

FAQ Sheet



Bushfire 2026 - Hardship Assistance

Our thoughts are with all our customers.

We know bushfires can place enormous emotional and financial strain on individuals, families, and communities. Your wellbeing is our priority, and we are here to support you during this difficult time.

Bushfire Support

Q: Who can access BankWAW Bushfire Hardship Assistance?

A: Customers who have been directly or indirectly impacted by the bushfires may be eligible for support. Our staff will work with you to find the best solution.

Beware of Scams

Please be aware of scammers during the bushfires and only offer support via official charities or channels - contact the organisation directly on their official contact channels, rather than replying to an email or SMS that you may receive.

More information



For more information, call BankWAW on 1300 368 555, or you can find out about hardship assistance on our website [here](#).

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Eligibility

Q: What if I'm not sure whether I'm eligible?

A: Please reach out anyway. Even if you're unsure, our team is here to listen and help guide you through your options.

Services

Q: Are any service centres or general services affected?

A: We're working to keep services available wherever possible. Any temporary service centre closures or service changes will be updated on our social media pages.

Types of Support

Q: What types of support are available through BankWAW?

A: Support may include options such as Temporary hardship assistance:

It may be appropriate for you to apply for temporary hardship assistance to help manage your financial commitments in the short to medium term. Under hardship assistance we can look at different options to vary and temporarily reduce your loan commitment(s) including:

- extending your loan term and reducing your loan repayments
- accepting interest-only repayments for a specified period
- postponing repayments for a specified period.

To apply for assistance on the grounds of hardship you will need to complete our hardship assistance application form. In some instances, we may need to seek the approval of third parties. For example, if you have a home loan which is mortgage insured we would need to seek the approval of the Lenders Mortgage Insurance provider on your loan before agreeing to vary your loan terms.

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Other Support

Q: Need additional support?

A: If you're feeling overwhelmed, support services are available:

Lifeline: 13 11 14

Beyond Blue: 1300 22 4636

Applying

Q: How do I apply for assistance?

A: The best first step is to contact our team. We'll talk with you confidentially about your situation and explain the support options available.

Phone: 1300 368 555

Email: info@bankwaw.com.au

Visit: Your local service centre (where and when it is safe to do so)

Emergency updates

Q: Where can I find emergency updates?

A: For official bushfire updates and safety advice, please avoid assumptions and refer to official sources, such as:

- [ABC Local and News Radio](#)

Victorian websites

- [Vic Emergency](#)
- [VicTraffic](#)

NSW websites

- [NSW Rural Fire Service](#)
- [Hazards Near Me](#)
- [Live Traffic NSW](#)

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