

Emergency Preparation

Be prepared for loss of communication and connectivity during an emergency



Emergency Help Guide

What you need to know for loss of communications

Use the information in this factsheet to assist you to be prepared for the loss of power and comms in an emergency.

1. Prepare for power outages

Charge Devices Early: Before a storm or other emergency, ensure your mobile phones, tablets, and laptops are fully charged.

Portable Power Banks: Have fully charged power banks ready. These can keep your phone running for hours if the power goes out.

Solar Chargers: Consider investing in solar-powered chargers, especially if you live in a high-risk area for extended outages.

Car Chargers: Ensure you have a car charger for your devices. In the event of a long evacuation, it can be your primary charging source.

Alternative Power Options: During power outages, having an alternative power source can keep you connected. Consider investing in a generator, portable power station.

Offline Maps and Information: Download maps and emergency contact information to your phone so you can access them even without internet.

Text Messages Over Calls: During emergencies, text messages are more likely to get through than phone calls as they use less bandwidth.



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Phone: 1300 081 029



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Wi-Fi Calling: Set up Wi-Fi calling on your phone in case the mobile network goes down, Wi-Fi may still be available.

Emergency SOS via Satellite: Apple iPhone 14 and above phones can connect to a satellite to text emergency services and share your location — with no mobile network and Wi-Fi coverage. Check your phone settings or with the manufacturer to see if your device has this ability.

2. Backup communication methods

It is possible that you may be without mobile phone service and internet access at some point during an emergency.

Ensure you have a battery-powered or hand-crank radio to listen to emergency broadcasts even when the power and mobile networks are down.

UHF Radios: Traditional technologies used for communication may be able to work in situations where other types of technologies will not.

3. Stay informed

Emergency Apps: Download apps such as the “Bureau of Meteorology (BOM)” or “SES (State Emergency Service)” for weather updates and alerts.

Social Media: Follow your local emergency services on social media (like Twitter or Facebook) for real-time updates. However, always confirm information from reliable sources.

4. Communicate your plan

Emergency Contacts: Ensure family and friends know your plan and where you will be. Share alternative ways to reach you if usual forms of communication are down.

Designate a Meeting Place: Agree on a location to meet in case you are evacuated and communication is difficult.



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