

Resilience

What is Financial Hardship?

We understand that life doesn't always go to plan and sometimes your circumstances unexpectedly change, making it difficult for you to continue meeting your financial commitments.

A sudden change which may impact your income or expenses might result from unemployment or reduction in income, illness or a medical condition, a natural disaster, family separation or violence.

We are here to support you and the sooner you reach out, the sooner we can provide you with support and assistance.

How to access Financial Hardship assistance?

If your financial circumstances have changed, you can request assistance by getting in touch with us to discuss options available to you.

What type of assistance is available?

Each person and situation are unique and the type of assistance that we provide is likely to depend upon your individual circumstances. We will be happy to discuss the available options with you when you contact us.

How long is the assistance period?

The length of your assistance period is likely to depend upon your individual circumstances. We will work with you to find a solution that may be short, medium or long-term, depending on your circumstances.

Do I need to provide supporting documents when I request Financial Hardship assistance?

If any supporting documents are required to assist us with reviewing your request for financial assistance, we will request this from you.

Can someone else request assistance on my behalf?

Yes, provided we have your permission, a third party is able to request assistance on your behalf. To find out more, please contact us.

My circumstances have changed since making a financial assistance request. What should I do?

If your circumstances change after submitting your request, please inform us at your earliest convenience by contacting us.

What if I would like to complain?

If you're not satisfied with the way you were treated or would like to highlight how we can improve, please let us know so that we can have a further discussion regarding your needs and how we can help and improve our services.

For further information, please visit our complaints page.

I need accessibility support?

We provide a number of accessibility support services which are detailed here. If we can provide any additional assistance, please contact us.