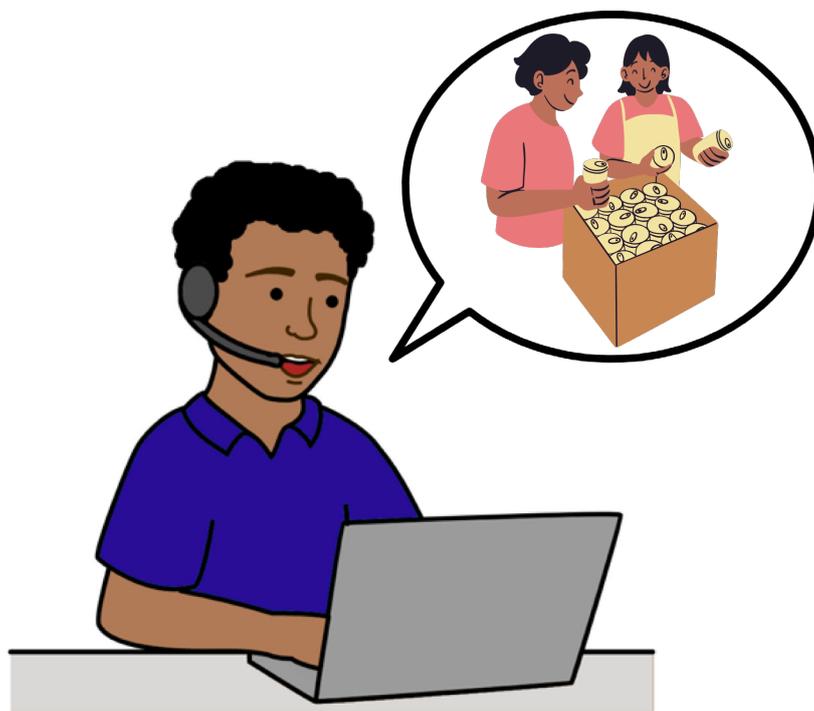




# Emergency Recovery Support Program



**Easy  
Read**



Families,  
Fairness  
and Housing

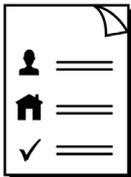
## About this book



This book is from the Victorian Government's Department of Families, Fairness and Housing.



This is an Easy Read book.



Easy Read uses simple words and pictures.



We add a star before and after **\*hard words\***.

Then we explain what the words mean.



You can ask someone to help you read and understand this book.



Contact information is at the end of this book.

# About the \*Emergency Recovery Support Program\*



The Emergency Recovery Support Program helps people after a big **\*emergency\***.

An emergency is when something happens and people need help quickly.



For example, if there is

- a fire



- a flood



- a storm.



## What to do in an emergency

If you are in danger, call Triple Zero 000.

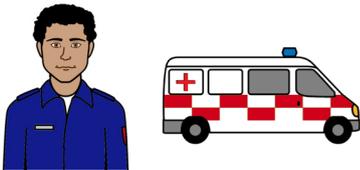


Triple Zero is for

- police



- fire



- ambulance.

## Other support in an emergency



You can call the  
Emergency Recovery Hotline on 1800 560 760.



Recovery support officers will listen to what you  
need and help you get the right supports.



For example, they can help you access

- health and wellbeing services



- local services



- government services.



They can also answer questions about

- money



- **\*insurance\***.

Insurance means you pay a company so you get money if an emergency happens.



You can also contact

- your local council



- VicEmergency on 1800 226 226.



You can still get help if you have moved away from the emergency area.



## More information



For more information contact the  
Emergency Recovery Support Program.



### Website

[DFFH Emergencies web page](http://www.services.dffh.vic.gov.au/emergency-relief-and-recovery-services)

[www.services.dffh.vic.gov.au/emergency-relief-and-recovery-services](http://www.services.dffh.vic.gov.au/emergency-relief-and-recovery-services)



### Email

[emergency.communications@dffh.vic.gov.au](mailto:emergency.communications@dffh.vic.gov.au)



### Call

1800 560 760

## Help to speak and listen



If you need help to speak or listen, the National Relay Service can help you make a call.



**Call** 1800 555 660



**Website** [NRS Helpdesk](https://www.accesshub.gov.au/about-the-nrs/nrs-helpdesk)  
[www.accesshub.gov.au/about-the-nrs/nrs-helpdesk](https://www.accesshub.gov.au/about-the-nrs/nrs-helpdesk)

## Help in your language



If you need help with other languages, contact the Translating and Interpreting Service.



**Call** 131 450



**Website** [TIS National](http://www.tisnational.gov.au)  
[www.tisnational.gov.au](http://www.tisnational.gov.au)

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