

Changes to Smartraveller: What you need to know

The Department of Foreign Affairs and Trade is committed to helping Australians in difficulty overseas, including those impacted by a crisis.

We'll be launching a new Smartraveller website in November. It will include a better system for getting travel advice updates and a new approach to registration.

Subscribing for updates

Subscribing gives you travel advice updates straight to your inbox. We strongly encourage you to subscribe so you're well-informed for your trip overseas.

- We have enhanced our subscription service.
- We won't be able to transition you to the new service. We know it's a hassle but to continue to get travel advice updates you'll need to subscribe using our new service.
- You'll now need just an email address to receive the latest travel advice updates.
- Subscribe to get an email with a link to the latest travel advice whenever it's updated.
- You can choose to subscribe to one or more destinations and receive updates as they happen or through one email at the end of the day.
- You can change your preferences at any time.
- You'll be able to opt in to receive SMS 'critical alerts' for crises overseas
 - this service complements the standard travel advice updates sent via email
 - it's a better channel for urgent information.

Registration in a crisis

Registration is a crisis management tool. Changes mean we can better assist Australians who need help.

- Smartraveller's registration system will change from November 2019.
- We will no longer ask you to register your travel before you leave.
- The Smartraveller registration system will now be activated only when there is a crisis overseas.
- Our level of service overseas is not changing.
- We are now just asking you to give us your details 'just-in-time', when you need help in a crisis.
- You will still be able to register, if you or someone you know is affected by a crisis overseas and needs help.
- You can register using a simple online form or by calling us on 1300 555 135 (in Australia) or 02 6261 3305 (from overseas).