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# Queensland Warnings Manual

## October 2024 Amendment Schedule

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### 1.0 – Introduction

The Queensland Warnings Manual (the Manual) was initially separated into two manuals, the Queensland Emergency Alert (EA) Manual, and the Queensland Standard Emergency Warning Signal (SEWS) Manual. The two manuals have now been combined and information surrounding the Australian Warning System (AWS) and the National Messaging System (NMS) has been added. This consolidation will introduce the AWS and its interaction with the SEWS and EA, eliminate confusion, and ensure those involved in issuing warnings have a clear understanding. Through this consolidation, the Manual will provide a centralised point of reference for DM warning protocols in Queensland.

This Amendment schedule accompanies the Queensland Warnings Manual.

### 2.0 – Contact Details

For queries in relation to the content in the Queensland Warnings Manual, this amendment schedule or the review and renewal program, please contact [D&GFramework@police.qld.gov.au](mailto:D&GFramework@police.qld.gov.au).

### 3.0 – Changes

Changes focus on ensuring the Queensland Warnings Manual is accurate and reflects:

- the [Administrative Arrangements Order \(AAO\) \(No.2\) 2023](#)
- the [Emergency Services Reform Amendment Act 2024](#)
- the [Disaster Management and Other Legislation Amendment Act 2024](#).
- the [Telecommunications \(Emergency Management Persons and Emergency Laws\) Instrument 2024](#)

Changes of note include:

- combination of the previous EA and SEWS Manuals
- addition of information surrounding the AWS and NMS
- update to EA and SEWS information
- inclusion of information surrounding the overall use of warnings
- inclusion of information surrounding the State Initiated Warning for all warnings

### 4.0 – Structure

This amendment schedule contains one main section:

- Changes

**4.1 – Changes**

The following table outlines the changes made to the Queensland Warnings Manual.

Section and Topic	Change	Rationale
QLD Warnings Manual – Section 5 and 6	The Manual now incorporates both the EA Manual and SEWS Manual	One point of information for all warnings guidelines in Queensland
QLD Warnings Manual – Section 1	Section added	This section provides an introduction and the authority for the Manual.
QLD Warnings Manual – Section 2	Section added	This section provides a brief overview of Public Information and how it can link into Warnings.
QLD Warnings Manual – Section 3	Section added	This section provides an overview for all warnings in general.
QLD Warnings Manual – Section 4	Information and guidelines around the AWS added into the Manual	One point of information for all warnings guidelines in Queensland
QLD Warnings Manual – Section 6	EA Manual sections were reordered	To ensure the flow of the information aligns with the action taken when requested and creating an EA message.
QLD Warnings Manual – Section 7	Information and guidelines around the NMS added into the Manual	One point of information for all warnings guidelines in Queensland
QLD Warnings Manual – Section 8	Information for all State Initiated Warnings (whether it is and EA or normal warning) added to its own section. Includes information from EA Section 3.3.1	Name changed to State Initiated Warnings and combined to ensure consistency with all State Initiated Warnings. Ensures clarity around the role of State and how State Initiated Warnings work.

Section and Topic	Change	Rationale
QLD Warnings Manual – Section 1	Chapter 1 of the EA Manual was reworded and combined into Section 1 of the Manual	This section relates to all warnings and best fits as a way to introduce all warnings and the purpose of the Manual.
QLD Warnings Manual – Section 3	Removed from EA Section 1.1 and separated across relevant areas within Section 3	The different paragraphs within this section best fit separated at the start of the document to provide more of an introduction and are related to all warnings.
QLD Warnings Manual – Section 6.1	EA Section 1.2 reworded to better align with the current information and the flow of the Manual	Information flow within the Manual was changed to be easily read and followed.
QLD Warnings Manual – Section 6.1.5	EA Section 1.4 Reworded to better align with the information flow of the Manual	Information flow within the Manual was changed to be easily read and followed.
QLD Warnings Manual – Section 6.1.6	Section was added	Ensures that readers are aware of the benefits of aligning warnings to the EA messages.
QLD Warnings Manual – Section 6.1.2.1	Parts of the EA Section 2.4.1 were changed to include direction for the Requesting Officer to advise their neighboring LDMG/LGA/State cross border entities when required	Clear advice that Requesting Officers need to communicate with their neighboring areas where appropriate. This ensures that all areas have situational awareness should there be crossover in the event.
QLD Warnings Manual – Section 6.1.2.3	EA Section 2.4.2 removal of extract from the Telecommunications Instrument	Ensures that there are no discrepancies and that the document is clear about who the AO's in QLD are.
QLD Warnings Manual – Section 6. 1.2.4	Section was added	Ensures that AOs are aware of their training requirements in order to be able to authorise an EA.
QLD Warnings Manual – Section 6.2.2	EA Section 2.4.4 was renamed and reworded. This section now refers to and follows the QPS process noting at the bottom that if the hazard is bushfire, QFD PIWU assumes the responsibilities.	Due to MoG changes and the transition of DM from QFES to the QPS.

Section and Topic	Change	Rationale
QLD Warnings Manual – Section 3.9	EA Section 2.4.5 was removed and combined into section 3.9 of the Manual.	This section relates more to the legislative requirements to training DM Stakeholders and all warning activities and now details how the requirements link to all Warnings.
QLD Warnings Manual – Section 6.3	The different sections within EA Chapter 3 were reordered within section 7.3 of the Manual to follow the stages of EA and	Ensures information and workflow is clear.
QLD Warnings Manual – Section 6.4.1	Title of section 6.3.1 was added	This ensures clarity around what is being discussed.
QLD Warnings Manual – Section 6.3.5	All sub-sections were reordered, some sub-section headings were removed and combined into the main section heading. Additional information was added surrounding the available characters for SMS and voice messages as well as the options for choosing a male or female voice in a voice message. Information removed around types of alternative communication methods as these are outlines in Section 3.6 of the Manual	This ensures information flow is clear and aligns with the process to request and issue an EA. Ensures the newest information on the EA system and requirements is available.
QLD Warnings Manual – Appendix 19	EA Appendix 2 had updates to formatting, colour and relevant information	Ensures alignment with the Government Style Guide and information is accurate.
QLD Warnings Manual – Appendix 20	EA Appendix 3 the EA process map was updated	Ensures readability and information is correct.
QLD Warnings Manual – Appendix 21	EA State Initiated Warning Process Map was added	Ensures the process is clear and understandable.
QLD Warnings Manual – Appendix 22	EA Appendix 4 EA Request Form was updated to the most recent version	This information is the newest updated information to include system capability updates.
QLD Warnings Manual – Appendix 23	EA Appendix 5 Information surrounding EA Considerations for number of notifications and polygon size was updated	This information is the newest updated information.

Section and Topic	Change	Rationale
QLD Warnings Manual – Appendix 24	EA Appendix 6 message templates were updated	Ensures consistency for all messages across the state and alignment to other warnings by following the AWS framework
QLD Warnings Manual – Section 5.1	Removal of SEWS Chapter 1 and 1.1 leaving only section 1.2 to introduce what SEWS is	Introductory information is included within Section 1-3 of the Manual therefore is not needed in the SEWS section.
QLD Warnings Manual – Section 5.2.2	Initiating authorities updated	Follows MoG changes and the transition of DM from QFES to the QPS.
QLD Warnings Manual – Section 3.10	SEWS section 3.9 training information as well as broader warnings training information	Ensure the training requirements for all warnings are clear.
QLD Warnings Manual – Section 5.3	SEWS Sections 3-3.2 combined into one heading of 'Use of SEWS'. SEWS Section 3.1 was placed in Section 3.8 of the Manual	Ensures clear information of the requirements and considerations for the use of SEWS. Ensures an introduction to all warnings and their community preparedness requirements.
QLD Warnings Manual – Section 5.3.1	SEWS Section 3.3 had updates to information and process. Notification Matrix removed and included as written words	Ensures information is clear and current with the national and state requirements.
SEWS Manual – Appendix 1	Removed	Information is already included in Section 5.3.1.2 of the Manual.
QLD Warnings Manual – Appendix 1	Warning Template Matrix added	This is a key document for issuing agencies to help when they issue warnings. Provides a clear outline of the available templates.
QLD Warnings Manual – Appendix 2	Creating a Warning Quick Reference Guide added	This is a key document for issuing agencies to help when they issue warnings. Provides a quick snapshot of the key information required to create a warning and aligns with the current EA Quick Reference Guide.

Section and Topic	Change	Rationale
QLD Warnings Manual – Appendix 3	When to Warn Guides added	This is a key document for issuing agencies to help when they issue warnings. Provides context around each warning Calls to Action statement and helps in deciding which one to use.
QLD Warnings Manual – Appendix 4	Glossary of suggested Warning Phrases added	This is a key document for issuing agencies to help when they issue warnings. Provides additional phrases that can be used in the templates when creating a warning.
QLD Warnings Manual – Appendix 5 to Appendix 16	Warning Templates added	These are a key document for issuing agencies to help when they issue warnings. Provides a template that can be adjusted to suit all issuing agencies and areas when issuing warnings for most hazards. Fire and Heatwave are not included as they have their own internal processes.
QLD Warnings Manual – Appendix 17	Warning Template Style Guide added	These are a key document for issuing agencies to help when they issue warnings. Provides a guide for adjusting the template to ensure consistency.
QLD Warnings Manual – Appendix 18	Warning Dissemination Process Map added	These are a key document for issuing agencies to help when they issue warnings. Similar to the existing EA Process Map it provides an outline of the steps taken when creating and disseminating a warning.