



The Violet Initiative

Violet Financial Hardship Policy

At Violet, we are committed to ensuring that all individuals, regardless of their financial situation, have access to compassionate, high-quality guidance and support as they navigate the last stage of life. We understand that financial hardship can be a significant barrier to accessing the care and support needed during life's most challenging moments. This policy outlines the circumstances under which the carer may be eligible for a fee waiver due to financial hardship.

Purpose

The purpose of this policy is to support carers and bereaved carers who are unable to afford the standard service fee for Guided Support sessions due to financial hardship. It ensures equitable access to Violet services by offering to waive this fee for eligible participants.

Eligibility Criteria

To be eligible for the fee reduction, individuals must meet one of the following criteria:

1. **Centrelink Income Support:** The individual's sole source of income must be from Centrelink payments. This includes but is not limited to JobSeeker Payment, Disability Support Pension, Age Pension, Carer Payment, and Parenting Payment.
2. **Visa Restrictions:** The individual must be on a visa that restricts access to government support payments, and have no source of income or financial assistance greater than they would be eligible for if they were on Centrelink payments.
3. **Significant life pressures or hardship:** such as domestic violence, loss of income due to caring role, or other financial hardship situations.

Individuals who meet one of these criteria may apply for financial hardship consideration. Additional documentation may be requested to verify eligibility.

Application Process

1. **Request for Fee Waiver:** Individuals seeking the fee waiver can request a Financial Hardship Request Form, which they should complete and return to info@violet.org.au.
2. **Documentation:** Applicants must provide supporting documentation such as:

- A Centrelink Income Statement (for those receiving benefits), or
 - A copy of their visa and evidence of income limitations (for visa-restricted applicants and other exceptional circumstances).
3. **Review:** Each application will be reviewed by Violet within five (5) business days. All information provided will be treated with strict confidentiality.
4. **Notification:** Applicants will be notified of the outcome via email or phone. If approved, the individual will be eligible to access Violet services free of charge.

Scope of Support

This concession covers Violet's Guided Support services and is designed to ensure that those experiencing hardship can still benefit from:

- Guidance and emotional support when caring for people who are frail and aged or living with a life-limiting condition and are at the end-of-life stage
- Guidance and emotional support for bereaved carers
- Resources and information tailored to their situation
- Access to trained Violet Guides

Duration and Review

The fee waiver is valid for one individual service package (3x 45-minute Guided Support sessions). Should additional support be needed beyond the initial service, individuals may reapply under this policy.

Confidentiality

All information provided by applicants will be handled in accordance with Violet's privacy policy. Personal and financial details will be used solely for the purpose of assessing eligibility for financial hardship support.

Appeals

If you believe that Violet has made a decision regarding eligibility for a fee waiver which does not comply with this Policy then you can appeal the decision by writing to info@violet.org.au

Contact Us

For more information or assistance with the application process, please contact Violet at info@violet.org.au
www.violet.org.au

Policy Review

This policy will be formally reviewed every two years to ensure that it remains current, practical, and aligned with best practices. Feedback from staff, board members, and relevant stakeholders will be sought as part of the review process, and any updates will be communicated transparently across the organisation.

Related documents

- Privacy Policy

Version Control

| Version | Date approved | Author | Key changes |
|---------|---------------|--------|-------------|
| 1.0 | 20 June 2025 | MR CEO | - |
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