

Temporary Accommodation

Support Program

January 2026 bushfires

What you need to know

This document has information about the Temporary Accommodation Support Program.

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

What support is available?

The Temporary Accommodation Support Program supports uninsured and under-insured households.

You can apply for temporary accommodation if you are unable to live in your home due to the bushfires.

You may be eligible for temporary accommodation if you:

- cannot return home because it is damaged or destroyed; and
- do not have building or contents insurance or are under-insured; and
- have no alternative accommodation options.

Temporary accommodation options may include:

- a caravan or modular unit placed on your property or at another agreed location
- a rent relief payment to help you pay for rental accommodation.

On-site temporary accommodation options may be available for up to 3 years.

On-site temporary accommodation options are not available for rental properties. If you were living in a rental property, you may be eligible to access other temporary accommodation options, including the rent relief payment.

You can get help from a dedicated recovery support worker. They will work with you to understand your needs and link you with the right supports.

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/accommodation-options-january-2026-fire>

You can also:

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

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

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