

Terms and Conditions

Juniper Home and Community Care Sign-on Incentives

We're excited about our Home Care incentives (who doesn't love some bonus spending money?). We'd love to have you onboard, and so everyone is on the same page, we've put together the rules around our voucher give-aways – who's eligible, what you need to do to get your voucher, and when we'll send it.

\$300 Gift Voucher when you switch to Juniper Home Care

To receive the \$300 voucher incentive (Offer), you must satisfy the requirements in the below Terms and Conditions.

1. Subject to these Terms and Conditions, Juniper (trading as Juniper – A Uniting Church Community) will provide a \$300 prepaid Eftpos Gift Card (voucher) if you become an Eligible Recipient.
2. An Eligible Recipient is someone who:
 - a. permanently resides within Western Australia;
 - b. is registered for the Offer during the period from 15 January 2024 up to and including 30 June 2024 (Promotion Period) by:
 - calling 1300 313 000, or
 - via Juniper's website (juniper.org.au), or
 - via a Juniper Care Lead or Juniper Administration representative; and
 - c. signs a Home Care Package Agreement with Juniper during the Sign-up Period (15 January 2024 to 15 July 2024).
3. Customers will not be eligible to redeem the Offer if they:
 - a. are not registered for the Offer during the Promotion Period, or
 - b. sign a Home Care Package Agreement outside of the Sign Up Period.
4. Eligible customers include those:
 - a. Switching their Home Care Package from another provider to Juniper.
 - b. Signing a Home Care Package Agreement with Juniper with a new Home Care Package that has been assigned and activated.
 - c. Current Juniper customers switching from the Commonwealth Home Support Programme to a Home Care Package with Juniper.
5. To receive an Eftpos Card, the customer must provide a postal address to Juniper so Juniper can post the Eftpos Card to them by registered post. Juniper takes no responsibility for the delivery of Eftpos Cards that are sent by post, and, accordingly, Juniper will not be liable to you if the Eftpos Card is lost in the post.

6. All Eftpos Cards will be of the value of \$300 regardless of the customer's service level.
7. The voucher will be issued upon 30 days from commencement of Juniper services.
8. You may cancel your Home Care Package Agreement with Juniper at any time. However, if you cancel prior to commencement of services, you will not be eligible to receive the voucher.
9. You are not entitled to obtain cash or other type of voucher from Juniper in lieu of the Eftpos Card .
10. Recipients of this Offer must not breach or cause Juniper to breach any laws or legal obligations.
11. The Eftpos Card is subject to its own terms and conditions and Juniper is not legally responsible to you in respect of how they operate.
12. Subject to clause 13, Juniper reserves the right to:
 - a. change these Terms and Conditions at any time without notice;
 - b. not provide the voucher to an Eligible Recipient if it decides (acting reasonably) that the Eligible Recipient has breached any of these Terms and Conditions, or has not acted in good faith; or
 - c. cancel the Offer at any time without notice.
13. Juniper will not cancel this Offer to you or change these Terms and Conditions insofar as they apply to you if you:
 - a. have already satisfied clause 2(a), 2(b) and 2(c); and
 - b. are not in breach of these Terms and Conditions.
14. In the event of any disagreement relating to this Offer, the decision of Juniper's Executive Director Community Business Development is final.
15. Juniper's liability under this Offer is capped in all circumstances at \$300.

\$100 Gift Voucher when you Refer a friend to switch to Juniper Home Care

To receive the \$100 voucher incentive (Offer), you must satisfy the requirements in the following below Terms and Conditions.

16. Subject to these Terms and Conditions, Juniper (trading as Juniper – A Uniting Church Community) will provide a \$100 prepaid Eftpos Gift Card (voucher) if you become an Eligible Recipient.
17. An Eligible Recipient is someone who:
 - a. permanently resides within Western Australia;
 - b. is a current Juniper customer
 - c. is registered for the Offer by a new Juniper customer (Friend Being Referred) during the period from 15 January 2024 up to and including 30 June 2024 (Promotion Period). The Friend Being Referred must mention your name by:
 - calling 1300 313 000, or
 - via a Juniper Care Lead or Juniper Administration representative; and
 - d. Friend being Referred must sign a Home Care Package Agreement with Juniper during the Sign-up Period (15 January 2024 to 15 July 2024).
18. Customers will not be eligible to redeem the Offer if they:
 - a. are not registered for the Offer during the Promotion Period, or

- b. Friend being Referred signs a Home Care Package Agreement outside of the Sign Up Period.
- 19. Eligible Friend Being Referred customers include those:
 - a. Switching their Home Care Package from another provider to Juniper.
 - b. Signing a Home Care Package Agreement with Juniper with a new Home Care Package.
- 20. To receive an Eftpos Card, the current customer must have a valid postal address with Juniper so Juniper can post the Eftpos Card to them by registered post. Juniper takes no responsibility for the delivery of Eftpos Cards that are sent by post, and, accordingly, Juniper will not be liable to you if the Eftpos Card is lost in the post.
- 21. All Eftpos Cards will be of the value of \$100 regardless of the customer's service level.
- 22. The voucher will be issued upon 30 days from commencement of Juniper services of Friend Being Referred.
- 23. Friend Being Referred may cancel their Home Care Package Agreement with Juniper at any time. However, if you cancel prior to commencement of services, you will not be eligible to receive the Eftpos card.
- 24. You are not entitled to obtain cash or other type of voucher from Juniper in lieu of the Eftpos Card .
- 25. Recipients of this Offer must not breach or cause Juniper to breach any laws or legal obligations.
- 26. The Eftpos Card is subject to its own terms and conditions and Juniper is not legally responsible to you in respect of how they operate.
- 27. Subject to clause 13, Juniper reserves the right to:
 - a. change these Terms and Conditions at any time without notice;
 - b. not provide the voucher to an Eligible Recipient if it decides (acting reasonably) that the Eligible Recipient has breached any of these Terms and Conditions, or has not acted in good faith; or
 - c. cancel the Offer at any time without notice.
- 28. Juniper will not cancel this Offer to you or change these Terms and Conditions insofar as they apply to you if you:
 - a. have already satisfied clause 2(a), 2(b) and 2(c); and
 - b. are not in breach of these Terms and Conditions.
- 29. In the event of any disagreement relating to this Offer, the decision of Juniper's Juniper's Executive Director Community Business Development is final.
- 30. Juniper's liability under this Offer is capped in all circumstances at \$100.