



Recovery Information - March 2026

Recovery Hub, what is it?

A recovery hub is a place where you can come and ask that important question, find out helpful information or just to drop in and have a cuppa.

Where:

NC² Building - 62 Main Street Natimuk

- Monday 2pm-6pm
- Wednesday 10am-4pm

Quantong – Community Recreation Reserve

- Tuesday 2pm-6pm

Waste Disposal

To assist residents with the fire clean up process, fees have been waived at transfer stations until Wednesday 13th May 2026. To take advantage of the free disposal offer impacted residents will simply need to show proof of residence i.e. drivers licence or utility notice.

Natimuk Waste Facility / Stack Site

Lake Ave Natimuk

Scrap metal can be placed on the current scrap metal pile. Other fire waste is to be placed in the general waste bins marked 'Bushfire Waste'.

Quantong Transfer Station

497 Lanes Avenue Quantong

Wednesday 1pm-5pm, Saturday 9am-1pm

Scrap metal can be placed on the current scrap metal pile. Other fire waste is to be placed in the general waste bins marked 'Bushfire Waste'.

Asbestos. Asbestos materials **must** be double wrapped in builders plastic and taped securely, then disposed of at the Doon Landfill site at 132 Ladlows Road Kalkee.

Tyres & eWaste. Tyres and eWaste can be disposed of at local transfer stations as per normal.

Grampians Community Health

Grampians Community Health has created a dedicated team to support those affected by the January fires. The team are here to help walk you through the 'right doors' on your pathway to recovery, health and wellbeing.

The Support Officers can advise on what services are available and help connect you to the right programs.

They can help with:

- Finding local services
- Insurance and legal questions
- Money problems
- Your health and wellbeing
- Registering for government services

**To register, please call the
Emergency Recovery Support Hotline on
☎ 1800 560 760**



Was your property damaged by the January 2026 bushfires? We can help clean up, for free.

You may be eligible for free clean up support if you live on, or run a business from, a property that:

- ✓ has structures that were damaged by the January 2026 bushfires
- ✓ is uninsured or underinsured

Register for clean-up of bushfire damaged structures

Call 1800 560 760

Or go to vic.gov.au/register-for-cleanup



What does underinsured mean?
You may be underinsured if you have insurance but do not have coverage for:

- bushfire damage demolition or
- waste removal
- the cost to rebuild

If you aren't sure, register. The team will help you understand if you are eligible.





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Legal Assistance

Allied Justice 91b Wilson Street Horsham

Allied Justice is an organization that can provide free legal advice, information and community legal education to people affected by these fires.

They can assist with problems such as:

- Family law
- Tenancy issues
- Family violence
- Insurance claims
- Property damage
- Financial hardship
- Debt management
- Employment issues
- Parenting orders compliance
- Intervention orders compliance
- Replacing lost or damaged documents

Call Allied Justice on

 **03 5331 5999 or 1800 466 488**

Small Business and Agricultural Businesses Wellbeing and Support

Rural Financial Counselling Support

The Rural Financial Counselling Service (RFCS) is accessible for bushfire affected primary producers, and offers free, confidential wellbeing support alongside financial and small business counselling support.

RFCS wellbeing counsellors can visit bushfire-affected producers at their property or talk over the phone to assist with mental health and wellbeing issues for individuals and their families.

Call Rural Financial Counselling Service on

 **1300 771 741**

\$1000 Victorian Emergency Relief and Recovery Foundation Payment

The Victorian Emergency Relief and Recovery Foundation (VERRF) Board administers the generous donations from the Victorian community and beyond following the bushfires.

The VERRF is offering a once off payment per household of \$1,000 to eligible applicants effected by the fires. The payment includes homeowners and renters whose primary place of residence has been deemed uninhabitable as a result of a bushfire over the 2025-26 summer period, inclusive of the December 2025 and January 2026 bushfires.

To qualify the following criteria must be met:

- Be a homeowner or renter who was living in an area impacted by the 2025-26 bushfires in Victoria; and
- Have a primary place of residence that is uninhabitable because of damage sustained by bushfires.

Applicants are eligible to apply regardless of their insurance status and the payment is not subject to a means test.

Eligible individuals can apply online at www.vic.gov.au/verrf

Applications are open until 5pm, 1st May 2026.

NEED HELP?

NOT SURE WHO TO TALK TO?



Come and visit us at one of the recovery hubs.

Call the Community Recovery Team on 0472 704 674



Send us an email at recovery@hrcc.vic.gov.au