



Emergency Recovery Support Program

January 2026 bushfires

What you need to know

If you are in immediate danger, **call Triple Zero (000)**.

This document has information about the Emergency Recovery Support Program.

If you need an interpreter, call 131 450 for the Translating and Interpreting Service.

What support is available?

The Emergency Recovery Support Program helps people and families after a major emergency.

It can be hard to know what to do next. Recovery support officers can guide you.

They can help you with things like:

- health and wellbeing services
- financial advice and assistance
- finding local services
- insurance and legal questions
- registering for government services.

Support can include advice, referrals, or more involved help if needed.

A recovery support officer will work with you to understand your needs and link you with the right supports.

People who have moved away from the area

Even if you've moved away from the emergency area, you can still get help. Support may be available near where you live now.

How to get help

Over the phone

- You can call the Emergency Recovery Hotline on 1800 560 760 (press 9 for an interpreter or call Translating and Interpreter Services on 131 450).

Further help and support

Visit <https://services.dffh.vic.gov.au/emergency-relief-and-recovery-services>

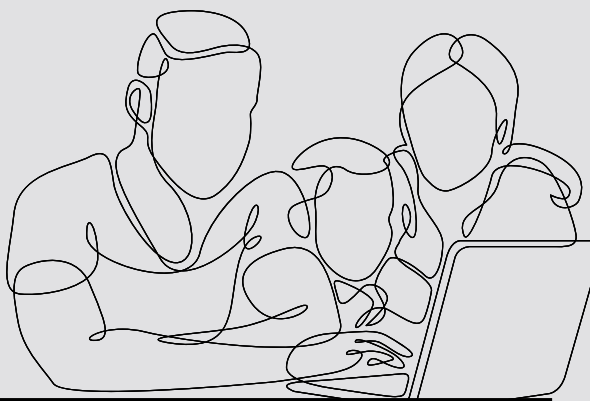
You can also:

- Contact your local council
- Call VicEmergency on 1800 226 226

To receive this document in another format email emergency.communications@dffh.vic.gov.au

ISBN 978-1-76130-938-0 (pdf/online/MS word)

Authorised and published by the Victorian Government, 1 Treasury Place, Melbourne.
© State of Victoria, Australia, January 2026. (2601512)



Emergency Recovery Support Program

January 2026 bushfires

What you need to know

If you are in immediate danger, **call Triple Zero (000)**.

This document has information about the Emergency Recovery Support Program.

If you need an interpreter, call 131 450 for the Translating and Interpreting Service.

What support is available?

The Emergency Recovery Support Program helps people and families after a major emergency.

It can be hard to know what to do next. Recovery support officers can guide you.

They can help you with things like:

- health and wellbeing services
- financial advice and assistance
- finding local services
- insurance and legal questions
- registering for government services.

Support can include advice, referrals, or more involved help if needed.

A recovery support officer will work with you to understand your needs and link you with the right supports.

People who have moved away from the area

Even if you've moved away from the emergency area, you can still get help. Support may be available near where you live now.

How to get help

Over the phone

- You can call the Emergency Recovery Hotline on 1800 560 760 (press 9 for an interpreter or call Translating and Interpreter Services on 131 450).

Further help and support

Visit <https://services.dffh.vic.gov.au/emergency-relief-and-recovery-services>

You can also:

- Contact your local council
- Call VicEmergency on 1800 226 226

To receive this document in another format email emergency.communications@dffh.vic.gov.au

ISBN 978-1-76130-938-0 (pdf/online/MS word)

Authorised and published by the Victorian Government, 1 Treasury Place, Melbourne.
© State of Victoria, Australia, January 2026. (2601512)

