

## JUST BETTER CARE “SHARE YOUR STORY FOR THE CHANCE TO WIN A \$50 GIFT CARD” PROMOTION

### TERMS AND CONDITIONS

1. Information on how to enter and the prizes form part of these Terms and Conditions. Participation in this promotion is deemed acceptance of these Terms and Conditions.
2. Entry is only open to NSW, ACT, VIC, QLD and WA residents aged 18 years or over who are existing clients of Just Better Care and currently receiving Just Better Care services.
3. Entrants must have a good standing Just Better Care account at the time of the judging in order to be eligible to claim a prize if selected as a winner.
4. Employees (and their immediate families) of the Promoter and agencies associated with this promotion are ineligible to enter. Immediate family means any of the following: spouse, ex-spouse, de-facto spouse, child or step-child (whether natural or by adoption), parent, step-parent, grandparent, step-grandparent, uncle, aunt, niece, nephew, brother, sister, step-brother, step-sister or 1<sup>st</sup> cousin.
5. The promotion commences on 28/01/2021 and final entries close at 11:59pm AEST on 28/02/2021 (“**Promotional Period**”).
6. To enter, individuals must send an email to [possible@justbettercare.com](mailto:possible@justbettercare.com), during the Promotional Period, with the subject title “**Win A \$50 Gift Card**” Promotion and the email containing the following details:
  - Their full name;
  - Date of birth;
  - Email address;
  - Residential post code;
  - The details of the Just Better Care office they liaise with;
  - Details of the service or services that they are receiving; and
  - In 150 words or less, their story or journey of care as provided by Just Better Care, this could include details on the individuals’ situation prior to receiving services from Just Better Care compared to their current situation, Just Better Care services received and how they are looking to the future, their goals and opportunities ahead. Stories must be legitimate and in line with their goal as recorded on their existing Just Better Care Plan.
7. In some cases entrants may not be in a position to prepare their own entry. In this instance the entrant may obtain the assistance of their Just Better Care office or a healthcare professional to prepare and submit their entry on their behalf. All entries submitted by a Just Better Care office or health care professional must be submitted in accordance with these Terms and Conditions

and are submitted on behalf of the entrant receiving the Just Better Care Service.

8. The Promoter reserves the right, at any time, to verify the validity of entries and entrants (including an entrant's identity, age and place of residence) and reserves the right, in its sole discretion, to disqualify any individual who the Promoter has reason to believe has breached any of these Terms and Conditions, tampered with the entry process or engaged in any unlawful or other improper misconduct calculated to jeopardise fair and proper conduct of the promotion. Errors and omissions may be accepted at the Promoter's discretion. Failure by the Promoter to enforce any of its rights at any stage does not constitute a waiver of those rights. The Promoter's legal rights to recover damages or other compensation from such an offender are reserved.
9. Incomplete or indecipherable entries will be deemed invalid.
10. Only one (1) entry is permitted per person.
11. If there is a dispute as to the identity of an entrant, the Promoter reserves the right, in its sole discretion, to determine the identity of the entrant.
12. The judging will take place at Just Better Care Australia Pty Limited, Level 3, 43-45 East Esplanade Manly NSW 2095 commencing midday on 16/07/2019. The judges may select additional reserve entries which they determine to be the next best, and record them in order, in case of an invalid entry or ineligible entrant. The winners will be notified by email. This is a game of skill and chance plays no part in determining the winners. Each entry will be individually judged based on the strength of the storey provided.
13. The Promoter's decision is final and no correspondence will be entered into.
14. The best two (2) valid entries, as determined by the judges, will each win a \$50 Coles Group & Myer Gift Card. Winners will have their stories published on the Just Better Care News and Events page, collateral, and social media channels. Prizes are awarded to the entrant regardless of whether the entrant had assistance with preparing and submitting their entry.
15. Coles Group & Myer is the issuer of the Gift Card but is not the Promoter and is therefore not responsible for the prizes, products, or services under the promotion or the fulfilment of these Terms and Conditions. Coles Group & Myer is responsible for the fulfilment of the terms and conditions of the Coles Group & Myer Gift Card. Coles Group & Myer Gift Cards are redeemable at participating stores only. Participating stores may change from time to time. Coles Group & Myer terms and conditions apply. See <https://www.giftcards.com.au/> for full terms and conditions and for a list of participating stores.
16. If for any reason a winner does not take and/or redeem a prize at or by the time stipulated by the Promoter, then the prize will be forfeited.

17. If any prize is unavailable, the Promoter, in its discretion, reserves the right to substitute the prize with a prize to the equal value and/or specification.
18. Total prize pool value is \$100. Prizes, or any unused portion of a prize, are not transferable or exchangeable and cannot be taken as cash.
19. Entrants agree that they are fully responsible for any materials they submit via the promotion including but not limited to comments, recordings and images ("**Content**"). The Promoter shall not be liable in any way for such Content to the full extent permitted by law. The Promoter may remove or decline to publish any Content without notice for any reason whatsoever. Entrants warrant and agree that:
  - (a) they will not submit any Content that is unlawful or fraudulent, or that the Promoter may deem in breach of any intellectual property, privacy, publicity or other rights, defamatory, obscene, derogatory, pornographic, sexually inappropriate, violent, abusive, harassing, threatening, objectionable with respect to race, religion, origin or gender, not suitable for children aged under 15, or otherwise unsuitable for publication;
  - (b) their Content shall not contain viruses or cause injury or harm to any person or entity;
  - (c) they will obtain prior consent from any person or from the owner(s) of any property that appears in their Content;
  - (d) the Content is the original literary work of the entrant that does not infringe the rights of any third party;
  - (e) they consent to any use of the Content which may otherwise infringe the Content creator's/creators' moral rights pursuant to the *Copyright Act 1968* (Cth) and warrant that they have the full authority to grant these rights; and
  - (f) they will comply with all applicable laws and regulations, including without limitation, those governing copyright, content, defamation, privacy, publicity and the access or use of others' computer or communication systems.

Without limiting any other terms herein, the entrant agrees to indemnify the Promoter for any breach of the above terms.

20. As a condition of entering this promotion, each entrant licenses and grants the Promoter, its affiliates and sub-licensees a non-exclusive, royalty-free, perpetual, worldwide, irrevocable, and sub-licensable right to use, reproduce, modify, adapt, publish and display their entry (which shall include Content) for any purpose, including but not limited to future promotional, marketing or publicity purposes, in any media, without compensation, restriction on use, attribution or liability.
21. Entrants consent to the Promoter using their name, likeness, image and/or voice in the event they are a winner (including photograph, film and/or recording of the same) in any media for an unlimited period without remuneration for the purpose of promoting this promotion (including any outcome), and promoting any products manufactured, distributed and/or supplied by the Promoter.

22. If this promotion is interfered with in any way or is not capable of being conducted as reasonably anticipated due to any reason beyond the reasonable control of the Promoter, including but not limited to technical difficulties, unauthorised intervention or fraud, the Promoter reserves the right, in its sole discretion, to the fullest extent permitted by law (a) to disqualify any entrant; or (b) to modify, suspend, terminate or cancel the promotion, as appropriate.
23. Any cost associated with accessing the promotional website is the entrant's responsibility and is dependent on the Internet service provider used.
24. Nothing in these Terms and Conditions limits, excludes or modifies or purports to limit, exclude or modify the statutory consumer guarantees as provided under the Competition and Consumer Act (Cth), as well as any other implied warranties under the ASIC Act (Cth) or similar consumer protection laws in the States and Territories of Australia ("**Non-Excludable Guarantees**"). Except for any liability that cannot by law be excluded, including the Non-Excludable Guarantees, the Promoter (including its respective officers, employees and agents) excludes all liability (including negligence), for any personal injury; or any loss or damage (including loss of opportunity); whether direct, indirect, special or consequential, arising in any way out of the promotion.
25. Except for any liability that cannot by law be excluded, including the Non-Excludable Guarantees, the Promoter (including its respective officers, employees and agents) is not responsible for and excludes all liability (including negligence), for any personal injury; or any loss or damage (including loss of opportunity); whether direct, indirect, special or consequential, arising in any way out of: (a) any technical difficulties or equipment malfunction (whether or not under the Promoter's control); (b) any theft, unauthorised access or third party interference; (c) any entry or prize claim that is late, lost, altered, damaged or misdirected (whether or not after their receipt by the Promoter) due to any reason beyond the reasonable control of the Promoter; (d) any variation in prize value to that stated in these Terms and Conditions; (e) any tax liability incurred by a winner or entrant; or (f) use of a prize.
26. The Promoter collects personal information ("**PI**") in order to conduct the promotion and may, for this purpose, disclose such PI to third parties, including but not limited to agents, contractors, service providers and prize suppliers. Entry is conditional on providing this PI. The Promoter will also use and handle PI as set out in its Privacy Policy, which can be viewed at [justbettercare.com/privacy-policy](http://justbettercare.com/privacy-policy) In addition to any use that may be outlined in the Promoter's Privacy Policy, the Promoter may, for an indefinite period, unless otherwise advised, use the PI for promotional, marketing, publicity, research and profiling purposes, including sending electronic messages or telephoning the entrant. The Privacy Policy also contains information about how entrants may opt out, access, update or correct their PI, how entrants may complain about a breach of the Australian Privacy Principles or any other applicable law and how those complaints will be dealt with. All entries become the property of the Promoter. The Promoter will not disclose entrant's personal information to any entity outside of Australia.

27. The Promoter is Just Better Care Australia Pty Limited (ABN 50 118 732 657) of Level 3, 43-45 East Esplanade Manly NSW 2095.