



# Meals on Wheels NSW Raffle 55. Raffle Conditions – 27 June 2024

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<b>Meals on Wheels NSW Raffle 55 Particulars</b>	
<b>MOW NSW Raffle Hotline</b>	1300 695 312
<b>Raffle Number</b>	No. 55
<b>Major Raffle Dates</b>	Sales open 1 July 2024
	Close 11:59 pm 13 November 2024
	Draw at 2 pm on 14 November 2024
<b>Redraw Date</b>	Monday 17 February 2024
<b>Ticket Bundles</b>	10 for \$30, 16 for \$40, 20 for \$50, 30 for \$60, 35 for \$70, 40 for \$80, 50 for \$100, 60 for \$120, 75 for \$150, 200 for \$200 (\$2 each for \$100+ and \$1 each for \$200+).
<b>Maximum Entries Available</b>	400,000 entries
<b>Draw Location</b>	Level 3, 80 Cooper Street, Surry Hills, NSW 2010
<b>Raffle Organiser</b>	Mr Les Anderson
<b>Customer Support</b>	Phone 1300 695 312, email c.service@insightcfs.com.au
<b>Main Prize</b>	Gold Bullion valued at \$20,000
<b>Book Buyers Prize</b>	\$500 cash, Draw from Purchasers of \$50 or more.
<b>Book Buyers Bonus Prize</b>	\$500 cash. Drawn from Purchasers of \$100 or more.
<b>Monthly "Raffle Friend" Draw</b>	\$1,000 cash. Drawn from Friends Of Meals On Wheels Club supporters.
<b>Max. Entries Sold</b>	400,000
<b>State Governing Authority</b>	Charity Fundraising Authority No. 17824

These are the terms and conditions of the Meals on Wheels NSW fundraising Raffle game conducted in support of the Meals on Wheels NSW Ltd. ABN 87 418 074 604 with Insight Holdings Consolidated Pty Ltd (ACN 111 803 475).

Please see the table of particulars above which should be read in conjunction with the terms below. Meals on Wheels NSW Ltd is a charitable organisation which provides nutritious meals and companionship to house-bound and disadvantaged people across New South Wales. All funds received from this Raffle support NSW Meals on Wheels.

This appeal is conducted according to relevant state laws including the Charitable Fundraising Act 1991 (NSW) and Gambling Regulation Act 2005.

In these conditions the Raffle purchaser, a contact or entry holder as the case may be, is referred to as "you" and Meals on Wheels and Insight are referred to as "us," "we" or "our," as the context requires.

## **Raffle Results**

Results will be published on the day of the draw [mealsonwheels.charityraffle.com.au](http://mealsonwheels.charityraffle.com.au), via [nswmealsonwheels.org.au/](http://nswmealsonwheels.org.au/), [mycharityraffle.com.au](http://mycharityraffle.com.au) and [raffleresults.com.au](http://raffleresults.com.au)

## **Entry Purchase**

Ticket prices: Entries are sold in bundles so the more you pay the greater the benefit for our work and you receive more chances. If less than \$30 is received for a Raffle, entries are \$5 each. You may purchase entries on more than one occasion and you may be offered additional entries. Friends Of Meals On Wheels Club are allocated entries based on the total amount paid during each Raffle campaign. People we contact or web users may purchase single or bundled entries. Individual entry numbers may be denominated in integers larger than the maximum number of entries.

## **Meals On Wheels Raffle Prizes**

Gold Bullion supplied by ABC Gold Bullion is the main Prize in this Raffle. All prizes are subject to availability and pricing at the time of the draw.

All players who pay \$50 and over go into the Book Buyers draw to win \$500 cash, except all players who pay \$100 or over go into the Book Buyers Bonus draw to win \$500 cash. Friends of Meals on Wheels Club entrants go into an additional draw to win \$1,000 cash.

## **Terms Of Entry**

You can enter the Meals on Wheels Raffle by making a paid purchase or by payment of a pledge to pay for entries. Entries in the Meals on Wheels Raffle are sold to residents of NSW by telephone or on this website [mealsonwheels.charityraffle.com.au](http://mealsonwheels.charityraffle.com.au), via [nswmealsonwheels.org.au](http://nswmealsonwheels.org.au) or via [mycharityraffle.com.au](http://mycharityraffle.com.au) Entry numbers are emailed or mailed to you. Entries are validated for the draw after payment is received. Entry tickets may also be available in NSW at public venues sold by approved vendors. Entrants must be over 18, Australian residents or if successful in the draw, receive any Prize in Australia. Our websites, may bar entry to persons overseas or in Australian states where sales are not permitted.

We take care to sell to adults who understand the purchase and able to provide payment. We will award the Prize to the selected entrant. Where a purchase is made by a young person, by someone inclined to irresponsible gaming or to a vulnerable person we will happily refund the entry purchase sum if that person has not played in a game. We are unable to make refunds after a draw in the absence of exceptional circumstances. We require payment by a person over 18 years of age.

To be eligible for entry into a Raffle draw you must make payment prior to the draw. Direct debit payment instructions must be received one week prior to the draw date to ensure payment can be completed. In the event that your paid entry cannot be entered in a draw you will be entered in the next available Raffle. Meals on Wheels accepts no responsibility for late payment or payment not received for any reason.

Persons engaged in the management, sales or supervision of the Raffle and their immediate family are not permitted to enter.

## **How To Make Payment For Entries**

Entries can be paid for with payment card, cheque, direct debit, PayID, BPay or digital payment wallet where available. You may make payment for entries in advance for up to one year up to a maximum of \$600 per Raffle. Where you pay with debit or credit payment card and after registration with Westpac merchant processing, we may offer to accept payment for subsequent purchases by resubmitting the registered reference number instead of a credit card. You may decline to use that payment method. Payments falling due on a weekend or public holiday may be submitted the day prior and declined payments are retried within five

days. To ensure you are entered we may seek payment from an alternate payment method where that has been provided to us.

For other methods of payment, please call the Hotline. Payments greater than the agreed price, will be rounded down to the next bundle and the excess will be accepted as a donation and a receipt issued. Payments received by invalid international or interstate entrants will be returned where possible or retained as donations.

Where funds are received as a donation or a minor sum is deemed to be a donation, and the amount is \$2 or more, a receipt is issued. Meals on Wheels has tax deductible gift status issued by the ATO.

### **Friends of Meals on Wheels Club**

You can become a Friend of Meals on Wheels Supporter by accepting our offer during our telephone call, by calling the Raffle Hotline. Club members will pay for and be entered into all Meals on Wheels Raffle draws as well as bonus Friends Club draws.

Friends of Meals on Wheels Club members receive notice of validated Raffle lucky numbers by email or mail in the week prior to each main draw. If less than \$30 is received in total for any single Raffle, entries will be allocated to the club member at \$5 each.

By joining the Friends Club you agree to make an initial payment and pay the chosen sum each month or on another recurring basis for payment towards each consecutive Meals on Wheels Raffle. By agreeing to support Meals on Wheels in this way, you authorise our service providers to automatically debit your payment card or nominated bank account on the nominated basis. You may cancel or amend your support level for your Meals on Wheels Supporters Club membership at any time prior to the next payment.

Your kind support can always be put to good use in Meals on Wheels' community work. To make that possible we will notify you if we intend to provide additional entries paid for with an increase in your Friends Club support. If you do not wish to participate in that notified increase, please let us know before or after that change occurs. We will not increase your support within 6 months of joining or any other increase.

At the time of joining, we hope you will authorise us to automatically increase your support by up to \$5 each month which will start on the first payment date after the anniversary of joining the Friends of Meals on Wheels Club.

### **Draw Of Winners**

The draws will take place at Level 3, 80 Cooper Street, Surry Hills NSW 2010. In the draws for the Prize winners, the major Prize will be drawn first, and the other prizes drawn in descending order of Prize value. A winner and all entries can win again in each further Prize draw for which the entrant is eligible. All winners are notified by telephone and registered mail. The Prize-winning entry numbers and winner's suburb are published at [mealsonwheels.charityraffle.com.au](http://mealsonwheels.charityraffle.com.au), [raffleresults.com.au](http://raffleresults.com.au) and [mycharityraffle.com.au](http://mycharityraffle.com.au) the day after the draw. Details of winners' names or addresses are not published or available, unless authorised by the winner. To help promote our work, we will ask you to be photographed and to make some supportive comment for our site.

Subject to state regulations unclaimed prizes will be retained for at least 95 days from the draw while the winner is notified or located. That the Prize is unclaimed will be published on the Raffle website with notice that the Prize winner cannot be located. If a Prize winner cannot be located, a new Prize winner will be drawn from the same pool of supporters and redrawn on the redraw date and given 7 days in which to be found or respond, after which that 7-day notice process will be repeated. Entry in the draw may not be cancelled after the draw.

### **Fundraising Service Provider**

Fundraising services are provided by Insight Holdings Consolidated Pty Ltd. 72-80 Cooper Street Surry Hills NSW 2010. This promotion ensures that Meals on Wheels NSW receives at least 40% of gross proceeds. There

is an agreement with Insight Holdings Consolidated Pty Ltd to promote or conduct this Raffle for reward. Lottery management, telemarketing, prizes, advertising, fulfilment, merchant fees, additional authorised approved vendors and other administration costs are paid by Insight Holdings Consolidated and amount to no more than 60% of gross Raffle proceeds. Net proceeds are applied to our work promoting the prevention and elimination of cervical cancer.

### **Bonus Games**

In the course of any Meals on Wheels fundraising campaign, we may offer you additional entries with or without an Meals on Wheels entry purchase on specific conditions, for example in a Trade Promotion lottery rules, to promote a Meals on Wheels Raffle alone or together with other charity fundraising games. You may be offered entries as an incentive to a purchase or entries may be allocated to you if you are already part of the same group of entrants. For example, \$80 buyers may be allocated a free entry and those who previously made that purchase will be allocated entries. We will post the particulars of any additional game as an addendum to these conditions or a link to the game's terms of entry. We may not directly notify you of the allocation of bonus entries.

### **Direct Marketing**

The telephone numbers we use are sourced from the public telephone directory and data suppliers. We only call at times permitted by legislation. If a call is inconvenient, you may request that we call back at either another day or time, or not call at all. Please be aware that ACNC registered charities are exempt from the Do Not Call Register Act 2006 (Cth) and the Spam Act 2003. Should you wish not to receive any more telephone calls from Meals on Wheels, please call our Raffle Helpdesk on 1300 695 312 or send us an email and we will remove your telephone number from our calling list.

### **Changes To The Draw**

These Raffle conditions which amend or provide for rules outside the mandated rules are subject to change and correction. Please check these conditions from time to time. Significant changes will be identified at [mealsonwheels.charityraffle.com.au](http://mealsonwheels.charityraffle.com.au) To protect the operators of the Raffle from any cause which may jeopardise the success of the Raffle for us, we reserve the right in our absolute discretion to cancel or postpone any draw or the series of draws, to recommence them and to change the Raffle game including by refunding payments in undrawn games, changing the Raffle rules, altering the prizes or changing the Raffle draw schedule. We may in our absolute discretion, change or cancel the current or future draws including recommence them on new conditions in the event of the interference of an outside agent or event in any manner which adversely impacts or hinders the sales processes, the revenue objectives or any other part of the conduct of the Raffle, including but not limited to vandalism, power failures, tempests, pandemic, natural disasters, acts of God, civil unrest, atomic war, invasion, or strike. Any change under this clause will be notified on our Raffle website. Nothing in this clause limits or alters your rights to consumer guarantees under the Australian Consumer Law.

### **Complaints**

If you would like to provide feedback or tell us how we can improve, please contact us immediately. To make a complaint please call our Raffle Helpdesk - 1300 695 312 or send us an email. Please Note: We are only able to act on a complaint where we are advised of the telephone number to verify that it was an Meals on Wheels call.

### **Raffle Privacy Policy – Collection Statement**

Meals on Wheels and Insight Holdings Consolidated Pty Ltd collect your personal information at [mealsonwheels.charityraffle.com.au](http://mealsonwheels.charityraffle.com.au) via [nswmealsonwheels.org.au/raffle](http://nswmealsonwheels.org.au/raffle) at [mycharityraffle.com.au](http://mycharityraffle.com.au) in person and over the phone to contact you to seek your support for our Raffles and to administer your participation in the draws for prizes.

Please see our full Raffle privacy policy at [mealsonwheels.charityraffle.com.au/privacy](http://mealsonwheels.charityraffle.com.au/privacy) If you would prefer that we do not contact you regarding the Raffle, if you wish to see or correct the personal information we hold about you or have feedback or concerns about your experience, please call us on 1300 695 312 or [privacy@insightcfs.com.au](mailto:privacy@insightcfs.com.au)

Funds raised from this Raffle are used to support NSW Meals on Wheels' work across New South Wales. Banks, mail house and other suppliers receive your information to provide services. If you do not provide contact information, we are unable to include you in the draw or provide our services. Data we receive is kept securely in an encrypted form in secured, backed up servers. For more information, please see Insight Holdings Consolidated Privacy Policy and other policies at [insightcfs.com.au](http://insightcfs.com.au). Information may be stored or sent overseas for processing as to which please see our Raffle privacy policy.

Contact us if you have any questions or feedback; 1300 695 312, [c.service@insightcfs.com.au](mailto:c.service@insightcfs.com.au)

For information about privacy in relation to Meals on Wheels' activities outside this Raffle, please see the Meals on Wheels Privacy Statement at [nswmealsonwheels.org.au/footer-links/privacy](http://nswmealsonwheels.org.au/footer-links/privacy). and InsightCFS Privacy statement at [www.insightfundraising.com.au/privacy/](http://www.insightfundraising.com.au/privacy/)

## Contact

To Contact Us  
Meals on Wheels NSW - Raffle Customer Services  
1300 695 312 [c.service@insightcfs.com.au](mailto:c.service@insightcfs.com.au)  
[mealsonwheels.charityraffle.com.au/privacy](http://mealsonwheels.charityraffle.com.au/privacy) policy

To Contact Meals on Wheels or Insight:  
Meals on Wheels NSW (ACN 621 449 929)  
0.2 Ground Floor, 15 Bourke Road MASCOT NSW 2020  
[nswmealsonwheels.org.au/footer-links/privacy](http://nswmealsonwheels.org.au/footer-links/privacy)  
1300 679 669 [nswmealsonwheels.org.au](http://nswmealsonwheels.org.au)

Insight Holdings Consolidated Pty Ltd (ACN 111 803 475)  
72-80 Cooper St, Surry Hills, NSW 2010  
[www.insightfundraising.com.au/privacy/](http://www.insightfundraising.com.au/privacy/)  
1300 365 896 [www.insightcfs.com.au](http://www.insightcfs.com.au)