



No. Version.	P.150.2.B	Effective Date	4 August 2025	Drafted By	L Brown
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Refer a Friend Terms and Conditions

These terms and conditions may be reviewed and amended from time to time and does not form part of a client's Home Care Agreement.

HenderCare reserves the right to change the program rules or suspend or terminate the Referral a Friend Program at any time. The Refer a Friend Program opens 1 August 2025 and closes 31 October 2025, unless otherwise terminated.

Eligibility Rules

- Existing HenderCare Support at Home clients may refer a Home Care Package client to HenderCare Support at Home in any State or Territory in Australia (excluding the Northern Territory).
- Commonwealth Home Support Programme clients are not included in this incentive program.
- The referee (new client) must have an existing and current allocated Home Care Package (**HCP**). People who are still in the process of applying, or waiting for the allocation of an HCP, will not be eligible.
- Referees (new clients) can be new clients to HenderCare or returning clients that have previously been HenderCare clients and decide to return as a result of the referral.
- The referrer (existing client) should obtain the permission of the referee (new client) before submitting their details to HenderCare.
- Only one referral will be accepted per referee (new client). This will be assessed on a first come, first served basis in the event one Home Care Package holder is referred by multiple referrers.
- Referrers (existing clients) may make referrals for multiple Home Care Package holders.

Criteria

- The referee (new client) will need to have signed their Home Care Agreement with HenderCare Support at Home during the program period and remain a Support at Home client for two (2) months before the incentive is paid.
- Both the referrer (existing client) and the referee (new client) should notify the Support at Home team on 1300 764 433 to advise that they are participating in the referral incentive and give the name of the person that they are referring or who has referred them.

Incentive

- The referrer (existing client) who is referring their friend will receive a \$200 pre-paid Prezzy gift card two (2) months after the referee (new client) has signed their Home Care Agreement, provided that the referee (new client) is still a HenderCare client and has started services.



- The referee (new client) who has been referred to HenderCare will receive a \$200 pre-paid Prezzy gift card two (2) months after they have signed their Home Care Agreement.
- The gift cards will be sent directly to the clients via email. Alternative arrangements can be made if necessary. Please advise your Client Support Partner before the gift card is issued.

Additional Information

- The Refer a Friend Program will be available from 1 August 2025 until 31 October 2025.
- Acceptance of the referral is subject to availability and suitability at HenderCare's sole discretion, and some applications may not be accepted.
- Informal referrals that are not in accordance with the Eligibility Rules are not eligible for this offer.
- Prezzy gift cards are digital gift cards issued by Prezzy Pty Ltd ABN 16 602 963 422. All gift cards will be delivered by email. The recipient acknowledges that their use of the gift card is subject to the terms of sale and terms of service published at <https://www.prezzy.com.au/> which may include an expiry date and restrictions on usage. Gift cards are valid for 36 months. The gift cards are provided as part of a promotional offer and expired gift cards will not be replaced. HenderCare will not be held responsible for any damaged or lost gift cards and no replacement will be provided. The gift card is not redeemable for cash.
- HenderCare reserves the right to refuse to issue or void any gift cards earned through fraudulent or deceptive methods.
- By participating in the program, both referrers and referees agree to HenderCare's Privacy Policy and the use of their personal information for the purposes of the program.
- By participating in the program, referrers and referees agree to abide by these terms and conditions. HenderCare reserves the right to interpret these terms and conditions and to make decisions in its sole discretion.
- For questions or concerns regarding the program, please email hello@hendercare.com.au

Vers.	Effective Date	Author	Comments
A	13 November 2024	L Brown	Document drafted
B	4 August 2025	L Brown	Version B broadens the program jurisdiction, reduces the referrer reward from \$250 to \$200, and adds a \$200 reward for the referee. The eligibility period is extended from one to two months, and language and role titles have been updated for clarity.