

# 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 DECEMBER 2024 BUSHFIRES

Australian Government Disaster Recovery Allowance	Income support payments for employees, primary producers and sole traders who can demonstrate they have experienced a loss of income as a direct result of bushfire.	<a href="https://servicesaustralia.gov.au/bushfires-western-vic-dec-2024-disaster-recovery-allowance">servicesaustralia.gov.au/bushfires-western-vic-dec-2024-disaster-recovery-allowance</a>
Australian and Victorian Governments  Personal Hardship Assistance Program	Assistance for people experiencing financial hardship in emergencies. The program includes Emergency Relief Payments and Re-establishment Assistance.	1800 226 226 <a href="https://services.dffh.vic.gov.au/personal-hardship-assistance-program">services.dffh.vic.gov.au/personal-hardship-assistance-program</a>
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 BUSINESS VICTORIA

Disaster resilience resources	Tailored resources and information to help you plan, respond and recover in the event of an emergency.	<a href="https://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="https://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="https://business.vic.gov.au/grants-and-programs/small-business-bus">business.vic.gov.au/grants-and-programs/small-business-bus</a>
Partners in Wellbeing Helpline	Resources and referrals for business supports including trained financial counselling, business advice and wellbeing coaching. Check the website to see if you meet the eligibility criteria.	1300 375 330 <a href="https://business.vic.gov.au/grants-and-programs/partners-in-wellbeing-helpline">business.vic.gov.au/grants-and-programs/partners-in-wellbeing-helpline</a>
Workplace Wellbeing Hub	Practical resources for managing stress and building resilience all in one place.	<a href="https://business.vic.gov.au/wellbeing">business.vic.gov.au/wellbeing</a>

## ASSISTANCE FROM OTHER AGENCIES

Organisations outlined below can also help with your recovery process.

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://wswrcs.com.au/disaster-recovery#disaster-recovery">https://wswrcs.com.au/disaster-recovery#disaster-recovery</a>
Small Business Mentoring Service	One-on-one business relief advice for small business.	1300 032 332 <a href="http://sbms.org.au">sbms.org.au</a>
Small Business Debt Helpline	Financial counsellors for assistance and referral for ongoing support.	1800 413 828 <a href="http://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="http://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://tourism.vic.gov.au/business-information/crisis-management-guide">tourism.vic.gov.au/business-information/crisis-management-guide</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>

## 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)