

MAYDAY HEALTHCARE CARE CLUB TERMS & CONDITIONS

1. ABOUT CARE CLUB

The MAYDAY Healthcare Care Club ("Program") is a loyalty and recognition program designed to acknowledge and reward eligible nurses for their contribution through hours worked with MAYDAY Healthcare.

Participation in the Program is voluntary and free of charge.

The Program is separate from any contract of employment, engagement, remuneration, wages, entitlements, or employment conditions between MAYDAY Healthcare and its employees.

The Program is offered at the sole discretion of MAYDAY Healthcare and may be amended, suspended, or withdrawn at any time without notice.

2. ELIGIBILITY

To be eligible to participate in the Program, individuals must:

- Be engaged by MAYDAY Healthcare as a casual Registered Nurse (RN) or Enrolled Nurse (EN);
- Be on active assignment with MAYDAY Healthcare for a period during 2026;
- Remain in good standing with MAYDAY Healthcare;
- Comply with all employment, credentialing, compliance, and professional requirements;
- Not be subject to an active disciplinary, misconduct, or performance management process.

Participation is entirely voluntary. Choosing not to participate will not impact access to shifts, employment opportunities, or ongoing engagement with MAYDAY Healthcare.

MAYDAY Healthcare reserves the right to determine eligibility at its sole discretion.

3. NO GUARANTEE OF EMPLOYMENT OR SHIFTS

Participation in the Program:

- Does not guarantee future shifts or assignments;
- Does not guarantee ongoing employment or engagement;
- Does not create an expectation of regular work;
- Does not alter the casual nature of employment;
- Does not create any contractual right or entitlement.

Shift allocation will continue to be determined based on client requirements, availability, qualifications, compliance requirements, performance, and other business considerations.

4. TIER STRUCTURE

Members may achieve recognition tiers based on cumulative hours worked through MAYDAY Healthcare.

Current tier thresholds are:

Tier	Lifetime Hours Worked
Red	0 Hours
Bronze	228 Hours
Silver	456 Hours
Gold	988 Hours

MAYDAY Healthcare may introduce additional tiers, amend thresholds, or revise benefits at any time.

Hours are calculated using paid hours worked through MAYDAY Healthcare and recorded within MAYDAY Healthcare's payroll systems.

MAYDAY Healthcare's records are final in determining accumulated hours.

5. TIER BENEFITS

Benefits associated with each tier may include rewards, professional development opportunities, discounts, merchandise, events, recognition initiatives, or other incentives determined by MAYDAY Healthcare.

Benefits may vary over time and are subject to availability.

Benefits cannot be substituted, transferred, exchanged for cash, or redeemed by another individual unless expressly approved by MAYDAY Healthcare.

6. PROFESSIONAL DEVELOPMENT REIMBURSEMENTS

Where professional development benefits are offered:

- Reimbursements will only be made upon submission of evidence of payment and attendance or completion;
- Expenses must be approved by MAYDAY Healthcare before reimbursement;
- Reimbursements are capped at the applicable annual allowance;
- Unused allowances cannot be transferred, redeemed for cash, or carried forward unless otherwise approved.

MAYDAY Healthcare reserves the right to determine whether a learning activity qualifies for reimbursement.

7. MAINTAINING BENEFIT ELIGIBILITY

While tier status may remain recognised once achieved, certain benefits may require ongoing participation within the Program.

MAYDAY Healthcare may establish minimum annual activity requirements for access to selected benefits.

Failure to meet participation requirements may result in the suspension of access to particular benefits while retaining tier recognition.

8. REWARD FULFILMENT

MAYDAY Healthcare will make reasonable efforts to provide advertised rewards.

If a specific reward becomes unavailable, MAYDAY Healthcare may:

- Substitute a reward of equivalent value;

- Offer an alternative benefit;
- Delay fulfilment until stock becomes available;
- Withdraw the reward where necessary.

All decisions regarding rewards are final.

9. SUSPENSION OR REMOVAL FROM THE PROGRAM

MAYDAY Healthcare reserves the right to suspend or remove a participant from the Program if they:

- Cease employment or engagement with MAYDAY Healthcare;
- Breach workplace policies;
- Engage in misconduct;
- Provide false or misleading information;
- Fail to maintain required registrations, certifications, or compliance obligations;
- Engage in conduct that may damage the reputation of MAYDAY Healthcare or its clients.

Any accrued rewards that have not been redeemed or approved prior to removal may be forfeited.

10. PROGRAM CHANGES

MAYDAY Healthcare may at any time:

- Amend these Terms & Conditions;
- Modify tier requirements;
- Change benefits or rewards;
- Introduce or remove tiers;
- Suspend or discontinue the Program.

Any changes will take effect upon publication on the MAYDAY Healthcare website or communication to participants.

Continued participation in the Program constitutes acceptance of any updated Terms & Conditions.

11. LIMITATION OF LIABILITY

To the maximum extent permitted by law, MAYDAY Healthcare will not be liable for:

- Loss of benefits or rewards;
- Delays in reward fulfilment;
- System or administrative errors;
- Changes to the Program;
- Any indirect, incidental, or consequential loss arising from participation in the Program.

12. PRIVACY

Information collected and used in connection with the Program will be managed in accordance with MAYDAY Healthcare's Privacy Policy.

Participant information may be used for purposes including:

- Tier calculation;
- Reward administration;
- Program communications;
- Reporting and program improvement.

13. PRIVACY

Questions regarding the Care Club Program can be directed to:

MAYDAY Healthcare

Email: info@maydayhealthcare.com.au

Website: www.maydayhealthcare.com.au

IMPORTANT NOTICE

The Care Club Program is a discretionary recognition and rewards initiative. Participation does not create any contractual entitlement, alter the casual nature of employment, guarantee future work, or form part of a participant's wages, salary, or employment benefits. MAYDAY Healthcare reserves the right to amend or withdraw the Program at any time.