TERMS & CONDITIONS

Trading terms and conditions of The Ideas Company Pty. Ltd., trading as REUNITE CARER ASSIST.

These terms and conditions regulate the business relationship between you and us. When you begin a Registration for REUNITE CARER ASSIST with us, you agree to be bound by them.

No person under the age of 18 years may complete a Registration for REUNITE CARER ASSIST. If you are under 18, please ask an adult for help with your Registration.

We are: The Ideas Company Pty. Ltd., (trading as REUNITE CARER ASSIST).

Our address is: 36/37 Slobodian Ave, Eight Mile Plains, QLD, 4113 Australia.

Customer service: info@reuniteservice.com.au

Country of domicile: Australia

You are: a visitor to Our Website / our customer

The terms and conditions

1 Definitions

In this agreement:

"Confidential Information" includes but is not limited to any information whether technical or otherwise, advice, goods, services, techniques, data, formulae and other proprietary information contained within Our Website or otherwise provided to you as a part of, or in relation to, the Goods and Services.

"Content" means any material in any form published on Our Website by us or any third party with our consent.

"Goods and Services" means REUNITE CARER ASSIST, REUNITE CARER ASSIST Pack and Registration.

"Our Website" means the entire computing hardware and software installation that is or supports the website http://www.reuniteservice.com.au/.

"REUNITE CARER ASSIST" means the "REUNITE CARER ASSIST" as detailed on Our Website and provided by us and all parties nominated by The Ideas Company to access and use the information stored to provide assistance in line with the design of REUNITE CARER ASSIST.

"REUNITE CARER ASSIST Pack" means the posted pack delivered to our customers upon the completion of a registration, containing the personalised REUNITE CARER ASSIST identification card and wristband or wristbands.

"Registration" means the entire process required to register with the Reunite Service.

"Registration Fee" means the fee payable for the Goods and Services as a part of Registration.

2 Our contract with you

The following terms and conditions apply, so far as the context allows, to you as a visitor to Our Website and in any event to you as a buyer or prospective buyer of our Goods and Services:

2.1 No contract for the provision of the Goods and Services shall arise until your Registration has been confirmed in accordance with clause 2.2.

2.2 Registration shall be confirmed upon the clearing of the payment of the Registration Fee by way of email sent to the email address nominated by you at the time of submitting your application for registration through Our Website or via the submission of a hardcopy registration form.

2.3 Your rights and obligations under the contract formed upon confirmation of Registration are personal to you and may not be assigned without our prior written consent. You hereby agree to indemnify us for any loss which we incur as a result of any use by another person of the Goods and Services provided to you.

2.4 If in future, you buy Goods and Services from us under any arrangement which does not involve your payment via Our Website, these terms still apply so far as they can be applied.

3 Your web account with us

3.1 You agree that you have provided, and will continue to provide accurate, up to date, and complete information about yourself. We need this information to provide you with our Goods and Services.

3.2 If you use Our Website, you are solely responsible for maintaining the confidentiality of your account and password and for preventing the unauthorized use of your account by other persons.

3.3 You agree to accept responsibility for all activities that occur under your account. You should tell us immediately if you believe some person has accessed your account without your authority. Also log in to your account and change your password.

4 Price, payment and service provision

4.1 All payments are to be made in AUD. All prices are outlined on Our Website and are subject to change without notice.

4.2 The Goods and Services you are paying for are specifically the production and delivery of the REUNITE CARER ASSIST Pack and the processing of the Registration. REUNITE CARER ASSIST is provided free of charge.

4.3 The REUNITE CARER ASSIST Pack will be posted to you within 10 working days of the completion and receipt of correct Registration and declaration forms. Confirmation of your Registration is provided in accordance with clause 2.2.

4.4 If we are not able to provide your Goods and Services within 10 days of the date of your order, we shall notify you by e-mail or by phone to tell you the likely provision date.

4.5 Our Goods and Services will be provided by posted mail and telephone, making them available to you in the way we have explained on Our Website.

4.6 We reserve the right to change the nature or provision of the Goods and Services at any time. Information regarding any such changes shall be made available on Our Website.

4.7 If a change we make in the provision of the Goods and Services, involves action on your part, and you do not take that action within a reasonable time after requested to do so, we will be entitled to immediately terminate the provision of the Goods and Services to you.

4.8 We will do our best to maintain Our Website so that you have constant use, but there will be times when your use may be interrupted. Interruption to the Services for reasonable periods for maintenance or causes beyond our control is not a ground for repayment of money you have paid. When we are aware of the likelihood of down time, we will tell you in advance.

4.9 While every effort is made to ensure that REUNITE CARER ASSIST is operating continuously, we can not and do not guarantee that the service will reunite separated parties, or deliver the outcomes the service is designed for and describes on Our Website. REUNITE CARER ASSIST is provided without warranties of any kind, either express or implied.

4.10 The safety of your children and those in your care is your responsibility. We are not responsible for the safety of your children and those in your care and we offer REUNITE CARER ASSIST to assist you in moments of need only.

4.11 By completing the Registration you give your express permission for REUNITE CARER ASSIST to use the information you have provided to assist in reuniting you with the person being registered or deliver the other outcomes the service is designed for as described on Our Website and that this may include the broadcasting of the information via all forms of electronic and hard copy media.

5 Cancellation of order

5.1 You may cancel your order for the Goods and Services at any time before the expiry of 7 working days from the date of order, not including the day you ordered. No cancellations will be accepted after the REUNITE CARER ASSIST Pack has been delivered to you.

5.2 In the event that your order is cancelled within the period afforded under clause 5.1, we will endeavor to refund monies paid by you in relation to the cancelled order within 30 days of cancellation.

6 Dissatisfaction with the Goods and Services

6.1 The procedure for complaints about our Goods and Services is set out on Our Website. If you do not follow this procedure, we may be unable to identify you and the Goods and Services you have received.

7 Disclaimers

7.1 We reserve the right to make improvements or changes to Our Website, the Content, or to any of the Goods and Services, at any time and without advance notice.

7.2 We give no warranty and make no representation, express or implied, as to:

7.2.1 the adequacy or appropriateness of the Goods and Services for your purpose;

7.2.2 the truth of any Content on Our Website published by someone other than us;

7.2.3 any implied warranty or condition as to merchantability or fitness of the goods and Services for a purpose other than that for which the Goods and Services are commonly used;

7.2.4 compatibility of Our Website with your equipment, software or telecommunications connection.

7.3 We shall not be liable to you for any loss howsoever sustained, relating to or arising in connection with your use of or access or reference to Our Website or any portion of the Content.

7.4 Our Website contains links to other Internet websites outside our power and control. You acknowledge and agree that we shall not be liable in any way for the content of any such linked website, nor for any loss or damage arising from your use of any such website.

7.5 We are not liable in any circumstances for special, indirect or consequential loss or any damages whatsoever resulting from loss of use, loss of data or loss of revenues or profits, whether in an action of contract, negligence or otherwise, arising out of or in connection with your use of Our Website or the purchase of Goods and Services.

7.6 In any event, including the event that any term or condition or obligation on our part ("Implied Term") is implied into these conditions by law, then our liability is limited to the maximum extent permitted by law, to the value of the goods or services you have purchased.

8 Website Security

8.1 You agree that you will not, and will not allow any other person to violate or attempt to violate any aspect of the security of Our Website.

8.2 You may not use any software tool for the purpose of extracting data from our website.

8.3 You understand that any such violation is unlawful and that any contravention of law may result in civil and criminal prosecution.

9 Confidential Information and Intellectual Property Rights

9.1 You agree to keep safe the Confidential Information and not to disclose or make available for disclosure to any person, any part of it.

9.2 We will defend the intellectual property rights in connection with our goods and Services and Our Website, including all copyright, trademarks or designs in the Content whether provided by us or by any other content provider (including copyright in: text, graphics, logos, icons, images, audio clips, digital downloads, data, and software).

9.3 You may not copy, modify, publish, transmit, transfer or sell, reproduce, create derivative works from, distribute, perform, display, or in any way exploit any of the Content, in whole or in part.

9.4 You may not use our name or logos or trade marks or any other Content on any website of yours or that of any other person.

10 Your email address

10.1 You represent that any username or email address selected by you does not interfere with the rights of any third party and has not been selected for any unlawful purpose.

10.2 You acknowledge and agree that if we believe such selection does interfere with the rights of any third party or is being selected for any unlawful purpose, we may immediately suspend the use of such name or email address, and you will indemnify us for any claim or demand that arises out of your selection.

10.3 You acknowledge and agree that we shall not be liable to you in the event that we are ordered or required by a court or judicial authority, to desist from using or permitting the use of a particular domain name as part of a name or email address.

11 Indemnity

You agree to indemnify us against any claim or demand, including lawyers' fees on a full indemnity basis, made by any third party due to or arising in any way out of your use of Our Web Site, your posting any Material, or the infringement by you, or by any other person using your computer, of any intellectual property or other right of any person.

12 Termination

12.1 We may, by way of email or other written correspondence immediately terminate your contract with us for the provision of the Goods and Services without the payment of any compensation and without any liability to you, in the event that you are in breach of any of your obligations under these terms and conditions.

12.2 In the event that we exercise our rights under clause 12.1, such action shall be without prejudice to any right to claim compensation for any breach of these terms and conditions committed by you prior to termination taking place.

13 Miscellaneous provisions

13.1 You hereby agree to the use of electronic communications including, but not limited to email and website based communications in the negotiation and formation of all contracts between you and us in relation to Registration and the provision of the Goods and Services.

13.2 You herby agree that you will not raise any objection to the use of electronic communications as referred to in clause 13.1 in the formation of a valid and enforceable contract.

13.3 Where we provide goods or services without specific charge to you, then it (or they) is deemed to be provided free of charge, and not to be associated with any other goods or service for which a charge is made. Accordingly, there is no contractual or other obligation upon us in respect of those goods or services.

13.4 Nothing in this agreement or on Our Website shall confer on any third party, any benefit or obligation.

13.5 If any of these terms is at any time held by any jurisdiction to be void, invalid or unenforceable, then it shall be treated as changed or reduced, only to the extent minimally necessary to bring it within the laws of that jurisdiction and to prevent it from being void and it shall be binding in that changed or reduced form. Subject to that, each provision shall be interpreted as severable and shall not in any way affect any other of these terms.

13.6 No waiver by us, in exercising any right, power or provision in this agreement shall operate as a waiver of any other right or of that same right at a future time; nor shall any delay in exercise of any power or right be interpreted as a waiver.

13.7 In the event of a dispute arising out of or in connection with these terms or any contract between you and us, then you agree to attempt to settle the dispute by engaging in good faith with us in a process of mediation before commencing arbitration or litigation.

13.8 We are not liable for any breach of our obligations resulting from causes beyond our reasonable control including strikes of our own employees.

13.9 This Agreement shall be governed by and construed in accordance with the law of Queensland, Australia. This agreement shall not be governed by the United Nations Convention on Contracts for the International Sale of Goods, the application of which is hereby expressly excluded.

Reunite CARER ASSIST
An Ideas Company Initiative

REUNITE CARER ASSIST
PO Box 4109
Eight Mile Plains QLD 4113
Phone: 07 3028 4911

REUNITE CARER ASSIST APPLICATION FORM

Carers are people who look after another person. It may be they are looking after a child born with a disability, or a loved one with a mental illness, or a friend with a chronic condition or terminal illness. Whether your caring role is full time, part time, or occasional, you are the person who oversees the health and wellbeing of the person you care for, monitoring their safety, and helping them stay as independent as possible. Carers also give comfort, encouragement and reassurance to the person they care for. If this sounds like you, Reunite Carer Assist is here to help you fulfil your role in that other person's life.

A registration with Reunite Carer Assist means your role as a primary caregiver will be known to the emergency services in the event something happens to you. This means they can contact Reunite, and we will arrange for emergency care to be provided. As the needs of people who receive care are often varied and complex, this vital information will also be stored for use by emergency services, hospital staff or back up carers, should something happen to you, or the person you care for.

Reunite Carer Assist is an Ideas Company initiative. The Ideas Company provides products and services that are centered on community benefits. Part of the proceeds from every Ideas Company project goes back to a community organisation. Carers Queensland is the community partner for Reunite Carer Assist and $2 from every registration is donated to Carers Queensland to help support the vital role unpaid carers play in our community.

HOW TO APPLY

1. Fill in all sections of the application form using full names making sure to complete mandatory fields. Please write clearly in block letters.
2. Please choose the REUNITE CARER ASSIST membership you require.
3. Please sign and date the Declaration. If the Declaration is not signed the application will not be processed.
4. Please supply a recent (less than 6 months old) colour passport size photo. Please ensure that no hats or sunglasses are worn, hair is away from the face, and that a neutral expression is maintained.
5. Please attach photocopies of either a current Driver's Licence or 18+ Card . Please ensure that the current residential address is shown where possible.

Please note: Please Note: If any mandatory fields are missed, the photo does not meet requirement, or copies of ID are not provided, a Reunite team member will contact you. However, the application will be put on hold until such time as these issues are rectified.

PLEASE ENSURE ALL BOXES BELOW ARE TICKED BEFORE SUBMITTING THIS FORM

- ☐ I have included a passport photo
- ☐ I have included a copy of my ID
- ☐ I have signed and dated the Declaration Form

This application and all supporting documents are to be posted to:

REUNITE CARER ASSIST
PO Box 4109
Eight Mile Plains QLD 4113

Should you need to speak to a REUNITE CARER ASSIST team member regarding the completion of this application form, please do not hesitate to call on: **07 3028 4911**

STEP 01: PRIMARY CARER

Please provide your details, as the primary carer of the person being registered. *Required Information

Given Names* _____ Surname* _____

Date of Birth* _____ / _____ / _____ dd/mm/yyyy

Relationship to Care Recipient* _____

ID Document Type* ☐ Driver's License ☐ 18+ Card

ID Number* _____

We require a copy of your ID to process your membership. Please include a copy of your ID when submitting this form.

Please provide at least 1 contact phone number*

Home Phone _____ Work Phone _____

Mobile Phone _____

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Step 1: Primary Carer - Continued from previous page

Email Address _____

Address* _____

_____

Suburb* _____ State* _____ Post Code* _____

Postal Address _____
If the same as above, write 'AS ABOVE'

_____

Suburb _____ State _____ Post Code _____

STEP 02: SECONDARY CARER

Please provide details of the person you would like us to contact in an emergency where you are not available.

Given Names* _____ Surname* _____

Date of Birth* _____ / _____ / _____ dd/mm/yyyy

Relationship to Care Recipient* _____

ID Document Type* ☐ Driver's License ☐ 18+ Card

ID Number* _____
We do not require a copy of the identification for the secondary carer.

Please provide at least 1 contact phone number*

Home Phone _____ Work Phone _____

Mobile Phone _____

Email Address _____

Address* _____

_____

Suburb* _____ State* _____ Post Code* _____

Postal Address _____
If the same as above, write 'AS ABOVE'

_____

Suburb _____ State _____ Post Code _____

STEP 03: ADDITIONAL EMERGENCY CONTACT

Please enter the details of another emergency contact.

Given Names _____ Surname _____

Relationship to Care Recipient _____

Please provide at least 1 contact phone number

Home Phone _____ Work Phone _____

Mobile Phone _____

STEP 04: CARE RECIPIENT (Person you care for)

Please enter the details of the person you care for. *Required Information

ATTACH PASSPORT PHOTO HERE

Given Names* _____

Surname* _____

Date of Birth* _____ / _____ / _____ dd/mm/yyyy

Gender* ☐ Female ☐ Male

Height (cm)* _____ Eye Colour* _____ Hair Colour* _____

Build* ☐ Slight ☐ Medium ☐ Heavy

First Language* _____ Medicare Number* _____
Eg: English

Medical Conditions _____
Eg: Asthma NOTE: Please only include medically diagnosed conditions.
A list of up to three main medical conditions will be printed on your Facecards, the rest will be stored in the database for referral.

Medications _____
NOTE: Please include dosage and strength. If needed, attach additional pages to the back of form.

Allergies _____
Eg: Bees, nuts. NOTE: Please only include medically diagnosed allergies. A list of up to three main allergies will be printed on your Facecards. The rest will be stored in the database for referral.

Identifier _____
Eg: Birthmark on right side of neck / Scar on left of forehead

STEP 05: SECURITY QUESTION

Please select a security question and provide your answer. This will help us to identify you when you contact us.

Security Question*
- ☐ Mother's Maiden Name
- ☐ First Pet
- ☐ Name of First School
- ☐ Middle Name
- ☐ Memorable Place

Answer* _____
NOTE: You will be required to set up a user name and password for your REUNITE CARER ASSIST membership. We will contact you with instructions on how to do this when we process your application. These details may also be used for security purposes when you contact Reunite.

STEP 06: MEMBERSHIP SELECTION AND PAYMENT

REUNITE CARER ASSIST provides ID material for both the Care Recipient and Carers.

CARE RECIPIENT ID MATERIAL
The Care Recipient can be issued with either a Wristband (to be worn) or a Facecard. The Facecard can be carried in a purse or wallet, or you may purchase a Reunite lanyard so it can be worn around the neck at all times.

NOTE: Wearing the wristband or lanyard is the best way to ensure the emergency services are aware of a Reunite membership, if something were to happen in your absence.

Please select which you would prefer:
I would like a ☐ WRISTBAND or ☐ FACECARD for the person I care for.

CARER ID MATERIAL
When you register, you are automatically issued ONE Primary Carer Card. We sincerely recommend each person listed on your registration is provided with an Emergency Carer Card. We also suggest Emergency Carer Cards are given to others who may care for the registered person from time to time, including any professional care providers.

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MEMBERSHIP PACKAGES

The cost per facecard decreases with each membership level. Please see our website for information on the other benefits provided.

	AUD
Standard Membership (1 Wristband/Facecard & 1 x Primary Carer Facecard)	☐ $9.95
Bronze Membership (1 x Wristband/Facecard, 1 x Primary Carer Facecard, 1 x Emergency Carer Facecard)	☐ $14.95
Silver Membership (1 x Wristband/Facecard, 1 x Primary Carer Card, 2 x Emergency Carer Cards, 1 x DEFCOM Discount Card (Value $27.50))	☐ $18.95
Gold Membership (1 x Wristband/Facecard, 1 x Primary Carer Card, 3 x Emergency Carer Cards, 1 x DEFCOM Discount Card (Value $27.50))	☐ $22.95

Credit Card Type* ☐ Visa ☐ Mastercard ☐ Amex

Name on Card _____

Card Number ☐☐☐☐ ☐☐☐☐ ☐☐☐☐ ☐☐☐☐

Expiry Date _____/_____ CVC _____

DECLARATION

I declare that I am the parent, legal guardian, or legal carer of the person being registered and that the contents of this registration are true and correct. I understand that by providing false information I may be liable to criminal prosecution. I understand and give my express permission that the information that I have provided may be used by REUNITE CARER ASSIST to assist in providing the services outlined at www.reuniteservice.com.au and that this may include sharing this information with Australian authorities including but not limited to; the Police Service, the Ambulance Service and Professional Health Employees.

I understand that while every effort is made to ensure REUNITE CARER ASSIST is operating continually and efficiently there are no guarantees REUNITE CARER ASSIST will assist in providing the service outlined at www.reuniteservice.com.au and is provided without warranties of any kind, either express or implied.

I have read, understand and agree to the REUNITE CARER ASSIST Privacy Policy below, and the REUNITE CARER ASSIST Terms and Conditions overleaf.

Signature _____ Date _____

NOTE: Please ensure you include all required documentation when submitting this form. Details are on the front page.

Privacy Statement

The Ideas Company has established responsible and accountable collection and management arrangements to protect personal information within the Company against loss, misuse or inappropriate modification or disclosure. Personal information is defined as information or an opinion (including information or an opinion forming part of a database), whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion.

Security of Information

While REUNITE CARER ASSIST provides a secure environment, you should be aware there are inherent risks associated with the transmission of information via the Internet. For those who do not wish to use the Internet, REUNITE CARER ASSIST provides alternate ways (for example, fax, letter and office visits) of obtaining and providing information. In some circumstances, REUNITE CARER ASSIST guidelines may require us to send particular information by non-electronic means.

Collection, use and disclosure of personal information

When REUNITE CARER ASSIST receives your hard copy correspondance, email or online registration, your details become accessible to staff, and your email address may be recorded. However, personal information provided to us will be treated confidentially and will only be used and/or disclosed in accordance with your consent and/or legislative provisions.

OFFICE USE ONLY

Registrant's Photo Provided ☐ Yes ☐ No

Parent/Guardian/Carer Photo Identification Provided ☐ Yes ☐ No

Payment Approved ☐ Yes ☐ No

Signature _____ Date Entered _____ / _____ / _____ dd/mm/yyyy

Membership Number | | | | | | | | | |