

Requesting Officer Quick Reference Guide

Emergency Alert and AusAlert

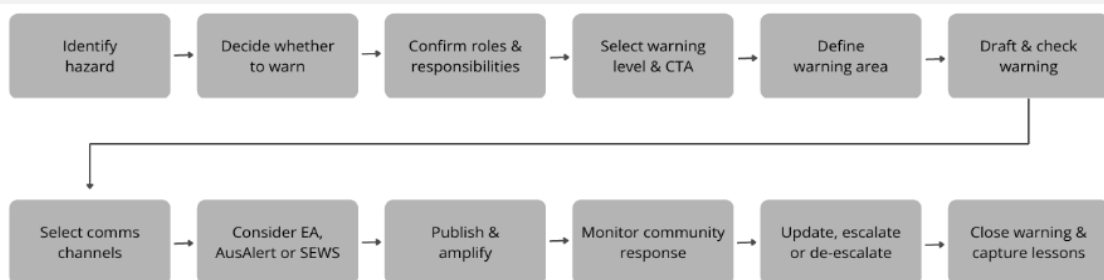
DECISION TO WARN USING A TELEPHONY-BASED ALERT SYSTEM

Emergency Alert (EA) and AusAlert are two of many methods used to deliver alerts to the community. The following criteria must be met for EA or AusAlert to be utilised in Queensland:

- there is a direct and likely threat to a community;
- there is a potential for loss of life, significant property damage or serious environmental impacts;
- the community needs to take action in response to the threat (e.g. prepare, relocate, evacuate or seek further information);
- there is adequate time to process and approve the use of EA or AusAlert to disseminate the alert; and
- the timing of the disaster situation requires urgent communication, including situations where committees may need to act quickly or where impacts are expected overnight.

To assist with a decision to warn, review the consequence manage arrangements (refer to Warnings and Alert Systems chapter of the Practitioner Handbook).

PROCESS AT A GLANCE: ISSUING AND MANAGING A WARNING



Further guidance on these steps can be found in the Warnings and Alert Systems chapter of the Practitioner Handbook.

HOW TO ISSUE AND MANAGE AN ALERT

Once a decision to use a telephony-based alert is made, follow these steps:

- Phone the SDCC Watch Desk (07) 3635 2387 to advise an alert is being developed.
- Complete the Alert Request Form. If assistance is required, the SDCC Watch Desk can record details verbally.
- Notify your LDC/LDMG and DDC/DDMG.
- Notify any impacted neighbouring jurisdictions (e.g. Local Government Areas, cross border arrangements, etc).
- Submit the Alert Request Form to the SDCC Watch Desk via SDCC@police.qld.gov.au.

Note: Requesting Officer needs to be available by phone should the SDCC Watch Desk need to be in contact. Add alternate contact(s) to the 'Special instructions' field on the Alert Request Form, as required.

- Once published, Issuing Agency to consider appropriate amplification methods to their communities.
- Notify the SDCC Watch Desk should your alert update, escalate or de-escalate.
- Notify the SDCC Watch Desk to remove the alert from the State Map and officially close the warning.

MESSAGE TIPS

Emergency Alert

• SMS Messages

- Less than 160 characters preferred (incl spaces). Delays may occur when multiple or lengthy alerts are being administered.
- SMS Location Based (location of phone at time of distribution) – recommended for larger areas.
- SMS Service Address (registered Billing Address).

• Voice Messages (landlines) ideally only for 'Emergency Warnings'.

- Less than 450 characters preferred (incl spaces). Delays may occur when multiple or lengthy alerts are being administered.
- Standard Emergency Warning Signal (SEWS) will sound before the delivery of a 'Emergency Warning' voice message.
- Message may be modified by the SDCC Watch Desk to allow for phonetically accurate pronunciation by the system.

AusAlert

- Less than 160 characters preferred (incl spaces). Noting a maximum of 615 characters (incl spaces) can be sent.

MESSAGE SEVERITY

EMERGENCY WARNING

An Emergency Warning is the highest level of warning. You may be in danger and need to take action immediately. Any delay now puts your life at risk.

WATCH & ACT

There is a heightened level of threat. Conditions are changing and you need to start taking action now to protect you and your family.

ADVICE

An incident has started. There is no immediate danger. Stay up to date in case the situation changes.

Requesting Officer Quick Reference Guide

Emergency Alert and AusAlert



MESSAGE CONSTRUCTION CONSIDERATIONS:

- Type of threat
- Warning level
- Issuing Agency
- Affected area
- Simple language
- Action community needs to take (Call to Action)
- Where further information can be found
- Where relevant, the timing of the threat impact
- Special characters cannot be used in voice or text messages

For further guidance in preparing your warning, refer to the 'Create a Warning Quick Reference Guide'.

Examples:

- Sunshine Valley Council WATCH AND ACT Severe weather. Sandy Village MONITOR CONDITIONS. Listen to local radio, go to sunshinevalley.qld.gov.au.
- Sunshine Valley Council EMERGENCY WARNING Flood happening now. Sandy Village LEAVE NOW. Listen to local radio, go to sunshinevalley.qld.gov.au.
- Sunshine Valley Council EMERGENCY WARNING Cyclone currently impacting the area. Sandy Village TAKE SHELTER NOW. Listen to radio, go to sunshinevalley.qld.gov.au.



POLYGON TIPS

Emergency Alert

For optimal efficiency of the system, Requesting Officers should consider the following:

- Keep shapes simple – less than 15 vertices recommended.
- No spaces or special characters in the file name.
- No additional file extensions have been provided to the SDCC Watch Desk other than those listed on the Alert Request Form.
- Preferred format is KML, however GML and GeoJSON are accepted.
 - Circular shape files are acceptable in GML format.
- File name convention: HazardName Agency_ExtentNumber (e.g. Flood MRC 01).
- If you are unable to produce a polygon, phone the SDCC Watch Desk. Providing street names or boundary maps (indicating North) will assist the SDCC Watch Desk in preparing a polygon on your behalf.

Polygon recommended size:

It is recommended that when preparing a polygon, the below device volumes are considered:

- **Voice:** approx. 5,000 devices.
- **SMS service address:** approx. 80,000 devices.
- **SMS location based:** approx. 150,000 devices.

AusAlert

- AusAlert device-based geofencing:
 - Accuracy of 160m.
 - Preferred format is KML.
 - <100 vertices (for one alert) or up to 10 polygons totalling 100 vertices.
 - If greater than 100 vertices, AusAlert will default to standard cell-broadcast to the cell tower range.



KEY CONTACTS

SDCC WATCH DESK	(07) 3635 2387 / SDCC@police.qld.gov.au
EMERGENCY MANAGEMENT COORDINATOR(S)	
DDMG EXECUTIVE OFFICER	
DISTRICT DISASTER COORDINATOR	
NEIGHBOURING LGA/LDMGs	



IMPORTANT LINKS

- Queensland's Warning map: www.disaster.qld.gov.au/warnings.
- Queensland's Disaster Management Doctrine: www.disaster.qld.gov.au/disaster-management-guideline.
- The Australian Warning System: www.australianwarningsystem.com.au.