



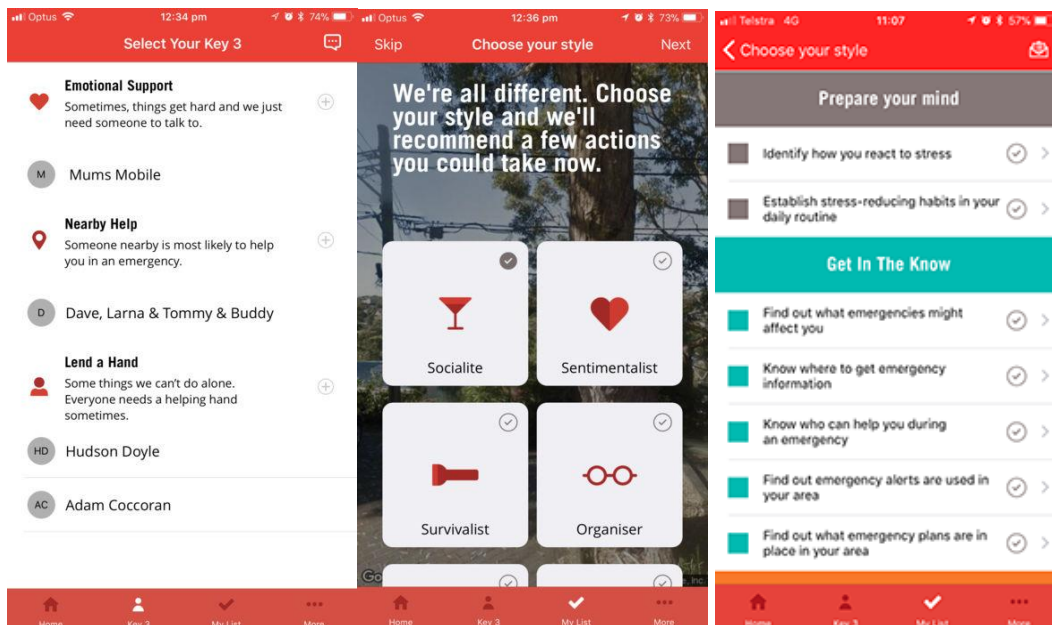
## Helpful emergency smart phone apps and other emergency resources

### Australian Red Cross Get Prepared

Prepare for any type of emergency with Australian Red Cross. The Get Prepared App helps you to connect with your key support people, accomplish simple tasks to make you and your loved ones safer, and protect the things that matter most to you.

- Establish a quick and easy network of support with your Key 3 contacts.
- Make a plan using easy to understand checklists across a range of preparedness actions.
- Save your emergency plan as a PDF you can print and share with others.

Get Prepared has been co-created with IAG - Australia's largest general insurer, in a shared commitment to help Australians prepare for, respond to, and recover from disasters and unexpected events. Get Prepared builds on the Red Cross Rediplan and provides a simple, easy to use digital platform to help people access information and tools to complete an emergency plan.



Get Prepared [Android app](#)

Get Prepared [iPhone app](#)

<http://www.redcross.org.au/get-prepared-app.aspx>

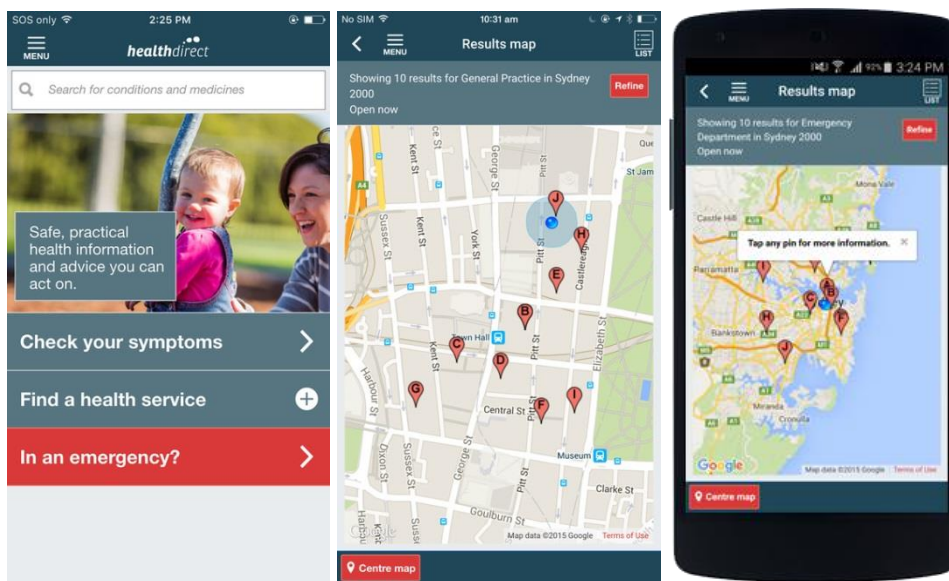


## Health Direct

The Health Direct app helps people to make informed decisions about their health. Health Direct offers a free 24-hour telephone health advice line staffed by Registered Nurses to provide expert health advice. It is a NSW government health advice line, and calls from landlines are free. If you, or someone with you, starts to feel unwell call your doctor, the nearest emergency department, or Health Direct immediately on 1800 022 222.

You can use the app to check your symptoms with the Health Direct Symptom Checker, find a health service, and to search for health information. The Health Direct app can also be used in emergency situations. It will display latitude and longitude coordinates that you can relay to emergency service operators when you don't know exactly where you are.

If you think the symptoms are serious, call for an ambulance immediately on triple zero (000). If calling triple zero (000) does not work on your mobile phone, try 112.



Download HealthDirect [Android app](#)

Download HealthDirect [iPhone app](#)

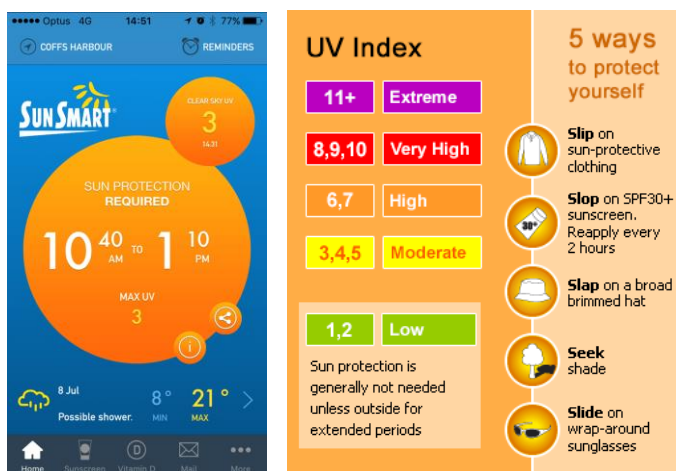
<https://www.healthdirect.gov.au/>

## SunSmart App

The SunSmart app lets you know when you need sun protection, making it easier than ever to be SunSmart this summer.

With a few clicks, you can find the weather, temperature, UV level and sun protection times for the day anywhere in Australia so you can be prepared for the day ahead.

Sun protection times are based on UV information issued daily by the Bureau of Meteorology. You can set a default Location to quickly access information for your home town. The app also offers a reminder function that alerts the user of their daily sun protection needs, when it's safe to get some sun for vitamin D, and a sunscreen calculator.



Download SunSmart [Android app](#)

Download SunSmart [iPhone app](#)

<http://www.sunsmart.com.au/>

## Bureau of Meteorology (BOM) Weather app

The BOM Weather App is the Bureau of Meteorology's weather app, giving you access to the most accurate weather information wherever you are located. BOM Weather gives you information on: current conditions; wind, humidity and rainfall; forecasts; the Bureau's popular rain radar; and warnings and live updates. You can check the weather – wherever you are – from Australia's official weather source: the Bureau of Meteorology.

The Bureau of Meteorology also has a mobile website, which is specially formatted for smart phones and tablet computers. The site features current weather and a seven-day forecast for your location, or for different locations that you can enter by postcode or text search. Rain radar loops are readily available, and 24-hour forecasts are broken down into three-hour periods.



Download Bureau of Meteorology (BOM) Weather [Android app](#)

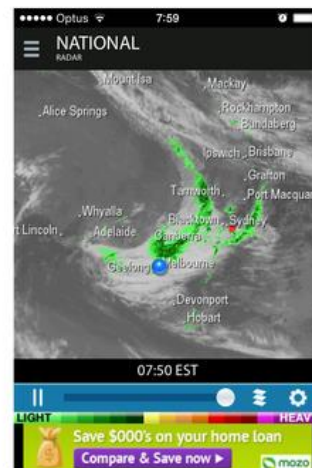
Download Bureau of Meteorology (BOM) Weather [iPhone app](#)

Bookmark this link in the internet browser on your mobile device to view the Bureau of Meteorology's mobile website: <http://m.bom.gov.au/>

Or visit the Bureau of Meteorology on your laptop or desktop computer to see the standard site at: <http://www.bom.gov.au/australia/meteye/>

### Weatherzone

The Weatherzone app has both paid and free versions. Weatherzone uses Bureau of Meteorology forecasts to produce accurate forecasts for Australia and the world. It gives access to detailed observations, 7-day forecasts, rain and lightning radars, BOM warnings and more. It includes real-time satellite imagery. There are also am and pm wind forecasts, sunrise and sunset times, and ultraviolet index alerts.





Download Weatherzone [Android app](#)

Download Weatherzone [iPhone app](#)

<http://www.weatherzone.com.au>

### Emergency<sup>+</sup> (Triple Zero)

This app provides the caller with information about when to call Triple Zero, and provides alternative contacts for:

State Emergency Service (SES) (132 500)

Police Assistance Line (131 444)

Crime Stoppers (1800 333 000)

Health Direct Australia (1800 022 222)

National Relay Service for hearing or speech impaired clients (TTY 106).

The Emergency<sup>+</sup> app assists the caller to dial the relevant number, and displays the GPS coordinates of the phone's location, so that the caller can read their location out to the emergency operator. The app is free of charge.



Download Emergency<sup>+</sup> [Android app](#)

Download Emergency<sup>+</sup> [iPhone app](#)

Or follow the links to install the app at <http://www.triplezero.gov.au>

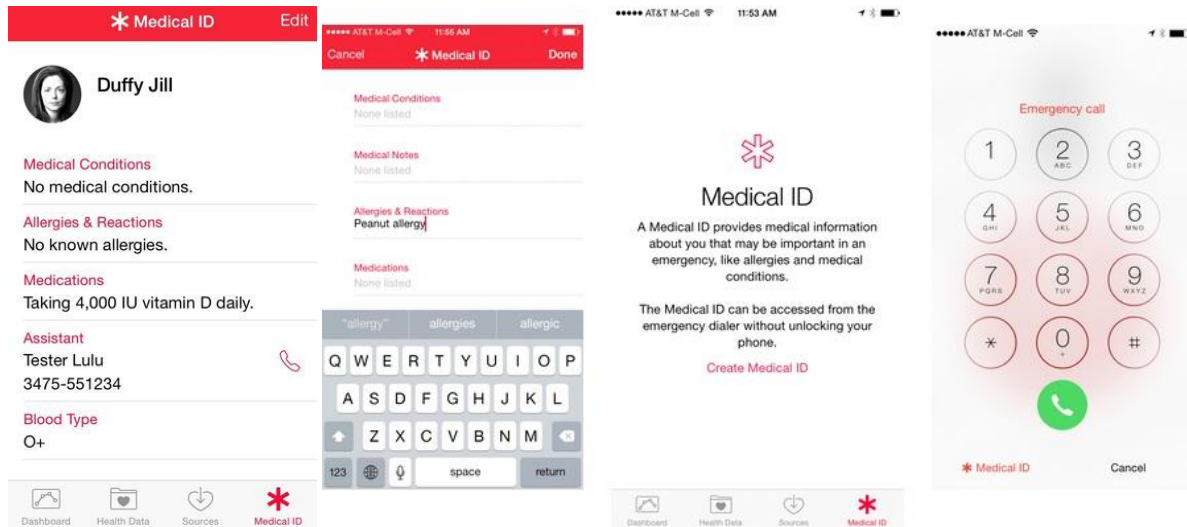
## In Case of Emergency (ICE) apps

It's a good idea to add "In Case of Emergency" (ICE) information to your smartphone or tablet. This includes emergency contacts and information on blood group, medications and allergies. Many people add this in their phone contacts – but it is important to make sure that first responders can access your emergency information *without* first having to know the passwords or codes you use to unlock your device – ie directly from your 'lock screen'. There are a number of ways you can do this:



### Apple Health app and Medical ID

If you have an iPhone or iPad, you can add emergency contact information and medical notes via the Apple Health app so that they are accessible to anyone directly from your lock screen. If you have an Apple device, this app should already be installed on your phone – find the heart icon, tap to open, and then tap on 'Medical ID' in the bottom right corner to create your Medical ID. At the top of the screen, make sure 'Show When Locked' is turned on (turn to green). You will then see 'Medical ID' at the bottom left of the lock screen when your phone is resting. The app also contains a lot of useful information and interactive activities on other health and wellbeing issues.



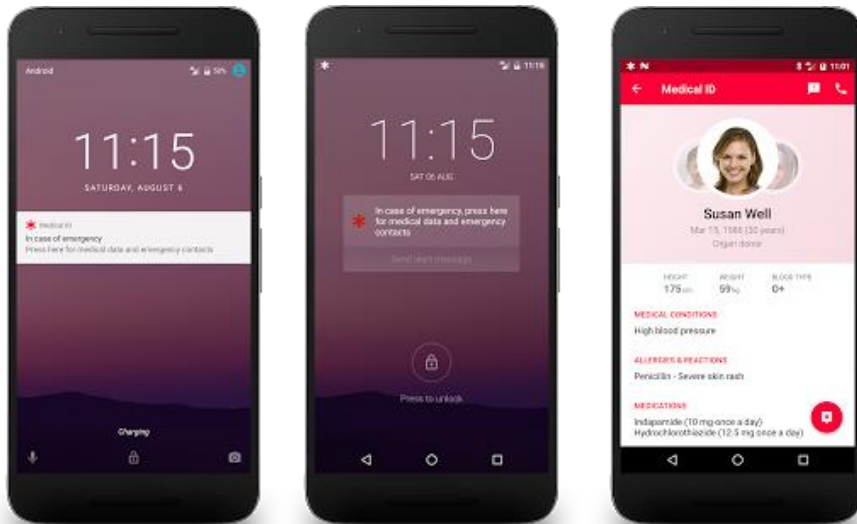
More information on the Apple Health app and its Medical ID feature:

<https://www.apple.com/ios/health/>



## Medical ICE app for Android

Most Android devices will include 'Emergency Contacts' as part of the device's settings. There is also a range of free apps suitable for Android that will allow emergency medical information to be available to first responders via your device's lock screen. For example, the free Medical ICE app allows you to create medical profiles in case of emergency. This includes quick access to vital information such as your allergies, blood type, medical contacts etc. These are essential for first responders who might be supporting you through an emergency. It is very important to ensure that this information is accessible via the lock screen on your phone – without somebody needing to know your password or code. There are many other ICE apps available in the Google Play Store. Medical ICE is just one of them.

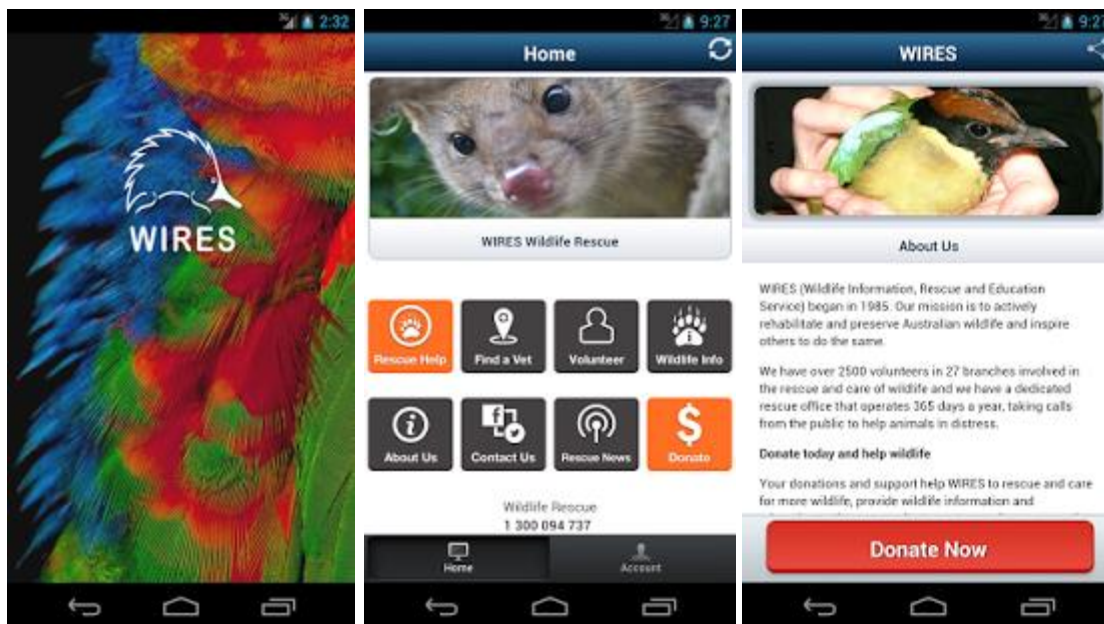


Download Medical ICE [Android app](#)



## WIRES Wildlife Rescue

The WIRES rescue app can be downloaded to your smartphone or tablet, and provides wildlife advice and rescue assistance from the WIRES rescue team 7 days a week. It provides a quick and easy way to find out how you can help sick, injured and orphaned wildlife. You can report a rescue directly from the app, find your nearest vet, and access some of the most important information you need to know if you find native animals in distress. You can also register for rescue story updates, or register your interest in volunteering.



Download WIRES Wildlife Rescue [Android app](#)

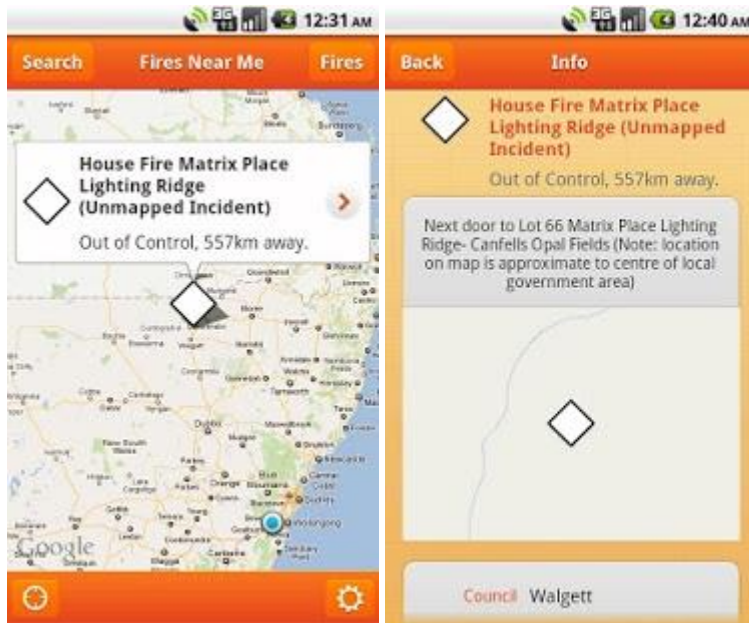
Download WIRES Wildlife Rescue [iPhone app](#)

<http://www.wires.org.au>



## NSW Rural Fire Service – Fires Near Me

The Fires Near Me app provides information on current incidents across NSW attended by the RFS and other agencies. It also provides information on total fire bans. Users can source information on incidents near them by using the 'Fires Near Me' function. There is also a mobile website which displays well on smartphones and tablet computers.



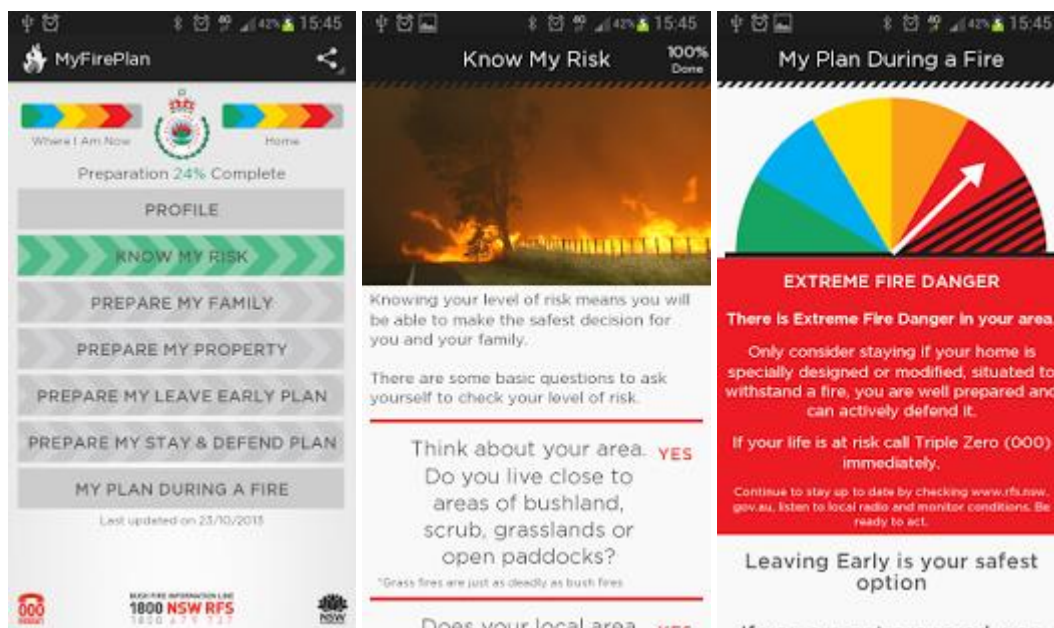
Download Fires Near Me [Android app](#)

Download Fires Near Me [iPhone app](#)

Fires Near Me mobile website <http://www.firesnearme.com/>

## NSW Rural Fire Service - My Fire Plan

Bushfires are a part of living in Australia. That's why you need to make a Bushfire Survival Plan. The NSW Rural Fire Service has developed the 'My Fire Plan' app to help you to prepare your home and family for bushfires. The app guides you through the steps necessary to prepare a Bushfire Survival Plan. The NSW Rural Fire Service encourages everyone to complete a plan with their family, so that everyone knows what they will do if a fire starts.



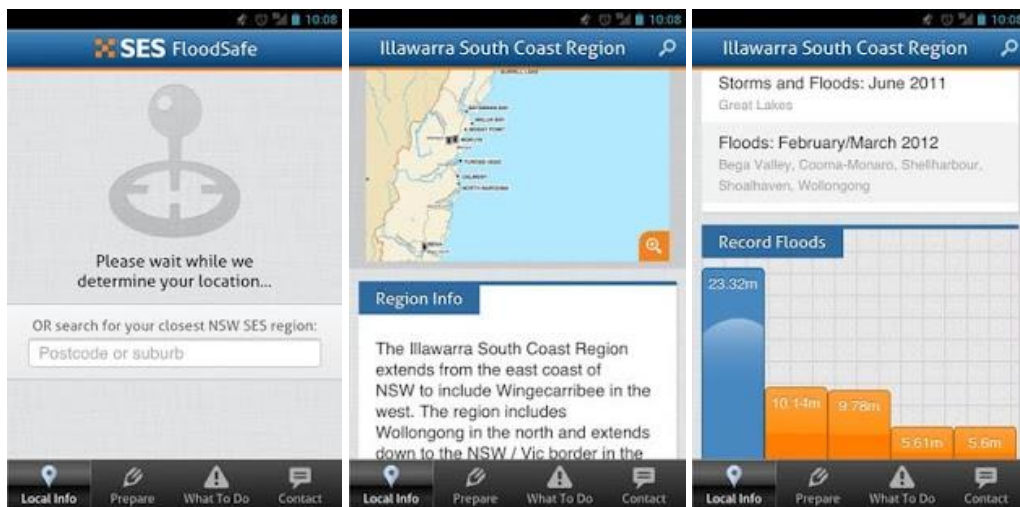
Download My Fire Plan [Android app](#)

Download My Fire Plan [iPhone app](#)

<http://www.myfireplan.com.au/>

## SES FloodSafe

This app from the NSW State Emergency Service (SES) can assist you to become better prepared for floods. It includes local flood information and history, as well as information on what to do just before, during and after a flood. The NSW SES is the lead response agency for floods, storms, and tsunamis across NSW.



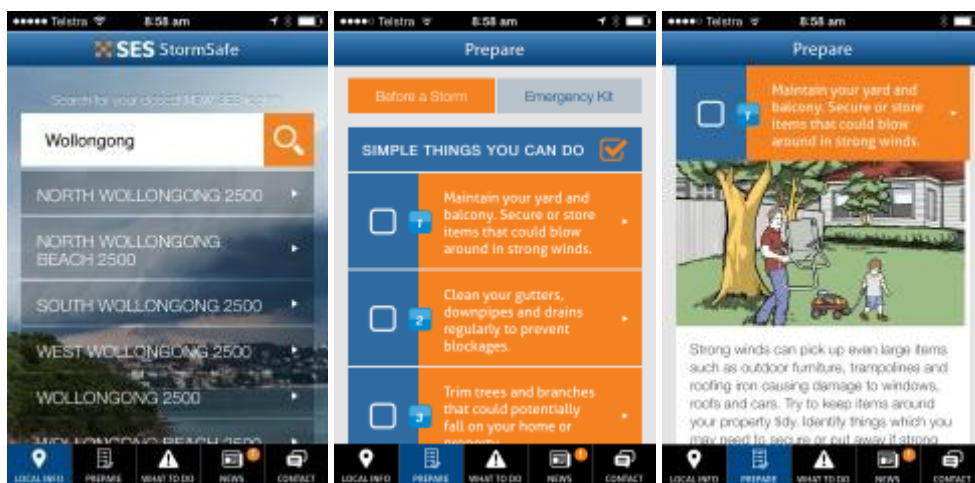
Download FloodSafe [Android app](#)

Download FloodSafe [iPhone app](#)

<http://www.floodsafe.com.au/>

### SES StormSafe

The StormSafe App has been developed to assist communities across New South Wales to prepare for severe weather. It features an interactive '8 Tips Checklist', and provides detailed information on how to prepare your home for severe weather. The app also has a 'News and Alerts' feature which allows the NSW SES to send out real time information and updates to users.



Download StormSafe [Android app](#)

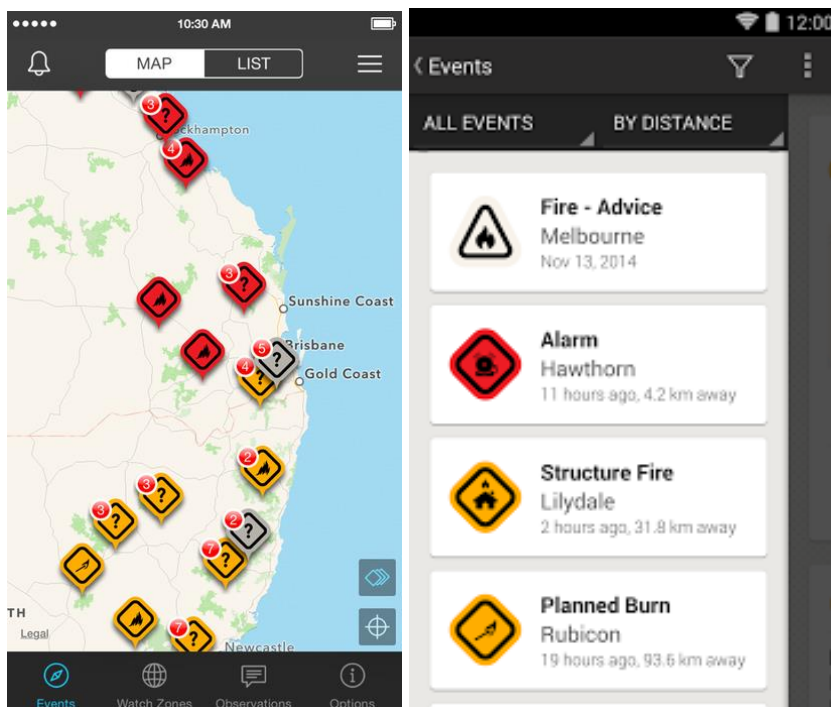
Download StormSafe [iPhone app](#)

<http://www.stormsafe.com.au/>



## Emergency AUS

Emergency AUS delivers instant access to official warning and incident information across Australia ranging from car accidents to planned burns. The app provides real-time access to official warnings, incident reports and public Sensory Observations™ to aid in better decision-making during emergencies and disasters. By bringing together emergency information from over 25 emergency service agencies, and including observations submitted by the public, Emergency AUS delivers unparalleled emergency intelligence to residents, tourists and visitors.



Download Emergency AUS [Android app](#)

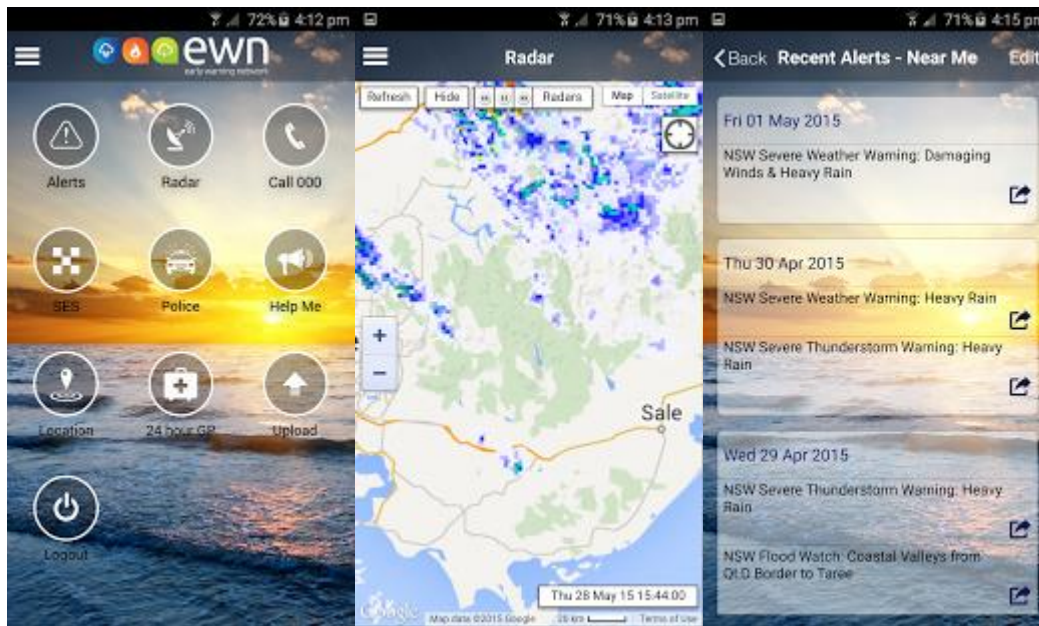
Download Emergency AUS [iPhone app](#)

<http://www.emergencyaus.info/discover/app/>



## Early Warning Network

Receive emergency and severe weather warnings based on your physical location. Early Warning Network (EWN) operators monitor severe weather and other events in real time 24 hours a day, 7 days a week, delivering warnings based on the user's physical location at the time – accurate to within metres.



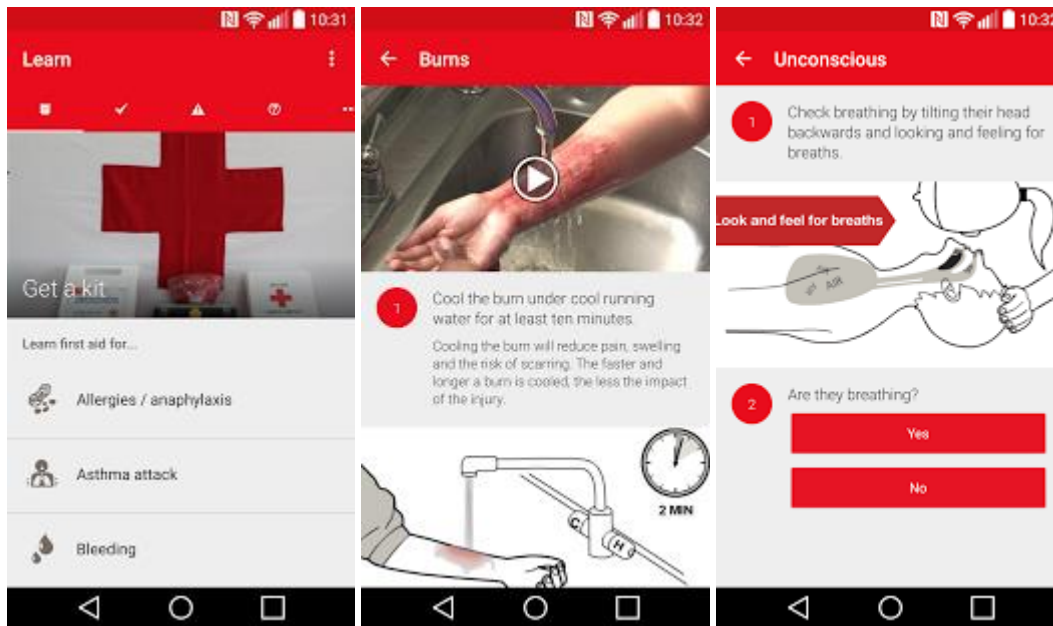
Download Early Warning Network [Android app](#)

Download Early Warning Network [iPhone app](#)

<http://www.ewn.com.au/>

## First Aid – Red Cross

The Red Cross First Aid App is a free, comprehensive pocket guide to first aid and CPR, giving you access to the most up to date First Aid information anytime, anywhere. The app supports the important life saving skills acquired through Red Cross First Aid training with quick and easy to use instructions, interactive quizzes to test your knowledge, and helpful videos and images.



Download First Aid [Android app](#)

Download First Aid [iPhone app](#)

<http://www.redcross.org.au/first-aid.aspx>

## First Aid - St John Ambulance

'First Aid' presents step-by-step emergency First Aid information to the user with a large clear image for each step. The app includes some of the most common and critical conditions that require immediate life saving first aid. 'First Aid' by St John Ambulance Australia has been developed with the help of Intensive Care Paramedics, Nurses, Doctors and First Aid training specialists. It includes the latest Cardiopulmonary Resuscitation (CPR) guidelines, as set out by the Australian Resuscitation Council (ARC).



Download First Aid [Android app](#)

Download First Aid [iPhone app](#)

Or follow the links to install the app at <http://stjohn.org.au/first-aid-training>



## First Aid for Pets Australia

First Aid for Pets Australia is an educational tool that contains many helpful and potentially life-saving articles for quick reference in the event of an emergency or potential health risk for your pet. This app also links with many local vet clinics to provide fast access to contact information in the event of an emergency. If your vet is not linked in to the app, add their contact number to your phone contacts for quick access.



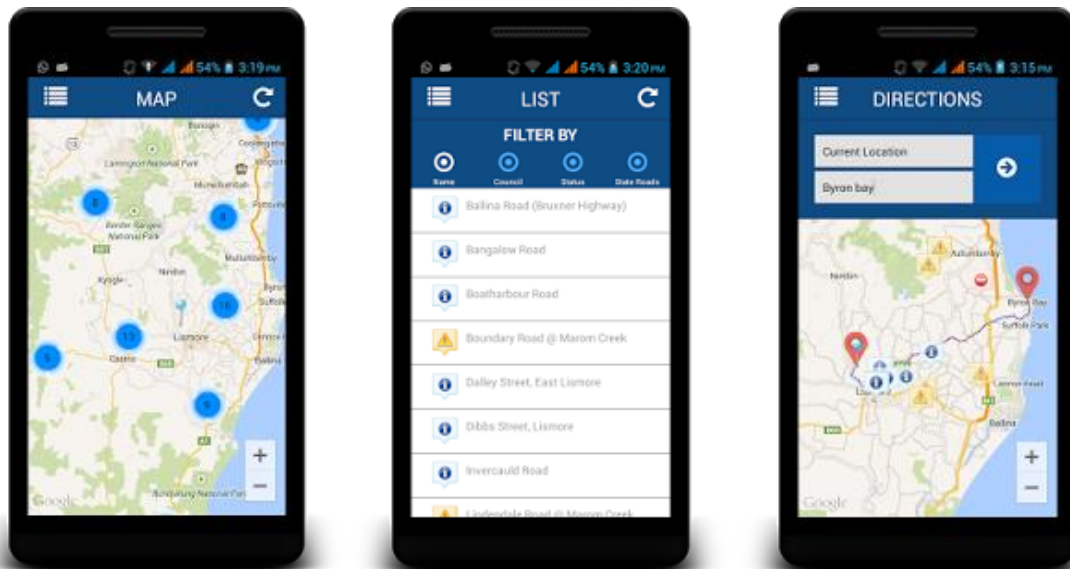
Download First Aid for Pets [Android app](#)

Download First Aid for Pets [iPhone app](#)



## MyRoadInfo – Local Road Information

MyRoadInfo provides access to local road event information from Northern NSW councils as well as information on NSW and QLD state roads. It includes information on road cautions and closures eg due to flooding.



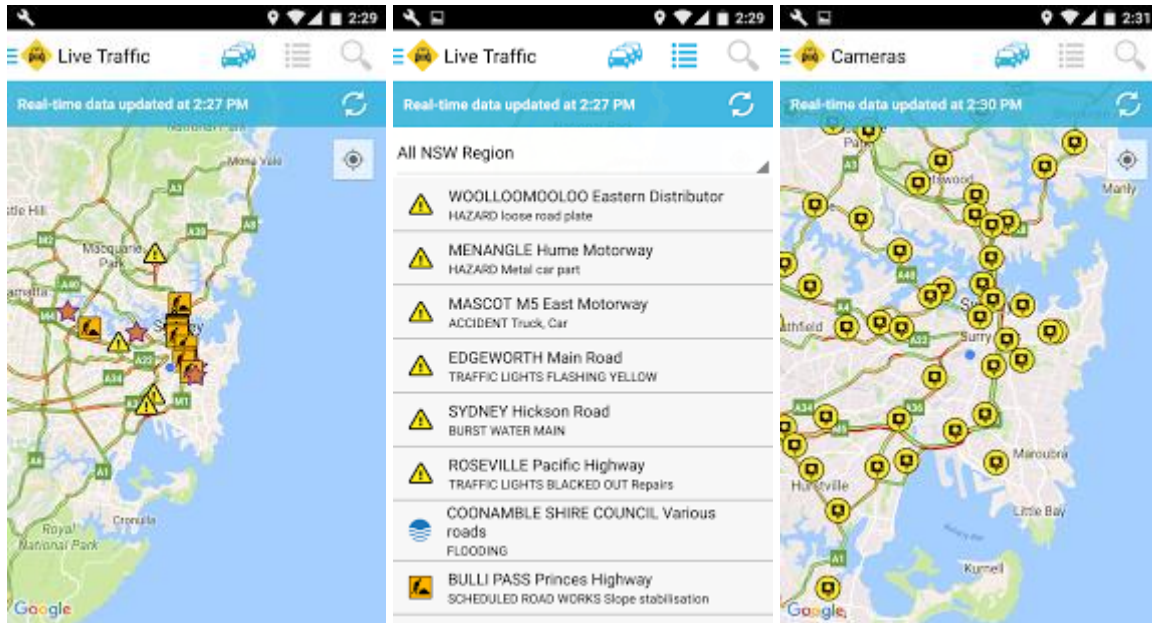
Download MyRoadInfo [Android app](#)

Download MyRoadInfo [iPhone app](#)

Information for the Northern Rivers region can also be accessed on a computer or tablet at <http://northernrivers.myroadinfo.com.au/overview.asp>

## RMS Live Traffic

Live Traffic NSW provides up-to-the minute news of incidents and conditions that can affect journeys in Sydney and Regional NSW. This app provides live updates about traffic incidents, and access to live traffic cameras, from the Transport Management Centre (TMC). Information includes incidents, major events, fires, floods, alpine conditions and roadworks.



Download RMS Live Traffic [Android app](#)

Download RMS Live Traffic [iPhone app](#)

<https://www.livetraffic.com/>



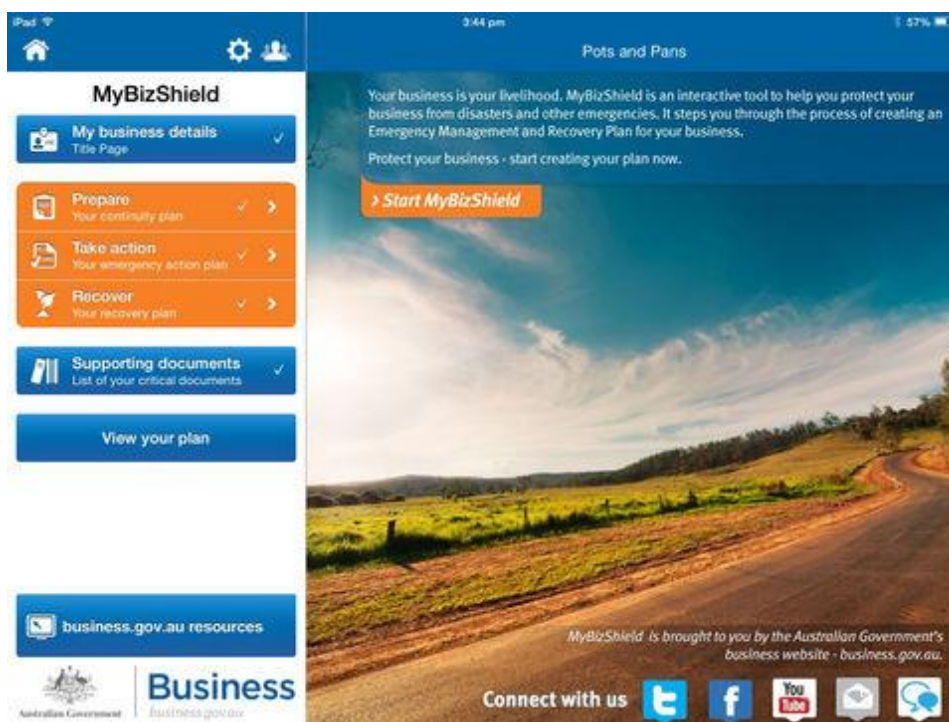
## My BizShield

Download the Australian Government's MyBizShield app to create an emergency management and recovery plan for your business. Plan to protect your business.

Having an emergency management and recovery plan can help your business recover from unpredictable situations. Whether it's a bushfire or burglary, emergencies can disrupt your business and prevent it from operating.

You don't have to start with a blank sheet of paper. Our free MyBizShield app for Android provides a template to help you get started. It guides you through the process of creating an emergency management and recovery plan to help you protect your livelihood.

Our planning tools were developed in conjunction with business experts and give you a clear process to follow.



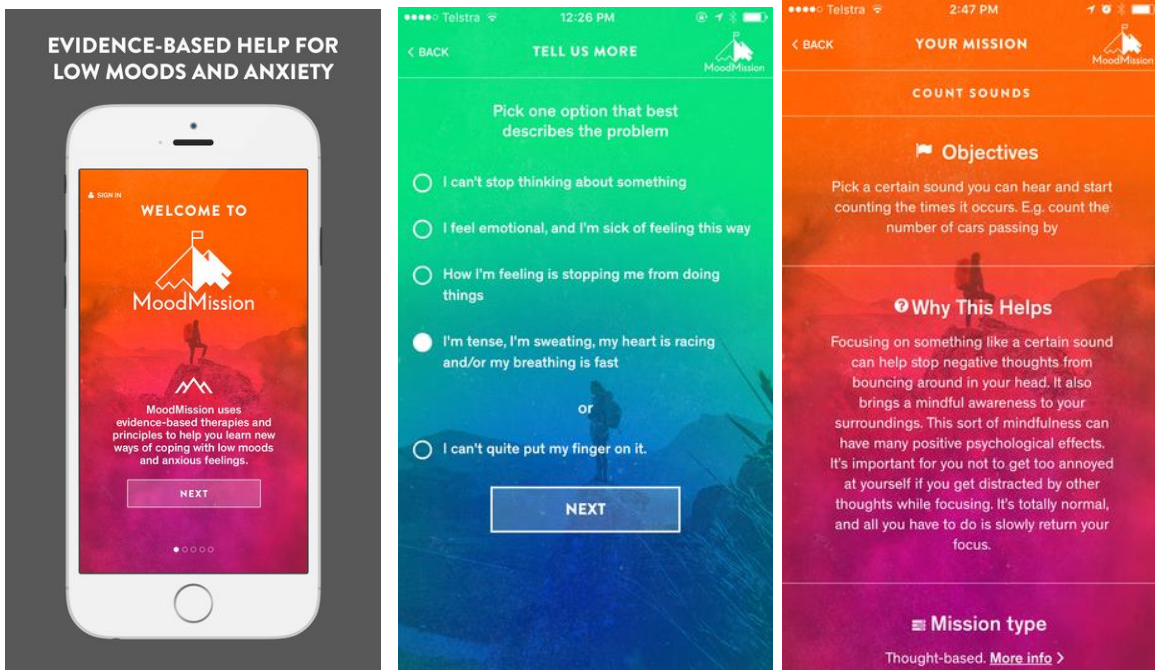
Download My BizShield [Android app](#)

Download My BizShield [iPhone app](#)

<https://www.business.gov.au/info/run/emergency-management>

## MoodMission

MoodMission helps you learn new and better ways of coping with low moods and anxiety. Tell MoodMission how you're feeling and it will give you a tailored list of 5 Missions that can help you feel better. Missions are activities and mental health strategies that are quick, easily achievable, and backed up by scientific evidence. MoodMission learns which types of Missions work best for you, so the more you use MoodMission, the better it gets at tailoring your Mission suggestions. MoodMission is not a replacement for professional help. If you are experiencing anxiety, depression, or any ongoing mental health issue, talk to your GP or contact a psychologist for support



**Mood Mission for Android coming soon**

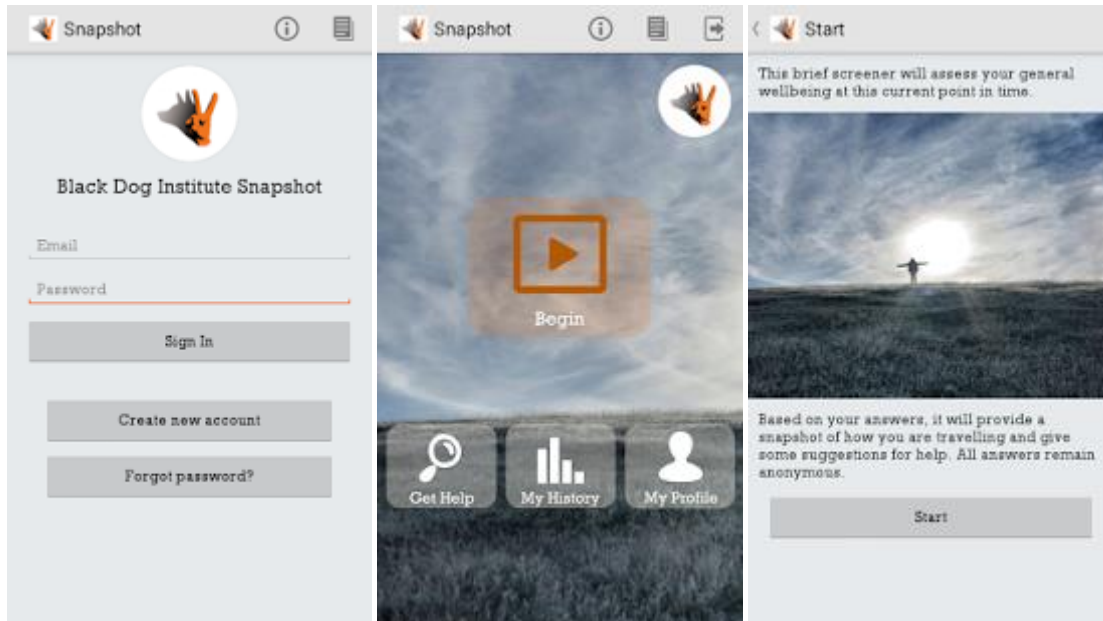
**Download Mood Mission [iPhone app](#)**

Or follow the links to install the app at <http://moodmission.com/>



## Black Dog Snapshot

The Black Dog Snapshot is a free self-assessment tool that helps you to keep track of your mental wellbeing. Developed by world-leading mental health provider the Black Dog Institute, Snapshot is a confidential, password-protected mobile app that enables you to measure and monitor your mental health and wellbeing. It is designed for Australian adults.



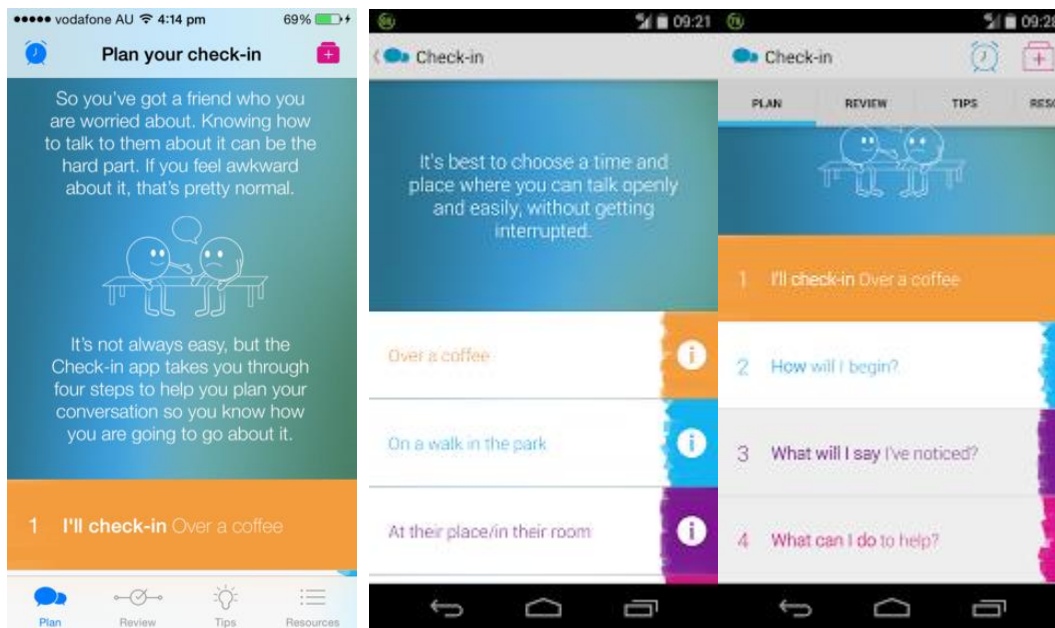
Download Black Dog Snapshot [Android app](#)

Download Black Dog Snapshot [iPhone app](#)

Or follow the links to install the app at <http://www.blackdoginstitute.org.au/>

## Youth Beyond Blue Check-In

The Youth Beyond Blue Check-in app was designed by *beyondblue* and Two Bulls - in consultation with young people - to help take the fear out of having a conversation with a friend who might be struggling. The Check-in app provides links to a range of online and phone services appropriate for young people in Australia. It also provides tips and advice from young people who have been through these conversations with friends. It has had great reviews from young people.



Download Check-in [Android app](#)

Download Check-in [iPhone app](#)

<https://www.beyondblue.org.au/about-us/about-our-work/youthbeyondblue/the-check-in-app>

## Other helpful resources

### Guides and advice for planning for an emergency

- **Bushfire Survival Plan**  
Rural Fire Service  
<http://www.rfs.nsw.gov.au/>
- **Disaster Resilience Resources for Community Organisations**  
ACOSS  
<http://resilience.acoss.org.au/>
- **Emergency Business Continuity Plan**  
SES  
<http://www.sesemergencyplan.com.au/business/>
- **Get Ready for Storms**  
SES  
<http://www.stormsafe.com.au/get-ready>
- **Home and Business Emergency Plans**  
SES  
<http://www.sesemergencyplan.com.au/>
- **How to Prepare for a Heatwave**  
NSW Health  
<http://www.health.nsw.gov.au/environment/beattheheat/Pages/prepare-for-heat.aspx>
- **My Fire Plan**  
Rural Fire Service  
<http://www.myfireplan.com.au/>
- **Red Cross resources for pre-school to Year 12 students**  
Red Cross  
<http://www.redcross.org.au/schools.aspx>
- **‘REDiPlan’ resources for household preparedness (including resources for children)**  
Red Cross  
[www.redcross.org.au/emergency-resources.aspx](http://www.redcross.org.au/emergency-resources.aspx)
- **SES Flood Safe**  
SES  
<http://www.floodsafe.com.au/>



## **During an emergency**

- **ABC North Coast Emergency**  
Includes many useful links and resources for the North Coast  
<http://www.abc.net.au/northcoast/emergencies/>
- **ABC Emergency**  
Includes many useful links and resources Australia-wide  
<http://www.abc.net.au/news/emergency/>
- **Bureau of Meteorology**  
Current weather information, river heights, warnings  
<http://www.bom.gov.au/nsw>
- **Councils**  

Ballina Shire Council: 02 6686 4444  
Emergency after hours: 02 6626 6954  
<https://www.ballina.nsw.gov.au>

Byron Shire Council: 02 6626 7000  
Emergency after hours: 02 6622 7022  
<https://www.byron.nsw.gov.au>

Clarence Valley Council: 02 6643 0200  
Emergency after hours: 02 6626 6858  
<http://www.clarence.nsw.gov.au>

Kyogle Council: 02 6632 1611  
Emergency after hours: 02 6626 6800  
<https://www.kyogle.nsw.gov.au>

Lismore City Council: 1300 878 387  
Emergency after hours: 1300 878 387  
<http://lismore.nsw.gov.au>

Richmond Valley Council: 02 6660 0300  
Emergency after hours: 02 6660 0300  
<http://www.richmondvalley.nsw.gov.au/>

Tenterfield Shire Council: 02 6736 6000  
Emergency after hours: 02 6736 6000  
<http://www.tenterfield.nsw.gov.au/>

Tweed Shire Council: 02 6670 2400  
Emergency after hours: 1800 818 326  
<http://www.tweed.nsw.gov.au>





- **Fire and Rescue NSW**  
Emergency Telephone: 000  
Bushfire Information call the Rural Fire Service: 1800 679 739  
Floods and Storms call the SES: 132 500  
<http://www.fire.nsw.gov.au>
- **Health Direct**  
24 hour health advice and information call: 1800 022 222  
<https://www.healthdirect.gov.au/>
- **MyRoadInfo Northern NSW**  
Local Road Information for Northern NSW, including hazards and closures  
<http://northernrivers.myroadinfo.com.au/>
- **National Pest and Disease Outbreaks**  
To report animal, plant, insect or marine pest and disease outbreaks Australia-wide  
Pests and diseases in animals (including livestock, wildlife, birds and aquatic animals) call 1800 675 888  
Plant or honey bee pests and diseases (including new weeds) call 1800 084 881  
Marine pests in NSW call (02) 4916 3877  
<http://www.outbreak.gov.au/report-outbreak>
- **National Relay Service**  
Australia-wide telephone service for people with a hearing or speech impairment  
In case of an emergency (urgent police, fire or ambulance assistance) call 000 or TTY 106  
General TTY/voice calls: 133 677  
General Speak and listen calls: 1300 555 727  
SMS relay: 0423 677 767  
<http://relayservice.gov.au/>
- **NSW Ambulance**  
Emergency Telephone: 000  
<http://www.ambulance.nsw.gov.au>
- **NSW Health**  
Includes many useful links and resources for staying healthy in a heatwave  
<http://www.health.nsw.gov.au/environment/beattheheat>
- **NSW Police**  
Emergency Telephone: 000  
General Police Assistance Line 24 hours 7 days call: 131 444  
<https://www.police.nsw.gov.au>
- **Red Cross**  
Contact your local office  
<http://www.redcross.org.au/emergency-services.aspx>



- **Roads and Maritime Services (RMS)**  
24 Hour Traffic enquiry line: 132 701  
<https://www.livetraffic.com>
- **Rural Fire Service (RFS) Bushfire Information Line**  
Telephone: 1800 679 739  
<http://www.rfs.nsw.gov.au/fire-information/emergency-information>
- **State Emergency Service (SES)**  
For emergency help in flood, storm and tsunami call: 132 500  
<http://www.ses.nsw.gov.au/>
- **Translating and Interpreting Service**  
24 hour telephone interpreting call: 131 450  
<https://www.tisnational.gov.au/>
- **WIRES**  
Wildlife rescue assistance call: 1300 094 737  
<http://www.wires.org.au/rescue/emergency-advice>

### **After an emergency**

- **Beyond Blue**  
We all have good days and bad days. Then there are those days when something isn't quite right, you've got something on your mind, or things just seem too much. Whatever it may be, sharing the load with someone else can really help. So no matter who you are, or how you're feeling, you can talk it through with us – we'll point you in the right direction so you can seek further support.  
<https://www.beyondblue.org.au/>
- **Disaster Assist**  
The Australian Government is working alongside local communities to assist in times of crisis by providing financial assistance to individuals and the states and territories to provide support and help with disaster recovery costs.  
<https://www.disasterassist.gov.au>
- **Disaster Recovery Payments**  
The Australian Government provides one-off, non-means tested payments for eligible adults and children who have been adversely affected by a declared major disaster either in Australia or overseas.  
<https://www.humanservices.gov.au/customer/themes/help-in-an-emergency>



- **Mood Mission**

When we feel down or anxious, there are heaps of things we can do to help us to start to feel better again. When you tell the MoodMission app how you're feeling, it gives you a tailored list of 5 simple, quick, effective, evidence-based Missions to improve your mood. All Missions are taken from scientific research, made accessible to you through the app, so you can learn exactly how what you're doing is helping.

<http://moodmission.com/>

- **Natural Disaster Relief Scheme**

The Natural Disaster Relief Scheme assists communities and individuals directly affected by flood, fire, storm damage or any other declared natural disaster. To support relief and recovery following a declared Natural Disaster a range of measures are made available by the NSW Government.

<http://www.raa.nsw.gov.au/assistance/natural-disaster-relief>

- **Red Cross**

Recovering from an emergency takes time. Red Cross works with communities in the days, months and sometimes years after an emergency. There are many resources for adults and children available online to help with recovery from disaster.

<http://www.redcross.org.au/recover.aspx>

- **Rural Resilience**

The Rural Resilience team from the Department of Primary Industries works with farming communities and service providers across NSW to strengthen networks, exchange information and deliver initiatives that build personal and business resilience skills and knowledge, enabling people to move forward in a positive direction.

<http://www.dpi.nsw.gov.au/about-us/rural-support/rural-resilience-program>

***Last updated: January 2018  
Red Cross Lismore***