



Supporting customers and communities affected by bushfires

Australian Business Roundtable for Disaster Resilience & Safer Communities (the Roundtable) members are supporting customers and communities affected by the bushfires.

Examples of current efforts include:

- The Australian Red Cross has over 1500 volunteers and staff heavily involved in supporting communities affected by the fires, having been in nearly 100 locations around the country over the course of the fires. They are seeing the impacts of these fires firsthand and will be there into the long term to help communities recover. [More information](#)
- IAG continues to focus on helping customers impacted by the fires as soon as possible. This includes deploying claims and assessing teams at recovery centres across the country to help customers lodge insurance claims, and providing emergency accommodation, hire cars and financial assistance. Customers are also able to access free and confidential counselling. [More information](#)
- Optus is providing on-the-ground support in bushfire affected zones including assisting at some evacuation centres, providing charging stations, pre-paid SIMs, satellite and mobile phone access and other support as needed. Impacted customers have also been offered a range of financial assistance and Optus is providing unmetered access to emergency services websites for all customers nationally. The Optus mobile services of Volunteer firefighters have been waived for December and January, and Optus staff volunteers serving with the emergency and rural fire services have been given unlimited paid leave to help out. [More information](#)

We thank all who have contributed to the current bushfire response and recovery efforts and encourage donations to the Australian Red Cross Disaster Relief & Recovery fund - <https://fundraise.redcross.org.au/drr>.

Being prepared is the best way to protect against the worst of a disaster. Download the [Get Prepared app](#), an easy to use app that helps you access information and tools to complete an emergency plan and prepare for any type of emergency.

Australian Business Roundtable for Disaster Resilience & Safer Communities enquiries

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