

# Prepare, Respond and Recover

To ensure your business is prepared for unexpected events and is more resilient after emergencies, we have put together useful information and resources. We encourage you to keep this fact sheet in an easy-to-find place and share it with your professional contacts.

## ASSISTANCE IF YOU HAVE BEEN IMPACTED BY THE JANUARY 2026 VICTORIAN BUSHFIRES

Information current as of 14 January 2026.

Emergency Relief Payments	Emergency relief payments are available for eligible people affected by the January 2026 bushfires.	1800 226 226 <a href="https://emergency.vic.gov.au/relief/#january_2026_fires">emergency.vic.gov.au/relief/#january_2026_fires</a>
Australian Government Disaster Recovery Payment	The payment is for eligible people directly affected by the January 2026 Victorian bushfires.	<a href="https://servicesaustralia.gov.au/support-for-victoria-bushfires-january-2026-announced">servicesaustralia.gov.au/support-for-victoria-bushfires-january-2026-announced</a>
Emergency Recovery Hotline	Provides information about recovery programs and supports – including emergency accommodation and clean up information.	1800 560 760 (press 9 for an interpreter or call TIS on 13 14 50)
VicEmergency	Up-to-date bushfire and emergency information and useful resources on emergency relief and recovery.	1800 226 226 <a href="https://emergency.vic.gov.au/relief">emergency.vic.gov.au/relief</a>
Victoria State Emergency Service (VICSES)	Flood, storm, emergency first responders and flood preparedness.	13 25 00 <a href="https://ses.vic.gov.au">ses.vic.gov.au</a>
Australian Red Cross	Help to cope with a crisis and manage what you or others might experience after a natural disaster.	<a href="https://redcross.org.au/emergencies/coping-after-a-crisis">redcross.org.au/emergencies/coping-after-a-crisis</a>
Lifeline	13 HELP is Lifeline's 24/7 dedicated support line for people living through bushfire recovery or struggling to cope with an extreme weather-related event.	13 HELP (13 43 57) 13 11 14 <a href="https://lifeline.org.au/get-help/information-and-support/bushfire">lifeline.org.au/get-help/information-and-support/bushfire</a>

## ASSISTANCE FROM OTHER AGENCIES

Organisations outlined below can also help with your recovery process.

FinWell (Rural Financial Counselling Service – Victoria West)	Help to develop strategies and business plans, and financial counselling for small business owners.	1300 735 578 <a href="https://finwellgroup.com.au/">https://finwellgroup.com.au/</a>
AssitSmallBiz (Rural Financial Counselling Service – Victoria North)	Help to develop strategies and business plans, and financial counselling for small business owners.	1300 032 332 <a href="https://assistsmallbiz.org.au/">https://assistsmallbiz.org.au/</a>
Rural Financial Counselling Service – Gippsland	Help to develop strategies and business plans, and financial counselling for small rural business owners.	1300 045 747 <a href="https://ruralfinancialcounselling.org.au/">https://ruralfinancialcounselling.org.au/</a>
Small Business Debt Helpline	Financial counsellors for assistance and referral for ongoing support.	1800 413 828 <a href="https://sbdh.org.au">sbdh.org.au</a>
Insurance Council of Australia	Advice on when to contact your insurance company and how to document damage.	<a href="https://insurancecouncil.com.au/resource/what-to-do-after-a-bushfire">insurancecouncil.com.au/resource/what-to-do-after-a-bushfire</a>

CPA Australia	Advice, resources and strategies for small businesses recovering after a disaster.	1300 73 73 73 <a href="http://cpaaustralia.com.au">cpaaustralia.com.au</a>
Fair Work Ombudsman (FWO)	Advice on employment conditions and leave arrangements.	13 13 94 <a href="http://fairwork.gov.au">fairwork.gov.au</a>
Australian Taxation Office (ATO)	Managing tax obligations following a disaster.	13 72 26 <a href="http://ato.gov.au">ato.gov.au</a>
Australian Securities & Investments Commission (ASIC)	Fee relief including review of late lodgement and payment.	1300 300 630 <a href="http://asic.gov.au">asic.gov.au</a>
MoneySmart (ASIC)	Free, independent help to make the most of your money.	<a href="http://moneysmart.gov.au">moneysmart.gov.au</a>
Tourism industry resources	Crisis resources to help business in the tourism industry.	<a href="http://djsir.vic.gov.au/tourism-industry-support/industry-support/tourism-crisis-support">djsir.vic.gov.au/tourism-industry-support/industry-support/tourism-crisis-support</a>
Victorian Small Business Commission	Impartial dispute resolution services for small businesses, farmers and retail tenants and landlords.	1800 878 964 <a href="http://vsbc.vic.gov.au">vsbc.vic.gov.au</a>
Partners in Wellbeing Helpline	Free wellbeing coaching for all Victorians aged 16 or over.	1300 375 330 <a href="https://partnersinwellbeing.org.au/wellbeing-coaching/">https://partnersinwellbeing.org.au/wellbeing-coaching/</a>
Victorian Worker Mental Health Support Line	Free, confidential and 24/7 mental health support for employees in businesses with 200 workers or less.	1800 318 421 <a href="https://go.telushealth.com/en-au/vic-mental-health">https://go.telushealth.com/en-au/vic-mental-health</a>

## RESOURCES FROM BUSINESS VICTORIA

Disaster resilience resources	Tailored resources and information to help you plan, respond and recover in the event of an emergency.	<a href="http://business.vic.gov.au/business-information/disaster-resilience">business.vic.gov.au/business-information/disaster-resilience</a>
Disaster Resilience for Business Toolkit	Framework to assess, prepare and recover effectively from disasters.	<a href="http://business.vic.gov.au/resilience-toolkit">business.vic.gov.au/resilience-toolkit</a>
Small Business Bus	The Small Business Bus provides a concierge service and expert advisers (virtual and face to face) to support businesses with general assistance, business planning and referrals to other services and resources.	<a href="http://business.vic.gov.au/grants-and-programs/small-business-bus">business.vic.gov.au/grants-and-programs/small-business-bus</a>
Workplace Wellbeing Hub	Practical resources for managing stress and building resilience all in one place.	<a href="http://business.vic.gov.au/wellbeing">business.vic.gov.au/wellbeing</a>

## HOW TO SEEK THE HELP YOU NEED, FAST

If you are in a life-threatening situation or emergency, please call **Triple Zero (000)** for police, fire or ambulance.

## HOW TO STAY INFORMED

- **VicEmergency** – download the VicEmergency App, visit [emergency.vic.gov.au](http://emergency.vic.gov.au) or call the hotline on **1800 226 226**.
- **Local ABC radio station** – tune in for updates and announcements.
- **Business Victoria newsletter** – subscribe to receive essential updates, advice and services specifically for businesses. [business.vic.gov.au/subscribe](http://business.vic.gov.au/subscribe)