HELP!

We could all use a little help sometimes, so here are two apps for your phone and a link to provide practical help in times of need:

1. EMERGENCY SITUATIONS.

EMERGENCY+

This APP connects the user directly to the appropriate emergency service, ambulance, police, and fire brigade via the familiar 000 number, But it also connects to SES, to the police via their regular number for less urgent situations and other useful services such as poisons information and Healthdirect, a service that allows you to seek advice from a registered nurse.

The app features a map that provides your exact location by latitude and longitude and if relevant, a street address, so that even if you are unsure of where you are, help will find you.

2. MISCELLANEOUS LOCAL PROBLEMS

SNAP SEND SOLVE

This APP enables residents to photograph and report problems, such as damaged street signs, pot holes, fallen trees or even abandoned supermarket trolleys. For council infrastructure issues, the app ensures your photo is sent to the relevant council because your location is provided by your phone.

Other authorities such as Vic Roads, South East Water, gas or electricity suppliers, or the supermarket chains can also be selected from a list on the app.

3. ILLEGALLY PARKED OR ABANDONED VEHICLES.*

Illegally parked cars can create all kinds of hazards to pedestrians, cyclists and other vehicles. If you see a vehicle that is parked so as to create danger or inconvenience you have the option of reporting it on the City of Melbourne website, or for more urgent situations calling the council on **9658 9658**. This is also the place to go to report vehicles you have reason to believe are abandoned.

Our website has a button to directly link you to the appropriate page on the city of Melbourne website, or you can go directly to their site and search 'illegally parked vehicles'.

*This is only for vehicles in the City of Melbourne area.

Downloading the apps:

The Emergency+ and Snap Send Solve apps are free from the app store on your phone. (Apple App Store for Apple devices, Google Play Store for Android phones.) Simply go to the app store, search for 'Emergency+' or 'Snap Send Solve' and the relevant apps should show up. Click on the button and they will be installed on you phone. You will have to provide your name to use the apps and you also need to have location services switched on for them to work correctly.

MELBOURNE SOUTH YARRA RESIDENTS GROUP INC.

23 October, 2019