care Package Customer Referral is made when the following criteria has been met:
 - a. The Eligible Referred Person has applied to bring their Home Care Package to Southern Cross Care NSW ACT between 7 Nov 2024 and 30 June 2025 (the Offer Period) via the website, a Southern Cross Care Home Care Service Advisor or by calling our Customer Care Team on 1800 572 350.
 - b. The Eligible Referred Person has included the Eligible Applicant's name in the application (and gained and confirmed consent to do so)
 - c. Southern Cross Care NSW ACT has accepted the referral and agreed to provide Home Care services to the Eligible Referred Person; and
 - d. The Eligible Referred Person has been onboarded by Southern Cross Care NSW ACT within 30 days of the end of the Offer Period.
4. To be an Eligible Referred Person, an individual must:
 - a. be assigned a Home Care package and provide their My Aged Care referral number to Southern Cross Care NSW ACT
 - b. not be a current or past Southern Cross Care NSW ACT recipient of Home Care Package services; and
 - c. currently live in New South Wales where Southern Cross Care NSW ACT provides Home Care Services.
5. 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.
6. 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.
7. There is no limit on how many people an Eligible Applicant can refer.
8. 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.
9. This offer is current as of 7 November 2024 and can be altered or withdrawn at any time.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.
10. This offer is not available in conjunction with any other promotional offer.
11. All gift cards are EFTPOS gift cards issued by WAIVPAY PTY LTD ABN 29 630 927 105. Gift-cards will be loaded with \$250AUD following confirmation of recipient receiving the card. The recipient acknowledges that their use of EFTPOS gift card is subject to the terms and conditions published <https://www.waivpay.com/terms> which may include an expiry date and restrictions on usage.

12. Gift cards are valid for 3 years as printed on the back of the gift card. The gift cards are provided as part of a promotional offer and expired gift cards will not be replaced.
13. Southern Cross Care NSW ACT will not be held responsible for any damaged or lost Gift Cards and no replacement will be provided.
14. This offer is issued by Southern Cross Care NSW ACT ACN 76 131 082 374