

The state of financial hardship assistance in Australia

Key findings

The practical barriers Aussies say prevent them from accessing financial hardship assistance

Lack of awareness of available assistance programs

37%

Not knowing where to go for help

33%

Not knowing which sources to trust

31%

The emotional barriers Aussies say prevent them from to accessing financial hardship assistance

Anxiety and stress caused by hardship

51%

Feeling shame or embarrassment

40%

Feeling of failure

40%

Almost all (96%) of those surveyed who experienced financial hardship, experienced negative side effects, including:

73%
Stress or anxiety

56%
Loss of sleep

41%
Decline in physical health or appearance

But two thirds (65%) of Aussies who have ever sought financial hardship assistance from their lender say they feel positively as a result.



36%

Feel supported by their lender



32%

Feel relieved at knowing help was available



29%

Feel grateful for the assistance and support provided



12%

Feel empowered after seeking financial hardship assistance

Help starts with a question... **just ask.**