



Impact

Emergency Services and Disasters



281,923

people were supported before, during, and after disasters.



156,112

people accessed recovery activities, including psychological first aid, through community events, workshops, and training across Australia.



3.8 million

people were reached through preparedness campaigns.



38,071

people strengthened their preparedness and social connection by attending an Australian Red Cross-facilitated workshop.

As global temperatures rise, so too does the threat of severe weather events. Australia is not immune: extreme heat, intense storms, ferocious bushfires, and devastating floods are impacting a growing number of communities every year. At Australian Red Cross, our role is clear: before and after disaster, our teams are there to build community resilience, meet urgent need, and walk the road to recovery for as long as the journey takes.

Our approach to disaster preparedness, response, and recovery is grounded in five core psychosocial principles: safety, calm, connection, self-efficacy, and hope. These principles guide our work across the nation, from delivering psychological first aid and reconnecting separated loved ones to providing outreach and linking people with vital services.

Preparedness: Building resilience, one community at a time

Communities are the experts in their own risks, strengths, and aspirations for the future. Our disaster preparedness work helps them leverage this expertise to prepare for, withstand, and recover from future disasters. To this end, we deliver people-centred, community-led workshops, tools, and resources that foster resilience and empower communities to understand their risks, develop tailored emergency response plans, and take action in the face of crisis.

Program highlights

- 38,071 people strengthened their preparedness and social connection by attending an Australian Red Cross-facilitated workshop.
- 18,414 students attended 810 Pillowcase workshops in over 338 schools.
- 8,492 people downloaded and 5,229 people updated our revamped Get Prepared emergency app.

Response: Ensuring no one faces disaster alone

As homes are threatened by rising floodwaters, as tropical storms decimate towns, and as bushfires roar through peaceful hamlets, people turn to Australian Red Cross for help. In evacuation centres and via outreach visits, our trained teams work alongside other emergency services to ensure that nobody faces disaster alone.

Program highlights

- 87,740 people received support and information during 32 emergency events.
- 28,429 people received direct psychological first aid during or after disasters.
- 2,025 people registered via our Register.Find.Reunite reunification service.
- 790 volunteers and employees received wellbeing calls after responding to disaster.

Recovery: There for as long as it takes

Disasters can be quick to destroy homes and livelihoods, but the trickle-down impacts often linger. Our teams are there for the long haul, delivering psychological first aid, strengthening social cohesion, and fostering the local networks that give communities the strength to move forward in the weeks, months, and years following a crisis event.

This year, we supported early recovery for communities impacted by Cyclone Alfred and the far north tropical low and delivered long-term support to people still reeling from the Queensland bushfires, Cyclone Jasper, and the 2022 Northern New South Wales floods, among others. Just like our disaster preparedness work, our recovery workshops and training empower people to manage the emotional and practical impacts of emergencies.

Program highlights

- 140,490 people accessed recovery activities, including 15,622 individuals who received psychological first aid and attended community events, workshops, and training across Australia.

Community is the Lifblood of disaster response

As climate-related events become more intense, Australian Red Cross Lifblood is already adapting and responding to ensure continuity of care and support for our people, donors, and recipients.

In March 2025, we activated our emergency response to Tropical Cyclone Alfred, which impacted parts of Queensland and New South Wales. A Regional Incident Management Team was established to coordinate our response, prioritising the safety of our teams and donors, and maintaining critical operations.

Several donor centres and mobile units were temporarily closed, and operations at the Brisbane Processing Centre were scaled back. Donations were redirected to unaffected centres, and we worked closely with hospitals to ensure adequate supply ahead of the cyclone.

To address an anticipated shortfall of 1,500 daily donations, we launched a national media and social media campaign encouraging support from unaffected communities. The response was immediate and overwhelmingly positive, reflecting the generosity and resilience of the Australian community in times of need.

Activations: July 2024 – 30 June 2025

Australian Red Cross Emergency Services teams responded to 32 crisis events between July 2024 and June 2025.











-  Flood
-  Severe weather
-  Tropical cyclone
-  Bushfire
-  Structural fire
-  Power disruption
-  Collective trauma
-  Biohazard
-  Repatriation
-  Other



Photo: Kevin Whelan / Australian Red Cross

A helping hand that's always there

When the 2019 floods hit Townsville, Aboriginal elder Hans lost everything—his home, cherished belongings and sense of security were all swallowed by the rising floodwaters. “I didn’t know what to do. I felt terrible,” he recalls of having to evacuate with nothing but the clothes on his back.

Knowing that Hans was a community elder in the impacted area, Australian Red Cross recovery officer Sam Savage made sure to check in on him regularly throughout the clean-up effort. Through these in-person visits, Sam and his team learned that Hans was experiencing lingering trauma. “Twice since the 2019 floods, I’ve felt triggered—scared it was going to happen again,” says Hans. “Twice I packed up and left when it rained hard. I just couldn’t take the risk.”

So, after helping him recover, when Tropical Cyclone Alfred approached Queensland in early 2025, Australian Red Cross was there to help Hans feel prepared. Now, whenever the skies

darken and rain begins to fall, Hans knows he doesn’t have to face it alone.

“The benefits of having Australian Red cross volunteers come to your house is being able to talk your story through. The volunteers can deeply listen,” Sam explains. “We can put in place measures to connect Uncle Hans to the support networks that may be required for his recovery journey.”

For Sam and his fellow team members, recovery isn’t just a short-term operation; it’s about building relationships with locals like Hans and offering ongoing support. “It’s a marathon. It is not a sprint. We are going to be here for the long haul. They helped me feel ready this time,” Hans says.

“They helped me to feel ready... When the storms come, I’ve got a plan — and I’ve got someone I can call.”

— Hans, Queensland