



Australian Government

Department of Infrastructure, Transport,
Regional Development, Communications and the Arts



How to prepare for a telecommunications outage in a natural disaster

Mobile, landline, and internet services keep us connected, but they may not be available in a natural disaster. It is important that you have backup options.

Use this checklist to prepare for unexpected outages in an emergency or natural disaster:

- ☐ Prepare an emergency kit to take with you if you need to leave during a natural disaster.
- ☐ Include a portable battery-powered radio with a spare set of batteries in your emergency kit so you can stay connected and up to date with emergency information.
- ☐ Know where to go for help when communications go down, like community centres or hubs and neighbours you can trust
- ☐ Keep your mobile phone charged and have a backup power source, like a battery pack.
- ☐ Consider packing some cash in your emergency kit, as a bank card and ATMs may not be working.
- ☐ Prepare and communicate your emergency plans to family and friends before you have to act on them.
- ☐ Keep a paper copy of your family and friends' contact details so you have them even if you can't recharge your phone.
- ☐ Follow advice from emergency workers and Emergency Alert phone messages if you receive them.
- ☐ While you can, monitor radio and television stations, emergency services websites, and social media for up-to-date warnings and information.
- ☐ If you find yourself without telecommunications in an emergency, don't wait for a warning. Get ready and leave early if you think the situation is getting worse.

Plan ahead and learn more at
www.infrastructure.gov.au/stand-firstnations

Flyer_English

The artwork on the cover of this flyer was created by First Nations artist, Mandi Barton, and represents the whole country from sky and the land to the rising flood waters. The path represents the journey, encompassing all the different communities along the way whilst the messaging sticks connect the communities.