



SYDNEY SWANS MEMBERSHIP HARDSHIP POLICY

Financial hardship is often unexpected, can be short or long-term, and often comes as a result of a change in personal circumstances, such as injury, illness, loss of income, domestic violence or a death in the family.

Members facing these circumstances may qualify for special assistance.

To request financial relief please contact Membership Support on (02) 9157 5020 Monday to Friday 10am-4pm or via swansmembership@sydneyswans.com.au.

Our priority will be to find a solution that meets your needs.

Eligibility for refunds will be assessed on a case-by-case basis according to the value of benefits already received as part of the membership package at the date of the request.

Members applying for financial relief may be asked to provide supporting documentation. Information provided will not be stored by the Sydney Swans. It will be treated sensitively and remain strictly confidential.

Options available in instances of hardship include:

- i. Request to pause monthly payment plans, until you're back on track
- ii. Partial refunds
- iii. Request to adjust interim payment terms

When contacting our Membership Support team your safety is our priority. If you identify as being in a domestic or family violence situation, our staff will check if it is safe to continue the call or correspondence before proceeding.

Financial hardship can impact Swans members and their families. There are many organisations that may be able to provide further support or resources:

Financial Support Information

<https://www.servicesaustralia.gov.au/>

<https://moneysmart.gov.au/>

Family/Personal Support Information

<https://www.1800respect.org.au/>

<https://www.beyondblue.org.au/>