Good Things Australia

Finding reliable info online in a disaster

This resource is a list of online platforms such as government websites, official apps, and social media accounts for information in an emergency or disaster.

Top tip: Remember, in an emergency use a combination of information sources. These can include reliable government sites, official apps, your local radio emergency broadcaster and social media.

Fire and disaster updates

Australian Capital Territory

ACT Emergency Services Agency
Website: esa.act.gov.au/rural-fire-service
Facebook: facebook.com/actemergencyservicesagency
X (Twitter): x.com/ACT_ESA
App: iAlert

New South Wales

NSW Rural Fire Service
Website: rfs.nsw.gov.au
Facebook: facebook.com/nswrfs
X (Twitter): twitter.com/NSWRFS
App: Fires Near Me NSW
App: Hazards Near Me NSW

Northern Territory

Northern Territory Fire and Rescue Service (NTFRS)
Website: pfes.nt.gov.au/fire-and-rescue-service

Map: pfes.nt.gov.au/fire-and-rescue-service/fire-incident-map
App: SecureNT (Apple devices only) and Fires Near Me Australia

Queensland

Queensland Fire Department
Website: qfes.qld.gov.au/about-us/frontline-services/rural-fire-service
Map: qfes.qld.gov.au/Current-Incidents
Twitter: x.com/QldFireDept
App: SES Assistance QLD

South Australia

CFS
Website: cfs.sa.gov.au
Facebook: facebook.com/countryfireservice
X (Twitter): x.com/CFSAlerts
App: Alert SA

Tasmania

Tasmania Fire Service
Website: fire.tas.gov.au
Map: fire.tas.gov.au/Show?pageId=colGMapBushfires
Facebook: facebook.com/TasmaniaFireService
App: TasALERT

Victoria

CFA
Website: cfa.vic.gov.au
Map: emergency.vic.gov.au/respond
Facebook: facebook.com/cfavic
App: VicEmergency

Good Things Australia

Western Australia

DFES
Website: dfes.wa.gov.au
Map: emergency.wa.gov.au
X (Twitter): x.com/dfes_wa
App: Emergency WA

Find services and support near you

- ASSIST helpline - This helpline is for community community workers to support people with issues around applying or receiving payment, Centrelink or other government services.
- AskIzzy - Use this tool to find food, clothes, support and counselling services and more near you. This website is run by Infoxchange.

Other helpful disaster resources:

Emergency packing guides

- Emergency packing guide - The Salvation Army has prepared an emergency packing guide checklist. You can also find more resources for each state and territory's emergency services and government on their website.
- The Red Cross has a similar app called: Get Prepared redcross.org.au/emergencies/prepare/get-prepared-app/

Prepare for a disaster

- Telstra has top tips on disaster preparedness telstra.com.au/exchange/how-to-prepare-for-natural-disasters
- My Fire Plan (myfireplan.com.au) website helps you prepare for a bushfire and has tips on how to stay safe

Updates and information

- ABC Emergency (abc.net.au/news/emergency) website provides warnings and coverage of emergencies. It helps you find information before, during and after emergencies.

Location sharing and weather apps

- Emergency Plus app is helpful in case you need to share your location to emergency services if there is no phone reception (emergencyplus.com.au)
- Register.Find.Reunite (register.redcross.org.au) service matches registrations from people affected by an emergency to enquiries made. When a match is made, the person who made the enquiry will be notified. Always register yourself safe, when you can.
- Google Maps (https://www.google.com/maps) - Can be useful when planning an evacuation route, checking traffic information and road closures.
- Bureau of Meteorology (http://www.bom.gov.au/) - Use weather websites to check the forecast for your area.

Support services

- Lifeline on 13 11 14 or chat online (https://www.lifeline.org.au/chat?q=crisis-chat/). Lifeline provides support in different languages, you can ask for a translator if needed.
- Kids Helpline on 1800 551 800 or chat online (https://kidshelpline.com.au/)
- Beyond Blue on 1300 224 636 or chat online (https://www.beyondblue.org.au/get-support/talk-to-a-counsellor/chat)
- Aboriginal & Torres Strait Islander crisis support line 13YARN on 13 92 76
- Headspace on 1800 650 890
- ReachOut at au.reachout.com