

ReachOut 2025 Annual Youth User Survey

Competition Terms and Conditions of Entry

1. Information regarding prizes and how to enter forms part of these conditions. By entering, entrants accept these conditions. Nothing in these conditions restricts, excludes, or modifies or purports to restrict, exclude, or modify any statutory consumer rights under any applicable law including the *Competition and Consumer Act 2010* (Cth).
2. Entry is open only to people who completed the ReachOut Youth in Focus Survey and who are Australian residents. Directors, management, and employees of the Promoter, its suppliers and associated companies and agencies as well as the immediate families of each of these people are not eligible to enter.
3. The promotion begins at 9am Sydney time, on 17 February 2025 and closes at 11:59pm Sydney time, on 7 April 2025 (**Competition Period**).
4. The draw date is 21 April 2025. This date may be changed if required without notice to entrants. Winners will be identified through a random draw. There will be 25 winners in total. The Promoter's decision is final and no correspondence will be entered into.
5. To enter the competition the entrant must, during the competition period, complete the survey and consent to entering the competition by entering their email on the final page of the survey. Maximum of one entry per individual entrant.
6. Each winner will be awarded a GiftPay eGift card for the value of \$100.00 (incl. GST). All cards are valid for 24 months from the date of issue.
7. The Promoter accepts no responsibility for any late, lost, incomplete, incorrectly submitted, delayed, illegible, corrupted, or misdirected entries, claims or correspondence, whether due to error, omission, alteration, tampering, deletion, theft, destruction, transmission interruption, communications failure, or otherwise. The Promoter has no control over mobile telephone communications, networks, or lines and accepts no responsibility for any problems associated with them, whether due to traffic congestion, technical malfunction, or otherwise. The Promoter is not liable for any consequences of user error including (without limitation) costs incurred.
8. Each entrant is responsible for paying for the costs associated with entering the weekly competitions and accessing the weekly activities.
9. The GiftPay eGift platform is owned and operated by Unified Incentives Pty Ltd, ABN 53 157 818 427, and use of the eGift Card is subject to the terms and conditions imposed by Unified Incentives Pty Ltd and the individual retailers at which the eGift card is being redeemed. Further details regarding these terms and conditions and participating retailers can be found at: <https://www.giftpay.com/egift/info.aspx?gift=EH7WGK2D4E&value=100>. For enquiries about eGift Card delivery, activation or redemption please contact GiftPay via email to

support@giftpay.com. The cards cannot be used in certain retail outlets. The Promoter does not accept any liability or assume any responsibility in any way arising out of, or in relation to, the use of the eGift Card, or for any card faults or defects or if the Buyer is unable to use an eGift Card for any reason including if the eGift Card is damaged or lost.

10. The total prize pool is valued at \$2,500 (incl GST). All prize values are the recommended retail value (including GST) in Australia as provided by the supplier and are correct at the time of printing.
11. The Promoter and its associated agencies and companies will not be liable for any loss (including, without limitation, indirect, special or consequential loss or loss of profits), expense, damage, personal injury or death which is suffered or sustained (whether or not arising from any person's negligence) in connection with this promotion or accepting or using any prize, except for any liability which cannot be excluded by law (in which case that liability is limited to the minimum allowable by law).
12. Winners of the competition will be notified by email within two days of the draw for the competition.
13. The Promoter may require a winner to verify their entry and provide proof of identity and proof of residency. Identification considered suitable for verification is at the Promoter's discretion.
14. Prizes will be emailed by GiftPay directly to the winner to the email address provided to the Promoter within two days of being notified of having a winning entry.
15. If a winning entry is deemed not to comply with these conditions of entry, the entry will be discarded and a new winner of that prize will be determined by drawing a further valid entry in the unclaimed prize draw in accordance with **paragraph 20**.
16. The Promoter may verify the validity of entries, and in its sole discretion, disqualify all entries from, and prohibit further participation in this promotion by, any person who tampers with or benefits from any tampering with the entry process or with the operation of the promotion or acts in violation of these conditions, acts in a disruptive or dishonest manner or acts with the intent to annoy, abuse, threaten, or harass any other person.
17. Prizes are not transferable or exchangeable and cannot be redeemed for cash. In the event for any reason a winner does not take an element of the prize at the time stipulated by the Promoter then that element of the prize will be forfeited by the winner and cash will not be supplied in lieu of that element of the prize. The Promoter accepts no responsibility for any variation in prize value. Where a prize is unavailable for any reason, the Promoter may substitute for that prize another item of equal or higher value as determined by the Promoter, subject to the approval of the gaming authorities in each State and Territory, where required.
18. If for any reason any aspect of this promotion is not capable of running as planned, including by reason of infection by computer virus, mobile network failure, bugs, tampering, unauthorised intervention, fraud, technical failures or any cause beyond the control of the Promoter which corrupts or affects the administration, security, fairness, integrity or proper conduct of this promotion, the Promoter may in its sole discretion cancel, terminate, modify or suspend the promotion, or invalidate any affected entries.
19. The Promoter accepts no responsibility for any tax implications that may arise from the prize winnings. Independent financial advice should be sought. Where the operation of this

promotion results in, for GST purposes, supplies being made for non-monetary consideration, entrants agree to follow the Australian Taxation Office's stated view that where the parties are at arm's length, goods and services exchanged are of equal GST inclusive market values.

20. In the event of a prize not being claimed within 3 months of the draw, the relevant winner's entry will be deemed invalid and the Promoter will conduct such further draws on 30 September 2024 (being 3 months after the end of the Competition Period) at the same location as the original draw as are necessary to distribute the prizes, subject to any written directions given by any relevant authority. If there are unclaimed prizes, each unclaimed prize will be distributed to the next valid entry randomly drawn until all unclaimed prizes are awarded.
21. In the event there are prizes left at the end of the Competition Period which remain unclaimed for the period set out in **paragraph 20**, an additional draw will be conducted at 2pm on the first Monday after the end of Competition Period. If there are any prizes left which remain unclaimed for the period set out in **paragraph 20**, all previous entrants will be granted 1 entry into this additional draw. Winners will be identified through a random draw until all prizes are awarded.
22. The entrants' email addresses will be used by the Promoter for the purpose of conducting this competition. The Promoter may disclose entrants' email addresses to GiftPay and other contractors and agents to assist in conducting this competition or communicating with entrants. The personal information of entrants will be stored on the Promoter's database. If an entrant wishes to access, update or correct any of their personal information, they should contact the Promoter at the address below. A copy of the Promoter's Privacy Policy in relation to the treatment of personal information collected may be obtained by contacting the Promoter.
23. The Promoter is ReachOut Australia, Suite 2.04, Building B, 35 Saunders Street, Pyrmont NSW 2009.