



Switch your Home Care Package

Switch and receive one month management free!

Welcome to Southcare, we're excited that you are looking to entrust your care with us, and we'd love to have you as one of our Southcare Stars. Switching your Home Care Package to Southcare is easy with the added bonus of one month management fees free.

Here is information on the requirements that must be satisfied to receive this offer, such as who's eligible, what you need to do and when you will receive it.

1. Subject to these Terms and Conditions and if you become an eligible recipient, Southcare Inc will waive one month of care and package management fees free for the level of the Home Care Package switched from another provider to Southcare. One month management fee is valued at Home Care Package: Level 1 \$178 ; Level 2 \$405 ; Level 3 \$882 ; Level 4 \$1,326.
2. An Eligible Recipient is someone who:
 - a. switches their Home Care Package from another provider to Southcare
 - b. signs a Home Care Package Agreement with Southcare with a Home Care Package that has been assigned and activated
 - c. permanently resides within Southcare Home Care Package service area
 - d. switches and signs up for the Offer during the period from 25 November 2024 up to and including 30 June 2025 (Promotion Period) by: calling (08) 9450 6233, or via Southcare's website (southcare.org.au), or via a Southcare Community Home Care representative;
3. Non Eligible Recipients is someone who:
 - a. is an existing customer receiving Home Care Package or Commonwealth Home Support Programme services with Southcare
 - b. switch and sign a Home Care Package Agreement outside of the offer period.
4. You may cancel your Home Care Package Agreement with Southcare at any time. However, if you cancel prior to commencement of services, you will not be eligible to receive this offer.

Switch your Home Care Package

5. The one month care and package management free offer will be applied from the first full month of services and shown as \$0 management on that month's Home Care Package statement. For example, if you sign and start services during the month of December, the \$0 management fee will be applied to your January statement, with a pro-rata management fee charged on your December statement.
6. The value of the one month management fees waived will remain as unspent funds in your package for you to use towards products and services.
7. In the event that you take leave, being social, hospital, transitional or respite, during the first month of signing the agreement and receiving Home Care Package services with Southcare, the offer will be placed on hold and applied when your services are resumed to the statement for the next full month of services.
8. You are not entitled to obtain cash or use in conjunction with any other offer.
9. Subject to clause 8, Southcare reserves the right to:
 - a. change these Terms and Conditions at any time without notice;
 - b. change the management fee value inline with current Home Care Package price schedule
 - c. not provide the free management fee 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
 - d. cancel the Offer at any time without notice.
10. Southcare 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; and
 - b. are not in breach of these Terms and Conditions.
11. In the event of any disagreement relating to this Offer, the decision of Southcare's Executive Chief Officer is final.
12. Southcare's liability under this Offer is capped to the associated management fee level.