

# Queensland Warnings Manual

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Document	Version	Amendment	Approved by	Date
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## List of Acronyms and Common Abbreviations

<b>AFDRS</b>	Australian Fire Danger Rating System
<b>AIDR</b>	Australian Institute for Disaster Resilience
<b>AWS</b>	Australian Warning System
<b>Bureau</b>	Bureau of Meteorology
<b>CAP-AU</b>	Common Alerting Protocol
<b>Cth</b>	Commonwealth
<b>DDMG</b>	District Disaster Management Group
<b>EA</b>	Emergency Alert
<b>EMC</b>	Emergency Management Coordinators
<b>EMP</b>	Emergency Management Person
<b>ESRI</b>	Environmental System Research Institute
<b>GIS</b>	Geographic Information System
<b>GML</b>	Geographical Markup Language
<b>HAT</b>	Highest Astronomical Tide
<b>ICT</b>	Information and Communication Technology
<b>IGEM</b>	Inspector General Emergency Management
<b>IPND</b>	Integrated Public Number Database
<b>KML</b>	Keyhole Markup Language
<b>KMZ</b>	Keyhole Markup Language (Zipped)
<b>LBNS</b>	Location Based Number Store
<b>LBS</b>	Location Based Solution
<b>LDMG</b>	Local Disaster Management Group
<b>LDMP</b>	Local Disaster Management Plan
<b>MSQ</b>	Maritime Safety Queensland
<b>NMS</b>	National Messaging System
<b>NEMA</b>	National Emergency Management Agency
<b>PIWU</b>	Public Information and Warnings Unit
<b>PPRR</b>	Prevention, Preparedness, Response and Recovery
<b>PSPA</b>	<i>Public Safety Preservation Act 1986 (Qld)</i>
<b>QDMA</b>	Queensland Disaster Management Arrangements
<b>QDMTF</b>	Queensland Disaster Management Training Framework
<b>QFD</b>	Queensland Fire Department
<b>QHealth</b>	Queensland Health
<b>QPS</b>	Queensland Police Service
<b>SDCC</b>	State Disaster Coordination Centre
<b>SEWS</b>	Standard Emergency Warning Signal
<b>SMS</b>	Short Message Service
<b>VOIP</b>	Voice Over Internet Protocol
<b>VMS</b>	Variable Message Signs

# 1. PURPOSE

The Queensland Warnings Manual (the Manual) provides guidance to individuals and agencies with a responsibility in the *Disaster Management Act 2003*, *Fire Services Act 1990*, *Public Safety Preservation Act 1986* (PSPA), and the *Telecommunications Act 1997* (Cth) to warn Queensland Communities of an impending threat.

This Manual consolidates the arrangements pertaining to the Australian Warning System (AWS), the Standard Emergency Warning System (SEWS), Emergency Alert (EA) and the National Messaging System (NMS).

Effective community warnings are a key component of managing emergency or disasters and can assist in preventing the loss of life. Warnings provide the community with:

- appropriate information
- advice
- steps to be taken in preparing for, and responding to, an emergency or disaster.

It is important that any warning issued is timely, tailored, and relevant to the community.

# 2. PUBLIC INFORMATION

Public information is information provided to the public immediately before, during and after an emergency or disaster to reduce the potential impact of an emergency or hazard<sup>1</sup>. The aim of public information is to share contextualised, relevant and current information with and between communities and agencies.

Public information may be tailored to provide information on:

- the nature of an approaching hazard
- education about risks
- preparing for hazards
- what to do if the community is impacted by a hazard
- local resources and services available including recovery information.

Warnings are a specific form of public information. Warning messages are often presented separately to more detailed public information about an emergency or disaster to ensure they remain easily identifiable and understood<sup>1</sup>.

# 3. WARNINGS

## 3.1 What is a Warning

A warning provides point-in-time information about a hazard that is expected to impact or is impacting communities. It describes the impact and expected consequences for communities and includes advice on what people should do<sup>1</sup>. Warning messages are issued independently by different issuing agencies (those required to issue a warning before, during and after an emergency or disaster) through various, tailored distribution methods. In an emergency or disaster, warnings play a critical role by empowering communities to make life-saving decisions.

## 3.2 Purpose of Warnings

Warnings form part of an integrated risk management approach. Warnings provide communities with a better understanding of the impending risk, so they can consider their own personal situation and take appropriate protective action in advance of, during, and after an emergency or disaster.

The issuing of warnings is a priority for agencies responsible for community safety, for example, the Queensland Fire Department (QFD) have the responsibility for issuing warnings to keep the community safe during bushfire events.

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<sup>1</sup> [Public Information and Warnings \(AIDR 2021\)](#)

### 3.3 When to Warn

The timing of when to issue a warning is critical. Issuing agencies should aim to provide warnings with sufficient time for individuals to prepare and take action, where possible.

A number of considerations need to be taken into account when deciding to issue a warning to a community.

In the case of EA, the following criteria must be met for the EA system to be used in Queensland:

- there is a direct and likely threat to a community
- there is a potential for loss of life and/or a major threat to a significant number of properties or the environment
- the community needs to take action (for example, relocate to a safer area, prepare property and/or be aware of information)
- the time of the disaster situation (for example, a community needing to be warned/act urgently or during the night).

See [Section 5.3](#) for the specific criteria required for use of the SEWS.

When to Warn Guides ([APPENDIX 3: When To Warn Guides](#)) provide guidance on when to warn and which warning level to use for:

- severe weather
- flood
- cyclone
- storm surge warnings.

### 3.4 Warning Roles and Responsibilities in Queensland

#### 3.4.1. Issuing Agencies

Issuing agencies are all agencies that are required to issue warnings before, during and after an emergency or disaster. This includes local governments, Queensland Fire Department (QFD), Queensland Health (QHealth), the Queensland Police Service (QPS), Maritime Safety Queensland (MSQ) and other agencies responsible for a hazard, for example, dam operators. Issuing agencies identify the location, level of warning, and action the community needs to take.

<b>Local government</b>	Local governments are primarily responsible for disaster management. Local level capability forms the frontline of disaster management. Local governments, through their Local Disaster Management Group (LDMG) are responsible for mitigating, preventing, preparing for, responding to and recovering from disasters in their local government area. This includes the distribution of tailored severe weather, flood, and cyclone warnings to their community using appropriate warning communication channels.
<b>QPS</b>	The QPS has responsibility for the function of warnings in Queensland which includes providing support to issuing agencies as detailed under <a href="#">Section 3.11</a> . QPS can issue a State Initiated Warning for rapid onsets events as detailed under <a href="#">Section 7</a> .
<b>MSQ</b>	MSQ are responsible for ensuring maritime safety for shipping, in particular within Queensland pilotage areas. MSQ issues extreme weather advice for mariners, based on BoM warnings for severe weather, tropical cyclones, and flood warnings utilising AWS. MSQ publish these warnings on the MSQ dashboard and Facebook, social media and Notices to Mariners.
<b>QFD</b>	QFD are the primary response agency for structural fire, bushfire and incidents involving chemicals and hazardous materials.  QFD issue warnings for hazards such as bushfire, structure fire, chemical spill and hazmat as the hazard lead.



<b>QHealth</b>	QHealth is the primary agency for heatwave and will issue heat health warnings for extreme heatwaves (the highest of three levels under the Bureau of Meteorology's (Bureau's) heatwave warning levels). For low and severe heatwaves, QHealth promotes heat health education and messaging. QHealth will issue public health alerts and warnings, for other health hazards, as required.  QHealth maintains a <a href="#">Heatwave Communications Stakeholder Kit</a> that provides communication resources and messages for stakeholders to use for their own communication needs.
<b>Other agencies responsible for a hazard</b>	Other hazards or incidents that require warnings will be issued by the relevant agency responsible for a hazard. For example, dam owners/operators may be required to issue warnings for flood resulting from a dam release or failure.

### 3.5 Warning Principles

The Warnings Principles ([Table 1: Warning Principles](#)) below was developed by the Australian Institute of Disaster Resilience (AIDR) to guide the development and use of warnings in Australia. The principles outline why warnings are important and how to structure warnings to make them effective<sup>2</sup>. These warning principles have been adopted by Queensland.

Table 1: Warning Principles

<b>Life-saving</b>	Warnings can save lives and protect people from harm. They prompt and encourage protective action to minimise the social and economic impacts of an emergency. Warnings are an essential element of effective emergency management.
<b>Empowering</b>	The provision of warnings enacts a national commitment to building shared responsibility for disaster resilience, by empowering people to make decisions about their own safety.
<b>Trusted, authoritative and verifiable</b>	For greatest effect, warnings must come from a trusted source and be verifiable through multiple channels. Warnings should therefore be easily and widely shared to recognise the diversity of potential trusted sources. The official authority issuing a warning should always be clearly stated.
<b>Scaled based on risk</b>	Scaled warning frameworks should guide the delivery of all warnings and support the consistent risk assessment of a hazard, its impact, and its consequence.
<b>Timely, targeted and tailored</b>	Warnings should be timely, targeted and tailored to communities at risk and provide detail and relevance. Specific consideration should be given to harder to reach and vulnerable members of the community.
<b>Conveying impact</b>	Warnings should describe the expected impacts and consequences of an approaching or current hazard, to assist people to understand and be motivated to take protective action.
<b>Including a call-to-action</b>	Warnings should include practical calls-to-action using language tailored to the level of risk, ranging from advice and persuasive recommendations to authoritative direction.
<b>Clearly communicated</b>	Warnings should be easy to understand and use a consistent structure to provide information. Both written and visual information should be considered to assist with clearly conveying risk and encouraging protective action.
<b>Readily accessible</b>	Warnings should be disseminated via multiple channels, tailored to suit each channel, and consider accessibility for diverse audiences. Ease of sharing and rapid dissemination should be supported with use of nationally agreed technical standards, and dissemination strategies should be in place to adapt to failure of technology or other systems.

<sup>2</sup> [Public Information and Warnings Handbook \(AIDR 2021\)](#)

<b>Part of a bigger picture</b>	Warnings are one component within a systems-based approach to community safety. Community engagement, education and awareness programs better prepare communities to receive, understand and act upon warnings.
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### 3.5.1. Pre-prepared Warnings

Prior to a likely emergency or disaster, preparation of warning messages is key in helping to anticipate and manage risks and potentially reduce panic and uninformed decision making. Pre-prepared warnings using tailored messaging are recommended for rapid onset events, known or recurrent hazards, or where community consultation has occurred. To ensure warnings are timely, targeted and tailored to communities at risk, warning messages, social tiles (for use on social media platforms), associated maps, and polygons can be pre-prepared before an event. Emergency Management Coordinators (EMCs) are available to provide advice and support on pre-prepared warnings.

Refer to [Section 4.4.2](#) for more information on how to create a warning using the AWS.

Refer to the [Public Information and Warnings Handbook](#) and companion documents for further guidance.

### 3.5.2. Simple Language

Studies have found that nearly half of the population have a literacy skill equivalent to a primary school student. To ensure warnings are clearly communicated a number of warning templates have been developed prioritising simplicity and accessibility. The words used, sentence length, and tone have been designed to ensure the warning information is accessible and inclusive. Literacy levels, linguistic diversity and stress may influence the comprehension of warnings. Using plain language improves comprehension and may assist people to process information and therefore make appropriate decisions during disasters.

The order and presentation of the warning templates (information, capitalisation, and bolded words) are based on research, best practice, and community input. Warning templates are available from [APPENDIX 5: Severe Weather – Advice](#) to [APPENDIX 16: Other – Emergency Warning](#) of this Manual.

### 3.6 Warning Communication Channels

Warnings can be distributed through many different communication channels, as outlined below in [Figure 1: Warning Communication Channels](#) and explained in detail in [Table 2: Warning Communication Channels Explained](#).

Figure 1: Warning Communication Channels

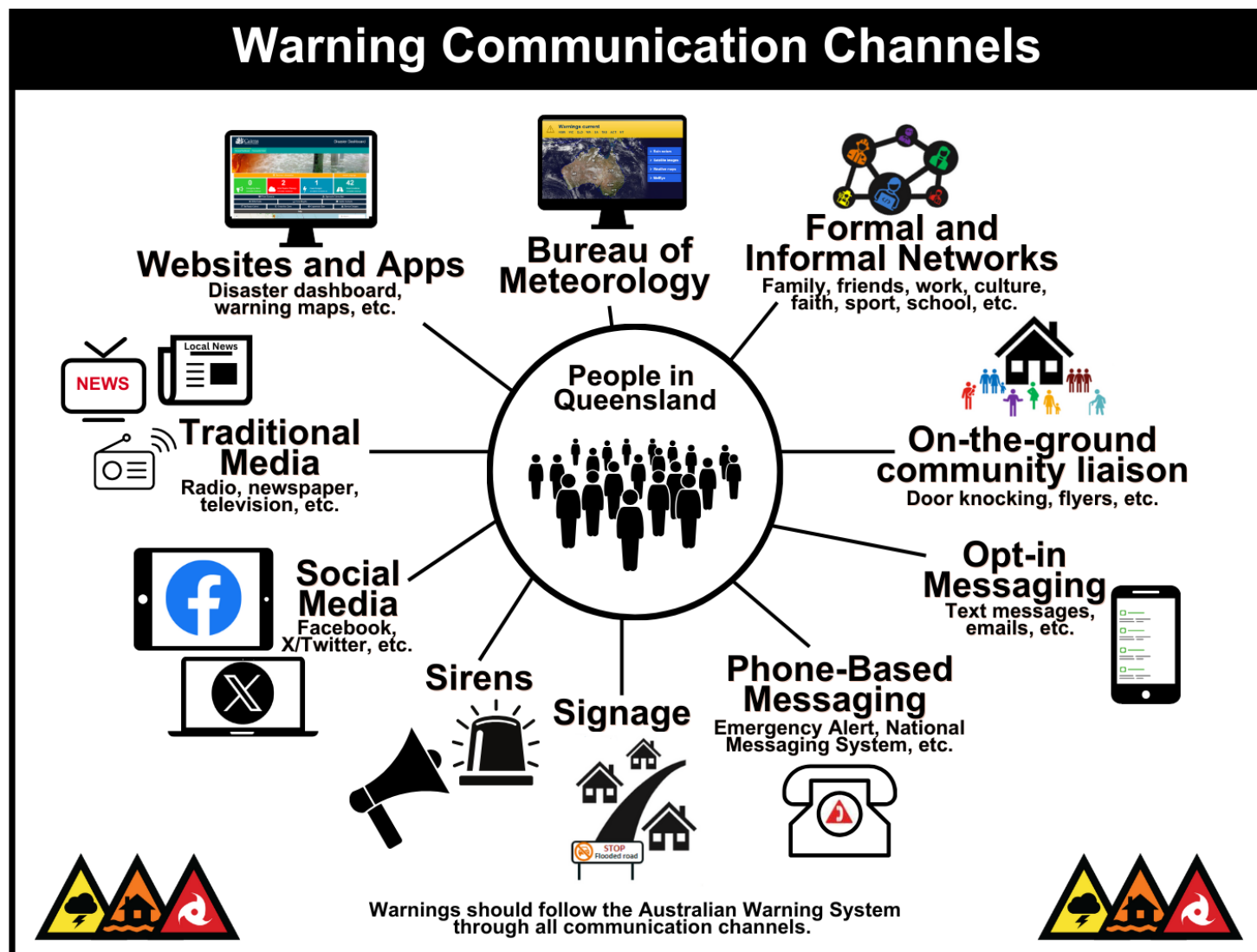


Table 2: Warning Communication Channels Explained

<b>Australian Warning System</b>	<p>The AWS is a national approach to warnings to ensure a consistent methodology is used when developing warning messages across Australia. The AWS includes:</p> <ul style="list-style-type: none"> <li>• three (3) consistent colours</li> <li>• three (3) warnings levels</li> <li>• specific calls to action statements, and</li> <li>• icons for each hazard showing the severity of the warning.</li> </ul> <p>Warnings should follow the AWS regardless of the communication channel used. The AWS approach ensures consistency for warnings across all channels and allow the impacted community to understand warnings regardless of where or how they are viewing them. Information on the AWS can be found in <a href="#">Section 4</a> or on the <a href="#">AIDR Website</a>.</p> <p>Warnings using the AWS are not replacing the Bureau of Meteorology (Bureau) weather warnings. The Bureau issued warnings are meteorologically based, and warnings using the AWS should work in conjunction with the Bureau warnings to ensure communities know what actions they need to take to stay safe.</p>
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<b>Bureau of Meteorology Products</b>	The Bureau is Australia's national weather, climate, and water agency and is responsible for providing a wide range of expertise and services to assist communities with understanding the different hazards experienced in the natural environment, including drought, flood, fire, storm, tsunami, and tropical cyclone. Through regular forecasts, warnings, monitoring, and advice spanning the Australian region and Antarctic territory, the Bureau provides one of the most fundamental and widely used services of government <sup>3</sup> .
<b>Formal and Informal Networks</b>	Both formal and informal networks can be an effective means of distributing warnings to the community. Formal networks, such as emergency services agencies, local governments, and Non-government organisations (NGO), provide trusted sources for the distribution of warnings. Informal networks, such as talking to friends and family or local cultural, community and faith groups, are often established and assist with communicating warning information.
<b>On-the-Ground Community Liaison</b>	On-the-ground community liaison activities play an integral part during an event, acting as a conduit between the community and the hazard response agency. By liaising with community members through various methods (for example, face-to-face discussions, door knocking and flyers), warnings can be distributed from a trusted agency, both verbally and in print.
<b>Opt-In Messaging</b>	There are several opt-in subscription services provided by some issuing agencies for the community including application-based solutions, emails, and Short Message Service (SMS) notifications. A community can refer to issuing agency website to identify if they have opt-in services available for their local area.
<b>Telephone-Based Messaging</b>	EA is a telephone-based messaging system that can be used to issue warning messages. EA delivers text messages directly to mobile devices and voice messages to landline phones within a defined area. People cannot opt-out of EAs. EA relies on telecommunication networks to send messages which may not be available before, during, and after disasters.
<b>Signs</b>	Signs can be used in disaster situations to alert the community to warnings and public information. Signs can be used to warn of current and changing conditions, advise of road closures, and provide other public information. Signs may include flooded/closed road signs, Variable Message Signs (VMS), and the Australian Fire Danger Rating System (AFDRS) signs.
<b>Sirens</b>	Sirens can be used by issuing agencies to alert the community to an emergency or disaster. They form part of an integrated warning approach, in areas where warnings may need to be issued rapidly to many people simultaneously or where communication methods are limited. Some issuing agencies have placed physical sirens in areas with a known hazard, for example, flooding. Generally, sirens are used for hazard specific warnings, not across multiple hazards. Public address systems are also used in some areas for specific hazards.
<b>Social Media Products</b>	<p>Social media platforms enable issuing agencies to create, share, and/or exchange information and warnings in virtual communities and networks (for example, Facebook, X (formerly Twitter), Instagram, LinkedIn, YouTube).</p> <p>Through social media, the role and capability of communities in shaping and sharing information and warnings during emergencies is increasing, bringing a shared responsibility for public safety.</p>
<b>Traditional Media</b>	Traditional media is content that is distributed through established channels, other than social media. These channels are typically well known and established, and are considered trustworthy by consumers. Examples of traditional media channels include television, radio, and print publishing. These channels can be used to amplify existing warnings and share new information through media, for example the Australian Broadcasting Corporation (ABC).

<sup>3</sup> [Bureau of Meteorology](#)





<b>Websites and Apps</b>	Issuing agencies can publish relevant warnings to their own websites to promote wider distribution within the community. For example, many of Queensland's local governments have disaster dashboards and/or websites that provide important information to support local communities before, during, and after disaster events. <a href="#">Local Government Disaster Dashboards</a> generally include information about warnings and other locally relevant disaster information.
<b>Tsunami Warning Products</b>	The Australian Tsunami Warning System is a national system used in collaboration with the Bureau, Geoscience Australia, and the Department of Home Affairs. It operates within the <a href="#">Joint Tsunami Warning Centre (JATWC)</a> and is the issuing authority for tsunami warning products for Australia. The Australian Tsunami Warning System also plays a key role in the Indian Ocean Tsunami Warning and Mitigation System and contributes to the facilitation of tsunami warnings for the South-West Pacific <sup>4</sup> .
<b>Common Alerting Protocol</b>	Common Alerting Protocol (CAP) is an international standard for the construction of warning messages. CAP-AU is the Australian standardised data exchange format, using XML format, which allows consistent and easy to understand emergency messages to be automatically transmitted via web, text, speech, SMS pager, electronic highway signs, and radio networks. Assistive technologies are used for people who are deaf or hard of hearing, vision impaired, or require translation services.  Standardised formats that meet the CAP-AU requirements and guidelines have been developed for warnings used in Queensland. They facilitates rapid and reliable information exchange between systems and networks.

### 3.7 Publishing a Warning

Publishing a warning can have a different meaning for every event and community. It is crucial to ensure that how and when warnings are published is relevant for the community being impacted. Depending on the circumstances of the event and the needs of the community, multiple different communication channels can be used at the same time. For example, a warning could be published on an issuing agencies website, social media page or on local radio. Each issuing agency will have their own methods of distribution and will publish their warnings in different ways. For example, QFD publish bushfire warnings to the [QFD Current Bushfire Warnings and Incidents webpage](#), on social media platforms, via opt-in message services and via traditional media. Local governments publish warnings in a way that best suit their community, for example, they may publish warnings via:

- Local Government Disaster Dashboard
- social media platforms
- opt-in messaging services
- on-the-ground community liaisons
- traditional media
- through formal or informal networks, or
- a combination of all or some of the above.

Some warnings can be shared and redistributed by using feeds, also known as 'RSS feeds', 'XML feeds', 'news feeds' and or 'ESRI Web Services'. These feeds can be viewed using some browsers or by using a feed reader (also known as feed aggregator) software. For example, the State Warnings Maps for severe weather, flood, cyclone warnings and EA are currently located on the Queensland Disaster Website and provide CAP-AU feed that can assist with the redistribution of these warnings on other platforms for example, Local Government Disaster Dashboards. The CAP-AU feed link is currently located on the [Queensland Disaster website](#) or via the [Queensland Government Open Data Portal](#). The Australian Broadcasting Corporation (ABC) and other news/media agencies/outlets also use CAP-AU feed information to inform their audiences through various channels (radio, [www.abc.net.au/emergency](http://www.abc.net.au/emergency)).

All issuing agencies are encouraged to share hazard warnings with their communities in a time appropriate manner. Whilst redistributing warnings is an effective method to ensure warnings are shared to everyone in the community, it is important that any shared warnings are not altered. Warnings altered by anyone other than the

<sup>4</sup> [Australian Tsunami Warning System](#)





hazard agency can cause confusion for the community and could reduce the credibility of the warning message and the issuing agency.

Issuing agencies responsible for severe weather, flood and cyclone warnings are encouraged to email final warning products to the SDCC Watch Desk at [sdcc@police.qld.gov.au](mailto:sdcc@police.qld.gov.au) and confirm the warning has been received by telephoning (07) 3635 2387. Once received, the SDCC Watch Desk will publish it to the [State Warnings Map](#).

A map of the affected area is needed to publish to the State Warnings Map. Street names or a map which shows the boundaries and direction of north will suffice. Contact the SDCC Watch Desk on (07) 3635 2387 for assistance.

### 3.8 Community Expectation

The use of warnings is continually evolving with government and emergency services seeking to diversify the range of warning processes across multi-hazards and adopt a people-centred approach. This recognises the need for warning messages to include details of the level of risk and potential impacts of an event.

Warnings cannot be effective unless people react to the warning. Receiving a large number of warnings can develop complacency or 'warnings fatigue'. The incorrect use of warnings, dissemination methods or issuing non-urgent warnings can lead the community to ignore, or miss warnings, or delay their action.

Communities have an increased expectation that warnings will be provided with easily accessible 'real-time' information.

### 3.9 Community Preparedness

Local Disaster Management Plans (LDMPs) outline the types of warnings a community might receive during an emergency or disaster. Local governments undertake a range of preparedness activities with the community, including community education and engagement that enhances the impact of public information and warnings. By being prepared, there is a greater likelihood communities will acknowledge and act on warnings if they have prior awareness of the risks and the confidence to act. Prior awareness can also reduce confusion, minimise panic, and empower individuals to act.

In collaboration with relevant agencies, disaster management stakeholders should ensure community warnings and preparedness arrangements are considered in relevant plans, for example, disaster management plans or community engagement plans.

### 3.10 Warnings Training

Training in Queensland is undertaken by disaster management stakeholders in accordance with the Queensland Disaster Management Training Framework (QDMTF) and includes training related to warnings through:

- Module 1 Introduction to Warning and Alerts
- Module 2 Working with Warnings

In accordance with the QDMTF Training Handbook, it is the responsibility of all disaster management stakeholders to undertake the training relevant to their disaster management role.

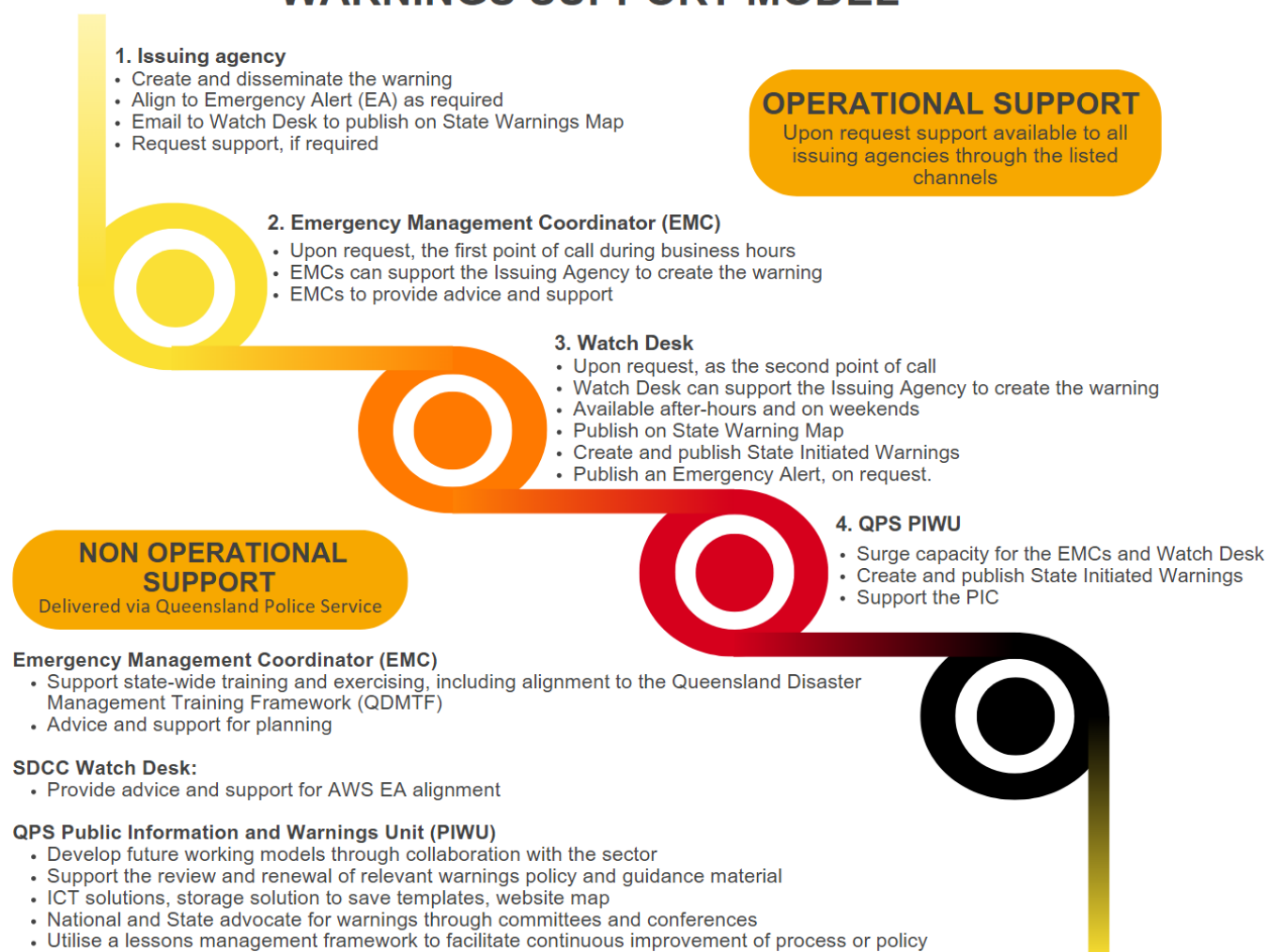
In addition to QDMTF modules, EA processes and system familiarisation sessions can be requested through the State Disaster Coordination Centre (SDCC) Watch Desk by LDMGs, District Disaster Management Groups (DDMG) or State agencies. For further information, contact your EMC.

### 3.11 Warnings Support Model

The below [Figure 2: Warning Support Model](#) is designed to ensure dissemination of warnings continues during disaster events and outlines an escalating model of support that can be provided to issuing agencies. Responsibility remains with issuing agencies, with support provided at district and state levels upon request.

Figure 2: Warning Support Model

## WARNINGS SUPPORT MODEL



	<u>OPERATIONAL SUPPORT</u>	<u>NON-OPERATIONAL SUPPORT</u>
<b>Issuing Agency</b>	Issuing agencies are responsible for creating and disseminating warnings to the impacted community in line with the AWS.	Ensure pre-prepared warnings and preparedness activities are undertaken.
<b>EMCs</b>	The issuing agency can request warning advice or support from their EMC, during business hours.	EMCs are responsible for engaging with issuing agencies at the local level as well as the community and community groups to build statewide disaster management capability and capacity.  EMCs can assist issuing agencies in pre-prepared messaging and training for warnings.
<b>SDCC Watch Desk</b>	The SDCC Watch Desk can provide 24/7 warning advice and support to issuing agencies, upon request if the EMC is unavailable. The SDCC Watch Desk publish warnings to the State Warnings Map.	The SDCC Watch Desk monitors, collects, and analyses a wide range of information to inform and/or warn key stakeholders, regardless of the SDCC activation status.  They can also assist issuing agencies in pre-preparing and testing warning messages and polygons in the EA System.

<b>QPS PIWU</b>	The QPS PIWU act as surge capacity for EMCs and the SDCC Watch Desk to support issuing agencies with warning advice and support during disaster events.	The QPS PIWU delivers continuous improvement and governance activities for warnings.
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## 4. AUSTRALIAN WARNING SYSTEM

The AWS seeks to improve consistency in messaging across States and Territories for key hazards, including bushfire, flood, severe weather, cyclone, and extreme heat (with more hazards to be added in the future). The AWS is a three-level, scaled system and includes a nationally consistent set of hazard icons and colours for each warning level and calls to action ([Figure 3: AWS Consistent Warnings](#)).

The AWS was implemented in Queensland on 1 November 2023.

Figure 3: AWS Consistent Warnings

### AWS CONSISTENT WARNINGS



#### Three consistent National Warning levels

Advice – An incident has started (yellow).

Watch and Act – There is a heightened level of threat (orange).

Emergency Warning – You may be in danger and need to take action now (red).



#### Consistent use of colours and National Hazards Icons

A set of nationally agreed icons that show the hazard type in the scaled colour palette of yellow, orange and red. In line with the National hazard icons – design guidelines.



#### Consistent Nationals AWS Calls to Action Statements

A suite of nationally agreed Calls to Action statements used together with the warning level.

The intent of the AWS is that community members will be able to readily understand the type of actions they will need to take at the different warning levels, regardless of the hazard or State/Territory they are in.

The AWS aims to make warning messaging consistent across all hazards and communities and has been designed to work in conjunction with most warning distribution methods.



## 4.1 National Warning Levels

There are three (3) levels of warning as outlined in [Figure 4: National Warning Levels](#).

Figure 4: National Warning Levels

		
<b>Advice</b>	<b>Watch and Act</b>	<b>Emergency Warning</b>
An incident has started. There is no immediate danger. Stay up to date in case the situation changes.	There is a heightened level of threat. Conditions are changing and you need to start taking action now to protect you and your family.	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.



















Source: [Australian Institute of Disaster Resilience, Australian Warnings System website](#)

## 4.2 National Hazards Icons

Using the outcomes from community research, a consistent set of hazard icons has been developed across multiple hazards. The [AIDR AWS](#) webpage contains the hazard icon design guidelines and includes a gallery where all icons can be downloaded for use. The [National Hazard Icons Design Guidelines](#) details the required colours and icons for warnings using the AWS. There is a consistent shape and colour scheme, with icons increasing in size as the warning level increases<sup>5</sup>.

[Figure 5: National Hazard Icons](#) below outlines the icons for each hazard at all warning levels. When referencing the specific type of hazard in a warning, it is recommended to include the suggested descriptors below in brackets, for example, Severe Weather (Dust Storm).

Figure 5: National Hazard Icons

Hazard Icons						
	Bushfire	Cyclone	Severe Weather	Flood	Extreme Heat	Other
Descriptors	(Bushfire) (Smoke)	(Tropical Cyclone) (Storm Surge)	(Storm) (Dust Storm) (Tropical Low)	(Riverine Flooding) (Flash Flooding)	(Heat Wave)	(e.g. Water Supply)
Advice Icons						
Watch and Act Icons						
Emergency Warning Icons						

Source: QDMTF Warnings and Alerts Module 1

<sup>5</sup> [AIDR Australian Warning System Knowledge Hub](#)



### 4.3 National AWS Calls to Action Statements

The AWS has a set of calls to action statements within each warning level that provide the community with clear advice about what to do. Calls to action statements can be used flexibly across all three warning levels regardless of the hazard.

These statements evolve as the warning levels increase or decrease in severity.

ADVICE
<p>Prepare now</p> <p>Stay informed</p> <p>Monitor conditions</p> <p>Stay informed/threat is reduced</p> <p>Avoid the area</p> <p>Return with caution</p> <p>Avoid smoke</p>
WATCH AND ACT
<p>Prepare to leave/evacuate</p> <p>Leave/evacuate now (if you are not prepared)</p> <p>Prepare to take shelter</p> <p>Move/stay indoors</p> <p>Stay near shelter</p> <p>Walk two or more streets back</p> <p>Monitor conditions as they are changing</p> <p>Be aware of ember attack</p> <p>Move to higher ground (away from creeks/rivers/coast)</p> <p>Limit time outside (cyclone, heat, asthma)</p> <p>Avoid the area</p> <p>Stay away from damaged buildings and other hazards</p> <p>Prepare for isolation</p> <p>Protect yourself against the impacts of extreme heat</p> <p>Do not enter flood water</p> <p>Not safe to return</p> <p>Prepare your property (cyclone, storm)</p>
EMERGENCY WARNING
<p>Leave/evacuate (immediately, by am/pm/hazard timing)</p> <p>Seek/take shelter now</p> <p>Shelter indoors now</p> <p>Too late/dangerous to leave</p>



## 4.4 Using the AWS

When developing a warning using the AWS, consideration should be taken to include a hazard, icon, colour, call to action statement, and warning level.

### 4.4.1. AWS Design

To meet the national approach for warnings, the AWS uses nationally consistent:

- icons
- warning levels
- colours and
- calls to action statements.

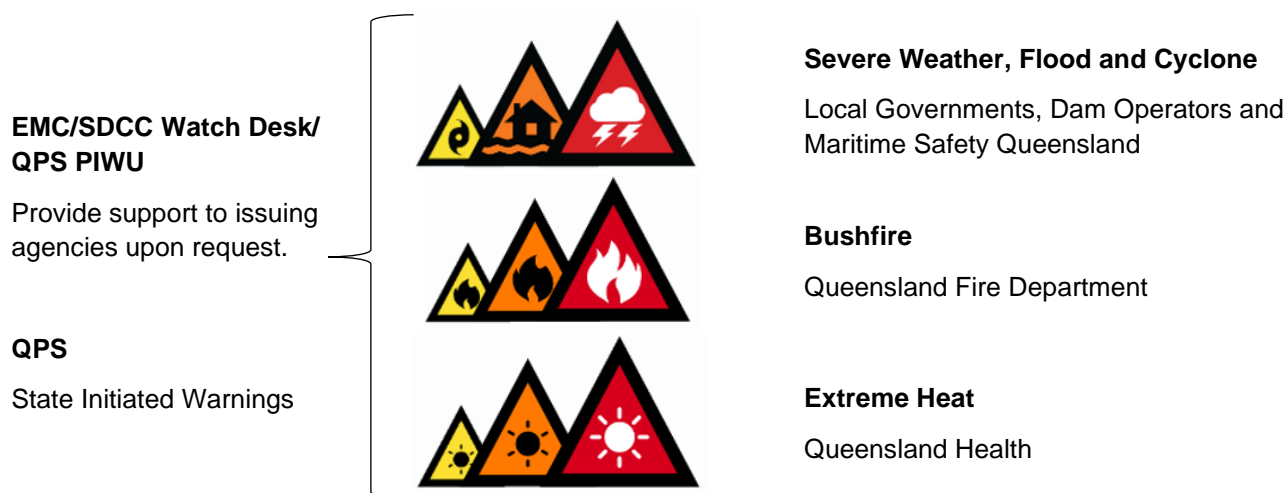
When developing warnings, it is important to ensure the AWS hazard icon is clearly visible and there are minimal colours distracting from the warning level colour. When placing the issuing agency logo (if required), ensure it does not distract from any of the warning requirements guided by the AWS.

When developing warnings, it is recommended that the design work is completed before a hazard hits. This includes considering how the design elements will be incorporated into different communication channels. Different channels may require different design and graphic elements. Warning communication channels are outlined in [Section 3.6](#) of this manual.

### 4.4.2. Creating a Warning

The current identified hazards listed under the AWS have been aligned to the relevant lead agency as outlined below in [Figure 6: AWS Lead Agencies](#).

Figure 6: AWS Lead Agencies



The *Creating a Warning Quick Reference Guide* ([APPENDIX 2: Creating a Warning Quick Reference Guide](#)) is available to assist with the creation and publishing of a warning.

The *Warning Templates Style Guide* ([APPENDIX 17: Warning Template Style Guide](#)) provides guidance on the layout and information to be included in a warning. It outlines:

- warning anatomy (describing each section of the template)
- text colouring e.g. [red brackets] - noting information to be amended or inserted
- AWS icon and colour palette
- creating a social media tile from a warning template
- language guidance
- warning design considerations
- location information sections and how best to use them

- map option
- warning publishing information.

To assist in the creation of consistent warnings, warning templates that align to the AWS can be found:

- Queensland Disaster website
- Disaster Management Portal; and
- [APPENDIX 5: Severe Weather – Advice](#) to [APPENDIX 16: Other – Emergency Warning](#) of this manual.

These warning templates have been designed based on research, taking into consideration design, plain language, and the key elements of the AWS. Issuing agencies can prepare their own warning templates, or use the templates provided. These templates can be used flexibly and adjusted by the issuing agency to suit the community needs.

A Glossary of Suggested Warning Phrases to use within a warning can be found in [APPENDIX 4: Glossary of Suggested Warning Phrases](#). These phrases can be used or adapted throughout all warning levels and hazards, as determined by the issuing agency and can be used to suit the community needs (for example, information can be added for boats or jet skis for coastal communities or livestock information for other communities).

#### 4.4.3. Creating a Social Media Tile

Once the warning template has been created using the AWS, it can be 'snipped' to create a social media tile. The section enclosed by the red border at the top of the warning template, illustrates example content for a social media tile, see [Figure 7: Social Media Tile using AWS](#).

Issuing agencies can choose to create their social media tiles using other applications for example, Word, PowerPoint or Canva.

Figure 7: Social Media Tile using AWS



### ADVICE STAY INFORMED [Location] Flood (Descriptor)

**Issued:** [time, day, date, year]  
**Next update:** [time, day, date, year] or as the situation changes.

[Insert issuing agency] advises people in the following location(s):

- [Add location(s) here]
- [Add location(s) here]

to **STAY INFORMED** of the [minor/moderate/major/flash] flooding on the [river/street/area name].

**For emergency help in floods and storms, call the QLD SES on 132 500 or download the SES Assistance QLD App. In life threatening situations, call Triple Zero (000) immediately.**

#### What are we expecting?

The Bureau of Meteorology advises [insert BOM prediction here, including time/when it's expected to hit].

- Bridges and low lying roads may be impacted by floodwater.
- Transportation may be out of service.
- Once the floodwater reaches [X] metres, expected at [Time AM/PM today/tomorrow date], safe evacuation routes are likely to be cut off.
- You [may/will] become isolated until flood waters recede.



#### ***4.4.4. Updating a Warning***

Warnings can escalate and de-escalate along with the situation. Statements such as 'Threat is reduced', 'Return with caution', 'Avoid the area' etc. have been included in the nationally agreed Calls to Action statements list for the purpose of de-escalation. For example, an 'Advice – Avoid the Area' warning could be issued by a local government after a severe weather event if it was unsafe for the community to return to the area.

When an emergency or disaster threat has passed and recovery efforts have commenced, a warning may need to be de-escalated, removed, or cancelled.



## 5. STANDARD EMERGENCY WARNINGS SIGNAL

### 5.1 *Standard Emergency Warning*

The SEWS is a wailing siren sound that has been adopted by all states and territories to alert the community to the broadcast of an urgent safety message relating to an emergency or disaster.

The signal is sounded immediately prior to an emergency warning message being played on public media broadcasts, in the potential or likely impacted areas.

As part of a coordinated national emergency plan, the SEWS is used to attract attention to emergency warnings, such as cyclone warnings.

### 5.2 *Roles and Responsibilities*

#### 5.2.1. *Management of SEWS*

Responsibility for the management of SEWS in Queensland rests with the QPS Commissioner in coordination with the Bureau for meteorological purposes.

#### 5.2.2. *Initiating Authorities*

In Queensland, the initiating authorities for SEWS warnings are:

- The Queensland Police Service Commissioner (or Commissioned Officer of a rank no lower than Assistant Commissioner as delegate) for disaster events and public safety emergencies.
- The Bureau of Meteorology (or nominated delegate) for weather related events only.
- Queensland Fire Department Commissioner for bushfire and HAZMAT related events.

### 5.3 *Use of the SEWS*

In deciding to use the SEWS, the following conditions should be met:

- potential for loss of life and/or a major threat to a significant number of properties or the large scale environment
- impact is expected within 12 hours or is occurring at the time
- a significant number of people need to be warned
- one or more incidents are classified as “destructive”.

Eligible events for the use of SEWS are restricted to:

- wind gusts > 125km/h (for example tropical cyclones of Category 2 and above or their wintertime equivalents)
- storm tide > 0.5m above Highest Astronomical Tide (HAT) (initiating authorities can exercise discretion if there is a significant threat to areas below 0.5m above HAT)
- large hail > 4cm in diameter (corresponding to > golf ball size)
- tornado
- major flood, flash flood or dam failure
- intense rainfall leading to flash floods or landslides (1-6 hour rainfall total > 50 year average recurrence interval)
- geographical hazards including effects of earthquakes or tsunami waves (i.e. when there is a land inundation threat and an associated Tsunami Land Warning)
- major urban and rural fires
- major pollution, hazardous material, or bio-hazard emergency
- public safety emergency.

The SEWS is used to:

- To alert listeners/viewers of radio/television, or where appropriate by other means, that an official announcement is about to be made concerning an actual or potential major emergency or disaster likely to affect them.
- When the public needs to be informed to take or be prepared to take specific action in order to protect life, property, or the environment.

The SEWS sound will accompany each 'Priority one' (Emergency Warning) EA voice message. EA priorities are further outlined in [Section 6.3.4](#).

### 5.3.1. SEWS Notifications

When a SEWS is issued, initiating authorities must advise the SDCC Watch Desk as soon as practical. The SDCC Watch Desk then notifies relevant stakeholders affected by the warning, as per the SDCC Watch Desk Notification Matrix. Initiating authorities will also advise internal and external media, including ABC Emergency Broadcast.

#### 5.3.1.1. Bureau of Meteorology SEWS Broadcast

To alert the media that the use of the SEWS has been authorised, the following text should be included in the header of the relevant warning:

Transmitters serving the area <insert> are REQUESTED TO USE THE STANDARD EMERGENCY WARNING SIGNAL BEFORE BROADCASTING THIS MESSAGE.

Warnings are allocated in the following broadcast priority:

- top priority: for immediate broadcast
- priority: for broadcast within the hour
- warnings with no priority are not labelled.

All warnings authorising the use of the SEWS are top priority. However, not all top priority warnings will warrant the use of the SEWS.

#### 5.3.1.2. Broadcasting SEWS

The initiating authority will ensure the relevant media outlets are contacted by any means that are deemed appropriate and will immediately confirm all details in writing to the media outlets by email and/or fax.

The request for broadcast of an emergency announcement using the SEWS will contain details of the message, information as to when broadcasts are to commence, how frequently they should be repeated, and the localities in which they should be broadcasted.

Requests for a SEWS broadcast will contain the name and appointment of the appropriate initiating authority and will also contain relevant telephone contact numbers so that the broadcaster can confirm the information.

### Media Instructions

On receipt of a written request to issue a warning using the SEWS, media are expected to:

- confirm the message is not a hoax by calling the number given (if in doubt)
- begin the broadcast by playing the SEWS for 15 seconds
- broadcast the emergency announcement verbatim.

### Broadcast Message Format

An emergency announcement using the SEWS should start with the following statement:

EMERGENCY ANNOUNCEMENT

This is an official emergency announcement for *(insert appropriate geographical area)* issued by *(insert appropriate initiating authority)* concerning *(insert type of emergency/disaster)*.



An emergency announcement following a SEWS should contain the following details and should be read verbatim:

- what has happened
- what has been done to date
- where it happened
- what is proposed to be done
- when it happened
- any public safety instructions/messages/directions
- who authorised the message.

The emergency announcement should close with the following statement:

This emergency announcement was issued by *(insert appropriate initiating authority)*. Stay tuned to this station for further information.

The broadcast of the SEWS, followed by the emergency announcement, is to be repeated twice at five-minute intervals, unless requested otherwise by the initiating authority. Cancellation of the emergency announcement is to be confirmed by the initiating authority.





## 6. EMERGENCY ALERT

### 6.1 What is an Emergency Alert?

EA is a national telephone warning system used to send voice messages to landline telephones and text messages to mobile devices, within a defined spatial area about a likely or actual emergency or disaster. Voice messages to landlines are attempted a maximum of three times.

Text messages can be sent to the billing address as well as last known location of mobile handsets at the time of the emergency or disaster. This includes international visitors if the mobile phones are registered to “roam” on an Australian network. Each EA has an attached ‘expiry’ time period. This is the defined time-period the EA system will keep attempting to send message.

The EA system can send warning messages to Voice Over Internet Protocol (VOIP) telephones if the VOIP telephone has a 10-digit geographic number starting with (02), (03), (07) or (08) and the registered service address is correct. Satellite systems, such as Starlink, are not connected to the cellular towers and can’t distribute EA messages.

Recipients of emergency information and/or warnings often try to confirm the contents of the message before they take action to protect themselves. To ensure that individuals feel empowered to act, emergency information and warnings must come from a trusted source, such as government or emergency services agencies, and be accurate. The public may question the reliability of these sources of information when it is inconsistent across jurisdictions<sup>6</sup>.

The Integrated Public Number Database (IPND) is a Telstra maintained database which contains information related to all listed and unlisted public telephone numbers in Australia, regardless of service provider. Members of the public do not need to ‘opt in’ to this service and cannot choose to ‘opt out’ of receiving the warnings. Interfacing with the IPND is the Location Based Number Store (LBNS) which identifies telephone numbers and geo-coded information located within a defined area for using the EA system.

#### 6.1.1. Criteria to use Emergency Alert

In preparing and sending a warning message using the EA system, consideration should be given to the consequences of issuing the EA and the likely community response.

The following criteria must be met for the EA system to be used in Queensland:

- there is a **direct** and likely threat to a community.
- there is a potential for loss of life and/or a major threat to a significant number of properties or the environment.
- the community needs to take action e.g. relocate to a safer area, prepare property, be aware of information.
- there is adequate time to process and approve the use of EA to disseminate the community warning.
- the time of the emergency or disaster e.g. a community needing to be warned during the night.

#### 6.1.2. Emergency Alert Roles and Responsibilities

There are three key positions that support the use of EA. These are:

- Requesting Officer
- Emergency Alert User (SDCC Watch Desk)
- Authorising Officer (Emergency Management Person)

##### 6.1.2.1. Requesting Officer

A Requesting Officer may be one of the following, but not limited to:

- a Local Disaster Coordinator, District Disaster Coordinator or the State Disaster Coordinator, or a QFD Officer in a fire or hazardous material incident (Incident Controller)
- a Police Forward Commander or Terrorist Emergency Commander

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<sup>6</sup> [Royal Commission into National Natural Disaster Arrangements 2020, Chapter 13](#)

- any other hazard specific primary agency or functional lead agency as an issuing agency.

The Requesting Officer is responsible for:

- assessing the use of an EA as an appropriate community messaging option
- clearly defining the area where the EA message will be delivered and providing a polygon to the SDCC Watch Desk
- creating a warning message that is simple, clear, brief and relevant to the impacted community. The message should include:
  - the issuing agency
  - the type of threat
  - threat severity
  - the affected area
  - the action the community is required to take
  - where to find more information.
  - where relevant, the timing of the threat impact.
- advising the LDMG/LGA, DDMG/District and where appropriate any neighbouring LDMG/LGA and DDMG/District and any State cross border entities, to enable them to manage consequences.
- ensuring the Requesting Officer checklist ([APPENDIX 26: Requesting Officer Checklist](#)) has been completed.
- completing an EA Request Form ([APPENDIX 23: EA Request Form](#)) for the EA User. Where circumstances are impractical and for expediency, the Requesting Officer can phone through the EA request to the EA User and submit the EA Request Form as soon as possible.

When the EA is being processed by the SDCC Watch Desk, they will ask the Requesting Officer to confirm:

- that the polygon (area) is correct
- the audio and/or SMS messages are suitable for the operational situation and contain relevant information
- that the impacted LDMG/LGA, DDMG/District and any State/Territory cross border entities have been advised of the EA Request.

Individuals that assume the role of a Requesting Officer are required to undertake the QDMTF Warnings and Alerts training to support the effective performance of this role.

#### 6.1.2.2. EA User

The EA User is a person who has the required training and competency to use the EA system. All EA Users must be authorised by an Authorising Officer (Emergency Management Person) either by name or position, as individuals authorised to access the LBNS database. In Queensland, the SDCC Watch Desk staff are EA Users.

When issuing an EA the SDCC Watch Desk will:

- confirm the EA area (polygon) and message details are correct with the Requesting Officer, prior to authorisation
- action EA requests through the EA system in a timely manner
- action a State Initiated Warning ([Section 7](#)), under certain circumstances
- complete EA processes, in accordance with QPS specific doctrine
- monitor the progress of the EA in the EA system, record results in the Event Management System and disseminate the EA results to the relevant stakeholders.

The SDCC Watch Desk staff are required to:

- complete and pass initial compulsory EA training to become an EA User, including Queensland Disaster Management Arrangements (QDMA) and Warnings and Alerts training

- undertake compulsory EA skills maintenance training and exercising
- upon request, assist issuing agencies with creating, and testing of pre-prepared EA wording and polygons in the EA system and provide feedback and advice to the issuing agency
- conduct regular EA system and equipment testing (including BCP).

#### 6.1.2.3. Authorising Officer (Emergency Management Person)

In Queensland, Emergency Management Persons (EMP) are Authorising Officers nominated by the QPS Commissioner or the QFD Commissioner.

In Queensland, the Authorising Officers have overall responsibility for all aspects of the EA. The Authorising Officer is responsible for:

- ensuring consequence management arrangements are in place, for example evacuation routes are clear, evacuation centres or places of refuge are opened for the affected community.
- appointing a consequence management coordinator where required, to allow the Authorising Officer to concentrate on their primary responsibilities and assist the Requesting Officer with defining the target area and message construction. [APPENDIX 19: EA Consequence Management Considerations](#)
- ensuring the Authorising Officer checklist in [APPENDIX 27: Authorising Officer Checklist](#) has been completed
- authorising the release of the EA
- ensuring all records, details, and timings of the authorisation request and approval have been recorded
- ensuring the Requesting Officer has advised all appropriate stakeholders of the EA for example, the LDMG/LGA, DDMG/District and where appropriate any neighbouring LDMG/LGA and DDMG/District and any State/Territory cross border entities
- maintaining good situational awareness of the event, the appropriateness and timeliness of the EA, the consequences for the community and the political impact of the EA message.

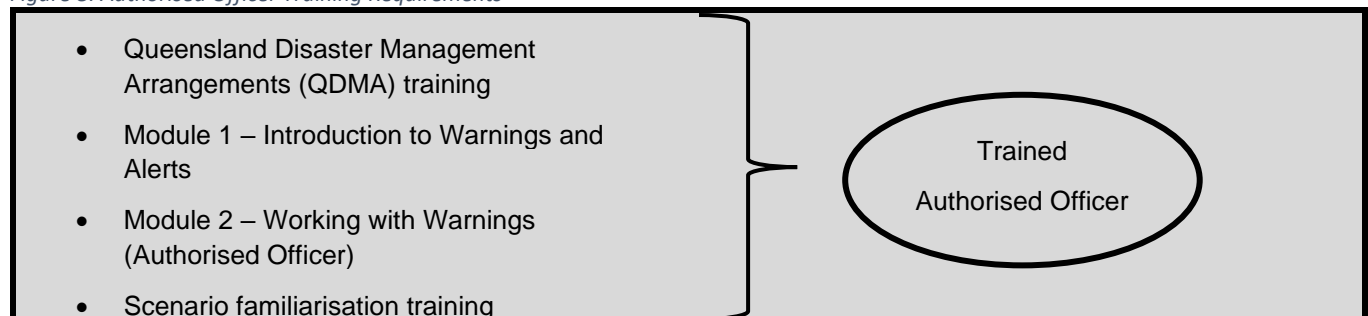
A list of persons in Queensland who have authority to authorise the release of a message using the EA system is contained in the [Telecommunications \(Emergency Management Persons and Emergency Laws\) Instrument 2024](#) (Cth).

The SDCC Watch Desk can assist in determining the appropriate Authorising Officer for the warning by accessing the contact details for all current position holders across Queensland Government agencies.

#### 6.1.2.4. Authorised Officer Training

In Queensland, a person must hold a position listed under the *Telecommunications (Emergency Management Persons and Emergency Laws) Instrument 2024* and have completed all mandatory [Authorised Officer Training Requirements](#) before authorising an EA.

Figure 8: Authorised Officer Training Requirements



#### 6.1.3. Management of Emergency Alert

The management and use of EA system in Queensland is the responsibility of the QPS.

This includes:

- providing skills maintenance for all EA roles
- ongoing maintenance of training programs

- review of EA doctrine and guidelines
- capture of EA costs including measures for accountability and cost recovery
- overarching EA reporting
- participation in the continuous improvement of the EA system
- inter-government arrangements
- adhering to legislative requirements.

Queensland ensures the security of EA system through the following measures:

- use of Telstra's Virtual Private Network and a secure internal network
- user log-in requirements are used to access the EA system
- physical security measures have been adopted to ensure the Telstra EA telecommunication equipment is secure
- appropriate staff are trained to complete EA roles
- adherence to the [Queensland Government Information Security Classification Framework](#) and [Australian Government Protective Security Policy Framework](#) where relevant.

### 6.1.4. System Capabilities

The EA system has the ability to:

- define an area on a map, known as a polygon, by using a Geographic Information System (GIS), or other mapping system (for example Google Earth and Queensland Globe), to draw the polygon
- identify the phone services located within the polygon by querying the LBNS. For mobile phones, this query can be based on the location of the phone, or by the billing address of the phone account holder
- select message severity (Priority 1: Emergency Warning, Priority 2: Watch and Act, Priority 3: Advice)
- send a text message of up to 612 characters to all identified mobile phone services based on their physical location and/or service address
- send a voice message of up to 4000 characters to all identified landline telephone services based on their physical location. (Note: less than 450 characters is preferred, as outlined in [Section 6.3.4](#))
- send follow-up messages
- provide delivery summaries.

In Queensland, any EA with higher priority than another will be processed first by the SDCC Watch Desk (EA User). The delivery time of an EA in Queensland can be delayed if there are simultaneous EAs being disseminated inter/intrastate.

### Location Based Solution (LBS) Messaging

Location-based EAs are based on the last known location of a mobile device. Several factors can affect the delivery of EA messages including, but not limited to, the weather, terrain, buildings/obstructions, power outages, or movement of the mobile phone.

While a polygon defines a warning area, mobile phones outside the designated warning area may also receive the message. [Figure 9: Location Based Delivery of EA Warnings](#) demonstrates how mobile phones connected to the same tower/s that services the warning area are likely to receive the warning message. Phones connected to mobile phone towers that do not service the warning area are not likely to receive the message.

Figure 9: Location Based Delivery of EA Warnings



Source: Emergency Alert website

For a LBS EA, the mobile device must first be 'located' by the telecommunication carrier and if its last known location (in the last 60 minutes) is within the EA polygon area, only then, will this mobile device be part of the LBS alert recipient list. The mobile device will not be included if:

- The mobile device had no reception in the 60 minutes prior to the telecommunication carrier attempting to 'locate' the device, then it will not become part of the recipients list and will not receive the EA message.
- The mobile device had reception at the time when the telecommunication carrier attempted to 'locate' the mobile device, it will then become part of the recipients list. However, should the mobile device lose reception, and stays in that state until the EA has expired before the carrier has sent the message, this device will not receive the EA message. If the device regains reception before the EA has expired, the device will receive the EA message.

### **SMS Service Address Based Message / Voice to Landline Phones**

The LBNS uses the billing address information from the IPND so that it can collate numbers and addresses that can be located on a map and be used for delivering EAs to a particular area. The LBNS never receives any names of individuals or businesses in the information it receives from the IPND.

Note, the EA User does not have access to:

- customer name details
- telephone numbers when sending a warning message
- individual telephone locations

Which means:

- messages may be sent to residents via a text message who may not be in the warning area at the time
- people travelling in the warning area will not receive the message if their billing address is outside the warning area.

The accuracy of the LBNS is governed by correct details provided by the owner of the phone account and to their service provider.

Due to system limitations, it is possible for telephones outside the defined polygon area to receive warning messages. Due to this, it is imperative to ensure messages are clear, and all other avenues for community warnings are updated.

### ***Warning using a Threat Direction***

This functionality in the EA system allows communities closer to the threat, and who may be at a higher risk, to be advised earlier than communities who are further away. Where a threat direction is required, the Requesting Officer must provide a map or clear directions to indicate where the threat is coming from and the direction the threat is travelling.

A threat direction is available to be used in an Emergency Warning (Priority 1) message and can only be used for a voice or LBNS message.

For example, a threat direction would enhance an EA for a dam failure by issuing the message to the communities closest to the dam wall first, then moving to communities who are located downstream. Refer to [\(APPENDIX 19: EA Consequence Management Considerations\)](#) for the Consequence Management Considerations

### **6.1.5. Effectiveness of EA**

When deciding to use an EA, consider the following:

- the likelihood of the emergency or disaster occurring
- the projected impact time of the emergency or disaster
- the time available to warn a community
- the projected or known damage to critical infrastructure (e.g. power or telecommunications)
- EA system capabilities and constraints (see [Section 6.3.4](#))

### **6.1.6. Alignment of Warnings and Emergency Alert**

Issuing a warning using the AWS provides the community with information about what to do. An EA is a distribution method to provide the warning as a short telephony-based message to the community.

The EA should ideally point the community to a long form warning (created using a warning template) to provide the impacted community with more information.

As a guide when issuing a 'Watch and Act' or 'Emergency Warning' long form warning, consideration should be made as to whether an EA is required to provide a timely telephony-based warning to the impacted community.

## **6.2 Obligations**

### **6.2.1. Legislative Requirements**

#### ***Telecommunications Act 1997 (Cth)***

EA uses telecommunications systems that are subject to the requirements of [Telecommunications Act 1997 \(Cth\)](#). Part 13 of this Act protects the confidentiality of information in those systems and includes exceptions to allow EAs. Sections 285A and 295V allow telecommunications providers to disclose information to EMP for the EA system, and EMPs can use this information to issue an EA.

#### ***Use of Emergency Alert***

Under Section 295V of the *Telecommunications Act 1997 (Cth)*, the use of an EA is permitted for a purpose connected with persons being alerted to an emergency or likely emergency. An EA may also be used for reasonable testing of the system.



The *Telecommunications Act 1997 (Cth)* adopts the meaning of 'emergency' from state and territory laws: Sections 275C and 275D of the:

- *Telecommunications Act 1997 (Cth)* and
- *Telecommunications (Emergency Management Persons and Emergency Laws) Instrument 2024 (Cth)* (Instrument).

In Queensland, the definition of 'emergency law' in subsection 275D(1) of the *Telecommunications Act 1997* means:

- definition of 'disaster' in subsection 13(1) of the *Disaster Management Act 2003*
- definition of 'emergency' in section 4 of the Schedule to the *Public Safety Preservation Act 1986*.

TERM	DEFINITION
Disaster	a serious disruption in a community, caused by the impact of an event, that requires a significant coordinated response by the State and other entities to help the community recover from the disruption.
Event (Section 16, <i>Disaster Management Act 2003</i> )	(a) a cyclone, earthquake, flood, storm, storm tide, tornado, tsunami, volcanic eruption or other natural happening; (b) an explosion or fire, a chemical, fuel or oil spill, or a gas leak; (c) an infestation, plague or epidemic (for example, a prevalence of foot-and-mouth disease); (d) a failure of, or disruption to, an essential service or infrastructure; (e) an attack against the State; (f) another event similar to an event mentioned in paragraphs (a) to (e).
Serious Disruption (Section 13(2) <i>Disaster Management Act 2003</i> )	a) loss of human life, or illness or injury to humans; or b) widespread or severe property loss or damage; or c) widespread or severe damage to the environment
Emergency (Section 5 of the <i>Public Safety Preservation Act 1986</i> )	(a) an emergency situation that, under Section 5 of the PSPA, has been declared to exist; or (b) a terrorist emergency; or (c) a chemical, biological or radiological (CBR) emergency declared under Section 12 of the PSPA.
Emergency situation (Schedule to the <i>Public Safety Preservation Act 1986</i> )	a) any explosion or fire; or b) any oil or chemical spill; or c) any escape of gas, radioactive material or flammable or combustible liquids; or d) any accident involving an aircraft, or a train, vessel or vehicle; or e) any incident involving a bomb or other explosive or a firearm or other weapon; or f) any impact of a naturally occurring event such as a flood or a landslide; or g) any other accident or incident;  that causes or may cause a danger of death, injury or distress to any person, a loss of or damage to any property or pollution of the environment.  An emergency situation includes a situation arising from any report in respect of any of the matters referred to in paragraphs (a) to (g) of the definition of 'emergency situation' that if proved to be correct would cause or may cause a danger of death, injury or distress to any person, a loss of or damage to any property or pollution of the environment.
Terrorist emergency	terrorist emergency declared under Section 8G(1) of the PSPA



CBR emergency (Schedule to the <i>Public Safety Preservation Act 1986</i> )	(a) something has happened in which a Chemical Biological Radiological (CBR) substance, or the effect of a CBR substance, is involved (an <b>incident</b> ); and (b) the substance poses a serious risk to the life or health of individuals; and (c) the substance may spread if not contained; and (d) a significant coordinated effort by emergency responders is necessary to adequately respond to the incident; and using powers available to an emergency commander in an emergency situation, or to someone else under the Act, would not enable emergency responders to effectively deal with the incident.
--	--

### ***Breach of the Telecommunications Act 1997 (Cth)***

Part 13 of the *Telecommunications Act 1997* (Cth) prohibits the use of information in the IPND and other protected information unless an exemption applies, for example, Sections 276 and 277 of the *Telecommunications Act 1997* (Cth) create offences for disclosure of information.

The exceptions include use of information for EA under Section 295V of the *Telecommunications Act 1997* (Cth).

Queensland must promptly notify the Commonwealth with full details if there is a breach (or suspected breach) by any person of the Telecommunication Act 1997.

### ***Emergency Management Persons***

Under Section 295V of the *Telecommunications Act 1997* (Cth), EMP authorise the EA. An EA may be issued for a likely emergency if an EMP believes on, reasonable grounds that an emergency is likely to occur. If an emergency occurs, an EA may be issued for a purpose connected with persons being alerted to that emergency.

An EMP holds, occupies or performs the duties of a position listed in the Schedule to the Instrument: Section 275B of the *Telecommunications Act 1997* (Cth) and Section 4 of the Instrument.

In Queensland, EMP are known as Authorising Officers see [Section 6.1.2](#)

### ***Other circumstances where an EA can be used***

*Telecommunications Act 1997 (Cth) Section 287*

#### **Threat to person's life or health**

Division 2 does not prohibit a disclosure or use by a person (the **first person**) of information or a document if:

- (a) the information or document relates to the affairs or personal particulars (including any unlisted telephone number or any address) of another person; and
- (ab) it is unreasonable or impracticable to obtain the other person's consent to the disclosure or use; and
- (b) the first person believes on reasonable grounds that the disclosure or use is reasonably necessary to prevent or lessens a serious threat to the life or health of a person.

*Telecommunications Act 1997 (Cth) Section 300*

#### **Threat to person's life or health**

1. This section applies if:
  - (a) information or a document is disclosed to a person (the **first person**) as permitted by Section 287 or this section; and





- (b) the information or the contents of the document relate to the affairs or personal particulars (including any unlisted telephone number or any address) of another person.
2. The first person must not disclose or use the information or document unless:
- (a) it is unreasonable or impracticable to obtain the other person's consent to the disclosure or use;
  - and
  - (b) either of the following apply:
    - (i) the disclosure or use is for the purpose of, or in connection with, preventing or lessening a serious threat to the life or health of a person;
    - (ii) the first person believes on reasonable grounds that the disclosure or use is reasonably necessary to prevent or lessen a serious threat to the life or health of a person.

### **6.2.2. QPS Media and Public Affairs**

The QPS Media and Public Affairs unit is responsible for publishing the EA on the [Disaster Management website](#) and disseminating the EA to a broader audience on behalf of all requesting agencies that don't have a media/communication capability.

In addition, the QPS Media and Public Affairs unit personnel contact pre-determined contacts at Commercial Radio Australia, affiliated radio stations and the ABC's Emergency Broadcast representative in the affected area, to advise an EA has been issued. This contact triggers a set of protocols to be followed by these organisations to frequently and repeatedly broadcast information relevant to the EA.

The same external organisations are contacted when the EA is cancelled so they can adjust their broadcasting protocols. An EA must be cancelled when it is no longer current.

For high priority EAs social media coverage will also be considered.

The QFD Public Information and Warnings Unit and/or QFD Media Unit assumes the above responsibilities for QFD hazards.

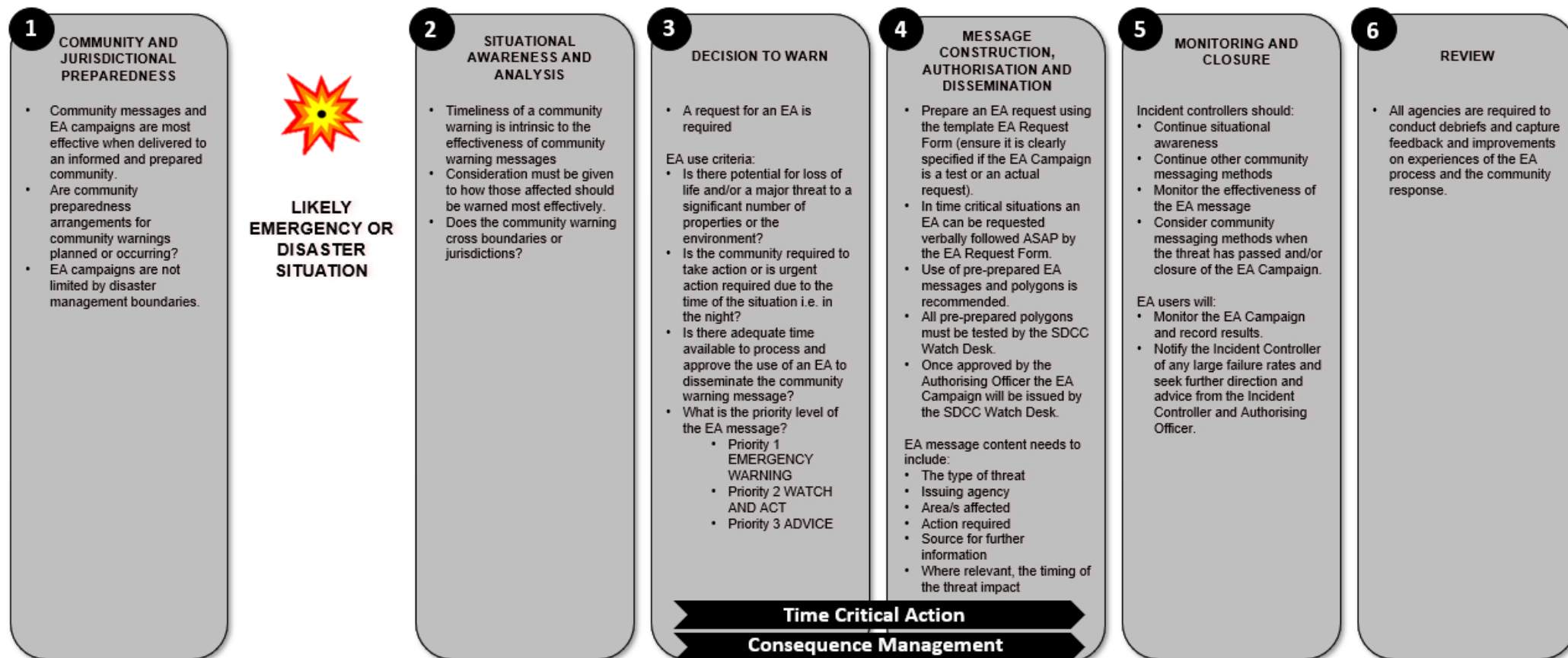
## **6.3 EA Stages**

The use of EA in Queensland can be categorised in six stages (refer to [Figure 10: Emergency Alert Stages](#)) and are underpinned by Australia's Warning Principles, listed in [Section 3.5](#).

1. Community and jurisdictional preparedness
2. Situational awareness and analysis
3. Decision to warn
4. Message construction, authorisation, and dissemination
5. Monitoring and closure
6. Review.

Refer to the summary of Consequence Management Considerations across all EA Stages in [APPENDIX 19: EA Consequence Management Considerations](#).

Figure 10: Emergency Alert Stages



### 6.3.1. STAGE 1: Community Preparedness

See [Section 3.9](#) for information on Community Preparedness.

When undertaking emergency or disaster risk-based planning, warning triggers, pre-prepared warning messages and polygons should be considered.

Upon request, the SDCC Watch Desk staff can assist issuing agencies with creating and testing of pre-prepared EA wording and polygons in the EA system and provide feedback and advice to the issuing agency.

### 6.3.2. STAGE 2: Situational Awareness and Analysis

Ongoing situational awareness and analysis is required to ensure the person making the decision to use EA (usually a Requesting Officer) has the necessary and relevant information. Queensland agencies can obtain information about an emergency or a disaster through various methods, such as situation briefings, forecasts and predictions, community, social media, and other agencies.

When analysing the situation and the information the affected community is receiving, consideration needs to be given to whether an EA is the most appropriate method of communicating a warning. Consider how best to warn a community for example, doorknocking may be an effective method for small number of residents. Understanding a community's preparedness level can influence the urgency of the warning and decision to use EA.

### 6.3.3. STAGE 3: Decision to Warn using EA

EA is one option in a suite of existing communication channels ([Section 3.6](#)) for warning communities, however, it may not be suitable in all circumstances. For example, for a microburst, which usually only has a life span of 5 to 15 minutes.

Each hazard has its own set of triggers of when to warn, and it is the responsibility of the relevant authorising agency to decide on the requirement to disseminate a warning using EA.

During an emergency or a disaster, members of the community require warning information to be sent from a trusted and accurate source, such as government and emergency service agencies<sup>7</sup>.

Requesting Officers considering the use of EA should also continue to use a range of other warnings, alerts and/or information to inform the community, such as the warning communication channels listed in [Section 3.6](#). It is essential that agencies do not rely solely on telephony-based warnings to inform the community of an emergency or disaster. Those responsible for decisions on warning communities need to ensure they are aware of EA and its capabilities, constraints, and complexities.

When deciding to use an EA, considerations may include:

- has the specific criteria been met for EA to be used in Queensland?
- what is the message severity of the EA? 'Emergency Warning', 'Watch and Act', or 'Advice'?
- is EA the most appropriate method to warn the community of an emergency or disaster?
- where else is the information available?
- what is the network coverage like in the warning area? (remote/regional areas)
- is there enough time and resources for authorities to establish consequence management activities prior to the issuing of the EA? (for example, if people are requested to leave an area, is there a plan for where they go?)

The EA Process Map in [APPENDIX 21: Emergency Alert Process Map](#) outlines the steps for Requesting Officers, the SDCC Watch Desk, and Authorising Officer from decision to warn (Stage 3) to the completion of an EA (Stage 5). The routine EA Process is applied when a Requesting Officer decides to warn using an EA and submits the EA Request Form.

The SDCC Watch Desk will then prepare the EA in the system and follow the Routine EA Process as outlined in [APPENDIX 21: Emergency Alert Process Map](#).

<sup>7</sup> [Royal Commission into National Natural Disaster Arrangements 2020 Chapter 13: Emergency information and warnings](#)





## Notification of Delays

Where delays in the EA process or system are anticipated or experienced, the SDCC Watch Desk will notify the Requesting Officer. When there is a notification of delay, the Requesting Officer needs to consider initiating or continuing other methods of informing, alerting, and warning the community.

### 6.3.4. STAGE 4: Message Construction and Dissemination

A completed and signed EA Request Form ([APPENDIX 23: EA Request Form](#)) is required to be submitted to the SDCC Watch Desk for each EA as it captures the relevant information for the EA to be processed.

An EA is intended to achieve two distinct outcomes:

- To inform the community of a likely emergency or disaster
- to provide information and/or advise appropriate action.

The warning message contained in the EA must be:

- be simple, clear and brief
- be relevant to the community
- be worded in accordance with advice from the relevant agencies
- use EA template message guides, if required.

The warning message contained in the EA message should cover:

- the type of threat
- threat severity
- the affected area
- the action the community is required to take
- the issuing agency
- where to find more information.
- where relevant, the timing of the threat impact.

EA messages should consider the principles outlined in relevant national publications including [Warning Message Construction: Choosing your words](#). Where possible, consult with your relevant organisation's media unit or an EMC for the most appropriate wording and communication method guidance.

## General Message Format

Queensland has EA sample message templates which comply with the National Telephony Warning System Guidelines, AWS and the CAP-AU to assist in the timely development and dissemination of EA messages to the community. [APPENDIX 25: EA Sample Message](#) APPENDIX 25: EA Sample Message are examples only and provide guidance on EA messaging and identify where free text is required.

All messages will indicate they originated from telephone number 0444 444 444 but it will not be possible to telephone or SMS this number.

Care must be taken to ensure abbreviations are kept to a minimum to avoid confusion while ensuring the message informs individuals of a particular danger, states the actions required and refers to appropriate sources for further information.

## Voice Message Format

LBNS Voice messages should be structured as in [Section 6.3.4](#), and ideally provided to the SDCC Watch Desk as typed text.

LBNS Voice EAs are the slowest method of sending out an EA to the community as they are dispatched through only one telecommunication provider. It is expected that 1,000 calls are made per minute. It is preferred that no more than about 450 characters (including spaces) are used in an LBNS Voice message, if possible. This equates to a 35 second length message, which allows for the four second SEWS tone at the start of a warning message.



The EA Requesting Officer can choose either a male or female voice for each Voice message, by indicating their preference on the EA Request form.

Other factors that impact the speed of delivery of LBNS Voice messages include the:

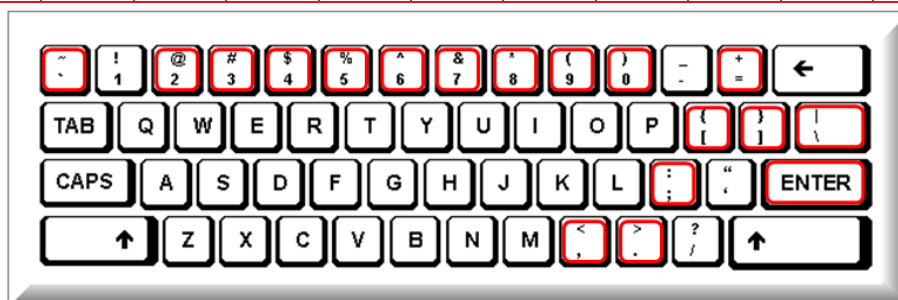
- length of the message (e.g. if a message uses all 4,000 characters the message could be 5 minutes long. Shorter messages are recommended e.g. 450 characters, if possible).
- need to convert the text to speech.
- need to playback the message for quality assurance.
- number of attempts (maximum of 3 total) made if the call is not answered.

There are further considerations when producing text to speech EA messaging, which must be considered when reviewing the voice message prior to campaign submission, for example the pronunciation of a word, using a male or female voice.

In most cases, commonly used words have been programmed to ensure the correct pronunciation. However, in some cases where the word may have two meanings, such as 'wind, the SDCC Watch Desk can assist with the correct stress of syllable (must be highlighted to provide the correct delivery).

**The following characters should not be used in voice messages:**

`	~	=	[	]	\	;	*	+	@	#	\$	¿
%	^	&	(	)	{	}		“	<	>	:	



**Note:** Character “¿” on the table above refers to a Carriage Return (Enter) character.

Message formatting and spelling may be modified by the SDCC Watch Desk to allow for phonetically accurate pronunciation by the EA system.

If the SDCC Watch Desk is required to modify or adjust the message content, they will notify the Requesting Officer.

## SMS Message to Mobiles

There are two methods of SMS EAs that can be sent:

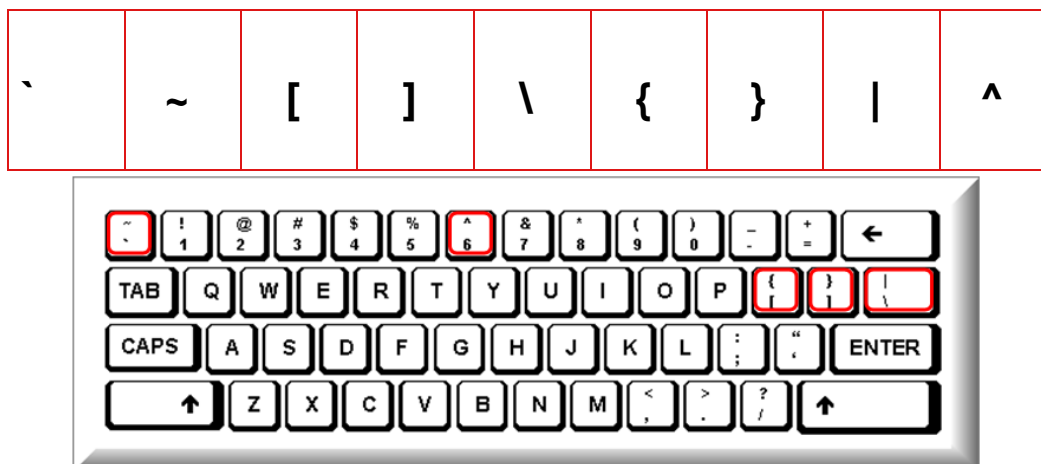
- based on the registered service address of the mobile service (referred to as – LBNS SMS).
- based on the last known location of the mobile service (referred to as, Location Based Solution ((LBS)) SMS – LBS SMS).

An expiry period of time can be set for each EA. This is the defined time-period for which the message will keep attempting to send the EA for example, up to one hour.

The expected speed of dispatch is 500 text messages per second. Less than 160 characters is preferred for SMS messages. Longer messages can be sent, however, this may place additional load on the EA system where multiple EAs are being sent. Should a longer message be required, so as not to compromise the intent of warning message, it is recommended that an LBS message be utilised. LBS message is the fastest method of distributing the EA as it utilises three telecommunications providers' networks compared to a LBNS message which uses one.

If the SDCC Watch Desk is required to modify or adjust the message content, they will notify the Requesting Officer.

The following characters should not be used in SMS messages:



## Message Severity

As EA is a national system shared with other jurisdictions, it is possible that multiple EAs will be running simultaneously across Australia. In Queensland, the SDCC Watch Desk will prioritise EAs with a higher priority (message severity) to enable messages to be sent to those in greater danger. The Priority 1: Emergency Warning is considered the highest level warning.

The Requesting Officer will select the message severity on the EA Request Form and the Authorising Officer is responsible for confirming the EA message severity is appropriate.

The following table provides guidance on when the EA system may be used and the relationship with the three message severity levels.

Message Severity	Priority	General Meaning
<b>Emergency Warning</b>	1	You may be in danger and need to take action immediately. Any delay now puts your life at risk.
<b>Watch and Act</b>	2	There is a heightened level of threat. Conditions are changing and you need to start taking action now to protect you and your family.
<b>Advice</b>	3	There is no immediate danger. Stay up to date in case the situation changes.

### 6.3.4.1. Neighbouring LDMG/Local Government Areas and State/Territory Cross-Border Arrangements

EAs are not limited to local, district, or state boundaries and can cross into neighbouring jurisdictions. When an emergency or disaster crosses boundaries, the Requesting Officer should contact any neighbouring local, district, State or Territory areas.

Neighbouring arrangements should consider the following when an EA crosses neighbouring borders:

- plan before an event using agency to agency contacts. For known neighbouring boundary areas (local, district, or State), plans and/or existing arrangements (i.e. local memorandums of understanding) need to include processes about who is responsible for how an EA that affects a neighbouring area will be managed.
- the Requesting Officer or the Requesting Officer agency must contact any neighbouring local, district and State or Territory jurisdictions during the EA process about an emergency or disaster, that is likely or is impacting on the neighbouring area, and if the EA issued has neighbouring coverage. Notification prior to



the request is preferable. If not possible, information about the EA should be passed on immediately following the request.

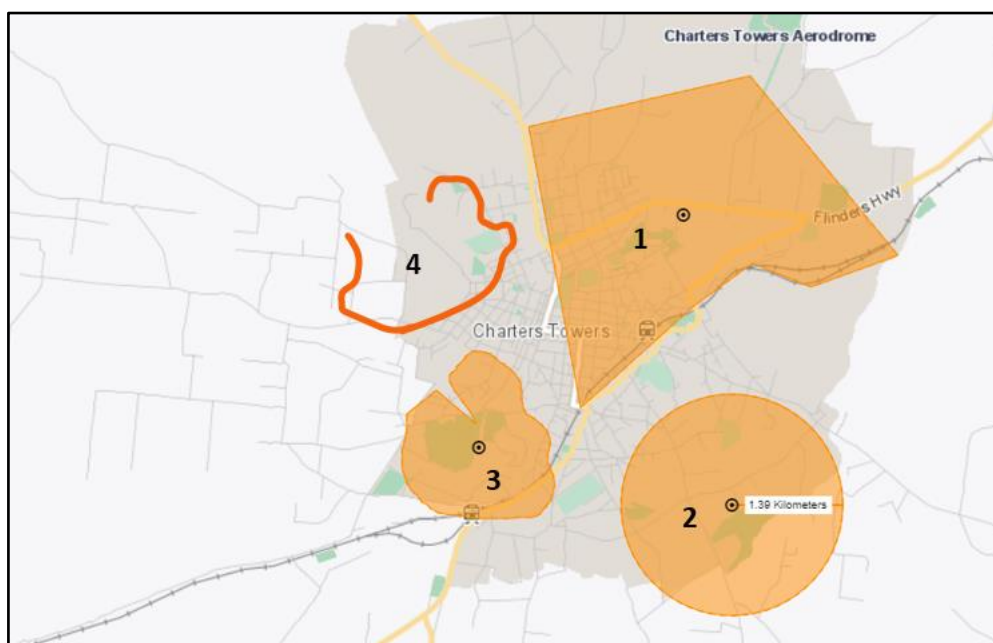
- planning and/or existing arrangements between State/Territory agency counterparts in New South Wales, the Northern Territory or South Australia agency counterparts should cover how an EA affecting both sides of the borders will be notified or managed.
- the SDCC Watch Desk is responsible for informing other State or Territory emergency operations centres when the use of an EA may be close to or cross jurisdictional national borders. The SDCC Watch Desk will need to inform the Requesting Officer of any notifications provided to another State or Territory.

#### 6.3.4.2. Polygon

A polygon is a closed two-dimensional (2D) shape and is used to define an area required to receive the EA message. Valid EA polygons must be completed 2D shapes. The warning area can be identified by importing a polygon shape file directly into the EA system or manually drawing the polygon, based on advice given by the Requesting Officer. Polygons should be simple in design (square or rectangle is preferred). For example, less points in the polygon results in a less complex boundary and will ensure messages are delivered quicker.

Valid polygons are typically with simple designs and no curves. [Figure 11: Valid and Invalid Polygon Types](#) shows examples of valid and invalid polygons. Complex designs and curves in the polygon shape make processing an EA warning slower. Polygons with curves, complex designs, or incomplete shapes will need to be modified prior to processing. This can be done by the Requesting Officer.

Figure 11: Valid and Invalid Polygon Types



To ensure timely dissemination of an EA, polygon shape files and/or pre-prepared polygon shape files are preferred by the SDCC Watch Desk. However, should polygon shape files not be used, polygons can also be provided by the Requesting Officer by referencing maps (such as topographic or street), coordinates, or maps which clearly show the boundaries and direction of North.

#### Pre-prepared Polygons

Circumstances exist where pre-prepared polygons and messaging for events may be required, such as known areas of risk and stored for easy access on the Disaster Management Portal.

The SDCC Watch Desk will test all pre-prepared polygons in the EA system and will advise the issuing agency of their suitability. Should a pre-prepared polygon be rejected, the SDCC Watch Desk will provide reason/s for the rejection and notify the relevant agency.

For more information about Polygon Spatial Requirements, refer to [APPENDIX 24: EA Polygon Spatial Requirements](#).

#### Authorisation Process



When the EA is ready for dissemination, the SDCC Watch Desk will confirm the polygon area and message content with the Requesting Officer and Authorising Officer. Where a State Initiated Warning has occurred, confirmation of the polygon area and message content is only required from the Authorising Officer.

The Requesting Officer and/or Authorising Officer may identify adjustments that need to be made to the warning area or message content, for any adjustments follow the EA process as outlined in [APPENDIX 21: Emergency Alert Process Map](#).

## Dissemination

Upon the confirmation from the Requesting Officer, the SDCC Watch Desk will seek final approval by the Authorising Officer. The EA is then submitted for release in the EA system by the SDCC Watch Desk and transmitted by the EA system to the warning area.

When an EA is issued, message recipients will be directed to further sources of information, for example, recipients may be directed to listen to local radio and/or other official information sources, and the EA details will be published on the [Queensland Disaster website](#).

### 6.3.5. STAGE 5: Monitoring, Closure and Review

#### 6.3.5.1. Real-time Monitoring: EA Monitor and Review

The SDCC Watch Desk monitors the EA in real-time and notifies the Requesting Officer and Authorising Officer of any issues.

The Requesting Officer and Authorising Officer may seek information on the EA from the SDCC Watch Desk to review success rates of the EA and identify any need for subsequent community warning, alert, or information.

Data obtained during the real-time monitoring of an EA is stored in the EA system and available to the SDCC Watch Desk. This data is used to improve future SDCC Watch Desk processes, preparations, and planning.

#### 6.3.5.2. Real-time Monitoring: EA Completion

Agency media units will issue information to media outlets when the threat situation has eased or ended.

### 6.3.6. STAGE 6: Review: Evidence Based Improvements

It is the responsibility of all requesting agencies to conduct debriefs and capture feedback and improvements about their respective experiences of the EA process and the community response. These findings are to be shared with the relevant federal and state/territory agencies, local and regional staff so lessons identified can be reported and implemented through the improvement or relevant agency plans, process, and training. Additionally, reviews and learnings from EA Users in other states can also provide opportunities to improve Queensland's use of EA and associated processes. Both interstate and national lessons may also inform reviews of relevant legislation.

Undertaking regular reviews of appropriate community and EA message wording across a variety of scenarios and message severities, assists the identification of preparation, planning and training program improvements.







## 7. STATE INITIATED WARNINGS

A State Initiated Warning can be issued by the SDCC Watch Desk or the QPS PIWU when there is a need to warn a section of the Queensland community with time criticality.

Circumstances in which a State Initiated Warning may be used include:

- rapid onset events with imminent threat to life, for example an EA for a Tsunami
- rapid onset, widespread or severe property loss or damage
- rapid onset, widespread or severe damage to the environment
- a serious disruption to communications, connectivity, or capacity and capability with local and district arrangements.

Approval to disseminate a State Initiated Warning must be provided by:

- QPS Superintendent Disaster Operations.
- QPS Emergency Management and Coordination Command On-Call Commissioned Officer.
- QPS SDCC Commander, when the SDCC is activated.
- Those listed under the [Telecommunications \(Emergency Management Persons and Emergency Laws\) Instrument 2024](#) for EA State Initiated Warnings.

State Initiated Warnings will be forwarded to the QPS Media and Public Affairs unit for further dissemination through Commercial Radio Australia, affiliated radio stations and the ABC's Emergency Broadcast representative in the affected area. Social media coverage will also be considered. Affected local governments will be notified.

Issuing agencies still have the responsibility to ensure communities have public information available.

For EA, the SDCC Watch Desk will prepare the EA in the system and follow the EA State Initiated Warning process outlined in [APPENDIX 22: Emergency Alert State Initiated Warning Process Map](#).





## 8. NATIONAL MESSAGING SYSTEM

The Australian Government has committed to building a National Messaging System (NMS) to reliably deliver telephony-based warning messages to compatible devices, locally, regionally, and nationally in near real time during emergencies. Utilising cell broadcast technology will enable a point to area communication between mobile operator's radio cell tower/s and all devices in defined geographic areas.

As the NMS is currently under development, EA will remain the nation's primary telephony-based warning tool through the 2024-25 and 2025-26 higher risk weather seasons.<sup>8</sup>

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<sup>8</sup> [National Emergency Management Agency - National Messaging System](#)





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## 9.2 Appendices

### APPENDIX 1: Warning Template Matrix

Warning Level	Severe Weather	Flood	Cyclone	Storm Surge	Bushfire	Extreme Heat	Other
<b>Advice</b>	 <ul style="list-style-type: none"> <li>Avoid the area</li> <li>Monitor conditions</li> <li>Prepare now</li> <li>Stay informed</li> <li>Threat is reduced</li> </ul>	 <ul style="list-style-type: none"> <li>Avoid the area</li> <li>Monitor conditions</li> <li>Prepare now</li> <li>Return with caution</li> <li>Stay informed</li> </ul>	 <ul style="list-style-type: none"> <li>Avoid the area</li> <li>Monitor conditions</li> <li>Prepare now</li> <li>Return with caution</li> <li>Stay informed</li> <li>Threat is reduced</li> </ul>	 <ul style="list-style-type: none"> <li>Avoid the area</li> <li>Monitor conditions</li> <li>Prepare now</li> <li>Return with caution</li> <li>Stay informed</li> <li>Threat is reduced</li> </ul>	 <ul style="list-style-type: none"> <li>Avoid smoke</li> <li>Stay informed</li> <li>Return with caution</li> </ul>		
<b>Watch and Act</b>	 <ul style="list-style-type: none"> <li>Avoid the area</li> <li>Limit time outside</li> <li>Monitor conditions</li> <li>Move / Stay indoors</li> <li>Prepare to leave</li> <li>Prepare now</li> </ul>	 <ul style="list-style-type: none"> <li>Avoid the area</li> <li>Monitor conditions</li> <li>Move to higher ground</li> <li>Not safe to return</li> <li>Prepare for isolation</li> <li>Prepare to leave</li> <li>Prepare now</li> <li>Return with caution</li> </ul>	 <ul style="list-style-type: none"> <li>Avoid the area</li> <li>Return with caution</li> <li>Monitor conditions</li> <li>Move / Stay indoors</li> <li>Not safe to return</li> <li>Prepare to take shelter</li> <li>Prepare for isolation</li> <li>Prepare now</li> <li>Prepare to leave</li> </ul>	 <ul style="list-style-type: none"> <li>Avoid the area</li> <li>Move to higher ground</li> <li>Prepare now</li> <li>Prepare to leave</li> </ul>	 <ul style="list-style-type: none"> <li>Prepare to leave</li> <li>Not safe to return</li> </ul>		
<b>Emergency Warning</b>	 <ul style="list-style-type: none"> <li>Leave by [xxxx AM/PM]</li> <li>Shelter indoors now</li> <li>Too dangerous to leave</li> </ul>	 <ul style="list-style-type: none"> <li>Leave by [xxxx AM/PM]</li> <li>Leave immediately</li> <li>Take shelter now</li> <li>Too dangerous to leave</li> </ul>	 <ul style="list-style-type: none"> <li>Leave by [xxxx AM/PM]</li> <li>Take shelter now</li> <li>Too dangerous to leave</li> </ul>	 <ul style="list-style-type: none"> <li>Leave by [xxxx AM/PM]</li> <li>Take shelter now</li> <li>Too dangerous to leave</li> <li>Leave immediately</li> </ul>	 <ul style="list-style-type: none"> <li>Leave immediately</li> <li>Seek shelter immediately</li> </ul>	 <ul style="list-style-type: none"> <li>Shelter indoors now</li> <li>Protect yourself against the impacts of extreme heat</li> </ul>	

Warning templates have been designed for the above hazards. Each warnings level has a set of action statements to give the community clearer advice about what to do. Calls to Action can be used flexibly across all three warning levels depending on the hazard.

# Quick Reference Guide

## Creating a Warning



















### WHEN TO WARN

A warning using the Australian Warning System framework advises on what actions need to be taken to stay safe:

- there is a **direct** and **likely threat** to the **community**.
- the **community need to take action**.
- there is **adequate time** to get a warning out to the affected community.

### HOW TO CREATE WARNINGS

- Identify the **HAZARD** (e.g., severe weather, flood, tropical cyclone, fire, extreme heat etc).
- Determine the **WARNING LEVEL** - this should reflect what the community is being asked to do:
  - **ADVICE** – An incident has started, there is no immediate danger, stay up to date in case the situation changes.
  - **WATCH AND 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.
  - **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.
- Identify the **ICON** based on hazard and warning level.

Hazard Icons						
Hazard	Bushfire	Cyclone	Severe Weather	Flood	Extreme Heat	Other
Descriptors	(Bushfire) (Smoke)	(Tropical Cyclone) (Storm Surge)	(Storm) (Dust Storm) (Tropical Low)	(Riverine Flooding) (Flash Flooding)	(Heat Wave)	(Water Supply)
Advice Icons						
Watch and Act Icons						
Emergency Warning Icons						

- Determine the **LOCATION** – use location names the community know. Be accurate and simple.
- Identify the '**CALLS TO ACTION**' statement - what action does the community need to take?

ADVICE	WATCH AND ACT	EMERGENCY WARNING
<ul style="list-style-type: none"> <li>• Prepare now</li> <li>• Stay informed</li> <li>• Monitor conditions</li> <li>• Stay informed/threat is reduced</li> <li>• Avoid the area</li> <li>• Return with caution</li> <li>• Avoid smoke</li> </ul>	<ul style="list-style-type: none"> <li>• Prepare to leave/evacuate</li> <li>• Leave/evacuate now (if you are not prepared)</li> <li>• Prepare to take shelter</li> <li>• Move/stay indoors</li> <li>• Stay near shelter</li> <li>• Walk two or more streets back</li> <li>• Monitor conditions as they are changing</li> <li>• Be aware of ember attack</li> <li>• Move to higher ground (away from creeks/rivers/coast)</li> <li>• Limit time outside (cyclone/ heat/ asthma)</li> <li>• Avoid the area/avoid the flooded area</li> <li>• Stay away from damaged buildings and other hazards</li> <li>• Prepare for isolation</li> <li>• Protect yourself against the impacts of extreme heat</li> <li>• Do not enter flood water</li> <li>• Not safe to return</li> <li>• Prepare your property (cyclone/storm)</li> </ul>	<ul style="list-style-type: none"> <li>• Leave/evacuate (immediately, by am/pm/hazard timing)</li> <li>• Seek/take shelter now</li> <li>• Shelter indoors now</li> <li>• Too late/dangerous to leave</li> </ul>



### MESSAGE / WARNING TIPS

- Keep plain and simple language.
- Use the 'When to Warn Guides' if needed.
- Calls to Action statements can be used flexibly across all three warning levels depending on the hazard.



### MESSAGE CONSTRUCTION

- Warning templates and a glossary of suggested warning phrases are available on the disaster website and can be adapted to suit your community needs.
- Create a social tile and save as a JPEG or PNG before posting on social media.
- Gain approval and publish.

### WARNING TITLE

- A Warning title should include three core elements:
- action statement + Location & Hazard + warning level for example:
  - Stay Informed – Sunshine Valley Flooding – Advice
  - Prepare for Isolation – Sunshine Valley Tropical Cyclone Joe – Watch & Act

### PUBLISHING A WARNING

Publishing a warning is dependent on community expectations. Varied methods of distribution might be required e.g.

- Social media
- Broadcast media
- Issuing agencies publish to State platforms / maps.
- Email warnings to the SDCC Watch Desk at [sdcc@police.qld.gov.au](mailto:sdcc@police.qld.gov.au) for publishing on the State Warnings Map located at [www.disaster.qld.gov.au/warnings](http://www.disaster.qld.gov.au/warnings)
- Phone the SDCC Watch Desk at (07) 3635 2387 to confirm they have received the warning

Note: Warnings are able to be displayed on Local Disaster Dashboards using established CAP-AU feeds from the State Warnings Map.

**SUPPORT CAN BE PROVIDED THROUGH YOUR LOCAL EMC OR THE WATCH DESK (07) 3635 2387**



### KEY CONTACTS

SDCC WATCH DESK - Phone	(07) 3635 2387
SDCC WATCH DESK - Email	SDCC@police.qld.gov.au
EMERGENCY MANAGEMENT COORDINATOR	
DDMG EXECUTIVE OFFICER	
DISTRICT DISASTER COORDINATOR	
NEIGHBOURING LDMG/LGAs	






### IMPORTANT LINKS

- Queensland Warnings  
<https://www.disaster.qld.gov.au/warnings>
- Prevention preparedness response and recovery disaster management guideline  
<https://www.disaster.qld.gov.au/disaster-management-guideline>






Manual QR

When to warn		Severe Weather (Descriptor)
AWS Level	Calls to Action	Context
 Advice	- Avoid the area	Severe weather within the area has either passed or is currently dangerous and must be avoided. This provides situational awareness for the community.
	- Monitor conditions - Stay informed	Severe weather is possible in the area and people need to know how to stay informed and monitor the situation.
	- Prepare now	Severe weather is expected, and people need to prepare. This will be an early warning and will likely include the BoM weather warning.
	- Threat is reduced	The severe weather has passed however this warning alerts people to exercise caution around the area due to debris or damage.
 Watch and Act	- Avoid the area	Severe weather within the area has either passed or is currently dangerous with considerable damage and must be avoided. This provides situational awareness for the community.
	- Limit time outside - Move / Stay indoors	Severe weather is approaching, and people need to limit their time outside and move/stay indoors to be safe.
	- Monitor conditions	Severe weather conditions are changing and are unpredictable. People need to monitor conditions and take action to stay safe.
	- Prepare to leave	People are likely to be impacted by the severe weather and they need to get ready to leave for their own safety, either from severe impacts or extended isolation.
	- Prepare now	Severe weather is approaching, and people need to prepare.
 Emergency Warning	- Leave by [xx:xx am/pm]	The severe weather is about to impact or is currently impacting the area. People should leave the area by XX:XX am/pm.
	- Shelter indoors now - Too dangerous to leave	The severe weather is about to impact or is currently impacting the area. People must shelter indoors and not leave for their safety.






# When to warn

## Flood (Descriptor)

AWS Level	Calls to Action	Context
 <b>Advice</b>	- Avoid the area	Flooding is impacting or there is damage caused by flooding and the area is to be avoided. This provides situational awareness for the community.
	- Monitor conditions - Stay informed	Flooding is possible in the area and people need to know how to stay informed and monitor the situation.
	- Prepare now	Flooding is expected, and people need to prepare. This will be an early warning and will likely include the BoM weather warning.
	- Return with caution	The flooding has receded enough for people to go back to their homes or businesses, but alerts people to the dangers that may be left behind from the flooding.
 <b>Watch and Act</b>	- Avoid the area	Flooding is impacting or there is significant damage caused by flooding and the area is to be avoided. This provides situational awareness for the community.
	- Not safe to return	Flooding has or is currently happening. People must not return to their homes or businesses as it is not safe.
	- Monitor conditions	Flood conditions are changing and are unpredictable. People need monitor conditions and take necessary actions to stay safe.
	- Prepare for isolation	Flooding is likely and the community may be isolated as a result. There is still time for people to leave if they have a safe place of refuge, and people who chose to stay need to be prepared.
	- Prepare to leave	People are likely to be impacted by flooding and they need to get ready to leave for their own safety.
	- Prepare now	Flooding is likely, and people need to prepare for their own safety.
	- Return with caution	The flooding has receded enough for people to go back to their homes or businesses but are warned of the considerable damage and dangers that may be left behind from the flooding.
 <b>Emergency Warning</b>	- Leave by [xx:xx am/pm] - Leave immediately	Flooding is about to impact or is currently impacting the area. Areas will be flooded inside buildings, and it would be safer for people to leave to a place of refuge.
	- Take shelter now - Too dangerous to leave	People are now isolated due to rising waters and should stay where they are because all routes are cut off. They should seek higher ground where they are.




# When to warn

# Cyclone (Descriptor)

AWS Level	Calls to Action	Context
 <b>Advice</b>	- Avoid the area	A cyclone within the area has either passed or is currently passing and must be avoided. This provides situational awareness for the community.
	- Monitor conditions - Stay informed	A cyclone has formed, and people need to stay informed and monitor conditions so they can start planning. The impact area is not known at this point in time.
	- Prepare now	A cyclone is likely to make landfall and people need to prepare for expected impacts.
	- Threat is reduced - Return with caution	The cyclone has passed, and people can come out of their place of refuge but are warned of the dangers that may be left behind. The cyclone no longer poses a threat.
 <b>Watch and Act</b>	- Avoid the area - Not safe to return	A cyclone within the area has either passed or is currently passing with considerable damage and must be avoided. This provides situational awareness for the community.
	- Move / Stay indoors	A cyclone is close and is approaching. There is a clear idea of when and where the cyclone will cross. People need to move and stay indoors for their own safety.
	- Prepare to take shelter	A cyclone is close and is approaching. There is a clear idea of when and where the cyclone will cross. People need to finish preparing and get ready to shelter.
	- Monitor conditions	A cyclone is approaching, and conditions are changing and are unpredictable. People need monitor conditions and make actions to stay safe. The rain and winds involved may cause destruction which could isolate the area.
	- Prepare for isolation	A cyclone is close and there is a clear idea of when and where it will cross. The rain and winds involved may cause destruction which could isolate the area. There is still time for people to leave if they have a safe place of refuge.
	- Prepare now	A cyclone is close and there is a clear idea of when and where it will cross. People need to prepare for expected impacts.
	- Return with caution	The cyclone has passed, and people can come out of their place of refuge but are warned of the considerable damage and dangers that may be left behind from the cyclone.
 <b>Emergency Warning</b>	- Leave by [xx:xx am/pm]	A cyclone is about to impact or is currently impacting the area. The cyclone is expected to impact a significant number of people.
	- Take shelter now - Too dangerous to leave	A cyclone is about to impact or is currently impacting the area. The cyclone is expected to impact a significant number of people. People must shelter indoors and not leave for their safety.

# When to warn

# Storm Surge

AWS Level	Calls to Action	Context
 <b>Advice</b>	- Avoid the area	A storm surge has either occurred or is likely to occur and must be avoided. This provides situational awareness for the community.
	- Monitor conditions	People need to monitor conditions for a likely storm surge so they can start planning. The impact area is not known at this point in time.
	- Prepare now	There is confidence people will need to prepare for a likely storm surge. This warning allows for people to start preparing for possible inundation if a storm surge happens.
	- Stay informed	People need to stay informed so they can start preparing for the impacts if they are in known areas prone to a storm surge.
	- Threat is reduced - Return with caution	The storm surge threat has passed, and people can come out of their place of refuge but are warned of the dangers that may be left behind.
 <b>Watch and Act</b>	- Avoid the area	A storm surge has either occurred or is likely to occur with considerable damage and must be avoided. This provides situational awareness for the community.
	- Move to higher ground	A storm surge is about to impact or is currently impacting the area and is likely to continue. People must move to higher ground for their own safety.
	- Prepare now	A storm surge is likely and there is a clear idea of when and where it will occur. People need to prepare for expected impacts.
	- Prepare to leave	A storm surge is expected. This warning will advise of timings and impact areas. This warning tells people in the storm surge area to get ready to leave.
 <b>Emergency Warning</b>	- Leave by [xx:xx am/pm]	A storm surge is coming and people in the area need to leave quickly. This coincides with a high tide.
	- Leave immediately	People in a storm surge danger area have a very small window to leave and get to safety before it is too dangerous to leave.
	- Take shelter now - Too dangerous to leave	A storm surge is about to impact or is currently impacting the area. People are now isolated due to rising waters and should stay where they are because all routes are cut off. They should go to a safe place, indoors and on higher ground.

## APPENDIX 4: Glossary of Suggested Warning Phrases

### General Advice:

Check your family, friends and neighbours know what to do. Help them if you can.
Charge all electronic devices including mobile phones and torches.
Get ready to take your pets, mobile phone charger, battery-powered radio, torch, and valuables like photos, cash, and important documents (like identification, insurance, or banking records).
Limit use of devices to save batteries. Listen to local radio for updates.
Listen to your local radio station for warnings and traffic updates.
Mobile phones and internet might not work.
Warn family, friends, and neighbours in the area. Help others if you can.

### Power:

Be ready to turn off power, solar, water and gas to your house if you can and if it is safe.
Be aware of fallen powerlines, trees, and other hazards.
Be prepared to have no power. Charge mobile phones and other electronic devices now.
Power is off in some places. These will be restored when it is safe.
You may lose services like power, communications, water, sewerage, and gas.

### Water Supply:

Allow tap water to cool to a reasonable temperature before drinking.
Boil and conserve water for drinking, cooking, and bathing, in case water supplies are impacted.
Bottled water can be collected from [address].
Drink bottled water if available or boil tap water before drinking.
Fill up containers and the bath with clean water for drinking in case the water supply is cut off.
Monitor water in your household to ensure it runs clear before consuming.
Prepare baby formula and beverages in advance.
Some places do not have clean water. Tap water is not safe to drink.
Water supply [might be / has been] impacted. Drink only water from your emergency supply.

### Flood:

Block toilets, sinks and drains with sandbags to stop sewerage backflow if you can.
Consider the consequences of road and bridge closures. Damage to roads, bridges or buildings caused by flooding and landslip may exist in your area. Consider the need to make alternate arrangements for work, children, and travel.
Decide how you will get to your safe place. If you come to a flooded road, turn around and go another way. Do not drive, walk, or swim through flood water.
Decide if you, and the people you live with, will leave if floodwaters get close to your house. Decide where you will go if you decide to leave.
Drive to conditions and remain alert. Be aware of road hazards including mud, debris, and water in low lying areas.
Driving now is dangerous. Find a high safe place to pull over away from trees, creeks, and rivers. Floodwater is dangerous - do not drive through floodwater. If the road is flooded, go a different way.
Get and fill sandbags in case you need to block doors and stop water getting inside. You can get sandbags from XX.
Go and stay in a safe place in a high part of [town/your suburb/your city] away from creeks and rivers.
Go to a safe place, away from flooding. This could be with family or a friend.
If floodwater comes inside, move to a higher point like the kitchen bench or second storey and call Triple Zero (000).
If you come to a flooded road, turn around and go another way. Do not drive through floodwater. Do not walk or swim through flood water.
Lift important things onto bed, tables, shelves or upstairs to protect them.
Lift waste containers, chemicals, and poisons up high to stop them polluting the water.
Some places do not have clean water. Tap water is not safe to drink.
Stay where you are and get up as high as you safely can. This could be upstairs or on the roof if it is safe to do so.
You may be isolated for an extended period of time. Make sure you have essential supplies to last for [three / five / other] days, including food, drinking water, medications, pet food, and livestock feed.

### Severe Weather (Dust Storm):



Close all windows and doors, turn aircon on re-circulate mode.
Do not go sight-seeing. Keep roads clear for emergency services.
Driving now is dangerous due to low visibility. Seek shelter indoors away from the impact of dust.
Visibility can be low during a dust storm, avoid driving where possible. Watch for road hazards.

### Severe Weather (Thunderstorm):

Be alert and prepared for strong winds, rain, and lightning.
Clean up around your home and tie down anything outside that could blow away in strong winds.
Find out how to get ready for a thunderstorm and pack an emergency kit at Get Ready Queensland website.
Stay indoors. Lightning and hail is possible.
Strong winds, rain and flooding will make conditions dangerous.

### Severe Weather (Tropical Low):

Block toilets, sinks and drains with sandbags to stop sewerage backflow if you can.
Consider the consequences of road and bridge closures. Damage to roads, bridges or buildings caused by flooding and landslip may exist in your area. Consider the need to make alternate arrangements for work, children, and travel.
Decide how you will get to your safe place. If you come to a flooded road, turn around and go another way. Do not drive, walk, or swim through flood water.
Decide if you and the people you live with will leave if floodwaters get close to your house.
Find out how to get ready for severe weather and pack an emergency kit at Get Ready Queensland website.
Get and fill sandbags in case you need to stop water getting inside. You can get sandbags from <b>XX</b> .
You may be isolated for an extended period of time. Make sure you have essential supplies to last for <b>[three / five / other]</b> days, including food, drinking water, medications, pet food, and livestock feed.

### Tropical Cyclone:

Boil and conserve water for drinking, cooking, and bathing, in case water supplies are impacted.
Clean up around your home and tie down anything outside that could blow away in strong winds.
Close cyclone shutters if you have them, or cover windows with plywood, mattress, or heavy blanket.
Do not go sight-seeing. Keep roads clear for emergency services.
Do not use gas or generators inside. Fumes can be deadly.
Fill up containers and the bath with clean water for drinking in case the water supply is cut off.
Fill your car with fuel or charge it. Park it undercover. Do not park under a tree.
Find out how to get ready for a tropical cyclone and pack an emergency kit at Get Ready Queensland website.
Find the strongest and safest room in the building you are in. This will be away from big windows. It could be a bathroom, walk-in wardrobe, or hallway. Shelter here when the tropical cyclone comes.
If the roof comes off, shelter under your mattress and blankets.
If you are near the beach or a coastal waterway, storm surge could cause flooding. This is dangerous. Decide now where you will evacuate to.
If you have evacuated, stay where you are until you are told it is safe to leave.
If your home is not safe, plan to stay with family or friends.
Move outdoor furniture inside or sink it in your pool so it doesn't fly around in strong winds.
Put your emergency kit in your safe room.
Roads may be blocked or badly damaged.
Stay away from creeks, rivers, and floodwater.
Stay in your safe place until you are told it is safe. This could take several hours.
Store or tie down outside items, like caravans, boats, trailers, outdoor furniture, gas bottles, toys and play equipment.
You may be isolated for an extended period of time. Make sure you have essential supplies to last for <b>[three / five / other]</b> days, including food, drinking water, medications, pet food, and livestock feed.

### Tropical Cyclone (Storm Surge):

Be aware of road hazards including mud and debris.
Collect or create sandbags by filling pillowcases or shopping bags with sand and place them around doorways, in toilets and over drains to prevent rising sewage.
Consider the consequences of road and bridge closures. Damage to roads, bridges or buildings caused by storm surge and landslip may exist in your area.

Decide if you, and the people you live with, will leave if floodwaters get close to your house.
Do not drive through floodwater. If the road is flooded, go a different way.
Drive slowly, plan your route carefully to avoid any flooded roads and allow extra travel time.
Driving now is dangerous. Find a high safe place to pull over away from trees, creeks, and rivers.
Get and fill sandbags in case you need to block doors and stop water getting inside. You can get sandbags from <b>XX</b> .
Get your family members, pets and emergency kit and go to a safe place away from the storm surge.
If floodwater comes inside, move to a higher point like the kitchen bench or second storey and call Triple Zero (000).
If you cannot shelter inside, get to higher ground away from trees. Trees can fall down when the ground is very wet.
If you did not leave, stay in your safe place until flood waters go down.
If you evacuated, stay where you are until you are told it safe to go back.
Lift important things onto bed, tables, shelves or upstairs to protect them.
Lift waste containers, chemicals, and poisons up high to stop them polluting the water.
Move away from creeks, rivers and drains.
Remain aware as there could be water in low lying areas.
Stay where you are and get up as high as you safely can. This could be upstairs or on the roof if it is safe to do so.
Strong winds, rain and flooding will make driving dangerous. Slow down and be careful.
You may be isolated for an extended period of time. Make sure you have essential supplies to last for <b>[three / five / other]</b> days, including food, drinking water, medications, pet food, and livestock feed.

### Boat or Jet Ski:

Check your area's Extreme Weather Contingency Plan on the <a href="#">Maritime Safety Queensland website</a> .
If your boat is in a marina, batten down and check-in with the marina manager.
If your boat is kept on the water, relocate it to a safer mooring if possible.
Take your boat, jet-ski, canoe or kayak out of the water and store securely.

### Children:

If you have children make sure they are with you or an adult you trust.
If you choose to leave now, consider the consequences of road conditions and closures, and make alternate arrangements for work, children, and travel.
Pack enough clothes, food, water, medicine, baby items (like nappies, formula) and pet food for <b>[three / five / other]</b> days. Plan not to have a fridge or microwave.

### Pets and Livestock:

Check if your local evacuation centre or assembly area is pet friendly.
Get ready to take your pets with their essential supplies such as, lead, crate, harness, pet food, food and water bowls.
Keep pets in a safe place inside.
Make sure animals can be identified if they get lost.
Move livestock to higher ground or a safe place. Block access to low-lying fields or areas that can flood.
Provide livestock enough food and clean water in a safe area.
Put your pets somewhere safe and make sure they can be identified in case they get lost.
Take your pets and companion animals for safe travel.

### Rural or Remote Properties:

Ensure you have enough food, water, medication, and other essential items to last <b>[three / five / seven]</b> days.
Rural or remote properties may become isolated sooner than expected.

### Special or Medical needs:

Call your support person or service to organise transport if you need to leave.
If anyone in your house uses powered medical equipment, like a dialysis machine or ventilator, decide now where you will go in case you lose power.
Leaving early is safer than waiting.
Make sure you have enough medicine for at least one week.
Use your Person-Centred Emergency Plan (P-CEP) now if you have one.

### Tourists:

Airports and highways could close if the <b>[hazard]</b> gets closer.
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Ask the campground owners whether the site is affected by [hazard].
Be ready to move if the situation gets worse.
Campers and caravanners should [avoid the area / consider packing up now / pack up now / start packing up now].
Check road conditions and plan your travel routes.
Check your surroundings and monitor conditions.
If you choose to stay, ask accommodation staff where to shelter if the [hazard] gets closer.
If you do not need to be in the warning area, [do not enter / leave now].

## Recovery:

Avoid returning to homes or businesses due to [damage / possible damage]. If you choose to return, drive slowly and remain alert.
Drive slowly if going back home, remain alert. Be aware of fallen powerlines, trees, and other hazards.
Gas appliances and bottles that have been exposed to water or damaged should be inspected for safety before use.
If power points, electrical equipment, appliances or electrical hot water systems have been exposed to water or are water damaged in any way, they must be inspected by a qualified electrician before use.
If safe, clean, and dry out the building as soon as you can.
Make sure your property is safe before entering. Check for damage to windows, walls and the roof and be careful of potential dangers including asbestos.
Make sure the electricity and gas are turned off before going inside.
Protect your health and safety; wear boots, gloves and protective clothing when cleaning up, wash your hands and clothes often, throw away food that should be kept cold or frozen if you lost power.
Sandbags that have been in contact with water need to be thrown away. Sturdy gloves should be worn when handling wet sandbags as they can contain chemicals, waste, and diseases from water.
The number of mosquitos can grow after a flood. Protect your health and safety by using repellent, wear closed in shoes, long sleeves and pants, and empty containers that have water in them.

## Support and Recovery help:

For flood emergency help, call the SES on 132 500 or download the SES Assistance Queensland app.
Go to [insert council name and website] for clean-up and recovery information.
Recovery services are available [insert details of organisations actively involved; ideally on the ground]: <ul style="list-style-type: none"> <li>○ Agency – Location, full address and times.</li> </ul>
Natural disasters can affect your mental health. If you need help, call any of these groups: <ul style="list-style-type: none"> <li>○ Lifeline: Go to <a href="https://lifeline.org.au">lifeline.org.au</a> or phone 13 11 14.</li> <li>○ Beyond Blue: Go to <a href="https://beyondblue.org.au">beyondblue.org.au</a> or phone 1300 224 636.</li> <li>○ Kids Helpline: Go to <a href="https://kidshelpline.com.au">kidshelpline.com.au</a> or phone 1800 551 800.</li> </ul>



### AVOID THE AREA



## ADVICE AVOID THE AREA

**[Location]**  
**Severe Weather (Descriptor)**

**Issued:** [time, day, date, year]

**Next update:** [time, day, date, year] or as the situation changes or This will be the last warning issued for this event.

[Insert issuing agency] advises that the people in the following location(s):

- [Add location(s) here]

to **AVOID THE AREA** in the following location(s) due to [significant damage / fallen power lines / damaged buildings].

For non-life-threatening flood and storm emergency assistance, contact SES on 132500, 132500.qld.gov.au, or the SES Assistance Qld app on Android or iOS. In a life-threatening situation, call Triple Zero (000) immediately.

#### What we are expecting:

- The [storm/thunderstorm/severe weather] has passed but there is [extensive, significant, a lot] of damage.
- People to avoid the area. This will keep roads clear for emergency vehicles.
- If you are already in the area, stay inside if possible.

#### What you need to do:

- It might not be safe to start cleaning up yet. Check for hazards before you enter a damaged building or area.
- Stay away from fallen powerlines. These can be hard to see.
- Check on neighbours if it is safe to do so.
- Avoid places damaged by the storm.
- Floodwater is dangerous - never drive, walk, play, or ride through floodwater.
- Stay away from storm water drains.
- Some places do not have clean water. Tap water is not safe to drink.

#### Support and recovery help

- Go to [insert council name and website] for clean-up and recovery information.
- Recovery services are available [insert details of organisations actively involved; ideally on the ground]:
  - Agency – Location, full address and times.
  - Agency – Location, full address and times.
- For general relief and recovery information go to the [Get Ready Queensland website \(After a Disaster\)](#).
- For more information relating to your local council area, refer to your local council disaster dashboard here - [insert disaster dashboard link here]
- Natural disasters can affect your mental health. If you need help, call any of these groups:
  - Lifeline: Go to [lifeline.org.au](https://lifeline.org.au) or phone 13 11 14.
  - Beyond Blue: Go to [beyondblue.org.au](https://beyondblue.org.au) or phone 1300 224 636.
  - Kids Helpline: Go to [kidshelpline.com.au](https://kidshelpline.com.au) or phone 1800 551 800.

#### For more information:

- Follow our local council disaster dashboard here [insert disaster dashboard link].
- Listen to your local radio [add ABC local radio or other station and frequency].
- For power outage information go to [energex.com.au](https://energex.com.au) or [ergon.com.au/network](https://ergon.com.au/network) [select energy provider].
- Check the latest weather, warnings, rainfall, and river heights at the [Bureau of Meteorology Queensland website](#).
- Check road closures at [the QLD Traffic website](#) or for phone service call 13 19 40.
- Check disruptions to public transport at the [Translink website](#).



## ADVICE MONITOR CONDITIONS

### [Location] Severe Weather (**Descriptor**)

**Issued:** [time, day, date, year]

**Next update:** [time, day, date, year] or as the situation changes.

[Insert issuing agency] advises people in the following location(s):

- [Add location(s) here]

to **MONITOR CONDITIONS** for a potential [dangerous/severe] [dust storm/thunderstorm/severe weather] that is [approaching now/forecast to impact at <insert timeframe i.e., later today, overnight, tomorrow>].

For non-life-threatening flood and storm emergency assistance, contact SES on 132500, 132500.qld.gov.au, or the SES Assistance Qld app on Android or iOS. In a life-threatening situation, call Triple Zero (000) immediately.

#### What are we expecting?

The Bureau of Meteorology advises [insert BOM prediction here, including time/when it's expected to hit].

- Damaging hail.
- Very heavy rain making it dangerous to drive, flash flooding is possible.
- Dust storms with the potential to cause respiratory issues.
- Strong winds causing debris like fallen trees, powerlines could come down and the power could go out.

#### What you need to do:

- Find out how to get ready for severe weather at the [Get Ready Queensland website \(Get Prepared\)](#).
- Keep medications close by.
- Consider parking your car under cover and away from trees, powerlines, and drains.
- Consider securing or putting away items, such as outdoor furniture, trampolines and roofing iron that could blow around in strong winds.
- Prepare for if the power goes out.
- If you have children make sure they are with you or an adult you trust.
- Tell friends, family, and neighbours in the area.

#### If you find it hard to move quickly or have special or medical needs:

- Use your Person-Centred Emergency Plan (P-CEP) now if you have one.
- Make sure you have enough medicine for at least one week.
- If anyone in your house uses powered medical equipment, like a dialysis machine or ventilator, decide now where you will go in case you lose power.
- Call your support person or service to organise transport if you need to leave.
- Leaving early is safer than waiting.

#### If you are a tourist, visitor, camper or caravanner:

- Campers and caravanners should consider packing up now.
- If you do not need to be in the warning area, leave now. Check road conditions and plan your route before you leave.
- Be ready to move if the situation gets worse.
- Ask the campground owners whether the site floods.
- Check your surroundings of water catchments, and monitor conditions.

#### For more information:

- Follow our local council disaster dashboard here [insert disaster dashboard link].
- Listen to your local radio [insert ABC local radio or other station and frequency].
- For power outage information go to [energex.com.au](#) or [ergon.com.au/network](#) [select energy provider].
- Check the latest weather, warnings, rainfall, and river heights at the [Bureau of Meteorology Queensland website](#).
- Check road closures at [the QLD Traffic website](#) or for phone service call 13 19 40.
- Check disruptions to public transport at the [Translink website](#).



## ADVICE PREPARE NOW

### [Location] Severe Weather (**Descriptor**)

**Issued:** [time, day, date, year]

**Next update:** [time, day, date, year] or as the situation changes.

[Insert issuing agency] advises people in the following location(s):

- [Add location(s) here]

to **PREPARE NOW** for a [dangerous/severe] [dust storm/thunderstorm/severe weather] that is [approaching now/approaching very soon].

For non-life-threatening flood and storm emergency assistance, contact SES on 132500, 132500.qld.gov.au, or the SES Assistance Qld app on Android or iOS. In a life-threatening situation, call Triple Zero (000) immediately.

#### What are we expecting?

The Bureau of Meteorology advises [insert BOM prediction here, including time/when it's expected to hit].

- Damaging hail.
- Very heavy rain making it dangerous to drive, flash flooding is possible.
- Dust storms with the potential to cause respiratory issues.
- Strong winds causing debris like fallen trees, powerlines could come down and the power could go out.

#### What you need to do:

- Find out how to get ready for severe weather at the [Get Ready Queensland website \(Get Prepared\)](#).
- Keep medications close by.
- Consider parking your car under cover and away from trees, powerlines, and drains.
- Consider securing or putting away items, such as outdoor furniture, trampolines and roofing iron that could blow around in strong winds.
- Prepare for if the power goes out.
- If you have children make sure they are with you or an adult you trust.
- Tell friends, family, and neighbours in the area.

#### If you find it hard to move quickly or have special or medical needs:

- Use your Person-Centred Emergency Plan (P-CEP) now if you have one.
- Make sure you have enough medicine for at least one week.
- If anyone in your house uses powered medical equipment, like a dialysis machine or ventilator, decide now where you will go in case you lose power.
- Call your support person or service to organise transport if you need to leave.
- Leaving early is safer than waiting.

#### If you are a tourist, visitor, camper or caravanner:

- Campers and caravanners should consider packing up now.
- If you do not need to be in the warning area, leave now. Check road conditions and plan your route before you leave.
- Be ready to move if the situation gets worse.
- Ask the campground owners whether the site floods.
- Check your surroundings of water catchments, and monitor conditions.

#### For more information:

- Follow our local council disaster dashboard here [insert disaster dashboard link].
- Listen to your local radio [add ABC local radio or other station and frequency].
- For power outage information go to [energex.com.au](#) or [ergon.com.au/network](#) [select energy provider].
- Check the latest weather, warnings, rainfall, and river heights at the [Bureau of Meteorology Queensland website](#).
- Check road closures at [the QLD Traffic website](#) or for phone service call 13 19 40.
- Check disruptions to public transport at the [Translink website](#).



## ADVICE STAY INFORMED

### [Location] Severe Weather (Descriptor)

**Issued:** [time, day, date, year]

**Next update:** [time, day, date, year] or as the situation changes.

[Insert issuing agency] advises people in the following location(s):

- [Add location(s) here]

to **STAY INFORMED** for a potential [dangerous/severe] [dust storm/thunderstorm/severe weather] that is [approaching now/forecast to impact at <insert timeframe i.e., later today, overnight, tomorrow>].

For non-life-threatening flood and storm emergency assistance, contact SES on 132500, 132500.qld.gov.au, or the SES Assistance Qld app on Android or iOS. In a life-threatening situation, call Triple Zero (000) immediately.

#### What are we expecting?

The Bureau of Meteorology advises [insert BOM prediction here, including time/when it's expected to hit].

- Damaging hail.
- Very heavy rain making it dangerous to drive, flash flooding is possible.
- Dust storms with the potential to cause respiratory issues.
- Strong winds causing debris like fallen trees, powerlines could come down and the power could go out.

#### What you need to do:

- Find out how to get ready for severe weather at the [Get Ready Queensland website \(Get Prepared\)](#).
- Keep medications close by.
- Consider parking your car under cover and away from trees, powerlines, and drains.
- Consider securing or putting away items, such as outdoor furniture, trampolines and roofing iron that could blow around in strong winds.
- Prepare for if the power goes out.
- If you have children make sure they are with you or an adult you trust.
- Tell friends, family, and neighbours in the area.

#### If you find it hard to move quickly or have special or medical needs:

- Use your Person-Centred Emergency Plan (P-CEP) now if you have one.
- Make sure you have enough medicine for at least one week.
- If anyone in your house uses powered medical equipment, like a dialysis machine or ventilator, decide now where you will go in case you lose power.
- Call your support person or service to organise transport if you need to leave.
- Leaving early is safer than waiting.

#### If you are a tourist, visitor, camper or caravanner:

- Campers and caravanners should consider packing up now.
- If you do not need to be in the warning area, leave now. Check road conditions and plan your route before you leave.
- Be ready to move if the situation gets worse.
- Ask the campground owners whether the site floods.
- Check your surroundings of water catchments, and monitor conditions.

#### For more information:

- Follow our local council disaster dashboard here [insert disaster dashboard link].
- Listen to your local radio [insert ABC local radio or other station and frequency].
- For power outage information go to [energex.com.au](http://energex.com.au) or [ergon.com.au/network](http://ergon.com.au/network) [select energy provider].
- Check the latest weather, warnings, rainfall, and river heights at the [Bureau of Meteorology Queensland website](#).
- Check road closures at [the QLD Traffic website](#) or for phone service call 13 19 40.
- Check disruptions to public transport at the [Translink website](#).



## ADVICE THREAT IS REDUCED

### [Location] Severe Weather (Descriptor)

**Issued:** [time, day, date, year]

**Next update:** [time, day, date, year] or as the situation changes or This will be the last warning issued for this event.

[Insert issuing agency] advises that for people in the following location(s):

- [Add location(s) here]

the **THREAT IS REDUCED**. The severe weather has passed. You can now go outside but be careful of dangers and hazards left behind from the storm.

**For non-life-threatening flood and storm emergency assistance, contact SES on 132500, [132500.qld.gov.au](http://132500.qld.gov.au), or the SES Assistance Qld app on Android or iOS. In a life-threatening situation, call Triple Zero (000) immediately.**

#### What we are expecting:

- There is significant damage in the area.
- Power and water are off in some places. These will be restored when it is safe.
- There may be fallen trees, branches, and debris on the roads.

#### What you should do:

- Stay away from creeks, rivers, and drains.
- Travel slowly, plan your route carefully to avoid any flooded or damaged roads and allow extra travel time. Damage to roads and buildings may still exist in your area.
- Be aware of road hazards including tree branches and debris.
- Check in on your neighbours, animals, and livestock if safe to do so.

#### If your property has been damaged:

- Make sure your property is safe before entering. Check for damage to windows, walls and the roof and be careful of potential dangers including asbestos.
- Make sure the electricity and gas are turned off before going inside.
- If power points, electrical equipment, appliances or electrical hot water systems have been exposed to water or are water damaged in any way, they must be inspected by a qualified electrician before use.
- Gas appliances and gas bottles that have been exposed to floodwater should be inspected for safety before use.
- Wear suitable protective clothing, including boots and gloves when cleaning up.

#### Support and recovery help:

- Go to [insert council name and website] for clean-up and recovery information.
- Recovery services are available [insert details of organisations actively involved; ideally on the ground]:
  - Agency – Location, full address and times.
- For general relief and recovery information go to the [Get Ready Queensland website \(After a Disaster\)](#).
- Natural disasters can affect your mental health. If you need help, call any of these groups:
  - Lifeline: Go to [lifeline.org.au](http://lifeline.org.au) or phone 13 11 14.
  - Beyond Blue: Go to [beyondblue.org.au](http://beyondblue.org.au) or phone 1300 224 636.
  - Kids Helpline: Go to [kidshelpline.com.au](http://kidshelpline.com.au) or phone 1800 551 800.

#### For more information:

- Follow our local council disaster dashboard here [insert disaster dashboard link].
- Listen to your local radio [add ABC local radio or other station and frequency].
- For power outage information go to [energex.com.au](http://energex.com.au) or [ergon.com.au/network](http://ergon.com.au/network) [select energy provider].
- Check the latest weather, warnings, rainfall, and river heights at the [Bureau of Meteorology Queensland website](#).
- Check road closures at [the QLD Traffic website](#) or for phone service call 13 19 40.
- Check disruptions to public transport at the [Translink website](#).

### AVOID THE AREA



## WATCH AND ACT AVOID THE AREA

[Location]  
**Severe Weather (Descriptor)**

**Issued:** [time, day, date, year]

**Next update:** [time, day, date, year] or as the situation changes.

[Insert issuing agency] advises people:

- [Add location(s) here]

to **AVOID THE AREA** in the following location(s) due to [significant damage / fallen power lines / damaged buildings].

For non-life-threatening flood and storm emergency assistance, contact SES on 132500, [132500.qld.gov.au](https://www.132500.qld.gov.au), or the SES Assistance Qld app on Android or iOS. In a life-threatening situation, call Triple Zero (000) immediately.

#### What are we expecting?

- The [storm/thunderstorm/severe weather] has passed but there is [extensive, significant, a lot] of damage.
- People to avoid the area. This will keep roads clear for emergency vehicles.
- If you are already in the area, stay inside if possible.

#### What you need to do:

- It might not be safe to start cleaning up yet. Check for hazards before you enter a damaged building or area.
- Stay away from fallen powerlines. These can be hard to see.
- Check on neighbours if it is safe to do so.
- Avoid places damaged by the storm.
- Floodwater is dangerous - never drive, walk, play, or ride through floodwater.
- Stay away from storm water drains.
- Some places may not have clean water. Tap water may not be safe to drink.

#### Support and recovery help:

- Go to [insert council name and website] for clean-up and recovery information.
- Recovery services are available [insert details of organisations actively involved; ideally on the ground]:
  - Agency – Location, full address and times.
- For general relief and recovery information go to the [Get Ready Queensland website \(After a Disaster\)](#).
- Natural disasters can affect your mental health. If you need help, call any of these groups:
  - Lifeline: Go to [lifeline.org.au](https://lifeline.org.au) or phone 13 11 14.
  - Beyond Blue: Go to [beyondblue.org.au](https://beyondblue.org.au) or phone 1300 224 636.
  - Kids Helpline: Go to [kidshelpline.com.au](https://kidshelpline.com.au) or phone 1800 551 800.

#### For more information:

- Follow our local council disaster dashboard here [insert disaster dashboard link].
- Listen to your local radio [add ABC local radio or other station and frequency].
- For power outage information go to [energex.com.au](https://energex.com.au) or [ergon.com.au/network](https://ergon.com.au/network) [select energy provider].
- Check the latest weather, warnings, rainfall, and river heights at the [Bureau of Meteorology Queensland website](#).
- Check road closures at [the QLD Traffic website](#) or for phone service call 13 19 40.
- Check disruptions to public transport at the [Translink website](#).





## WATCH AND ACT LIMIT TIME OUTSIDE

**[Location]**  
**Severe Weather (Descriptor)**

**Issued:** [time, day, date, year]

**Next update:** [time, day, date, year] or as the situation changes.

[Insert issuing agency] advises people in the following area(s):

- [Add location(s) here]

to **LIMIT TIME OUTSIDE** due to a [dangerous/severe] [dust storm/thunderstorm/severe weather] that is [approaching now/approaching very soon].

For non-life-threatening flood and storm emergency assistance, contact SES on 132500, 132500.qld.gov.au, or the SES Assistance Qld app on Android or iOS. In a life-threatening situation, call Triple Zero (000) immediately.

### What are we expecting?

The Bureau of Meteorology advises [insert BOM prediction here, including time/when it's expected to hit].

- Damaging hail.
- Very heavy rain making it dangerous to drive, flash flooding is possible.
- Dust storms with the potential to cause respiratory issues.
- Strong winds causing debris like fallen trees, powerlines could come down and the power could go out.

### What you need to do:

- Find out how to get ready for severe weather at the [Get Ready Queensland website \(Get Prepared\)](#).
- Close doors and windows and move or stay indoors clear of windows.
- If you must travel, consider the consequences of road conditions and closures, and make alternate arrangements for work, children, and travel.
- If your roof or house is struck by a fallen tree/branch or other large debris - stay clear and remain indoors if you can.
- Put your pets somewhere safe, ensure they can be easily identified if they get lost.
- If caught outdoors, shelter under sturdy cover away from trees, and power lines.
- Warn friends, family, and neighbors in the area.

### If you find it hard to move quickly or have special or medical needs:

- Use your Person-Centred Emergency Plan (P-CEP) now if you have one.
- Make sure you have enough medicine for at least one week.
- If anyone in your house uses powered medical equipment, like a dialysis machine or ventilator, decide now where you will go in case you lose power.
- Call your support person or service to organise transport if you need to leave.

### If you are a tourist, visitor, camper or caravanner:

- Campers and caravanners should remain inside your caravan or find building or structure that will protect you from the weather like a picnic shelter, amenities block or bridge.
- If you do not need to be in the warning area, leave now. Check road conditions and plan your route before you leave.
- Be ready to move if the situation gets worse.
- Ask the campground owners whether the site floods.
- Check your surroundings of water catchments, and monitor conditions.

### For more information:

- Follow our local council disaster dashboard here [insert disaster dashboard link].
- Listen to your local radio [add ABC local radio or other station and frequency].
- For power outage information go to [energex.com.au](#) or [ergon.com.au/network](#) [select energy provider].
- Check the latest weather, warnings, rainfall, and river heights at the [Bureau of Meteorology Queensland website](#).





## WATCH AND ACT MOVE/STAY INDOORS

**[Location]**  
**Severe Weather (Descriptor)**

**Issued:** [time, day, date, year]

**Next update:** [time, day, date, year] or as the situation changes.

[Insert issuing agency] advises people in the following area(s):

- [Add location(s) here]

to **MOVE/STAY INDOORS** due to a [dangerous/severe] [dust storm/thunderstorm/severe weather] that is [approaching now/approaching very soon].

For non-life-threatening flood and storm emergency assistance, contact SES on 132500, 132500.qld.gov.au, or the SES Assistance Qld app on Android or iOS. In a life-threatening situation, call Triple Zero (000) immediately.

### What are we expecting?

The Bureau of Meteorology advises [insert BOM prediction here, including time/when it's expected to hit].

- Damaging hail.
- Very heavy rain making it dangerous to drive, flash flooding is possible.
- Dust storms with the potential to cause respiratory issues.
- Strong winds causing debris like fallen trees, powerlines could come down and the power could go out.

### What you need to do:

- Find out how to get ready for severe weather at the [Get Ready Queensland website \(Get Prepared\)](#).
- Close doors and windows and move or stay indoors clear of windows.
- If you must travel, consider the consequences of road conditions and closures, and make alternate arrangements for work, children, and travel.
- Put your pets somewhere safe, ensure they can be easily identified if they get lost.
- Keep medications close by.
- Charge mobile phones and power banks in case power goes out.
- Locate your emergency kit in case you lose power.
- If caught outdoors, shelter under sturdy cover away from trees, and power lines.
- Warn friends, family, and neighbors in the area.
- If you are camping, caravanning or outdoors, pack up your campsite or fully secure it. Go to a strong building or structure now like a picnic shelter, amenities block or bridge. Do not shelter under trees.

### If you find it hard to move quickly or have special or medical needs:

- Use your Person-Centred Emergency Plan (P-CEP) now if you have one.
- Make sure you have enough medicine for at least one week.
- If anyone in your house uses powered medical equipment, like a dialysis machine or ventilator, decide now where you will go in case you lose power.
- Call your support person or service to organise transport if you need to leave.

### If you are a tourist, visitor, camper or caravanner:

- Campers and caravanners should remain inside your caravan or find building or structure that will protect you from the weather like a picnic shelter, amenities block or bridge.
- If you do not need to be in the warning area, leave now. Check road conditions and plan your route before you leave.
- Be ready to move if the situation gets worse.
- Ask the campground owners whether the site floods.
- Check your surroundings of water catchments, and monitor conditions.

### For more information:

- Follow our local council disaster dashboard here [insert disaster dashboard link].
- Listen to your local radio [add ABC local radio or other station and frequency].
- For power outage information go to [energex.com.au](#) or [ergon.com.au/network](#) [select energy provider].
- Check the latest weather, warnings, rainfall, and river heights at the [Bureau of Meteorology Queensland website](#).



# WATCH AND ACT MONITOR CONDITIONS

**[Location]**  
**Severe Weather (Descriptor)**

**Issued:** [time, day, date, year]

**Next update:** [time, day, date, year] or as the situation changes.

[Insert issuing agency] advises people in the following area(s):

- [Add location(s) here]

to **MONITOR CONDITIONS** due to a [dangerous/severe] [dust storm/thunderstorm/severe weather] that is [approaching now/approaching very soon].

For non-life-threatening flood and storm emergency assistance, contact SES on 132500, [132500.qld.gov.au](https://132500.qld.gov.au), or the SES Assistance Qld app on Android or iOS. In a life-threatening situation, call Triple Zero (000) immediately.

## What are we expecting?

The Bureau of Meteorology advises [insert BOM prediction here, including time/when it's expected to hit].

- Damaging hail.
- Very heavy rain making it dangerous to drive, flash flooding is possible.
- Dust storms with the potential to cause respiratory issues.
- Strong winds causing debris like fallen trees, powerlines could come down and the power could go out.

## What you need to do:

- Find out how to get ready for severe weather at the [Get Ready Queensland website \(Get Prepared\)](#).
- Keep medications close by.
- Consider parking your car under cover and away from trees, powerlines, and drains.
- Consider securing or putting away items, such as outdoor furniture, trampolines and roofing iron that could blow around in strong winds.
- Prepare for if the power goes out.
- If you have children make sure they are with you or an adult you trust.
- Tell friends, family, and neighbours in the area.

## If you find it hard to move quickly or have special or medical needs:

- Use your Person-Centred Emergency Plan (P-CEP) now if you have one.
- Make sure you have enough medicine for at least one week.
- If anyone in your house uses powered medical equipment, like a dialysis machine or ventilator, decide now where you will go in case you lose power.
- Call your support person or service to organise transport if you need to leave.
- Leaving early is safer than waiting.

## If you are a tourist, visitor, camper or caravanner:

- Campers and caravanners should consider packing up now.
- If you do not need to be in the warning area, leave now. Check road conditions and plan your route before you leave.
- Be ready to move if the situation gets worse.
- Ask the campground owners whether the site floods.
- Check your surroundings of water catchments, and monitor conditions.

## For more information:

- Follow our local council disaster dashboard here [insert disaster dashboard link].
- Listen to your local radio [add ABC local radio or other station and frequency].
- For power outage information go to [energex.com.au](https://energex.com.au) or [ergon.com.au/network](https://ergon.com.au/network) [select energy provider].
- Check the latest weather, warnings, rainfall, and river heights at the [Bureau of Meteorology Queensland website](#).
- Check road closures at the [QLD Traffic website](#) or for phone service call 13 19 40.
- Check disruptions to public transport at the [Translink website](#).



# WATCH AND ACT PREPARE NOW

## [Location] Severe Weather (Descriptor)

**Issued:** [time, day, date, year]

**Next update:** [time, day, date, year] or as the situation changes.

[Insert issuing agency] advises people in the following area(s):

- [Add location(s) here]

to **PREPARE NOW** due to a [dangerous/severe] [dust storm/thunderstorm/severe weather] that is [approaching now/approaching very soon].

For non-life-threatening flood and storm emergency assistance, contact SES on 132500, 132500.qld.gov.au, or the SES Assistance Qld app on Android or iOS. In a life-threatening situation, call Triple Zero (000) immediately.

### What are we expecting?

The Bureau of Meteorology advises [insert BOM prediction here, including time/when it's expected to hit].

- Damaging hail.
- Very heavy rain making it dangerous to drive, flash flooding is possible.
- Dust storms with the potential to cause respiratory issues.
- Strong winds causing debris like fallen trees, powerlines could come down and the power could go out.

### What you need to do:

- Find out how to get ready for severe weather at the [Get Ready Queensland website \(Get Prepared\)](#).
- Close doors and windows and move or stay indoors clear of windows.
- If you must travel, consider the consequences of road conditions and closures, and make alternate arrangements for work, children, and travel.
- Pack away, tie down, or secure outdoor furniture, toys, and trampolines.
- If your roof or house is struck by a fallen tree/branch or other large debris - stay clear and remain indoors if you can. It may have been structurally weakened, even if there is no obvious damage.
- Put your pets somewhere safe, ensure they can be easily identified if they get lost.
- Keep medications close by.
- Charge mobile phones and power banks in case power goes out.
- Locate your emergency kit in case you lose power.
- If caught outdoors, shelter under sturdy cover away from trees, and power lines.
- Stay clear of fallen trees, power lines and damaged buildings.
- Do not drive in floodwater. If you come to a flooded road turn around and go another way. Turn your headlights during severe weather.
- Warn friends, family, and neighbors in the area.

### If you decide to leave early:

- Lift important things onto bed, tables, shelves or upstairs to protect them.
- Lift waste containers, chemicals, and poisons up high.
- Pack enough clothes, food, water, medicine, baby items (like nappies, formula) and pet food for [three / five / other] days. Plan not to have a fridge or microwave.
- Take your pets, mobile phone charger, battery-powered radio, torch, and valuables like photos, cash, and important documents (like identification, insurance, or banking records).
- Lock windows and doors.
- Go to a safe place, away from severe weather. This could be with family or a friend.
- If you come to a flooded road, turn around and go another way. Do not drive through floodwater.

### If you find it hard to move quickly or have special or medical needs:

- Use your Person-Centred Emergency Plan (P-CEP) now if you have one.
- Make sure you have enough medicine for at least one week.
- If anyone in your house uses powered medical equipment, like a dialysis machine or ventilator, decide now where you will go in case you lose power.
- Call your support person or service to organise transport if you need to leave.

- Leaving early is safer than waiting.

**If you are a tourist, visitor, camper or caravanner:**

- Campers and caravanners should consider packing up now.
- If you do not need to be in the warning area, leave now. Check road conditions and plan your route before you leave.
- Be ready to move if the situation gets worse.
- Ask the campground owners whether the site floods.
- Check your surroundings of water catchments, and monitor conditions.

**For more information:**

- Follow our local council disaster dashboard here [\[insert disaster dashboard link\]](#).
- Listen to your local radio [\[add ABC local radio or other station and frequency\]](#).
- For power outage information go to [energex.com.au](http://energex.com.au) or [ergon.com.au/network](http://ergon.com.au/network) [\[select energy provider\]](#).
- Check the latest weather, warnings, rainfall, and river heights at the [Bureau of Meteorology Queensland website](#).
- Check road closures at [the QLD Traffic website](#) or for phone service call 13 19 40.
- Check disruptions to public transport at the [Translink website](#).



# WATCH AND ACT PREPARE TO LEAVE

## [Location] Severe Weather (Descriptor)

**Issued:** [time, day, date, year]

**Next update:** [time, day, date, year] or as the situation changes.

[Insert issuing agency] advises people in the following area(s):

- [Add location(s) here]

to **PREPARE TO LEAVE** due to a [dangerous/severe] [dust storm/thunderstorm/severe weather] that is [approaching now/approaching very soon]. An [evacuation centre/registration point/assembly] area has been set up here (insert link/area)

For non-life-threatening flood and storm emergency assistance, contact SES on 132500, 132500.qld.gov.au, or the SES Assistance Qld app on Android or iOS. In a life-threatening situation, call Triple Zero (000) immediately.

### What are we expecting?

The Bureau of Meteorology advises [insert BOM prediction here, including time/when it's expected to hit].

- Damaging hail.
- Very heavy rain making it dangerous to drive, flash flooding is possible.
- Dust storms with the potential to cause respiratory issues.
- Strong winds causing debris like fallen trees, powerlines could come down and the power could go out.

### What you need to do:

- Find out how to get ready for severe weather at the [Get Ready Queensland website \(Get Prepared\)](#).
- If you choose to leave now, consider the consequences of road conditions and closures, and make alternate arrangements for work, children, and travel.
- Pack away, tie down, or secure outdoor furniture, toys, and trampolines.
- Put your pets somewhere safe, ensure they can be easily identified if they get lost.
- Keep medications close by.
- Charge mobile phones and power banks in case power goes out.
- Warn friends, family, and neighbors in the area.

### If you find it hard to move quickly or have special or medical needs:

- Use your Person-Centred Emergency Plan (P-CEP) now if you have one.
- Make sure you have enough medicine for at least one week.
- If anyone in your house uses powered medical equipment, like a dialysis machine or ventilator, decide now where you will go in case you lose power.
- Call your support person or service to organise transport if you need to leave.
- Leaving early is safer than waiting.

### If you are a tourist, visitor, camper or caravanner:

- Campers and caravanners should start packing up now.
- If you do not need to be in the warning area, leave now. Check road conditions and plan your route before you leave.
- Be ready to move if the situation gets worse.
- Ask the campground owners whether the site floods.
- Check your surroundings of water catchments, and monitor weather conditions.

### For more information:

- Follow our local council disaster dashboard here [insert disaster dashboard link].
- Listen to your local radio [add ABC local radio or other station and frequency].
- For power outage information go to [energex.com.au](#) or [ergon.com.au/network](#) [select energy provider].
- Check the latest weather, warnings, rainfall, and river heights at the [Bureau of Meteorology Queensland website](#).
- Check road closures at [the QLD Traffic website](#) or for phone service call 13 19 40.
- Check disruptions to public transport at the [Translink website](#).

LEAVE BY [XX:XX AM/PM]



# EMERGENCY WARNING

## LEAVE BY [XX:XX AM/PM]

### [Location]

### Severe Weather (Descriptor)

**Issued:** [time, day, date, year]

**Next update:** [day/date/time] or as the situation changes.

[Insert issuing agency] advises people in the following location(s):

- [Add location(s) here]

to **LEAVE BY** [time, day, date] due to a [dangerous/severe] [dust storm/thunderstorm/severe weather] that is [approaching now/approaching very soon].

**If your life is in danger call Triple Zero (000) immediately. For non-life-threatening flood and storm emergency assistance, contact SES on 132500, 132500.qld.gov.au, or the SES Assistance Qld app on Android or iOS.**

#### What are we expecting?

The Bureau of Meteorology advises [insert BOM prediction here, including time/when it's expected to hit].

- Large damaging hail.
- Very heavy rain making it dangerous to drive, and flash flooding in low lying areas.
- Very strong winds, causing fallen trees and branches that can damage houses, cars, and roads.
- Some homes and buildings could flood.
- Some roads can be blocked by floodwater.

#### What you need to do:

- Leave now and go to a safe place.
- Take your mobile phone, charger, medicine, identification, cash, and keys with you.
- Take enough clothes, food, water, medicine, baby items (like nappies, formula) and pet food for [three / five / other] days. Plan not to have a fridge or microwave.
- If you have children make sure they are with you or an adult you trust.
- Decide how you will get to your safe place.
- If you find it hard to move quickly, leave as soon as you can. If you do not drive, call your support service, a family member, or a friend to organise transport.
- Stay away from windows if there is large hail.
- Keep medications close by.
- Put your pets somewhere safe and make sure they can be identified in case they get lost.
- It is too dangerous to drive. Pull over in a safe place away from trees and creeks.
- If you come to a flooded road, turn around and go another way. Do not drive through floodwater. Do not walk or swim through flood water.
- If driving conditions are dangerous, safely pull over on higher ground away from trees, drains, low-lying areas, and floodwater. Find alternative travel routes if roads or underpasses are flooded.
- Warn family and friends.
- If you are camping, caravanning or outdoors, pack up your campsite.

#### For more information:

- Follow our local council disaster dashboard here [insert disaster dashboard link].
- Listen to your local radio [add ABC local radio or other station and frequency].
- For power outage information go to [energex.com.au](http://energex.com.au) or [ergon.com.au/network](http://ergon.com.au/network) [select energy provider].
- Check the latest weather, warnings, rainfall, and river heights at the [Bureau of Meteorology Queensland website](http://Bureau of Meteorology Queensland website).
- Check road closures at [the QLD Traffic website](http://the QLD Traffic website) or for phone service call 13 19 40.
- Check disruptions to public transport at the [Translink website](http://Translink website).





# EMERGENCY WARNING SHELTER INDOORS NOW

**[Location]**  
**Severe Weather (Descriptor)**

**Issued:** [time, day, date, year]

**Next update:** [day/date/time] or as the situation changes.

[Insert issuing agency] advises people in the following location(s):

- [Add location(s) here]

to **SHELTER INDOORS NOW** due to a [dangerous/severe] [dust storm/thunderstorm/severe weather] that is [approaching now/approaching very soon].

**If your life is in danger call Triple Zero (000) immediately. For non-life-threatening flood and storm emergency assistance, contact SES on 132500, 132500.qld.gov.au, or the SES Assistance Qld app on Android or iOS.**

## What are we expecting?

The Bureau of Meteorology advises [insert BOM prediction here, including time/when it's expected to hit].

- Large damaging hail.
- Very heavy rain making it dangerous to drive, and flash flooding in low lying areas.
- Very strong winds, causing fallen trees and branches that can damage houses, cars, and roads.
- Powerlines could come down and the power could go out in some areas.
- Power, phones, internet, and water might stop working in some places.
- Dust storms and strong winds can cause respiratory issues.

## What you need to do:

- Go inside a strong building now. Stay inside until the severe weather has passed.
- If you have children make sure they are with you or an adult you trust.
- Close doors and windows.
- Turn your air-conditioner on to re-circulation mode.
- Stay away from windows if there is large hail.
- Keep medications close by.
- Put your pets somewhere safe and make sure they can be identified in case they get lost.
- It is too dangerous to drive. Pull over in a safe place away from trees and creeks.
- If flood water comes inside, move to a higher point like the kitchen bench or the second storey.
- Warn family and friends.
- If you are camping, caravanning or outdoors, pack up your campsite or fully secure it. Go to a strong building or structure now like an amenities block or bridge. Do not shelter under trees.

## For more information:

- Follow our local council disaster dashboard here [insert disaster dashboard link].
- Listen to your local radio [add ABC local radio or other station and frequency].
- For power outage information go to [energex.com.au](http://energex.com.au) or [ergon.com.au/network](http://ergon.com.au/network) [select energy provider].
- Check the latest weather, warnings, rainfall, and river heights at the [Bureau of Meteorology Queensland website](http://Bureau of Meteorology Queensland website).
- Check road closures at [the QLD Traffic website](http://the QLD Traffic website) or for phone service call 13 19 40.
- Check disruptions to public transport at the [Translink website](http://Translink website).





# EMERGENCY WARNING TOO DANGEROUS TO LEAVE

**[Location]**  
**Severe Weather (Descriptor)**

**Issued:** [time, day, date, year]

**Next update:** [day/date/time] or as the situation changes.

[Insert issuing agency] advises people in the following location(s):

- [Add location(s) here]

to **TOO DANGEROUS TO LEAVE** due to a [dangerous/severe] [dust storm/thunderstorm/severe weather] that is [approaching now/approaching very soon].

**If your life is in danger call Triple Zero (000) immediately. For non-life-threatening flood and storm emergency assistance, contact SES on 132500, 132500.qld.gov.au, or the SES Assistance Qld app on Android or iOS.**

## What are we expecting?

The Bureau of Meteorology advises [insert BOM prediction here, including time/when it's expected to hit].

- Large damaging hail.
- Very heavy rain making it dangerous to drive, and flash flooding in low lying areas.
- Very strong winds, causing fallen trees and branches that can damage houses, cars, and roads.
- Powerlines could come down and the power could go out in some areas.
- Power, phones, internet, and water might stop working in some places.
- Some homes and buildings could get flooding inside.
- Dust storms and strong winds can cause respiratory issues.
- Some roads can be blocked by floodwater.

## What you need to do:

- Go inside a strong building now. Stay inside until the severe weather has passed.
- If you have children make sure they are with you or an adult you trust.
- Close doors and windows.
- Turn your air-conditioner on to re-circulation mode.
- Stay away from windows if there is large hail.
- Keep medications close by.
- Put your pets somewhere safe and make sure they can be identified in case they get lost.
- Stay where you are and get up as high as you safely can. This could be upstairs or on the roof if it is safe to do so.
- Help other people who are with you if you can.
- Stay in place until you are rescued, or the water goes down enough to safely leave.
- Warn family and friends.
- If you are camping, caravanning or outdoors, pack up your campsite or fully secure it. Go to a strong building or structure now like an amenities block or bridge. Do not shelter under trees.

## For more information:

- Follow our local council disaster dashboard here [insert disaster dashboard link].
- Listen to your local radio [add ABC local radio or other station and frequency].
- For power outage information go to [energex.com.au](http://energex.com.au) or [ergon.com.au/network](http://ergon.com.au/network) [select energy provider].
- Check the latest weather, warnings, rainfall, and river heights at the [Bureau of Meteorology Queensland website](http://Bureau of Meteorology Queensland website).
- Check road closures at [the QLD Traffic website](http://the QLD Traffic website) or for phone service call 13 19 40.
- Check disruptions to public transport at the [Translink website](http://Translink website).

### AVOID THE AREA



## ADVICE AVOID THE AREA [Location] Flood (Descriptor)

Issued: [time, day, date, year]

This will be the last warning issued for this flood in [location].

[Insert Issuing Agency] advises that people from the following area(s):

- [Add location(s) here]

should **AVOID THE AREA**. You should avoid the area the area as flood damage can be widespread.

#### What we are expecting:

- Roads and buildings have been badly damaged.
- Power and water are off in some places. These will be restored when it is safe.
- There is a lot of mud and rubbish on the ground and in the water.
- There could be more snakes, spiders, and rats inside.

#### What you need to do:

- Stay away from creeks, rivers, and drains.
- Drive slowly, plan your route carefully to avoid any flooded roads and allow extra travel time.
- Never drive, walk, ride, play or swim in flood water. If it's flooded, forget it.
- Be aware of road hazards including mud and debris.
- Check in on your neighbours, animals, and livestock if safe to do so.
- Stay away from the area unless you live or work there, or you are helping.

#### Support and recovery help:

- For non-life-threatening flood and storm emergency assistance, contact SES on 132500, 132500.qld.gov.au, or the SES Assistance Qld app on Android or iOS.
- Go to [insert council name and website] for clean-up and recovery information.
- Recovery services are available [insert details of organisations actively involved; ideally on the ground]:
  - Agency – Location, full address and times.
- For general relief and recovery information go to the [Get Ready Queensland website \(After a Disaster\)](#).
- Natural disasters can affect your mental health. If you need help, call any of these groups:
  - Lifeline: Go to [lifeline.org.au](https://lifeline.org.au) or phone 13 11 14.
  - Beyond Blue: Go to [beyondblue.org.au](https://beyondblue.org.au) or phone 1300 224 636.
  - Kids Helpline: Go to [kidshelpline.com.au](https://kidshelpline.com.au) or phone 1800 551 800.

#### For more information:

- Follow our local council disaster dashboard here [insert disaster dashboard link].
- Listen to your local radio [add ABC local radio or other station and frequency].
- For power outage information go to [energex.com.au](https://energex.com.au) or [ergon.com.au/network](https://ergon.com.au/network) [select energy provider].
- Check the latest weather, warnings, rainfall, and river heights at the [Bureau of Meteorology Queensland website](#).
- Check road closures at [the QLD Traffic website](#) or for phone service call 13 19 40.
- Check disruptions to public transport at the [Translink website](#).



# ADVICE MONITOR CONDITIONS

## [Location] Flood (Descriptor)

**Issued:** [time, day, date, year]

**Next update:** [time, day, date, year] or as the situation changes.

[Insert issuing agency] advises people in the following location(s):

- [Add location(s) here]

to **MONITOR CONDITIONS** of the [minor/moderate/major/flash] flooding on the [river/street/area name].

**For non-life-threatening flood and storm emergency assistance, contact SES on 132500, 132500.qld.gov.au, or the SES Assistance Qld app on Android or iOS. In a life-threatening situation, call Triple Zero (000) immediately.**

### What are we expecting?

The Bureau of Meteorology advises [insert BOM prediction here, including time/when it's expected to hit].

- Bridges and low lying roads may be impacted by floodwater.
- Transportation may be out of service.
- Once the floodwater reaches [X] metres, expected at [Time AM/PM today/tomorrow date], safe evacuation routes are likely to be cut off.
- You [may/will] become isolated until flood waters recede.

### What you need to do:

- Find out how to get ready for a flood at the [Get Ready Queensland website \(Get Prepared\)](#).
- Never drive, walk, ride through, play or swim in flood water. If it's flooded, forget it.
- Consider the consequences of road and bridge closures. Damage to roads, bridges or buildings caused by flooding and landslip may exist in your area. Consider the need to make alternate arrangements for work, children, and travel.
- Drive to conditions and remain alert. Be aware of road hazards including mud, debris, and water in low lying areas.
- Obey all signs about road closures and instructions from emergency services.
- Get and fill sandbags in case you need to block doors and stop water getting inside. You can get sandbags from **XX**.
- Use sandbags to block toilets, sinks and drains to stop sewerage backflow.
- Tell friends, family, and neighbours in the area.

### If you find it hard to move quickly or have special or medical needs:

- Use your Person-Centred Emergency Plan (P-CEP) now if you have one.
- Make sure you have enough medicine for at least one week.
- If anyone in your house uses powered medical equipment, like a dialysis machine or ventilator, decide now where you will go in case you lose power.
- Call your support person or service to organise transport if you need to leave.
- Leaving early is safer than waiting.

### If you are a tourist, visitor, camper or caravanner:

- Campers and caravanners should start packing up now.
- If you do not need to be in the warning area, leave now. Check road conditions and plan your route before you leave.
- Be ready to move if the situation gets worse.
- Ask the campground owners whether the site floods.
- Check your surroundings of water catchments, and monitor conditions.

### For more information:

- Follow our local council disaster dashboard here [insert disaster dashboard link].
- Listen to your local radio [add ABC local radio or other station and frequency].
- For power outage information go to [energex.com.au](#) or [ergon.com.au/network](#) [select energy provider].
- Check the latest weather, warnings, rainfall, and river heights at the [Bureau of Meteorology Queensland website](#).
- Check road closures at [the QLD Traffic website](#) or for phone service call 13 19 40.
- Check disruptions to public transport at the [Translink website](#).



# ADVICE PREPARE NOW

## [Location] Flood (Descriptor)

**Issued:** [time, day, date, year]

**Next update:** [time, day, date, year] or as the situation changes.

[Insert issuing agency] advises people in the following area(s):

- [Add location(s) here]

to **PREPARE NOW** for the [minor/moderate/major/flash] flooding on the [river/street/area name].

**For non-life-threatening flood and storm emergency assistance, contact SES on 132500, 132500.qld.gov.au, or the SES Assistance Qld app on Android or iOS. In a life-threatening situation, call Triple Zero (000) immediately.**

### What are we expecting?

The Bureau of Meteorology advises [insert BOM prediction here, including time/when it's expected to hit].

- Bridges and low lying roads may be impacted by floodwater.
- Transportation may be out of service.
- Once the floodwater reaches [X] metres, expected at [Time AM/PM today/tomorrow date], safe evacuation routes are likely to be cut off.
- You [may/will] become isolated until flood waters recede.

### What you need to do:

- Find out how to get ready for a flood at the [Get Ready Queensland website \(Get Prepared\)](#).
- Never drive, walk, ride, play or swim in flood water. If it's flooded, forget it.
- Decide if you and the people you live with will leave if floodwaters get close to your house.
- If you have children make sure they are with you or a responsible adult.
- Be prepared to have no power. Charge mobile phones and other electronic devices now.
- Get and fill sandbags in case you need to block doors and stop water getting inside. You can get sandbags from **XX**.
- Use sandbags to block toilets, sinks and drains to stop sewerage backflow.
- Tell friends, family, and neighbours in the area. Help others if you can.

### If you decide to leave early:

- Lift important things onto bed, tables, shelves or upstairs to protect them.
- Lift waste containers, chemicals, and poisons up high.
- Pack enough clothes, food, water, medicine, baby items (like nappies, formula) and pet food for [three / five / other] days. Plan not to have a fridge or microwave.
- Take your pets, mobile phone charger, battery-powered radio, torch, and valuables like photos, cash, and important documents (like identification, insurance, or banking records).
- Lock windows and doors.
- Go to a safe place, away from flooding. This could be with family or a friend.
- If you come to a flooded road, turn around and go another way. Do not drive through floodwater.

### If you find it hard to move quickly or have special or medical needs:

- Use your Person-Centred Emergency Plan (P-CEP) now if you have one.
- Make sure you have enough medicine for at least one week.
- If anyone in your house uses powered medical equipment, like a dialysis machine or ventilator, decide now where you will go in case you lose power.
- Call your support person or service to organise transport if you need to leave.
- Leaving early is safer than waiting.

### If you are a tourist, visitor, camper or caravanner:

- Campers and caravanners should start packing up now.
- If you do not need to be in the warning area, leave now. Check road conditions and plan your route before you leave.
- Be ready to move if the situation gets worse.
- Ask the campground owners whether the site floods.

- Check your surroundings of water catchments, and monitor conditions.

**For more information:**

- Follow our local council disaster dashboard here [\[insert disaster dashboard link\]](#).
- Listen to your local radio [\[add ABC local radio or other station and frequency\]](#).
- For power outage information go to [energex.com.au](http://energex.com.au) or [ergon.com.au/network](http://ergon.com.au/network) [\[select energy provider\]](#).
- Check the latest weather, warnings, rainfall, and river heights at the [Bureau of Meteorology Queensland website](#).
- Check road closures at [the QLD Traffic website](#) or for phone service call 13 19 40.
- Check disruptions to public transport at the [Translink website](#).



# ADVICE

## RETURN WITH CAUTION

### [Location] Flood (Descriptor)

**Issued:** [time, day, date, year]

**This will be the last warning issued for this flood in [location].**

[Insert Issuing Agency] advises people from the following area(s):

- [Add location(s) here]

can **RETURN WITH CAUTION**. You should take care when returning to the area as flood damage can be widespread.

#### What we are expecting:

- Roads and buildings have been badly damaged.
- Power and water are off in some places. These will be restored when it is safe.
- There could be more snakes, spiders, and rats inside.

#### What you need to do:

- Return to your home or business to check the damage.
- Stay away from creeks, rivers, and drains.
- Drive slowly, plan your route carefully to avoid any flooded roads and allow extra travel time.
- Never drive, walk, ride through, play or swim in flood water. If it's flooded, forget it.
- Be aware of road hazards including mud and debris.
- Check in on your neighbours, animals, and livestock if safe to do so.
- Stay away from the area unless you live or work there, or you are helping.

#### If your home or business has been flooded:

- Make sure your property is safe before entering. Check for damage to windows, walls and the roof and be careful of potential dangers including asbestos.
- Make sure the electricity and gas are turned off before going inside. Carry out inspections inside buildings.
- If power points, electrical equipment, appliances or electrical hot water systems have been exposed to floodwater or are water damaged in any way, they must be inspected by a qualified electrician before use.
- Gas appliances and gas bottles that have been exposed to floodwater should be inspected for safety before use.
- Sandbags that have been in contact with floodwater need to be thrown away. Sturdy gloves should be worn when handling wet sandbags as they can contain chemicals, waste, and diseases from floodwater.
- Protect your health and safety; wear boots, gloves and protective clothing when cleaning up, wash your hands and clothes often, throw away food that should be kept cold or frozen if you lost power.
- If safe, clean, and dry out the building as soon as you can.

#### Support and recovery help:

- For non-life-threatening flood and storm emergency assistance, contact SES on 132500, 132500.qld.gov.au, or the SES Assistance Qld app on Android or iOS.
- Go to [insert council name and website] for clean-up and recovery information.
- Recovery services are available [insert details of organisations actively involved; ideally on the ground]:
  - Agency – Location, full address and times.
- For general relief and recovery information go to the [Get Ready Queensland website \(After a Disaster\)](#).
- Natural disasters can affect your mental health. If you need help, call any of these groups:
  - Lifeline: Go to [lifeline.org.au](http://lifeline.org.au) or phone 13 11 14.
  - Beyond Blue: Go to [beyondblue.org.au](http://beyondblue.org.au) or phone 1300 224 636.
  - Kids Helpline: Go to [kidshelpline.com.au](http://kidshelpline.com.au) or phone 1800 551 800.

#### For more information:

- Follow our local council disaster dashboard here [insert disaster dashboard link].
- Listen to your local radio [add ABC local radio or other station and frequency].
- For power outage information go to [energex.com.au](http://energex.com.au) or [ergon.com.au/network](http://ergon.com.au/network) [select energy provider].
- Check the latest weather, warnings, rainfall, and river heights at the [Bureau of Meteorology Queensland website](#).
- Check road closures at [the QLD Traffic website](#) or for phone service call 13 19 40.
- Check disruptions to public transport at the [Translink website](#).





# ADVICE

## STAY INFORMED

### [Location] Flood (Descriptor)

**Issued:** [time, day, date, year]

**Next update:** [time, day, date, year] or as the situation changes.

[Insert issuing agency] advises people in the following location(s):

- [Add location(s) here]

to **STAY INFORMED** of the [minor/moderate/major/flash] flooding on the [river/street/area name].

**For non-life-threatening flood and storm emergency assistance, contact SES on 132500, 132500.qld.gov.au, or the SES Assistance Qld app on Android or iOS. In a life-threatening situation, call Triple Zero (000) immediately.**

#### What are we expecting?

The Bureau of Meteorology advises [insert BOM prediction here, including time/when it's expected to hit].

- Bridges and low lying roads may be impacted by floodwater.
- Transportation may be out of service.
- Once the floodwater reaches [X] metres, expected at [Time AM/PM today/tomorrow date], safe evacuation routes are likely to be cut off.
- You [may/will] become isolated until flood waters recede.

#### What you need to do:

- Find out how to get ready for a flood at the [Get Ready Queensland website \(Get Prepared\)](#).
- Never drive, walk, ride through, play or swim in flood water. If it's flooded, forget it.
- Consider the consequences of road and bridge closures. Damage to roads, bridges or buildings caused by flooding and landslip may exist in your area. Consider the need to make alternate arrangements for work, children, and travel.
- Drive to conditions and remain alert. Be aware of road hazards including mud, debris, and water in low lying areas.
- Obey all signs about road closures and instructions from emergency services.
- Get and fill sandbags in case you need to block doors and stop water getting inside. You can get sandbags from XX.
- Use sandbags to block toilets, sinks and drains to stop sewerage backflow.
- Tell friends, family, and neighbours in the area.

#### If you find it hard to move quickly or have special or medical needs:

- Use your Person-Centred Emergency Plan (P-CEP) now if you have one.
- Make sure you have enough medicine for at least one week.
- If anyone in your house uses powered medical equipment, like a dialysis machine or ventilator, decide now where you will go in case you lose power.
- Call your support person or service to organise transport if you need to leave.
- Leaving early is safer than waiting.

#### If you are a tourist, visitor, camper or caravanner:

- Campers and caravanners should start packing up now.
- If you do not need to be in the warning area, leave now. Check road conditions and plan your route before you leave.
- Be ready to move if the situation gets worse.
- Ask the campground owners whether the site floods.
- Check your surroundings of water catchments, and monitor conditions.

#### For more information:

- Follow our local council disaster dashboard here [insert disaster dashboard link].
- Listen to your local radio [add ABC local radio or other station and frequency].
- For power outage information go to [energex.com.au](http://energex.com.au) or [ergon.com.au/network](http://ergon.com.au/network) [select energy provider].
- Check the latest weather, warnings, rainfall, and river heights at the [Bureau of Meteorology Queensland website](#).
- Check road closures at [the QLD Traffic website](#) or for phone service call 13 19 40.
- Check disruptions to public transport at the [Translink website](#).

### AVOID THE AREA



## WATCH AND ACT AVOID THE AREA

[Location]  
Flood (Descriptor)

**Issued:** [time, day, date, year]

**Next update:** [time, day, date, year] or as the situation changes.

[Insert issuing agency] advises people in the following location(s):

- [Add location(s) here]

to **AVOID THE AREA** due to the [minor/moderate/major/flash] flooding and damage to the area.

For non-life-threatening flood and storm emergency assistance, contact SES on 132500, [132500.qld.gov.au](https://132500.qld.gov.au), or the SES Assistance Qld app on Android or iOS. In a life-threatening situation, call Triple Zero (000) immediately.

### What are we expecting?

The Bureau of Meteorology advises [insert BOM prediction here, including time/when it's expected to hit]

- Flood water is starting to go down, but it is still dangerous because [of dangerous, major, wide-spread, fast-moving and/or unpredictable flooding]
- There has been significant flood damage to infrastructure and dangerous hazards within the area.

### What you need to do:

- If you evacuated, stay where you are until you are told it safe to go back.
- If you did not leave, stay in your safe place until flood waters go down.
- If you have children make sure they are with you or an adult you trust.
- Some places do not have clean water. Tap water is not safe to drink.
- Mobile phones and internet might not work.
- Some places do not have power. There may also be electrical hazards.
- The number of mosquitos can grow after a flood. Protect your health and safety by using repellent, wear closed in shoes, long sleeves and pants, and empty containers that have water in them.
- Share this information with family, friends, and neighbors where possible.

### Support and recovery help:

- Go to [insert council name and website] for clean-up and recovery information.
- Recovery services are available [insert details of organisations actively involved; ideally on the ground]:
  - Agency – Location, full address and times.
  - Agency – Location, full address and times.
- For general relief and recovery information go to the [Get Ready Queensland website \(After a Disaster\)](#).
- Natural disasters can affect your mental health. If you need help, call any of these groups:
  - Lifeline: Go to [lifeline.org.au](https://lifeline.org.au) or phone 13 11 14.
  - Beyond Blue: Go to [beyondblue.org.au](https://beyondblue.org.au) or phone 1300 224 636.
  - Kids Helpline: Go to [kidshelpline.com.au](https://kidshelpline.com.au) or phone 1800 551 800.

### For more information:

- Follow our local council disaster dashboard here [insert disaster dashboard link].
- Listen to your local radio [add ABC local radio or other station and frequency].
- For power outage information go to [energex.com.au](https://energex.com.au) or [ergon.com.au/network](https://ergon.com.au/network) [select energy provider].
- Check the latest weather, warnings, rainfall, and river heights at the [Bureau of Meteorology Queensland website](#).
- Check road closures at [the QLD Traffic website](#) or for phone service call 13 19 40.
- Check disruptions to public transport at the [Translink website](#).



# WATCH AND ACT MONITOR CONDITIONS

[Location]  
Flood (Descriptor)

**Issued:** [time, day, date, year]

**Next update:** [time, day, date, year] or as the situation changes.

[Insert issuing agency] advises people in the following area(s):

- [Add location(s) here]

to **MONITOR CONDITIONS** for the [minor/moderate/major/flash] flooding on the [river/street/area name].

**For non-life-threatening flood and storm emergency assistance, contact SES on 132500, 132500.qld.gov.au, or the SES Assistance Qld app on Android or iOS. In a life-threatening situation, call Triple Zero (000) immediately.**

### What are we expecting?

The Bureau of Meteorology advises [insert BOM prediction here, including time/when it's expected to hit].

- Bridges and low lying roads may be impacted by floodwater.
- Transportation may be out of service.
- Once the floodwater reaches [X] metres, expected at [Time AM/PM today/tomorrow date], safe evacuation routes are likely to be cut off.
- You [may/will] become isolated until flood waters recede.

### What you need to do:

- If it's flooded, forget it. Stay out of flood water.
- Decide if you, and the people you live with, will leave if floodwaters get close to your house.
- If you have children make sure they are with you or an adult you trust.
- Be prepared to have no power. Charge mobile phones and other electronic devices now.
- Get and fill sandbags and block doors to stop water getting inside. You can get sandbags from **XX**.
- Use sandbags to block toilets, sinks and drains to stop sewerage backflow.
- Warn family, friends, and neighbours in the area. Help others if you can.

### If you find it hard to move quickly or have special or medical needs:

- Use your Person-Centred Emergency Plan (P-CEP) now if you have one.
- Make sure you have enough medicine for at least one week.
- If anyone in your house uses powered medical equipment, like a dialysis machine or ventilator, decide now where you will go in case you lose power.
- Call your support person or service to organise transport if you need to leave.
- Leaving early is safer than waiting.

### If you are a tourist, visitor, camper or caravanner:

- Campers and caravanners should start packing up now.
- If you do not need to be in the warning area, leave now. Check road conditions and plan your route before you leave.
- Be ready to move if the situation gets worse.
- Ask the campground owners whether the site floods.
- Check your surroundings of water catchments, and monitor conditions.

### For more information:

- Follow our local council disaster dashboard here [insert disaster dashboard link].
- Listen to your local radio [add ABC local radio or other station and frequency].
- For power outage information go to [energex.com.au](http://energex.com.au) or [ergon.com.au/network](http://ergon.com.au/network) [select energy provider].
- Check the latest weather, warnings, rainfall, and river heights at the [Bureau of Meteorology Queensland website](http://Bureau of Meteorology Queensland website).
- Check road closures at [the QLD Traffic website](http://the QLD Traffic website) or for phone service call 13 19 40.
- Check disruptions to public transport at the [Translink website](http://Translink website).



# WATCH AND ACT MOVE TO HIGHER GROUND

[Location]  
Flood (Descriptor)

**Issued:** [time, day, date, year]

**Next update:** [time, day, date, year] or as the situation changes.

[Insert issuing agency] advises people in the following area(s):

- [Add location(s) here]

to **MOVE TO HIGHER GROUND** by [time, date] due to the [minor/moderate/major/flash] flooding on the [river/street/area name].  
An [evacuation centre/registration point/assembly area] has been set up here [insert link/area]

**For non-life-threatening flood and storm emergency assistance, contact SES on 132500, 132500.qld.gov.au, or the SES Assistance Qld app on Android or iOS. In a life-threatening situation, call Triple Zero (000) immediately.**

## What are we expecting?

The Bureau of Meteorology advises [insert BOM prediction here, including time/when it's expected to hit].

- Once the floodwater reaches [X] metres, expected at [Time AM/PM today/tomorrow date], safe evacuation routes are likely to be cut off.

## What you need to do:

- Go and stay in a safe place in a high part of [town/your suburb/your city] away from creeks and rivers.
- Advise your family, friends, or neighbours of your location.
- Decide how you will get to your safe place. If you come to a flooded road, turn around and go another way. Do not drive through floodwater.

## If you are inside and can't leave safely:

- Stay inside and watch for rising flood water.
- If floodwater comes inside, move to a higher point like the kitchen bench or second storey and call Triple Zero (000).

## If you find it hard to move quickly or have special or medical needs:

- Use your Person-Centred Emergency Plan (P-CEP) now if you have one.
- Make sure you have enough medicine for at least one week.
- If anyone in your house uses powered medical equipment, like a dialysis machine or ventilator, decide now where you will go in case you lose power.
- Call your support person or service to organise transport if you need to leave.
- Leaving early is safer than waiting.

## If it is still safe, prepare your home quickly before you leave:

- Lift important things onto benches, tables, high shelves or upstairs.
- Block toilets, sinks and drains with sandbags to stop sewerage backflow if you can.
- Help others if you can.

## If you are a tourist, visitor, camper or caravanner:

- Campers and caravanners should start packing up now.
- If you do not need to be in the warning area, leave now. Check road conditions and plan your route before you leave.
- Be ready to move if the situation gets worse.
- Ask the campground owners whether the site floods.
- Check your surroundings of water catchments, and monitor conditions.

## For more information:

- Follow our local council disaster dashboard here [insert disaster dashboard link].
- Listen to your local radio [add ABC local radio or other station and frequency].
- For power outage information go to [energex.com.au](http://energex.com.au) or [ergon.com.au/network](http://ergon.com.au/network) [select energy provider].
- Check the latest weather, warnings, rainfall, and river heights at the [Bureau of Meteorology Queensland website](http://Bureau of Meteorology Queensland website).
- For information on what to do during a disaster visit the [Get Ready Queensland website \(During a Disaster\)](http://Get Ready Queensland website (During a Disaster)).
- Check road closures at [the QLD Traffic website](http://the QLD Traffic website) or for phone service call 13 19 40.
- Check disruptions to public transport at the [Translink website](http://Translink website).



## WATCH AND ACT NOT SAFE TO RETURN

[Location]  
Flood (Descriptor)

**Issued:** [time, day, date, year]

**Next update:** [time, day, date, year] or as the situation changes.

[Insert issuing agency] advises people in the following location(s):

- [Add location(s) here]

it is **NOT SAFE TO RETURN** due to the [minor/moderate/major/flash] flooding and damage to the area.

For non-life-threatening flood and storm emergency assistance, contact SES on 132500, [132500.qld.gov.au](https://132500.qld.gov.au), or the SES Assistance Qld app on Android or iOS. In a life-threatening situation, call Triple Zero (000) immediately.

### What are we expecting?

The Bureau of Meteorology advises [insert BOM prediction here, including time/when it's expected to hit]

- Flood water is starting to go down, but it is still dangerous because [of dangerous, major, wide-spread, fast-moving and/or unpredictable flooding]
- There has been significant flood damage to infrastructure and dangerous hazards within the area.

### What you need to do:

- If you evacuated, stay where you are until you are told it safe to go back.
- If you did not leave, stay in your safe place until flood waters go down.
- If you have children make sure they are with you or an adult you trust.
- Some places do not have clean water. Tap water is not safe to drink.
- Mobile phones and internet might not work.
- Some places do not have power. There may also be electrical hazards.
- The number of mosquitos can grow after a flood. Protect your health and safety by using repellent, wear closed in shoes, long sleeves and pants, and empty containers that have water in them.
- Share this information with family, friends, and neighbors where possible.

### Support and recovery help:

- Go to [insert council name and website] for clean-up and recovery information.
- Recovery services are available [insert details of organisations actively involved; ideally on the ground]:
  - Agency – Location, full address and times.
- For general relief and recovery information go to the [Get Ready Queensland website \(After a Disaster\)](#).
- Natural disasters can affect your mental health. If you need help, call any of these groups:
  - Lifeline: Go to [lifeline.org.au](https://lifeline.org.au) or phone 13 11 14.
  - Beyond Blue: Go to [beyondblue.org.au](https://beyondblue.org.au) or phone 1300 224 636.
  - Kids Helpline: Go to [kidshelpline.com.au](https://kidshelpline.com.au) or phone 1800 551 800.

### For more information:

- Follow our local council disaster dashboard here [insert disaster dashboard link].
- Listen to your local radio [add ABC local radio or other station and frequency].
- For power outage information go to [energex.com.au](https://energex.com.au) or [ergon.com.au/network](https://ergon.com.au/network) [select energy provider].
- Check the latest weather, warnings, rainfall, and river heights at the [Bureau of Meteorology Queensland website](#).
- Check road closures at [the QLD Traffic website](#) or for phone service call 13 19 40.
- Check disruptions to public transport at the [Translink website](#).





## WATCH AND ACT PREPARE FOR ISOLATION

[Location]  
Flood (Descriptor)

**Issued:** [time, day, date, year]

**Next update:** [time, day, date, year] or as the situation changes.

[Insert issuing agency] advises people in the following area(s):

- [Add location(s) here]

to **PREPARE FOR ISOLATION** for the [minor/moderate/major/flash] flooding on the [river/street/area name].

For non-life-threatening flood and storm emergency assistance, contact SES on 132500, [132500.qld.gov.au](https://www.132500.qld.gov.au), or the SES Assistance Qld app on Android or iOS. In a life-threatening situation, call Triple Zero (000) immediately.

### What are we expecting?

The Bureau of Meteorology advises [insert BOM prediction here, including time/when it's expected to hit].

- Bridges and low lying roads may be impacted by floodwater.
- Transportation may be out of service.
- Once the floodwater reaches [X] metres, expected at [Time AM/PM today/tomorrow date], safe evacuation routes are likely to be cut off.
- You [may/will] become isolated until flood waters recede.

### What you need to do:

- Ensure you have enough food, water, medication, and other essential items to last [three, five or seven] days.
- If it's flooded, forget it. Stay out of flood water.
- Decide if you, and the people you live with, will leave if floodwaters get close to your house. Decide where you will go if you decide to leave.
- If you have children make sure they are with you or an adult you trust.
- Be prepared to have no power. Charge mobile phones and other electronic devices now.
- Get and fill sandbags and block doors to stop water getting inside. You can get sandbags from XX.
- Use sandbags to block toilets, sinks and drains to stop sewerage backflow.
- Warn family, friends, and neighbours in the area. Help others if you can.

### If you find it hard to move quickly or have special or medical needs:

- Use your Person-Centred Emergency Plan (P-CEP) now if you have one.
- Make sure you have enough medicine for at least one week.
- If anyone in your house uses powered medical equipment, like a dialysis machine or ventilator, decide now where you will go in case you lose power.
- Call your support person or service to organise transport if you need to leave.
- Leaving early is safer than waiting.

### If you are a tourist, visitor, camper or caravanner:

- Campers and caravanners should start packing up now.
- If you do not need to be in the warning area, leave now. Check road conditions and plan your route before you leave.
- Be ready to move if the situation gets worse.
- Ask the campground owners whether the site floods.
- Check your surroundings of water catchments, and monitor conditions.

### For more information:

- Follow our local council disaster dashboard here [insert disaster dashboard link].
- Listen to your local radio [add ABC local radio or other station and frequency].
- For power outage information go to [energex.com.au](https://www.energex.com.au) or [ergon.com.au/network](https://www.ergon.com.au/network) [select energy provider].
- Check the latest weather, warnings, rainfall, and river heights at the [Bureau of Meteorology Queensland website](https://www.bom.gov.au/queensland/).
- Check road closures at [the QLD Traffic website](https://www.qldtraffic.com.au) or for phone service call 13 19 40.
- Check disruptions to public transport at the [Translink website](https://www.translink.com.au).





# WATCH AND ACT PREPARE NOW

**[Location]  
Flood (Descriptor)**

**Issued:** [time, day, date, year]

**Next update:** [time, day, date, year] or as the situation changes.

[Insert issuing agency] advises people in the following area(s):

- [Add location(s) here]

to **PREPARE NOW** for the [minor/moderate/major/flash] flooding on the [river/street/area name].

**For non-life-threatening flood and storm emergency assistance, contact SES on 132500, 132500.qld.gov.au, or the SES Assistance Qld app on Android or iOS. In a life-threatening situation, call Triple Zero (000) immediately.**

## What are we expecting?

The Bureau of Meteorology advises [insert BOM prediction here, including time/when it's expected to hit].

- Bridges and low lying roads may be impacted by floodwater.
- Transportation may be out of service.
- Once the floodwater reaches [X] metres, expected at [Time AM/PM today/tomorrow date], safe evacuation routes are likely to be cut off.
- You [may/will] become isolated until flood waters recede.

## What you need to do:

- If you find it hard to move quickly leaving early is safer than waiting. Call your support service, a family member, or a friend to help.
- If it's flooded, forget it. Stay out of flood water.
- Decide if you, and the people you live with, will leave if floodwaters get close to your house.
- If you have children make sure they are with you or an adult you trust.
- Be prepared to have no power. Charge mobile phones and other electronic devices now.
- Get and fill sandbags and block doors to stop water getting inside. You can get sandbags from **XX**.
- Use sandbags to block toilets, sinks and drains to stop sewerage backflow.
- Warn family, friends, and neighbours in the area. Help others if you can.

## If you decide to leave early:

- Lift important things onto bed, tables, shelves or upstairs to protect them.
- Lift waste containers, chemicals, and poisons up high.
- Pack enough clothes, food, water, medicine, baby items (like nappies, formula) and pet food for [three / five / other] days. Plan not to have a fridge or microwave.
- Take your pets, mobile phone charger, battery-powered radio, torch, and valuables like photos, cash, and important documents (like identification, insurance, or banking records).
- Lock windows and doors.
- Go to a safe place, away from flooding. This could be with family or a friend.
- If you come to a flooded road, turn around and go another way. Do not drive through floodwater.

## If you find it hard to move quickly or have special or medical needs:

- Use your Person-Centred Emergency Plan (P-CEP) now if you have one.
- Make sure you have enough medicine for at least one week.
- If anyone in your house uses powered medical equipment, like a dialysis machine or ventilator, decide now where you will go in case you lose power.
- Call your support person or service to organise transport if you need to leave.
- Leaving early is safer than waiting.

## If you are a tourist, visitor, camper or caravanner:

- Campers and caravanners should start packing up now.
- If you do not need to be in the warning area, leave now. Check road conditions and plan your route before you leave.
- Be ready to move if the situation gets worse.
- Ask the campground owners whether the site floods.
- Check your surroundings of water catchments, and monitor conditions.

**For more information:**

- Follow our local council disaster dashboard here [\[insert disaster dashboard link\]](#).
- Listen to your local radio [\[add ABC local radio or other station and frequency\]](#).
- For power outage information go to [energex.com.au](http://energex.com.au) or [ergon.com.au/network](http://ergon.com.au/network) [\[select energy provider\]](#).
- Check the latest weather, warnings, rainfall, and river heights at the [Bureau of Meteorology Queensland website](#).
- Check road closures at [the QLD Traffic website](#) or for phone service call 13 19 40.
- Check disruptions to public transport at the [Translink website](#).



# WATCH AND ACT PREPARE TO LEAVE

[Location]  
Flood (Descriptor)

**Issued:** [time, day, date, year]

**Next update:** [time, day, date, year] or as the situation changes.

[Insert issuing agency] advises people in the following area(s):

- [Add location(s) here]

to **PREPARE TO LEAVE** by [time, today/tomorrow/tonight, date] due to the [minor/moderate/major/flash/widespread/fast moving] flooding on the [river/street/area name]. An [evacuation centre/registration point/assembly] area has been set up here (insert link/area)

For non-life-threatening flood and storm emergency assistance, contact SES on 132500, [132500.qld.gov.au](https://132500.qld.gov.au), or the SES Assistance Qld app on Android or iOS. In a life-threatening situation, call Triple Zero (000) immediately.

### What are we expecting?

The Bureau of Meteorology advises [insert BOM prediction here, including time/when it's expected to hit].

- Once the floodwater reaches [X] metres, expected at [Time AM/PM today/tomorrow date], safe evacuation routes are likely to be cut off.
- You [may/will] become isolated until flood waters recede.

### What you need to do:

- Pack enough clothes, food, water, medicine, baby items (like nappies, formula) and pet food for [three / five / other] days. Plan not to have a fridge or microwave.
- Get ready to take your pets, mobile phone charger, battery-powered radio, torch, and valuables like photos, cash, and important documents (like identification, insurance, or banking records).
- If you have children make sure they are with you or a responsible adult.
- Lift important things onto bed, tables, shelves or upstairs to protect them.
- Decide where you and the people you live with will go. Go to a safe and high place, away from flooding.
- Decide how you will get to your safe place.
- If you come to a flooded road, turn around and go another way. Do not drive through floodwater.
- Warn friends, family, and neighbours in the area that a flood is coming.
- Help others to get ready to leave if you can.

### If you find it hard to move quickly or have special or medical needs:

- Use your Person-Centred Emergency Plan (P-CEP) now if you have one.
- Make sure you have enough medicine for at least one week.
- If anyone in your house uses powered medical equipment, like a dialysis machine or ventilator, decide now where you will go in case you lose power.
- Call your support person or service to organise transport if you need to leave.
- Leaving early is safer than waiting.

### If you are a tourist, visitor, camper or caravanner:

- Campers and caravanners should start packing up now.
- If you do not need to be in the warning area, leave now. Check road conditions and plan your route before you leave.
- Be ready to move if the situation gets worse.
- Ask the campground owners whether the site floods.
- Check your surroundings of water catchments, and monitor conditions.

### For more information:

- Follow our local council disaster dashboard here [insert disaster dashboard link].
- Listen to your local radio [add ABC local radio or other station and frequency].
- For power outage information go to [energex.com.au](https://energex.com.au) or [ergon.com.au/network](https://ergon.com.au/network) [select energy provider].
- Check the latest weather, warnings, rainfall, and river heights at the [Bureau of Meteorology Queensland website](https://www.bom.gov.au/queensland).
- For information on what to do during a disaster visit the [Get Ready Queensland website \(During a Disaster\)](https://www.getreadyqld.com.au).
- Check road closures at [the QLD Traffic website](https://www.qldtraffic.com.au) or for phone service call 13 19 40.
- Check disruptions to public transport at the [Translink website](https://www.translink.com.au).



## WATCH AND ACT RETURN WITH CAUTION

[Location]  
Flood (Descriptor)

Issued: [time, day, date, year]

Next update: [time, day, date, year] or as the situation changes.

[Insert issuing agency] advises people in the following location(s):

- [Add location(s) here]

can **RETURN WITH CAUTION** due to the [minor/moderate/major/flash] flooding and damage to the area.

**For non-life-threatening flood and storm emergency assistance, contact SES on 132500, 132500.qld.gov.au, or the SES Assistance Qld app on Android or iOS. In a life-threatening situation, call Triple Zero (000) immediately.**

### What are we expecting?

- Flood water is starting to go down, but it is still dangerous because [of dangerous, major, wide-spread, fast-moving and/or unpredictable flooding]
- There has been significant flood damage to infrastructure and dangerous hazards within the area.

### What you need to do:

- If you evacuated, you may return if it is safe to do so.
- If you come to a flooded road, turn around and go another way. Do not drive through floodwater.
- Some places do not have clean water. Tap water is not safe to drink.
- Mobile phones and internet might not have service.
- Some places do not have power. There may also be electrical hazards.
- The number of mosquitos can grow after a flood. Protect your health and safety by using repellent, wear closed in shoes, long sleeves and pants, and empty containers that have water in them.

### If your home or business has been flooded:

- Make sure your property is safe before entering. Check for damage to windows, walls and the roof and be careful of potential dangers including asbestos.
- Make sure the electricity and gas are turned off before going inside.
- If power points, electrical equipment, appliances or electrical hot water systems have been exposed to floodwater or are water damaged in any way, they must be inspected by a qualified electrician before use.
- Gas appliances and gas bottles that have been exposed to floodwater should be inspected for safety before use.
- Sandbags that have been in contact with floodwater need to be thrown away. Sturdy gloves should be worn when handling wet sandbags as they can contain chemicals, waste, and diseases from floodwater.
- Protect your health and safety; wear boots, gloves and protective clothing when cleaning up, wash your hands and clothes often, throw away food that should be kept cold or frozen if you lost power.
- If safe, clean, and dry out the building as soon as you can.

### Support and recovery help:

- Go to [insert council name and website] for clean-up and recovery information.
- Recovery services are available [insert details of organisations actively involved; ideally on the ground]:
  - Agency – Location, full address and times.
- For general relief and recovery information go to the [Get Ready Queensland website \(After a Disaster\)](#).
- Natural disasters can affect your mental health. If you need help, call any of these groups:
  - Lifeline: Go to [lifeline.org.au](https://lifeline.org.au) or phone 13 11 14.
  - Beyond Blue: Go to [beyondblue.org.au](https://beyondblue.org.au) or phone 1300 224 636.
  - Kids Helpline: Go to [kidshelpline.com.au](https://kidshelpline.com.au) or phone 1800 551 800.

### For more information:

- Follow our local council disaster dashboard here [insert disaster dashboard link].
- Listen to your local radio [add ABC local radio or other station and frequency].
- For power outage information go to [energex.com.au](https://energex.com.au) or [ergon.com.au/network](https://ergon.com.au/network) [select energy provider].
- Check the latest weather, warnings, rainfall, and river heights at the [Bureau of Meteorology Queensland website](#).
- Check road closures at [the QLD Traffic website](#) or for phone service call 13 19 40.
- Check disruptions to public transport at the [Translink website](#).

LEAVE BY [XX:XX AM/PM]



# EMERGENCY WARNING LEAVE BY [XX:XX AM/PM]

[Location]  
Flood (Descriptor)

**Issued:** [time, day, date, year]

**Next update:** [time, day, date, year] or as the situation changes.

[Insert issuing agency] advises people in the following area(s):

- [Add location(s) here]

to **LEAVE BY** [time, day, date] due to water in the [creek/river/street/area] is rising fast and there is [dangerous/fast-rising/major/wide-spread] flooding. **Your life is at risk.**

You have until [time, day date] to go safely. Leave as soon as you can. Do not expect emergency services to come to your door. An [evacuation centre/registration point/assembly] area has been set up here (insert area).

**If your life is in danger, call Triple Zero (000) immediately.**

### What are we expecting?

The Bureau of Meteorology advises [insert BOM prediction here, including time/when it's expected to hit].

- Homes and buildings are [badly / fully] flooded.
- Roads and bridges may be closed.
- Evacuation routes might be cut off soon.

### What you need to do:

- Leave now and go to a safe place in a high part of [town/your suburb/your city] away from the flood. This could be with your family or friends.
- Take your mobile phone, charger, medicine, identification, cash, and keys with you.
- If you have children make sure they are with you or an adult you trust.
- Take enough clothes, food, water, medicine, baby items (like nappies, formula) and pet food for [three / five / other] days. Plan not to have a fridge or microwave.
- Decide how you will get to your safe place.
- If you find it hard to move quickly, leave as soon as you can. If you do not drive, call your support service, a family member, or a friend to organise transport.
- If you come to a flooded road, turn around and go another way. Do not drive through floodwater. Do not walk or swim through flood water.
- If driving conditions are dangerous, safely pull over on higher ground away from trees, drains, low-lying areas, and floodwater. Find alternative travel routes if roads or underpasses are flooded.
- Take your pet(s) and companion animals for safe travel.
- Help others if you can.

### For more information:

- Follow our local council disaster dashboard here [insert disaster dashboard link].
- Listen to your local radio [add ABC local radio or other station and frequency].
- For power outage information go to [energex.com.au](http://energex.com.au) or [ergon.com.au/network](http://ergon.com.au/network) [select energy provider].
- Check the latest weather, warnings, rainfall, and river heights at the [Bureau of Meteorology Queensland website](http://Bureau of Meteorology Queensland website).
- For non-life-threatening flood and storm emergency assistance, contact SES on 132500, [132500.qld.gov.au](http://132500.qld.gov.au), or the SES Assistance Qld app on Android or iOS.
- Check road closures at [the QLD Traffic website](http://the QLD Traffic website) or for phone service call 13 19 40.
- Check disruptions to public transport at the [Translink website](http://Translink website).



# EMERGENCY WARNING LEAVE IMMEDIATELY

**[Location]  
Flood (Descriptor)**

**Issued:** [time, day, date, year]

**Next update:** [time, day, date, year] or as the situation changes.

[Insert issuing agency] advises people in the following area(s):

- [Add location(s) here]

to **LEAVE IMMEDIATELY** due to [dangerous/major/wide-spread] flooding happening now. Water in the [name of river/name of creek/ area name] is rising fast. **Your life is at risk.**

An [evacuation centre/registration point/assembly] area has been set up here (insert area).

**If your life is in danger, call Triple Zero (000) immediately.**

## What are we expecting?

The Bureau of Meteorology advises [insert BOM prediction here, including time/when it's expected to hit].

- Roads and bridges may be closed.
- Evacuation routes may be cut off soon.
- If you remain in the area, you may become trapped without power, water, and other essential services.

## What you need to do:

- Leave now and go to a safe place in a high part of [town/your suburb/your city] away from the flood. This could be with your family or friends.
- Take your mobile phone, charger, medicine, identification, cash, and keys with you.
- If you come to a flooded road, turn around and go another way. Do not drive through floodwater.
- Decide how you will get to your safe place. If you come to a flooded road, turn around and go another way. Do not drive, walk, or swim through flood water.
- If you have children make sure they are with you or an adult you trust.
- Take your pets and companion animals for safe travel.
- Help others if you can.

## For more information:

- Follow our local council disaster dashboard here [insert disaster dashboard link].
- Listen to your local radio [add ABC local radio or other station and frequency].
- For power outage information go to [energex.com.au](http://energex.com.au) or [ergon.com.au/network](http://ergon.com.au/network) [select energy provider].
- Check the latest weather, warnings, rainfall, and river heights at the [Bureau of Meteorology Queensland website](http://Bureau of Meteorology Queensland website).
- For non-life-threatening flood and storm emergency assistance, contact SES on 132500, 132500.qld.gov.au, or the SES Assistance Qld app on Android or iOS.
- Check road closures at [the QLD Traffic website](http://the QLD Traffic website) or for phone service call 13 19 40.
- Check disruptions to public transport at the [Translink website](http://Translink website).





## EMERGENCY WARNING

### TAKE SHELTER NOW

**[Location]**  
**Flood (Descriptor)**

**Issued:** [time, day, date, year]

**Next update:** [time, day, date, year] or as the situation changes.

[Insert issuing agency] advises the people in the following area(s):

- [Add location(s) here]

to **TAKE SHELTER NOW** inside and up high. Do not try to drive.

**If your life is in danger, call Triple Zero (000) immediately.**

#### What are we expecting?

The Bureau of Meteorology advises [insert BOM prediction here, including time/when it's expected to hit].

- Homes and buildings [have been / could be] flooded.
- [Power, water, sewerage, and telephone] services [have been / has been / could be] lost in the area.
- Roads or bridges [have been/could be] [flooded /closed].
- Landslides [have happened/could happen] – be aware of fallen earth, rocks, debris, or trees.
- Floodwater can be very deep, rise quickly and move fast.

#### What you need to do:

##### If you are outside now:

- Go to a safe place, indoors and up high.
- If you cannot shelter inside, get to higher ground away from trees. Trees can fall down when the ground is very wet.
- Move away from creeks and rivers.

##### If you are already driving:

- Driving now is dangerous. Find a high safe place to pull over away from trees, creeks, and rivers. Floodwater is dangerous - do not drive through floodwater. If the road is flooded, go a different way.
- Listen to your local radio station for warnings and traffic updates.

##### If you are inside:

- Stay inside and watch for rising flood water.
- If floodwater comes inside, move to a higher point like the kitchen bench or second storey and call Triple Zero (000).

#### For more information:

- Follow our local council disaster dashboard here [insert disaster dashboard link].
- Listen to your local radio [add ABC local radio or other station and frequency].
- For power outage information go to [energex.com.au](http://energex.com.au) or [ergon.com.au/network](http://ergon.com.au/network) [select energy provider].
- Check the latest weather, warnings, rainfall, and river heights at the [Bureau of Meteorology Queensland website](http://Bureau of Meteorology Queensland website).
- For non-life-threatening flood and storm emergency assistance, contact SES on 132500, 132500.qld.gov.au, or the SES Assistance Qld app on Android or iOS.
- Check road closures at [the QLD Traffic website](http://the QLD Traffic website) or for phone service call 13 19 40.
- Check disruptions to public transport at the [Translink website](http://Translink website).



# EMERGENCY WARNING TOO DANGEROUS TO LEAVE

**[Location]**  
**Flood (Descriptor)**

**Issued:** [time, day, date, year]

**Next update:** [time, day, date, year] or as the situation changes

[Insert issuing agency] advises the people in the following area(s):

- [Add location(s) here]

Must stay in place, it is **TOO DANGEROUS TO LEAVE**.

**Get up as high as you can where you are.** There is [dangerous, major, wide-spread, fast-moving and/or unpredictable] flooding. Evacuation routes are now cut off by flooding. **Your life is at risk.**

**If your life is in danger, call Triple Zero (000) immediately.**

**Emergency services may not be able to get to you because it is too dangerous.**

## What are we expecting?

The Bureau of Meteorology advises [insert BOM prediction here, including time/when it's expected to hit].

- Homes and buildings are [badly / fully] flooded.
- Main roads are closed.
- Evacuation routes are closed.
- Power, phones, internet, and water [might stop working / have stopped working].

## What you need to do:

- Stay where you are and get up as high as you safely can. This could be upstairs or on the roof if it is safe to do so.
- If you have children make sure they are with you or an adult you trust.
- Help other people who are with you if you can.
- Stay in place until you are rescued, or the water goes down enough to safely leave.

## For more information:

- Follow our local council disaster dashboard here [insert disaster dashboard link].
- Listen to your local radio [add ABC local radio or other station and frequency].
- For power outage information go to [energex.com.au](http://energex.com.au) or [ergon.com.au/network](http://ergon.com.au/network) [select energy provider].
- Check the latest weather, warnings, rainfall, and river heights at the [Bureau of Meteorology Queensland website](http://Bureau of Meteorology Queensland website).
- For non-life-threatening flood and storm emergency assistance, contact SES on 132500, 132500.qld.gov.au, or the SES Assistance Qld app on Android or iOS.
- Check road closures at [the QLD Traffic website](http://the QLD Traffic website) or for phone service call 13 19 40.
- Check disruptions to public transport at the [Translink website](http://Translink website).



## ADVICE AVOID THE AREA [Location] Tropical Cyclone [Name]

**Issued:** [time, day, date, year]

**Next update:** [time, day, date, year] or as the situation changes.

[Insert Issuing Agency] advises to **AVOID THE AREA** in the following area(s):

- [Add location(s) here]

Tropical Cyclone [Name] [has now passed / is currently passing / predicted to pass at TIME.] You still need to be careful of the dangers and possible damages of the cyclone.

**For non-life-threatening flood and storm emergency assistance, contact SES on 132500, 132500.qld.gov.au, or the SES Assistance Qld app on Android or iOS. In a life-threatening situation, call Triple Zero (000) immediately.**

#### What are we expecting?

- Powerlines and trees may have fallen. They can be hard to see when covered in debris.
- The power and phone services [might be / has been] impacted. They will be restored when staff and supplies can get through, and when safe.
- Roads [are / may be] closed or badly damaged.
- Water supply [might be / has been] impacted. Drink only water from your emergency supply.
- There could be [crocodiles, sharks, snakes] or raw sewerage.
- Heat and humidity often follow tropical cyclones.

#### What you need to do:

- Avoid returning to homes or businesses due to [damage / possible damage.] If you choose to return, drive slowly and remain alert. Be aware of fallen powerlines, trees, and other hazards.
- Power is off in some places. These will be restored when it is safe.
- Do not go sight-seeing. Keep roads clear for emergency services.

#### Support and recovery help:

- Go to [insert council name and website] for clean-up and recovery information.
- Recovery services are available [insert details of organisations actively involved; ideally on the ground]:
  - Agency – Location, full address and times.
- For general relief and recovery information go to the [Get Ready Queensland website \(After a Disaster\)](#).
- Natural disasters can affect your mental health. If you need help, call any of these groups:
  - Lifeline: Go to [lifeline.org.au](https://lifeline.org.au) or phone 13 11 14.
  - Beyond Blue: Go to [beyondblue.org.au](https://beyondblue.org.au) or phone 1300 224 636.
  - Kids Helpline: Go to [kidshelpline.com.au](https://kidshelpline.com.au) or phone 1800 551 800.

#### For more information:

- Follow our local council disaster dashboard here [insert disaster dashboard link].
- Listen to your local radio [add ABC local radio or other station and frequency].
- For power outage information go to [energex.com.au](https://energex.com.au) or [ergon.com.au/network](https://ergon.com.au/network) [select energy provider].
- Check the latest weather, warnings, rainfall, and river heights at the [Bureau of Meteorology Queensland website](#).
- Check road closures at [the QLD Traffic website](#) or for phone service call 13 19 40.
- Check disruptions to public transport at the [Translink website](#).



## ADVICE MONITOR CONDITIONS

### [Location] Tropical Cyclone [Name]

**Issued:** [time, day, date, year]

**Next update:** [time, day, date, year] or as the situation changes.

[Insert issuing agency] advises people in the following area(s):

- [Add location(s) here]

to **MONITOR CONDITIONS** for Tropical Cyclone [Name] that is [forming off / stationary off / moving [slowly or quickly] towards] the Queensland coast. An [evacuation centre/cyclone shelter] has been set up here (insert link/area).

For non-life-threatening flood and storm emergency assistance, contact SES on 132500, [132500.qld.gov.au](https://132500.qld.gov.au), or the SES Assistance Qld app on Android or iOS. In a life-threatening situation, call Triple Zero (000) immediately.

#### What are we expecting?

The Bureau of Meteorology advises [insert BOM prediction here, including time/when it's expected to hit/track map].

The tropical cyclone could cross the coast [near location / between location 1 and 2] by [tomorrow / day of the week e.g., Monday]. Conditions will get worse as it gets closer to land. You could expect:

- Very strong winds that could knock down trees, powerlines, and blow roofs off.
- Power, phone, internet, and water might stop working.
- Heavy rain [and storm surge] may cause flooding in some places.
- Roads could be blocked by debris or flood water. Some areas may be isolated.
- Stores may be closed and limit access to groceries and essential items.

#### What you need to do:

- Find out how to ready for a tropical cyclone at the [Get Ready Queensland website \(Get Prepared\)](#) and make an emergency kit.
- Clean up around your home and tie down anything outside that could blow away in strong winds.
- Tell friends, family, and neighbours in the area.

#### If you find it hard to move quickly or have special or medical needs:

- Use your Person-Centred Emergency Plan (P-CEP) now if you have one.
- Make sure you have enough medicine for at least one week.
- If anyone in your house uses powered medical equipment, like a dialysis machine or ventilator, decide now where you will go in case you lose power.
- Call your support person or service to organise transport if you need to leave.
- Leaving early is safer than waiting.

#### If you are a tourist, visitor, camper or caravanner:

- Campers and caravanners should start packing up now.
- If you do not need to be in the warning area, leave now. Check road conditions and plan your route before you leave.
- If you stay, ask accommodation staff where to shelter if the cyclone comes.

#### For more information:

- Follow our local council disaster dashboard here [insert disaster dashboard link].
- Listen to your local radio [add ABC local radio or other station and frequency].
- For power outage information go to [energex.com.au](https://energex.com.au) or [ergon.com.au/network](https://ergon.com.au/network) [select energy provider].
- Check the latest weather, warnings, rainfall, and river heights at the [Bureau of Meteorology Queensland website](#).
- Check road closures at [the QLD Traffic website](#) or for phone service call 13 19 40.
- Check disruptions to public transport at the [Translink website](#).



# ADVICE PREPARE NOW

## [Location] Tropical Cyclone [Name]

**Issued:** [time, day, date, year]

**Next update:** [time, day, date, year] or as the situation changes.

[Insert issuing agency] advises people in the following area(s):

- [Add location(s) here]

to **PREPARE NOW** for Tropical Cyclone [Name] that is [forming off / stationary off / moving [slowly or quickly] towards] the Queensland coast. An [evacuation centre/cyclone shelter] has been set up here (insert link/area).

**For non-life-threatening flood and storm emergency assistance, contact SES on 132500, 132500.qld.gov.au, or the SES Assistance Qld app on Android or iOS. In a life-threatening situation, call Triple Zero (000) immediately.**

### What are we expecting?

The Bureau of Meteorology advises [insert BOM prediction here, including time/when it's expected to hit/track map].

The tropical cyclone could cross the coast [near location / between location 1 and 2] by [tomorrow / day of the week e.g., Monday]. Conditions will get worse as it gets closer to land.

### What you need to do:

#### Check or make an emergency kit:

- Find out how to get ready for a tropical cyclone and pack an emergency kit at the [Get Ready Queensland website \(Get Prepared\)](#).
- Fill up containers and the bath with clean water for drinking in case the water supply is cut off.

#### Prepare your property:

- Fill your car with fuel or charge it. Park it undercover. Do not park under a tree.
- Put away or tie down outside items like furniture, gas bottles, and play equipment.
- If your home is not safe, plan to stay with family or friends.
- If you are near the beach or a coastal waterway, storm surge could cause flooding. This is dangerous. Decide now where you will evacuate to.
- Close cyclone shutters if you have them, or cover windows with plywood, mattress, or heavy blanket.
- Find out how to safely turn off power, solar, water, and gas to your house. Be ready to turn it off if told to.
- Check your family, friends and neighbours know what to do. Help them if you can.

#### If you find it hard to move quickly or have special or medical needs:

- Use your Person-Centred Emergency Plan (P-CEP) now if you have one.
- Make sure you have enough medicine for at least one week. If anyone in your house uses powered medical equipment, like a dialysis machine or ventilator, decide now where you will go in case you lose power.
- Call your support person or service to organise transport if you need to leave.
- Leaving early is safer than waiting.

#### If you are a tourist, visitor, camper or caravanner:

- Campers and caravanners should start packing up now.
- If you do not need to be in the warning area, leave now. Check road conditions and plan your route before you leave.
- If you stay, ask accommodation staff where to shelter if the cyclone comes.

#### For more information:

- Follow our local council disaster dashboard here [insert disaster dashboard link].
- Listen to your local radio [add ABC local radio or other station and frequency].
- For power outage information go to [energex.com.au](#) or [ergon.com.au/network](#) [select energy provider].
- Check the latest weather, warnings, rainfall, and river heights at the [Bureau of Meteorology Queensland website](#).
- Check road closures at [the QLD Traffic website](#) or for phone service call 13 19 40.
- Check disruptions to public transport at the [Translink website](#).



# ADVICE

## RETURN WITH CAUTION

[Location]  
Tropical Cyclone [Name]

Issued: [time, day, date, year]

This is the last warning for this Tropical Cyclone. There could be other warnings for the area, stay up to date.

[Insert Issuing Agency] advises to **RETURN WITH CAUTION** in the following area(s):

- Add location(s) here]

Tropical Cyclone [Name] has now passed. You still need to be careful of the dangers and damage caused by the cyclone.

### What are we expecting?

- The power and phone services could be out for a long time. They will be restored when staff and supplies can get through, and when safe.
- Water supply [might be / has been] impacted. Drink only water from your emergency supply.
- Flooding will start to go down. Never play, walk, ride or drive through flood water because it is dangerous. There could be [crocodiles, sharks, snakes] or raw sewerage.

### What you need to do:

- Drive slowly if going back home, remain alert. Be aware of fallen powerlines, trees, and other hazards.
- Water supply might be / has been impacted. Drink only water from your emergency supply.
- Check in on your neighbours, animals, and livestock if safe to do so.
- Protect your health and safety; wear boots, gloves and protective clothing when cleaning up, wash your hands and clothes often, throw away food that should be kept cold or frozen if you lost power.
- Do not go sight-seeing. Keep roads clear for emergency services.

### If your property has been affected by the tropical cyclone:

- Make sure your property is safe before entering. Check for damage to windows, walls and the roof and be careful of potential dangers including asbestos.
- Make sure the electricity and gas are turned off before going inside. There could be gas leaks, never use naked flames inside.
- If power points, electrical equipment, appliances or electrical hot water systems have been exposed to water or are water damaged in any way, they must be inspected by a qualified electrician before use.
- Sandbags that have been in contact with water need to be thrown away. Sturdy gloves should be worn when handling wet sandbags as they can contain chemicals, waste, and diseases from water.

### Support and recovery help:

- Go to [insert council name and website] for clean-up and recovery information.
- Recovery services are available [insert details of organisations actively involved; ideally on the ground]:
  - Agency – Location, full address and times.
- For general relief and recovery information go to the [Get Ready Queensland website \(After a Disaster\)](#).
- Natural disasters can affect your mental health. If you need help, call any of these groups:
  - Lifeline: Go to [lifeline.org.au](https://lifeline.org.au) or phone 13 11 14.
  - Beyond Blue: Go to [beyondblue.org.au](https://beyondblue.org.au) or phone 1300 224 636.
  - Kids Helpline: Go to [kidshelpline.com.au](https://kidshelpline.com.au) or phone 1800 551 800.

### For more information:

- Follow our local council disaster dashboard here [insert disaster dashboard link].
- Listen to your local radio [add ABC local radio or other station and frequency].
- For power outage information go to [energex.com.au](https://energex.com.au) or [ergon.com.au/network](https://ergon.com.au/network) [select energy provider].
- Check the latest weather, warnings, rainfall, and river heights at the [Bureau of Meteorology Queensland website](#).
- Check road closures at [the QLD Traffic website](#) or for phone service call 13 19 40.
- Check disruptions to public transport at the [Translink website](#).





# ADVICE STAY INFORMED

## [Location] Tropical Cyclone [Name]

**Issued:** [time, day, date, year]

**Next update:** [time, day, date, year] or as the situation changes.

[Insert issuing agency] advises people in the following area(s):

- [Add location(s) here]

to **STAY INFORMED** of Tropical Cyclone [Name] that is [forming off / stationary off / moving [slowly or quickly] towards] the Queensland coast.

For non-life-threatening flood and storm emergency assistance, contact SES on 132500, [132500.qld.gov.au](http://132500.qld.gov.au), or the SES Assistance Qld app on Android or iOS. In a life-threatening situation, call Triple Zero (000) immediately.

### What are we expecting?

The Bureau of Meteorology advises [insert BOM prediction here, including time/when it's expected to hit/track map].

- Very strong winds that could knock down trees, powerlines, and blow roofs off.
- Power, phone, internet, and water might stop working.
- Heavy rain [and storm surge] may cause flooding in some places.
- Roads could be blocked by debris or flood water. Some areas may be isolated.
- Stores may be closed and limit access to groceries and essential items.

### What you need to do:

- Find out how to ready for a tropical cyclone at the [Get Ready Queensland website \(Get Prepared\)](#) and make an emergency kit.
- Clean up around your home and tie down anything outside that could blow away in strong winds.
- Tell friends, family, and neighbours in the area.

### If you find it hard to move quickly or have special or medical needs:

- Use your Person-Centred Emergency Plan (P-CEP) now if you have one.
- Make sure you have enough medicine for at least one week.
- If anyone in your house uses powered medical equipment, like a dialysis machine or ventilator, decide now where you will go in case you lose power.
- Call your support person or service to organise transport if you need to leave.
- Leaving early is safer than waiting.

### If you are a tourist, visitor, camper or caravanner:

- Campers and caravanners should start packing up now.
- If you do not need to be in the warning area, leave now. Check road conditions and plan your route before you leave.
- If you stay, ask accommodation staff where to shelter if the cyclone comes.

### For more information:

- Follow our local council disaster dashboard here [insert disaster dashboard link].
- Listen to your local radio [add ABC local radio or other station and frequency].
- For power outage information go to [energex.com.au](http://energex.com.au) or [ergon.com.au/network](http://ergon.com.au/network) [select energy provider].
- Check the latest weather, warnings, rainfall, and river heights at the [Bureau of Meteorology Queensland website](#).
- Check road closures at [the QLD Traffic website](#) or for phone service call 13 19 40.
- Check disruptions to public transport at the [Translink website](#).



# ADVICE

## THREAT IS REDUCED

**[Location]**  
**Tropical Cyclone [Name]**

Issued: [time, day, date, year]

This will be the last warning issued for Tropical Cyclone (Name) in [location].

[Insert Issuing Agency] advises the following area(s):

- [Add location(s) here]

That the **THREAT IS REDUCED**. You should take care when returning to the area as flood damage can be widespread.

### What we are expecting:

- Power and water are off in some places. These will be restored when it is safe.
- There is a lot of mud and rubbish on the ground and in the water.
- There could be more snakes, spiders, and rats inside.

### What you need to do:

- Return to your home or business to check the damage.
- Drive slowly, plan your route carefully to avoid any flooded roads and allow extra travel time.
- Be aware of road hazards including mud and debris.
- Check in on your neighbours, animals, and livestock if safe to do so.
- Stay away from the area unless you live or work there, or you are helping.

### If your home or business has been flooded:

- Make sure your property is safe before entering. Check for damage to windows, walls and the roof and be careful of potential dangers including asbestos.
- Make sure the electricity and gas are turned off before going inside.
- If power points, electrical equipment, appliances or electrical hot water systems have been exposed to floodwater or are water damaged in any way, they must be inspected by a qualified electrician before use.
- Gas appliances and gas bottles that have been exposed to floodwater should be inspected for safety before use.
- Sandbags that have been in contact with floodwater need to be thrown away. Sturdy gloves should be worn when handling wet sandbags as they can contain chemicals, waste, and diseases from floodwater.
- Protect your health and safety; wear boots, gloves and protective clothing when cleaning up, wash your hands and clothes often, throw away food that should be kept cold or frozen if you lost power.
- If safe, clean, and dry out the building as soon as you can.

### Support and recovery help:

- Go to [insert council name and website] for clean-up and recovery information.
- Recovery services are available [insert details of organisations actively involved; ideally on the ground]:
  - Agency – Location, full address and times.
- For general relief and recovery information go to the [Get Ready Queensland website \(After a Disaster\)](#).
- Natural disasters can affect your mental health. If you need help, call any of these groups:
  - Lifeline: Go to [lifeline.org.au](https://lifeline.org.au) or phone 13 11 14.
  - Beyond Blue: Go to [beyondblue.org.au](https://beyondblue.org.au) or phone 1300 224 636.
  - Kids Helpline: Go to [kidshelpline.com.au](https://kidshelpline.com.au) or phone 1800 551 800.

### For more information:

- Follow our local council disaster dashboard here [insert disaster dashboard link].
- Listen to your local radio [add ABC local radio or other station and frequency].
- For power outage information go to [energex.com.au](https://energex.com.au) or [ergon.com.au/network](https://ergon.com.au/network) [select energy provider].
- Check the latest weather, warnings, rainfall, and river heights at the [Bureau of Meteorology Queensland website](#).
- Check road closures at [the QLD Traffic website](#) or for phone service call 13 19 40.
- Check disruptions to public transport at the [Translink website](#).



## ADVICE AVOID THE AREA

### [Location] Tropical Cyclone (Storm Surge)

Issued: [time, day, date, year]

This will be the last warning issued for this storm surge in [location].

[Insert Issuing Agency] advises the following area(s):

- [Add location(s) here]

to **AVOID THE AREA**. You should stay away from the area as storm surge damage can be widespread.

#### What we are expecting:

- Roads and buildings have been badly damaged.
- Power and water are off in some places. These will be restored when it is safe.
- There is a lot of mud and rubbish on the ground and in the water.
- There could be more snakes, spiders, and rats inside.

#### What you need to do:

- If you evacuated, stay where you are until you are told it safe to go back.
- If you did not leave, stay in your safe place until flood waters go down.
- If you have children make sure they are with you or an adult you trust.
- Stay away from the impacted area.
- Some places do not have clean water. Tap water is not safe to drink.
- Mobile phones and internet might not work.
- Some places do not have power. There may also be electrical hazards.
- The number of mosquitos can grow after a flood. Protect your health and safety by using repellent, wear closed in shoes, long sleeves and pants, and empty containers that have water in them.
- Share this information with family, friends, and neighbors where possible.

#### Support and recovery help:

- Go to [insert council name and website] for clean-up and recovery information.
- Recovery services are available [insert details of organisations actively involved; ideally on the ground]:
  - Agency – Location, full address and times.
- For general relief and recovery information go to the [Get Ready Queensland website \(After a Disaster\)](#).
- Natural disasters can affect your mental health. If you need help, call any of these groups:
  - Lifeline: Go to [lifeline.org.au](https://lifeline.org.au) or phone 13 11 14.
  - Beyond Blue: Go to [beyondblue.org.au](https://beyondblue.org.au) or phone 1300 224 636.
  - Kids Helpline: Go to [kidshelpline.com.au](https://kidshelpline.com.au) or phone 1800 551 800.

#### For more information:

- Follow our local council disaster dashboard here [insert disaster dashboard link].
- Listen to your local radio [add ABC local radio or other station and frequency].
- For power outage information go to [energex.com.au](https://energex.com.au) or [ergon.com.au/network](https://ergon.com.au/network) [select energy provider].
- Check the latest weather, warnings, rainfall, and river heights at the [Bureau of Meteorology Queensland website](#).
- Check road closures at [the QLD Traffic website](#) or for phone service call 13 19 40.
- Check disruptions to public transport at the [Translink website](#).



## ADVICE MONITOR CONDITIONS

### [Location] Tropical Cyclone (Storm Surge)

**Issued:** [time, day, date, year]

**Next update:** [time, day, date, year] or as the situation changes.

[Insert issuing agency] advises people in the following location(s):

- [Add location(s) here]

to **MONITOR CONDITIONS** for storm surge from Tropical Cyclone [Name] that is [forming off / stationary off / moving [slowly or quickly] towards] the Queensland coast. Storm surge is a rise in sea level over and above the normal tide levels because of a cyclone. **Storm surge is a threat to life and property.**

**For non-life-threatening flood and storm emergency assistance, contact SES on 132500, 132500.qld.gov.au, or the SES Assistance Qld app on Android or iOS. In a life-threatening situation, call Triple Zero (000) immediately.**

#### What are we expecting?

The Bureau of Meteorology advises [insert BOM prediction here, including time/when it's expected to hit].

- Waves and sea water will travel a long way inland and through coastal creeks and rivers. This can flood and damage buildings, wash away roads and cars, and damage bridges.
- Roads could be blocked by fallen trees, powerlines, or flood water from the cyclone.
- There will be lots of wind and rain from the cyclone. There will be flooding in low-lying areas.
- Power, water, phone, and sewerage services could stop working.

#### What you need to do:

- Never drive, walk, ride through, play or swim in flood water. If it's flooded, forget it.
- Consider the consequences of road and bridge closures. Damage to roads, bridges or buildings caused by storm surge and landslip may exist in your area.
- Get and fill sandbags in case you need to block doors and stop water getting inside. You can get sandbags from **XX**.
- Use sandbags to block toilets, sinks and drains to stop sewerage backflow.
- Tell friends, family, and neighbours in the area.

#### If you find it hard to move quickly or have special or medical needs:

- Use your Person-Centred Emergency Plan (P-CEP) now if you have one.
- Make sure you have enough medicine for at least one week.
- If anyone in your house uses powered medical equipment, like a dialysis machine or ventilator, decide now where you will go in case you lose power.
- Call your support person or service to organise transport if you need to leave.
- Leaving early is safer than waiting.

#### If you are a tourist, visitor, camper or caravanner:

- Campers and caravanners should start packing up now.
- If you do not need to be in the warning area, leave now. Check road conditions and plan your route before you leave.
- Be ready to move if the situation gets worse.
- Ask the campground owners whether the site is affected by storm surge.
- Check your surroundings of water catchments, and monitor conditions.

#### For more information:

- Follow our local council disaster dashboard here [insert disaster dashboard link].
- Listen to your local radio [add ABC local radio or other station and frequency].
- For power outage information go to [energex.com.au](http://energex.com.au) or [ergon.com.au/network](http://ergon.com.au/network) [select energy provider].
- Check the latest weather, warnings, rainfall, and river heights at the [Bureau of Meteorology Queensland website](http://Bureau of Meteorology Queensland website).
- Check road closures at [the QLD Traffic website](http://the QLD Traffic website) or for phone service call 13 19 40.
- Check disruptions to public transport at the [Translink website](http://Translink website).



## ADVICE PREPARE NOW

### [Location] Tropical Cyclone (Storm Surge)

**Issued:** [time, day, date, year]

**Next update:** [time, day, date, year] or as the situation changes.

[Insert issuing agency] advises people in the following area(s):

- [Add location(s) here]

to **PREPARE NOW** for storm surge from Tropical Cyclone [Name] that is [forming off / stationary off / moving [slowly or quickly] towards] the Queensland coast. Storm surge is a rise in sea level over and above the normal tide levels because of a cyclone. **Storm surge is a threat to life and property.**

For non-life-threatening flood and storm emergency assistance, contact SES on 132500, 132500.qld.gov.au, or the SES Assistance Qld app on Android or iOS. In a life-threatening situation, call Triple Zero (000) immediately.

#### What are we expecting?

The Bureau of Meteorology advises [insert BOM prediction here, including time/when it's expected to hit/track map].

- Waves and sea water will travel a long way inland and through coastal creeks and rivers. This can flood and damage buildings, wash away roads and cars, and damage bridges.
- Roads could be blocked by fallen trees, powerlines, or flood water from the cyclone.
- There will be lots of wind and rain from the cyclone. There will be flooding in low-lying areas.
- Power, water, phone, and sewerage services could stop working.

#### What you need to do:

- If you have children make sure they are with you or an adult you trust.
- **Prepare your home now:**
  - Put chemicals and poisons up high to stop them polluting the water.
  - Lift important things onto bed, tables, shelves or upstairs to protect them.
  - Use sandbags to block toilets, sinks and drains to stop sewerage backflow.
  - Find out how to safely turn off the power, solar, water and gas.
  - Move cars to high ground away from trees.
- Check your family, friends and neighbours know what to do. Help them if you can.

#### If you find it hard to move quickly or have special or medical needs:

- Use your Person-Centred Emergency Plan (P-CEP) now if you have one.
- Make sure you have enough medicine for at least one week.
- If anyone in your house uses powered medical equipment, like a dialysis machine or ventilator, decide now where you will go in case you lose power.
- Call your support person or service to organise transport if you need to leave.
- Leaving early is safer than waiting.

#### If you are a tourist, visitor, camper or caravanner:

- Campers and caravanners should start packing up now.
- If you do not need to be in the warning area, leave now. Check road conditions and plan your route before you leave.
- Be ready to move if the situation gets worse.
- Ask the campground owners whether the site is affected by storm surge.
- Check your surroundings of water catchments, and monitor conditions.

#### For more information:

- Follow our local council disaster dashboard here [insert disaster dashboard link].
- Listen to your local radio [add ABC local radio or other station and frequency].
- For power outage information go to [energex.com.au](http://energex.com.au) or [ergon.com.au/network](http://ergon.com.au/network) [select energy provider].
- Check the latest weather, warnings, rainfall, and river heights at the [Bureau of Meteorology Queensland website](http://Bureau of Meteorology Queensland website).
- Check road closures at [the QLD Traffic website](http://the QLD Traffic website) or for phone service call 13 19 40.
- Check disruptions to public transport at the [Translink website](http://Translink website).





## ADVICE RETURN WITH CAUTION

### [Location] Tropical Cyclone (Storm Surge)

Issued: [time, day, date, year]

This will be the last warning issued for this storm surge in [location].

[Insert Issuing Agency] advises the following area(s):

- [Add location(s) here]

to **RETURN WITH CAUTION**. You should take care when returning to the area as storm surge damage can be widespread.

#### What we are expecting:

- Power and water are off in some places. These will be restored when it is safe.
- There is a lot of mud and rubbish on the ground and in the water.
- There could be more snakes, spiders, and rats inside.

#### What you need to do:

- Return safely to your home or business to check the damage.
- Stay away from creeks, rivers, and drains.
- Drive slowly, plan your route carefully to avoid any flooded roads and allow extra travel time.
- Never drive, walk, ride through, play or swim in flood water. If it's flooded, forget it.
- Be aware of road hazards including mud and debris.
- Remain aware as there could be water in low lying areas.
- Check in on your neighbours, animals, and livestock if safe to do so.
- Stay away from the area unless you live or work there, or you are helping.

#### If your home or business has been flooded:

- Make sure your property is safe before entering. Check for damage to windows, walls and the roof and be careful of potential dangers including asbestos.
- Make sure the electricity and gas are turned off before going inside.
- If power points, electrical equipment, appliances or electrical hot water systems have been exposed to floodwater or are water damaged in any way, they must be inspected by a qualified electrician before use.
- Gas appliances and gas bottles that have been exposed to floodwater should be inspected for safety before use.
- Sandbags that have been in contact with floodwater need to be thrown away. Sturdy gloves should be worn when handling wet sandbags as they can contain chemicals, waste, and diseases from floodwater.
- Protect your health and safety; wear boots, gloves and protective clothing when cleaning up, wash your hands and clothes often, throw away food that should be kept cold or frozen if you lost power.
- If safe, clean, and dry out the building as soon as you can.

#### Support and recovery help:

- For non-life-threatening flood and storm emergency assistance, contact SES on 132500, 132500.qld.gov.au, or the SES Assistance Qld app on Android or iOS.
- Go to [insert council name and website] for clean-up and recovery information.
- Recovery services are available [insert details of organisations actively involved; ideally on the ground]:
  - Agency – Location, full address and times.
- For general relief and recovery information go to the [Get Ready Queensland website \(After a Disaster\)](#).
- Natural disasters can affect your mental health. If you need help, call any of these groups:
  - Lifeline: Go to [lifeline.org.au](https://lifeline.org.au) or phone 13 11 14.
  - Beyond Blue: Go to [beyondblue.org.au](https://beyondblue.org.au) or phone 1300 224 636.
  - Kids Helpline: Go to [kidshelpline.com.au](https://kidshelpline.com.au) or phone 1800 551 800.

#### For more information:

- Follow our local council disaster dashboard here [insert disaster dashboard link].
- Listen to your local radio [add ABC local radio or other station and frequency].
- For power outage information go to [energex.com.au](https://energex.com.au) or [ergon.com.au/network](https://ergon.com.au/network) [select energy provider].
- Check the latest weather, warnings, rainfall, and river heights at the [Bureau of Meteorology Queensland website](#).
- Check road closures at [the QLD Traffic website](#) or for phone service call 13 19 40.
- Check disruptions to public transport at the [Translink website](#).





## ADVICE STAY INFORMED

### [Location] Tropical Cyclone (Storm Surge)

**Issued:** [time, day, date, year]

**Next update:** [time, day, date, year] or as the situation changes.

[Insert issuing agency] advises people in the following location(s):

- [Add location(s) here]

to **STAY INFORMED** for storm surge from Tropical Cyclone [Name] that is [forming off / stationary off / moving [slowly or quickly] towards] the Queensland coast. Storm surge is a rise in sea level over and above the normal tide levels because of a cyclone. **Storm surge is a threat to life and property.**

For non-life-threatening flood and storm emergency assistance, contact SES on 132500, [132500.qld.gov.au](http://132500.qld.gov.au), or the SES Assistance Qld app on Android or iOS. In a life-threatening situation, call Triple Zero (000) immediately.

#### What are we expecting?

The Bureau of Meteorology advises [insert BOM prediction here, including time/when it's expected to hit].

- Waves and sea water will travel a long way inland and through coastal creeks and rivers. This can flood and damage buildings, wash away roads and cars, and damage bridges.
- Roads could be blocked by fallen trees, powerlines, or flood water from the cyclone.
- There will be lots of wind and rain from the cyclone. There will be flooding in low-lying areas.
- Power, water, phone, and sewerage services could stop working.

#### What you need to do:

- Never drive, walk, ride through, play or swim in flood water. If it's flooded, forget it.
- Consider the consequences of road and bridge closures. Damage to roads, bridges or buildings caused by storm surge and landslip may exist in your area.
- Get and fill sandbags in case you need to block doors and stop water getting inside. You can get sandbags from XX.
- Use sandbags to block toilets, sinks and drains to stop sewerage backflow.
- Tell friends, family, and neighbours in the area.

#### If you find it hard to move quickly or have special or medical needs:

- Use your Person-Centred Emergency Plan (P-CEP) now if you have one.
- Make sure you have enough medicine for at least one week.
- If anyone in your house uses powered medical equipment, like a dialysis machine or ventilator, decide now where you will go in case you lose power.
- Call your support person or service to organise transport if you need to leave.
- Leaving early is safer than waiting.

#### If you are a tourist, visitor, camper or caravanner:

- Campers and caravanners should start packing up now.
- If you do not need to be in the warning area, leave now. Check road conditions and plan your route before you leave.
- Be ready to move if the situation gets worse.
- Ask the campground owners whether the site is affected by storm surge.
- Check your surroundings of water catchments, and monitor conditions.

#### For more information:

- Follow our local council disaster dashboard here [insert disaster dashboard link].
- Listen to your local radio [add ABC local radio or other station and frequency].
- For power outage information go to [energex.com.au](http://energex.com.au) or [ergon.com.au/network](http://ergon.com.au/network) [select energy provider].
- Check the latest weather, warnings, rainfall, and river heights at the [Bureau of Meteorology Queensland website](http://Bureau of Meteorology Queensland website).
- Check road closures at the [the QLD Traffic website](http://the QLD Traffic website) or for phone service call 13 19 40.
- Check disruptions to public transport at the [Translink website](http://Translink website).



## ADVICE THREAT IS REDUCED

### [Location] Tropical Cyclone (Storm Surge)

Issued: [time, day, date, year]

This will be the last warning issued for this storm surge in [location].

[Insert Issuing Agency] advises the following area(s):

- [Add location(s) here]

That the **THREAT IS REDUCED**. You should take care when returning to the area as flood damage can be widespread.

#### What we are expecting:

- Roads and buildings have been badly damaged.
- Power and water are off in some places. These will be restored when it is safe.
- There is a lot of mud and rubbish on the ground and in the water.
- There could be more snakes, spiders, and rats inside.

#### What you need to do:

- Stay away from creeks, rivers, and drains.
- Drive slowly, plan your route carefully to avoid any flooded roads and allow extra travel time.
- Never drive, walk, ride through, play or swim in flood water. If it's flooded, forget it.
- Be aware of road hazards including mud and debris.
- Check in on your neighbours, animals, and livestock if safe to do so.
- Stay away from the area unless you live or work there, or you are helping.

#### If your home or business has been flooded:

- Make sure your property is safe before entering. Check for damage to windows, walls and the roof and be careful of potential dangers including asbestos.
- Make sure the electricity and gas are turned off before going inside.
- If power points, electrical equipment, appliances or electrical hot water systems have been exposed to floodwater or are water damaged in any way, they must be inspected by a qualified electrician before use.
- Gas appliances and gas bottles that have been exposed to floodwater should be inspected for safety before use.
- Sandbags that have been in contact with floodwater need to be thrown away. Sturdy gloves should be worn when handling wet sandbags as they can contain chemicals, waste, and diseases from floodwater.
- Protect your health and safety; wear boots, gloves and protective clothing when cleaning up, wash your hands and clothes often, throw away food that should be kept cold or frozen if you lost power.
- If safe, clean, and dry out the building as soon as you can.

#### Support and recovery help:

- For non-life-threatening flood and storm emergency assistance, contact SES on 132500, 132500.qld.gov.au, or the SES Assistance Qld app on Android or iOS.
- Go to [insert council name and website] for clean-up and recovery information.
- Recovery services are available [insert details of organisations actively involved; ideally on the ground]:
  - Agency – Location, full address and times.
- For general relief and recovery information go to the [Get Ready Queensland website \(After a Disaster\)](#).
- Natural disasters can affect your mental health. If you need help, call any of these groups:
  - Lifeline: Go to [lifeline.org.au](https://lifeline.org.au) or phone 13 11 14.
  - Beyond Blue: Go to [beyondblue.org.au](https://beyondblue.org.au) or phone 1300 224 636.
  - Kids Helpline: Go to [kidshelpline.com.au](https://kidshelpline.com.au) or phone 1800 551 800.

#### For more information:

- Follow our local council disaster dashboard here [insert disaster dashboard link].
- Listen to your local radio [add ABC local radio or other station and frequency].
- For power outage information go to [energex.com.au](https://energex.com.au) or [ergon.com.au/network](https://ergon.com.au/network) [select energy provider].
- Check the latest weather, warnings, rainfall, and river heights at the [Bureau of Meteorology Queensland website](#).
- Check road closures at [the QLD Traffic website](#) or for phone service call 13 19 40.
- Check disruptions to public transport at the [Translink website](#).

## APPENDIX 12: Cyclone/Storm Surge – Watch & Act Templates

### Cyclone – AVOID THE AREA



## WATCH AND ACT AVOID THE AREA

[Location]  
Tropical Cyclone [Name]

**Issued:** [time, day, date, year]

**Next update:** [time, day, date, year] or as the situation changes.

[Insert issuing agency] advises people to **AVOID THE AREA** in the following area(s):

- [Add location(s) here]

Tropical Cyclone [Name] [has now passed / is currently passing / predicted to pass at TIME.] You still need to be careful of the dangers and possible damages of the cyclone.

**If your life is in danger, call Triple Zero (000) immediately.**

### What are we expecting?

The Bureau of Meteorology advises [insert BOM prediction here, including time/when it's expected to hit].

- If you left, stay where you are until you are told it safe to go back.
- If you did not leave, stay in your safe place until the cyclone passes.
- If you have children make sure they are with you or an adult you trust.
- Powerlines and trees may have fallen. They can be hard to see when covered in debris.
- The power and phone services [might be / has been] impacted. They will be restored when staff and supplies can get through, and when safe.
- Roads [are / may be] closed or badly damaged.
- Water supply [might be / has been] impacted. Drink only water from your emergency supply.
- Flooding will start to go down. Flood waters may rise. Never play, walk, ride or drive through flood water because it is dangerous. There could be [crocodiles, sharks, snakes] or raw sewerage.
- Heat and humidity often follow tropical cyclones.

### What you need to do:

- Avoid returning to homes or businesses due to [damage / possible damage.] If you choose to return, drive slowly and remain alert. Be aware of fallen powerlines, trees, and other hazards.
- Protect your health and safety; wear boots, gloves and protective clothing when cleaning up, wash your hands and clothes often, throw away food that should be kept cold or frozen if you lost power.
- Do not go sight-seeing. Keep roads clear for emergency services.

### Support and recovery help:

- For non-life-threatening flood and storm emergency assistance, contact SES on 132500, 132500.qld.gov.au, or the SES Assistance Qld app on Android or iOS.
- Go to [insert council name and website] for clean-up and recovery information.
- Recovery services are available [insert details of organisations actively involved; ideally on the ground]:
  - Agency – Location, full address and times.
- For general relief and recovery information go to the [Get Ready Queensland website \(After a Disaster\)](#).
- Natural disasters can affect your mental health. If you need help, call any of these groups:
  - Lifeline: Go to [lifeline.org.au](https://lifeline.org.au) or phone 13 11 14.
  - Beyond Blue: Go to [beyondblue.org.au](https://beyondblue.org.au) or phone 1300 224 636.
  - Kids Helpline: Go to [kidshelpline.com.au](https://kidshelpline.com.au) or phone 1800 551 800.

### For more information:

- Follow our local council disaster dashboard here [insert disaster dashboard link].
- Listen to your local radio [add ABC local radio or other station and frequency].
- For power outage information go to [energex.com.au](https://energex.com.au) or [ergon.com.au/network](https://ergon.com.au/network) [select energy provider].
- Check the latest weather, warnings, rainfall, and river heights at the [Bureau of Meteorology Queensland website](#).
- Check road closures at [the QLD Traffic website](#) or for phone service call 13 19 40.
- Check disruptions to public transport at the [Translink website](#).



## WATCH AND ACT MONITOR CONDITIONS

[Location]  
Tropical Cyclone [Name]

**Issued:** [time, day, date, year]

**Next update:** [time, day, date, year] or as the situation changes.

[Insert issuing agency] advises people in the following area(s):

- [Add location(s) here]

to **MONITOR CONDITIONS** for Tropical Cyclone [Name] that is [forming off / stationary off / moving [slowly or quickly] towards] the Queensland coast.

An [evacuation centre/registration point/assembly area] has been set up here (insert link/area).

For non-life-threatening flood and storm emergency assistance, contact SES on 132500, 132500.qld.gov.au, or the SES Assistance Qld app on Android or iOS. In a life-threatening situation, call Triple Zero (000) immediately.

### What are we expecting?

The Bureau of Meteorology advises [insert BOM prediction here, including time/when it's expected to hit/track map].

The tropical cyclone could cross the coast [near location / between location 1 and 2] by [tomorrow / day of the week e.g., Monday]. Conditions will get worse as it gets closer to land. You could expect:

- Very strong winds that could knock down trees, powerlines, and blow roofs off.
- Power, phone, internet, and water might stop working.
- Heavy rain [and storm surge] may cause flooding in some places.
- Roads could be blocked by debris or flood water. Some areas may be isolated.
- Stores may be closed and limit access to groceries and essential items.

### What you need to do:

- Find out how to ready for a tropical cyclone at the [Get Ready Queensland website \(Get Prepared\)](#) and make an emergency kit.
- Clean up around your home and tie down anything outside that could blow away in strong winds.
- Tell friends, family, and neighbours in the area.

### If you find it hard to move quickly or have special or medical needs:

- Use your Person-Centred Emergency Plan (P-CEP) now if you have one.
- Make sure you have enough medicine for at least one week.
- If anyone in your house uses powered medical equipment, like a dialysis machine or ventilator, decide now where you will go in case you lose power.
- Call your support person or service to organise transport if you need to leave.
- Leaving early is safer than waiting.

### If you are a tourist, visitor, camper or caravanner:

- Campers and caravanners should start packing up now.
- If you do not need to be in the warning area, leave now. Check road conditions and plan your route before you leave.
- If you stay, ask accommodation staff where to shelter if the cyclone comes.

### For more information:

- Follow our local council disaster dashboard here [insert disaster dashboard link].
- Listen to your local radio [add ABC local radio or other station and frequency].
- For power outage information go to [energex.com.au](http://energex.com.au) or [ergon.com.au/network](http://ergon.com.au/network) [select energy provider].
- Check the latest weather, warnings, rainfall, and river heights at the [Bureau of Meteorology Queensland website](#).
- Check road closures at [the QLD Traffic website](#) or for phone service call 13 19 40.
- Check disruptions to public transport at the [Translink website](#).



# WATCH AND ACT MOVE/STAY INDOORS

## [Location] Tropical Cyclone [Name]

**Issued:** [time, day, date, year]

**Next update:** [time, day, date, year] or as the situation changes.

[Insert issuing agency] advises people in the following area(s):

- [Add location(s) here]

to **MOVE / STAY INDOORS** due to Tropical Cyclone [Name] has crossed the coast. It is still dangerous because of [strong winds/heavy rain/flood/lots of fallen trees and powerlines]. **Stay indoors until you are told it is safe by [agency name].**

**If your life is in danger, call Triple Zero (000) immediately.**

### What are we expecting?

The Bureau of Meteorology advises [insert BOM prediction here, including time/when it's expected to hit/track map].

You can expect:

- There to be [some/a lot] of damage.
- Some places are flood, some roads and bridges are blocked or damaged.
- There are fallen trees and powerlines and other debris outside.
- There may be damage to your home.
- Power may be off in places and could be for a long time.
- Some places may not have clean water. Tap water may not be safe to drink. Drink bottle water.

### What you need to do:

- Stay indoors for your safety. If your shelter is badly damaged, move carefully to a safer place.
- If you have evacuated, stay where you are until you are told it is safe to leave.
- Roads may be blocked or badly damaged.
- Do not use generators inside. Fumes can be deadly.
- Limit use of devices to save batteries.

### If you find it hard to move quickly or have special or medical needs:

- Use your Person-Centred Emergency Plan (P-CEP) now if you have one.
- Make sure you have enough medicine for at least one week.
- If anyone in your house uses powered medical equipment, like a dialysis machine or ventilator, decide now where you will go in case you lose power.
- Call your support person or service to organise transport if you need to leave.

### If you are a tourist, visitor, camper or caravanner:

- Campers and caravanners should pack up now.
- Visitors should move to an evacuation centre, registration point or assembly area.
- Airports and highways could close if the tropical cyclone gets closer.
- If you choose to stay, ask accommodation staff where to shelter if the tropical cyclone hits.

### For more information:

- Follow our local council disaster dashboard here [insert disaster dashboard link]
- Listen to your local radio [add ABC local radio station and frequency]
- Find out what to do during a cyclone [Get Ready Queensland website](#)
- For power outage information go to [energex.com.au](#) or [ergon.com.au/network](#) [select energy provider].
- Check the latest weather, warnings, rainfall, and river heights at the [Bureau of Meteorology Queensland website](#).
- For non-life-threatening flood and storm emergency assistance, contact SES on 132500, 132500.qld.gov.au, or the SES Assistance Qld app on Android or iOS.
- Check road closures at [the QLD Traffic website](#) or for phone service call 13 19 40.
- Check disruptions to public transport at the [Translink website](#).





## WATCH AND ACT NOT SAFE TO RETURN

[Location]  
Tropical Cyclone [Name]

**Issued:** [time, day, date, year]

**Next update:** [time, day, date, year] or as the situation changes.

[Insert issuing agency] advises people it is **NOT SAFE TO RETURN** in the following area(s):

- [Add location(s) here]

Tropical Cyclone [Name] [has now passed / is currently passing.] You still need to be careful of the dangers and possible damages of the cyclone.

**If your life is in danger, call Triple Zero (000) immediately.**

### What are we expecting?

The Bureau of Meteorology advises [insert BOM prediction here, including time/when it's expected to hit/track map].

### What are we expecting?

- If you left, stay where you are until you are told it safe to go back.
- Powerlines and trees have fallen. They can be hard to see when covered in debris.
- The power and phone services [might be / has been] impacted.
- Roads [are / may be] closed or badly damaged.
- Water supply [might be / has been] impacted. Drink only water from your emergency supply.
- Flooding will start to go down. Flood waters may rise. Never play, walk, ride or drive through flood water because it is dangerous. There could be [crocodiles, sharks, snakes] or raw sewerage.

### What you need to do:

- Avoid returning to homes or businesses due to [damage / possible damage]. If you choose to return, drive slowly and remain alert. Be aware of fallen powerlines, trees, and other hazards.
- Do not use gas or generators inside. Fumes can be deadly.
- Protect your health and safety; wear boots, gloves and protective clothing when cleaning up, wash your hands and clothes often, throw away food that should be kept cold or frozen if you lost power.
- Do not go sight-seeing. Keep roads clear for emergency services.

### Support and recovery help:

- For non-life-threatening flood and storm emergency assistance, contact SES on 132500, 132500.qld.gov.au, or the SES Assistance Qld app on Android or iOS.
- Go to [insert council name and website] for clean-up and recovery information.
- Recovery services are available [insert details of organisations actively involved; ideally on the ground]:
  - Agency – Location, full address and times.
- For general relief and recovery information go to the [Get Ready Queensland website \(After a Disaster\)](#).
- Natural disasters can affect your mental health. If you need help, call any of these groups:
  - Lifeline: Go to [lifeline.org.au](https://lifeline.org.au) or phone 13 11 14.
  - Beyond Blue: Go to [beyondblue.org.au](https://beyondblue.org.au) or phone 1300 224 636.
  - Kids Helpline: Go to [kidshelpline.com.au](https://kidshelpline.com.au) or phone 1800 551 800.

### For more information:

- Follow our local council disaster dashboard here [insert disaster dashboard link]
- Listen to your local radio [add ABC local radio station and frequency]
- Find out what to do during a cyclone visit the [Get Ready Queensland website \(During a Disaster\)](#).
- For power outage information go to [energex.com.au](https://energex.com.au) or [ergon.com.au/network](https://ergon.com.au/network) [select energy provider].
- Check the latest weather, warnings, rainfall, and river heights at the [Bureau of Meteorology Queensland website](#).
- Check road closures at [the QLD Traffic website](#) or for phone service call 13 19 40.
- Check disruptions to public transport at the [Translink website](#).





## WATCH AND ACT PREPARE FOR ISOLATION

[Location]  
Tropical Cyclone [Name]

**Issued:** [time, day, date, year]

**Next update:** [time, day, date, year] or as the situation changes.

[Insert issuing agency] advises people in the following area(s):

- [Add location(s) here]

to **PREPARE FOR ISOLATION** due to Tropical Cyclone [Name] that is [forming off / stationary off / moving [slowly or quickly] towards] the Queensland coast.

For non-life-threatening flood and storm emergency assistance, contact SES on 132500, [132500.qld.gov.au](https://132500.qld.gov.au), or the SES Assistance Qld app on Android or iOS. In a life-threatening situation, call Triple Zero (000) immediately.

### What are we expecting?

The Bureau of Meteorology advises [insert BOM prediction here, including time/when it's expected to hit/track map].

Dangerous winds and heavy rain from Tropical Cyclone [Name] [is causing / may cause] [major / significant] damage around [location]. This could cut off roads in and out for several [days / weeks].

### What you need to do:

- You may be isolated for an extended period of time. Make sure you have essential supplies to last for at least three to five days, including food, drinking water, medications, pet food, and livestock feed.
- You may lose services like power, communications, water, sewerage, and gas.
- Charge all electronic devices including mobile phones and torches.
- Boil and conserve water to use for bathing, cooking, and drinking.
- Stay away from creeks, rivers, and floodwater.
- Check your family, friends and neighbours know what to do. Help them if you can.

### If you find it hard to move quickly or have special or medical needs:

- Use your Person-Centred Emergency Plan (P-CEP) now if you have one.
- Make sure you have enough medicine for at least one week.
- If anyone in your house uses powered medical equipment, like a dialysis machine or ventilator, decide now where you will go in case you lose power.
- Call your support person or service to organise transport if you need to leave.
- Leaving early is safer than waiting.

### If you are a tourist, visitor, camper or caravanner:

- Campers and caravanners should pack up now.
- Visitors should move to an evacuation centre, registration point or assembly area.
- Airports and highways could close if the tropical cyclone gets closer.
- If you choose to stay, ask accommodation staff where to shelter if the tropical cyclone hits.

### For more information:

- Follow our local council disaster dashboard here [insert disaster dashboard link].
- Listen to your local radio [add ABC local radio or other station and frequency].
- For power outage information go to [energex.com.au](https://energex.com.au) or [ergon.com.au/network](https://ergon.com.au/network) [select energy provider].
- Check the latest weather, warnings, rainfall, and river heights at the [Bureau of Meteorology Queensland website](https://www.bom.gov.au/queensland/).
- Check road closures at [the QLD Traffic website](https://www.qldtraffic.com.au) or for phone service call 13 19 40.
- Check disruptions to public transport at the [Translink website](https://www.translink.com.au).



## WATCH AND ACT PREPARE NOW

### [Location] Tropical Cyclone [Name]

**Issued:** [time, day, date, year]

**Next update:** [time, day, date, year] or as the situation changes.

[Insert issuing agency] advises people in the following area(s):

- [Add location(s) here]

to **PREPARE NOW** for Tropical Cyclone [Name] that is [forming off / stationary off / moving [slowly or quickly] towards] the Queensland coast. An [evacuation centre/registration point/assembly area] has been set up here (insert link/area).

For non-life-threatening flood and storm emergency assistance, contact SES on 132500, [132500.qld.gov.au](https://132500.qld.gov.au), or the SES Assistance Qld app on Android or iOS. In a life-threatening situation, call Triple Zero (000) immediately.

#### What are we expecting?

The Bureau of Meteorology advises [insert BOM prediction here, including time/when it's expected to hit/track map].

The tropical cyclone could cross the coast [near location / between location 1 and 2] by [tomorrow / day of the week e.g., Monday]. Conditions will get worse as it gets closer to land. You could expect:

- Very strong winds that could knock down trees, powerlines, and blow roofs off.
- Power, phone, internet, and water might stop working.
- Heavy rain [and storm surge] may cause flooding in some places.

#### What you need to do:

##### Check or make an emergency kit:

- Find out how to get ready for a tropical cyclone at the [Get Ready Queensland website \(Get Prepared\)](#) and make an emergency kit.
- Fill up containers and the bath with clean water for drinking in case the water supply is cut off.

##### Prepare your property:

- Put away or tie down outside items like furniture, gas bottles, and play equipment.
- If your home is not safe, plan to stay with family or friends.
- If you are near the beach or a coastal waterway, storm surge could cause flooding. This is dangerous.
- Close cyclone shutters if you have them, or cover windows with plywood, mattress, or heavy blanket.
- Find out how to safely turn off power, solar, water, and gas to your house. Be ready to turn it off if told to.
- Check your family, friends and neighbours know what to do. Help them if you can.

##### If you find it hard to move quickly or have special or medical needs:

- Use your Person-Centred Emergency Plan (P-CEP) now if you have one.
- Make sure you have enough medicine for at least one week.
- If anyone in your house uses powered medical equipment, like a dialysis machine or ventilator, decide now where you will go in case you lose power.
- Call your support person or service to organise transport if you need to leave.
- Leaving early is safer than waiting.

##### If you are a tourist, visitor, camper or caravanner:

- Campers and caravanners should start packing up now.
- If you do not need to be in the warning area, leave now. Check road conditions and plan your route before you leave.

##### For more information:

- Follow our local council disaster dashboard here [insert disaster dashboard link].
- Listen to your local radio [add ABC local radio or other station and frequency].
- For power outage information go to [energex.com.au](https://energex.com.au) or [ergon.com.au/network](https://ergon.com.au/network) [select energy provider].
- Check the latest weather, warnings, rainfall, and river heights at the [Bureau of Meteorology Queensland website](#).
- Check road closures at [the QLD Traffic website](#) or for phone service call 13 19 40.
- Check disruptions to public transport at the [Translink website](#).



## WATCH AND ACT PREPARE TO LEAVE

[Location]  
**Tropical Cyclone [Name]**

**Issued:** [time, day, date, year]

**Next update:** [time, day, date, year] or as the situation changes.

[Insert issuing agency] advises people in the following area(s):

- [Add location(s) here]

must **PREPARE TO LEAVE** due to Tropical Cyclone [Name] that is [forming off / stationary off / moving [slowly or quickly] towards] the Queensland coast. An [evacuation centre/place of refuge/registration point/assembly] area has been set up here [insert link/area]. **People who find it hard to move quickly should consider leaving now.**

**For non-life-threatening flood and storm emergency assistance, contact SES on 132500, 132500.qld.gov.au, or the SES Assistance Qld app on Android or iOS. In a life-threatening situation, call Triple Zero (000) immediately.**

### What are we expecting?

The Bureau of Meteorology advises [insert BOM prediction here, including time/when it's expected to hit/track map].

The tropical cyclone could cross the coast [near location / between location 1 and 2] by [tomorrow / day of the week e.g., Monday]. Conditions will get worse as it gets closer to land. You could expect:

- Very strong winds that could knock down trees, powerlines, and blow roofs off.
- Power, phone, internet, and water might stop working.
- Heavy rain [and storm surge] may cause flooding in some places.

### What you need to do:

- Find out how to get ready for cyclones at the [Get Ready Queensland website \(Get Prepared\)](#).
- If you choose to leave now, consider the consequences of road conditions and closures, and make alternate arrangements for work, children, and travel.
- Pack away, tie down, or secure outdoor furniture, toys, and trampolines.
- Put your pets somewhere safe, ensure they can be easily identified if they get lost.
- Keep medications close by.
- Charge mobile phones and power banks in case power goes out.
- Warn friends, family, and neighbors in the area.

### If you find it hard to move quickly or have special or medical needs:

- Use your Person-Centred Emergency Plan (P-CEP) now if you have one.
- Make sure you have enough medicine for at least one week.
- If anyone in your house uses powered medical equipment, like a dialysis machine or ventilator, decide now where you will go in case you lose power.
- Call your support person or service to organise transport if you need to leave.

### If you are a tourist, visitor, camper or caravanner:

- Campers and caravanners should start packing up now.
- If you do not need to be in the warning area, leave now. Check road conditions and plan your route before you leave.
- Be ready to move if the situation gets worse.
- Check your surroundings of water catchments, and monitor conditions.

### For more information:

- Follow our local council disaster dashboard here [insert disaster dashboard link].
- Listen to your local radio [add ABC local radio or other station and frequency].
- For power outage information go to [energex.com.au](http://energex.com.au) or [ergon.com.au/network](http://ergon.com.au/network) [select energy provider].
- Check the latest weather, warnings, rainfall, and river heights at the [Bureau of Meteorology Queensland website](#).
- Check road closures at [the QLD Traffic website](#) or for phone service call 13 19 40.
- Check disruptions to public transport at the [Translink website](#).



## WATCH AND ACT PREPARE TO TAKE SHELTER

[Location]  
Tropical Cyclone [Name]

**Issued:** [time, day, date, year]

**Next update:** [time, day, date, year] or as the situation changes.

[Insert issuing agency] advises people in the following area(s):

- [Add location(s) here]

to **PREPARE TO TAKE SHELTER** for Tropical Cyclone [Name] that is [forming off / stationary off / moving [slowly or quickly] towards] the Queensland coast.

An [evacuation centre/registration point/assembly area] has been set up here (insert link/area)

For non-life-threatening flood and storm emergency assistance, contact SES on 132500, [132500.qld.gov.au](https://132500.qld.gov.au), or the SES Assistance Qld app on Android or iOS. In a life-threatening situation, call Triple Zero (000) immediately.

### What are we expecting?

The Bureau of Meteorology advises [insert BOM prediction here, including time/when it's expected to hit/track map].

The tropical cyclone could cross the coast near [location] by [time: tomorrow or day of the week]. Conditions will be dangerous as it gets closer to land. You can expect:

- Very strong winds that could knock down trees, powerlines, and blow roofs off.
- Power, phone, internet, and water might stop working.
- Places near the coast could get dangerous storm surge and flood.
- Heavy rain [and storm surge] may cause flooding in some places.

### What you need to do:

- Find out how to ready for a tropical cyclone at the [Get Ready Queensland website \(Get Prepared\)](#) and make an emergency kit.
- Find the strongest and safest room in the building you are in. This will be away from big windows. It could be a bathroom, walk-in wardrobe, or hallway. Shelter here when the tropical cyclone comes.
- Cover windows with plywood, a mattress or heavy blanket. Shelter under a mattress if the roof comes off.
- Put your emergency kit in your safe room.
- Do not use gas or generators inside. Fumes can be deadly.
- Fill your car with fuel or charge it, and park it undercover. Do not park under a tree.
- Store or tie down outside items, like caravans, boats, trailers, outdoor furniture, gas bottles, toys and play equipment.
- Move outdoor furniture inside or sink it in your pool so it doesn't fly around in strong winds.
- Boil and conserve water for drinking, cooking, and bathing, in case water supplies are impacted.
- Be ready to turn off power, solar, water and gas to your house if you can and if it is safe.
- Check your family, friends and neighbours know what to do. Help them if you can.

### If you are a tourist, visitor, camper or caravanner:

- Campers and caravanners should pack up now.
- Visitors should move to an evacuation centre, registration point or assembly area.
- Airports and highways could close if the tropical cyclone gets closer.
- If you choose to stay, ask accommodation staff where to shelter if the tropical cyclone hits.

### For more information:

- Follow our local council disaster dashboard here [insert disaster dashboard link].
- Listen to your local radio [add ABC local radio or other station and frequency].
- For power outage information go to [energex.com.au](https://energex.com.au) or [ergon.com.au/network](https://ergon.com.au/network) [select energy provider].
- Check the latest weather, warnings, rainfall, and river heights at the [Bureau of Meteorology Queensland website](#).
- Check road closures at [the QLD Traffic website](#) or for phone service call 13 19 40.
- Check disruptions to public transport at the [Translink website](#).



# WATCH AND ACT

## RETURN WITH CAUTION

[Location]  
Tropical Cyclone [Name]

Issued: [time, day, date, year]

This is the last warning for this Tropical Cyclone. There could be other warnings for the area, stay up to date.

[Insert Issuing Agency] advises to **RETURN WITH CAUTION** in the following area(s):

- [Add location(s) here]

Tropical Cyclone [Name] has now passed. You still need to be careful of the dangers and damage caused by the cyclone.

### What are we expecting?

- Powerlines and trees may have fallen. They can be hard to see and covered in debris.
- The power and phone services could be out for a long time. They will be restored when staff and supplies can get through, and when safe.
- Roads [are / may be] closed or badly damaged. Do not drive unless you have to.
- Water supply [might be / has been] impacted. Drink only water from your emergency supply.
- Flooding will start to go down. Never play, walk, ride or drive through flood water because it is dangerous. There could be [crocodiles, sharks, snakes] or raw sewerage.

### What you need to do:

- Drive slowly if going back home, remain alert. Be aware of fallen powerlines, trees, and other hazards. Damage to roads and buildings caused by winds may still exist in your area.
- Water supply might be / has been impacted. Drink only water from your emergency supply.
- Check in on your neighbours, animals, and livestock if safe to do so.
- Stay away from flood waters.
- Protect your health and safety; wear boots, gloves and protective clothing when cleaning up, wash your hands and clothes often, throw away food that should be kept cold or frozen if you lost power.
- Do not go sight-seeing. Keep roads clear for emergency services.

### If your property has been affected by the tropical cyclone:

- Make sure your property is safe before entering. Check for damage to windows, walls and the roof and be careful of potential dangers including asbestos.
- Make sure the electricity and gas are turned off before going inside. There could be gas leaks, never use naked flames inside.
- If power points, electrical equipment, appliances or electrical hot water systems have been exposed to water or are water damaged in any way, they must be inspected by a qualified electrician before use.
- Gas appliances and bottles that have been exposed to water or damaged should be inspected for safety before use.

### Support and recovery help:

- Go to [insert council name and website] for clean-up and recovery information.
- Recovery services are available [insert details of organisations actively involved; ideally on the ground]:
  - Agency – Location, full address and times.
- For general relief and recovery information go to the [Get Ready Queensland website \(After a Disaster\)](#).
- Natural disasters can affect your mental health. If you need help, call any of these groups:
  - Lifeline: Go to [lifeline.org.au](https://www.lifeline.org.au) or phone 13 11 14.
  - Beyond Blue: Go to [beyondblue.org.au](https://www.beyondblue.org.au) or phone 1300 224 636.
  - Kids Helpline: Go to [kidshelpline.com.au](https://www.kidshelpline.com.au) or phone 1800 551 800.

### For more information:

- Follow our local council disaster dashboard here [insert disaster dashboard link].
- Listen to your local radio [add ABC local radio or other station and frequency].
- For power outage information go to [energex.com.au](https://www.energex.com.au) or [ergon.com.au/network](https://www.ergon.com.au/network) [select energy provider].
- Check the latest weather, warnings, rainfall, and river heights at the [Bureau of Meteorology Queensland website](#).
- Check road closures at [the QLD Traffic website](#) or for phone service call 13 19 40.
- Check disruptions to public transport at the [Translink website](#).





## WATCH AND ACT AVOID THE AREA

### [Location] Tropical Cyclone (Storm Surge)

**Issued:** [time, day, date, year]

**Next update:** [time, day, date, year] or as the situation changes.

[Insert issuing agency] advises people in the following location(s):

- [Add location(s) here]

to **AVOID THE AREA** due to the [minor/moderate/major] storm surge and damage to the area.

For non-life-threatening flood and storm emergency assistance, contact SES on 132500, [132500.qld.gov.au](http://132500.qld.gov.au), or the SES Assistance Qld app on Android or iOS. In a life-threatening situation, call Triple Zero (000) immediately.

#### What are we expecting?

The Bureau of Meteorology advises [insert BOM prediction here, including time/when it's expected to hit]

- Flood water is starting to go down, but it is still dangerous because [of dangerous, major, wide-spread, fast-moving and/or unpredictable flooding]
- There has been significant flood damage to infrastructure and dangerous hazards within the area.

#### What you need to do:

- If you evacuated, stay where you are until you are told it safe to go back.
- If you did not leave, stay in your safe place until flood waters go down.
- If you have children make sure they are with you or an adult you trust.
- Some places do not have clean water. Tap water is not safe to drink.
- Mobile phones and internet might not work.
- Some places do not have power. There may also be electrical hazards.
- The number of mosquitos can grow after a flood. Protect your health and safety by using repellent, wear closed in shoes, long sleeves and pants, and empty containers that have water in them.
- Share this information with family, friends, and neighbors where possible.

#### Support and recovery help:

- Go to [insert council name and website] for clean-up and recovery information.
- Recovery services are available [insert details of organisations actively involved; ideally on the ground]:
  - Agency – Location, full address and times.
- For general relief and recovery information go to the [Get Ready Queensland website \(After a Disaster\)](#).
- Natural disasters can affect your mental health. If you need help, call any of these groups:
  - Lifeline: Go to [lifeline.org.au](http://lifeline.org.au) or phone 13 11 14.
  - Beyond Blue: Go to [beyondblue.org.au](http://beyondblue.org.au) or phone 1300 224 636.
  - Kids Helpline: Go to [kidshelpline.com.au](http://kidshelpline.com.au) or phone 1800 551 800.

#### For more information:

- Follow our local council disaster dashboard here [insert disaster dashboard link].
- Listen to your local radio [add ABC local radio or other station and frequency].
- For power outage information go to [energex.com.au](http://energex.com.au) or [ergon.com.au/network](http://ergon.com.au/network) [select energy provider].
- Check the latest weather, warnings, rainfall, and river heights at the [Bureau of Meteorology Queensland website](#).
- Check road closures at [the QLD Traffic website](#) or for phone service call 13 19 40.
- Check disruptions to public transport at the [Translink website](#).





## WATCH AND ACT MOVE TO HIGHER GROUND

### [Location] Tropical Cyclone (Storm Surge)

**Issued:** [time, day, date, year]

**Next update:** [time, day, date, year] or as the situation changes.

[Insert issuing agency] advises people in the following area(s):

- [Add location(s) here]

must **MOVE TO HIGHER GROUND** now. This could be with family or friends away from the storm surge areas. Tropical Cyclone [Name] is [going to cause / causing] a [widespread / localised / fast-moving / dangerous] storm surge. Storm surge is a rise in sea level over and above the normal tide levels because of a cyclone. **Storm surge is a threat to life and property. It will soon be too late to leave. People who find it hard to move quickly should leave immediately.** An [evacuation centre/cyclone shelter] has been set up here (insert link/area)

**For non-life-threatening flood and storm emergency assistance, contact SES on 132500, 132500.qld.gov.au, or the SES Assistance Qld app on Android or iOS. In a life-threatening situation, call Triple Zero (000) immediately.**

#### What are we expecting?

The Bureau of Meteorology advises [insert BOM prediction here, including time/when it's expected to hit/track map].

- There will be lots of wind and rain from the cyclone. There will be flooding in low-lying areas.

#### What you need to do:

##### Prepare your home:

- Put chemicals and poisons up high to stop them polluting the water.
- Lift important things onto bed, tables, shelves or upstairs to protect them.
- Use sandbags to block toilets, sinks and drains to stop sewerage backflow.
- Decide if you need to turn off the power, solar, water and gas before you leave.
- Move cars to high ground away from trees.
- Check your family, friends and neighbours know what to do. Help them if you can.

##### If you need to drive:

- Do not drive through floodwater. If the road is flooded, go a different way.
- Watch out for damaged roads, fallen trees or powerlines.

##### If you find it hard to move quickly or have special or medical needs:

- Use your Person-Centred Emergency Plan (P-CEP) now if you have one.
- Make sure you have enough medicine for at least one week.
- If anyone in your house uses powered medical equipment, like a dialysis machine or ventilator, decide now where you will go in case you lose power.
- Call your support person or service to organise transport if you need to leave.
- Leaving early is safer than waiting.

##### If you are a tourist, visitor, camper or caravanner:

- Campers and caravanners should start packing up now.
- If you do not need to be in the warning area, leave now. Check road conditions and plan your route before you leave.

##### For more information:

- Follow our local council disaster dashboard here [insert disaster dashboard link].
- Listen to your local radio [add ABC local radio or other station and frequency].
- For power outage information go to [energex.com.au](http://energex.com.au) or [ergon.com.au/network](http://ergon.com.au/network) [select energy provider].
- Check the latest weather, warnings, rainfall, and river heights at the [Bureau of Meteorology Queensland website](http://Bureau of Meteorology Queensland website).
- Information on what to do during a disaster visit the [Get Ready Queensland website \(During a Disaster\)](http://Get Ready Queensland website (During a Disaster)).
- Check road closures at [the QLD Traffic website](http://the QLD Traffic website) or for phone service call 13 19 40.
- Check disruptions to public transport at the [Translink website](http://Translink website).



## WATCH AND ACT PREPARE NOW

### [Location] Tropical Cyclone (Storm Surge)

**Issued:** [time, day, date, year]

**Next update:** [time, day, date, year] or as the situation changes.

[Insert issuing agency] advises people in the following area(s):

- [Add location(s) here]

to **PREPARE NOW** as Tropical Cyclone [Name] is [going to cause / causing] a [widespread / localised / fast-moving / dangerous] storm surge. Storm surge is a rise in sea level over and above the normal tide levels because of a cyclone. **Storm surge is a threat to life and property.**

**For non-life-threatening flood and storm emergency assistance, contact SES on 132500, 132500.qld.gov.au, or the SES Assistance Qld app on Android or iOS. In a life-threatening situation, call Triple Zero (000) immediately.**

#### What are we expecting?

The Bureau of Meteorology advises [insert BOM prediction here, including time/when it's expected to hit].

- Waves and sea water will travel a long way inland and through coastal creeks and rivers. This can flood and damage buildings, wash away roads and cars, and damage bridges.
- Roads could be blocked by fallen trees, powerlines, or flood water from the cyclone.
- Power, water, phone, and sewerage services could stop working.

#### What you need to do:

- Prepare your home:
  - Put chemicals and poisons up high to stop them polluting the water.
  - Lift important things onto bed, tables, shelves or upstairs to protect them.
  - Use sandbags to block toilets, sinks and drains to stop sewerage backflow.
  - Decide if you need to turn off the power, solar, water and gas before you leave.
  - Move cars to high ground away from trees.
- If it's flooded, forget it. Stay out of flood water.
- Decide if you, and the people you live with, will leave if floodwaters get close to your house.
- If you have children make sure they are with you or an adult you trust.
- Be prepared to have no power. Charge mobile phones and other electronic devices now.
- Get and fill sandbags and block doors to stop water getting inside. You can get sandbags from XX.
- Use sandbags to block toilets, sinks and drains to stop sewerage backflow.
- Warn family, friends, and neighbours in the area. Help others if you can.

#### If you decide to leave early:

- Lift important things onto bed, tables, shelves or upstairs to protect them.
- Lift waste containers, chemicals, and poisons up high.
- Pack enough clothes, food, water, medicine, baby items (like nappies, formula) and pet food for [three / five / other] days. Plan not to have a fridge or microwave.
- Take your pets, mobile phone charger, battery-powered radio, torch, and valuables like photos, cash, and important documents (like identification, insurance, or banking records).
- Lock windows and doors.
- Go to a safe place, away from flooding. This could be with family or a friend.
- If you come to a flooded road, turn around and go another way. Do not drive through floodwater.

#### If you find it hard to move quickly or have special or medical needs:

- Use your Person-Centred Emergency Plan (P-CEP) now if you have one.
- Make sure you have enough medicine for at least one week.
- If anyone in your house uses powered medical equipment, like a dialysis machine or ventilator, decide now where you will go in case you lose power.
- Call your support person or service to organise transport if you need to leave.
- Leaving early is safer than waiting.

**If you are a tourist, visitor, camper or caravanner:**

- Campers and caravanners should start packing up now.
- If you do not need to be in the warning area, leave now. Check road conditions and plan your route before you leave.
- Be ready to move if the situation gets worse.
- Ask the campground owners whether the site floods.
- Check your surroundings of water catchments, and monitor conditions.

**For more information:**

- Follow our local council disaster dashboard here [\[insert disaster dashboard link\]](#).
- Listen to your local radio [\[add ABC local radio or other station and frequency\]](#).
- For power outage information go to [energex.com.au](http://energex.com.au) or [ergon.com.au/network](http://ergon.com.au/network) [\[select energy provider\]](#).
- Check the latest weather, warnings, rainfall, and river heights at the [Bureau of Meteorology Queensland website](#).
- Check road closures at [the QLD Traffic website](#) or for phone service call 13 19 40.
- Check disruptions to public transport at the [Translink website](#).



## WATCH AND ACT PREPARE TO LEAVE

### [Location] Tropical Cyclone (Storm Surge)

**Issued:** [time, day, date, year]

**Next update:** [time, day, date, year] or as the situation changes.

[Insert issuing agency] advises people in the following area(s):

- [Add location(s) here]

must **PREPARE TO LEAVE** due to storm surge from Tropical Cyclone [Name] that is [forming off / stationary off / moving [slowly or quickly] towards] the Queensland coast. Storm surge is a rise in sea level over and above the normal tide levels because of a cyclone. **Storm surge is a threat to life and property.** An [evacuation centre/place of refuge/registration point/assembly] area has been set up here (insert link/area). **People who find it hard to move quickly should consider leaving now.**

**For non-life-threatening flood and storm emergency assistance, contact SES on 132500, 132500.qld.gov.au, or the SES Assistance Qld app on Android or iOS. In a life-threatening situation, call Triple Zero (000) immediately.**

#### What are we expecting?

The Bureau of Meteorology advises [insert BOM prediction here, including time/when it's expected to hit/track map].

- Waves and sea water will travel a long way inland and through coastal creeks and rivers. This can flood and damage buildings, wash away roads and cars, and damage bridges.
- Roads could be blocked by fallen trees, powerlines, or flood water from the cyclone.
- Power, water, phone, and sewerage services could stop working.

#### What you need to do:

- **Prepare your home:**
  - Put chemicals and poisons up high to stop them polluting the water.
  - Lift important things onto bed, tables, shelves or upstairs to protect them.
  - Use sandbags to block toilets, sinks and drains to stop sewerage backflow.
  - Find out how to safely turn off the power, solar, water and gas.
  - Move cars to high ground away from trees.
- Check your family, friends and neighbours know what to do. Help them if you can.

#### If you find it hard to move quickly or have special or medical needs:

- Use your Person-Centred Emergency Plan (P-CEP) now if you have one.
- Make sure you have enough medicine for at least one week.
- If anyone in your house uses powered medical equipment, like a dialysis machine or ventilator, decide now where you will go in case you lose power.
- Call your support person or service to organise transport if you need to leave.

#### If you are a tourist, visitor, camper or caravanner:

- Campers and caravanners should start packing up now.
- If you do not need to be in the warning area, leave now. Check road conditions and plan your route before you leave.
- Be ready to move if the situation gets worse.
- Check your surroundings of water catchments, and monitor conditions.

#### For more information:

- Follow our local council disaster dashboard here [insert disaster dashboard link].
- Listen to your local radio [add ABC local radio or other station and frequency].
- For power outage information go to [energex.com.au](http://energex.com.au) or [ergon.com.au/network](http://ergon.com.au/network) [select energy provider].
- Check the latest weather, warnings, rainfall, and river heights at the [Bureau of Meteorology Queensland website](http://Bureau of Meteorology Queensland website).
- Check road closures at [the QLD Traffic website](http://the QLD Traffic website) or for phone service call 13 19 40.
- Check disruptions to public transport at the [Translink website](http://Translink website).



# EMERGENCY WARNING LEAVE BY [XX:XX AM/PM]

[Location]  
Tropical Cyclone [Name]

**Issued:** [time, day, date, year]

**Next update:** [time, day, date, year] or as the situation changes.

[Insert issuing agency] advises for people in the following area(s):

- [Add location(s) here]

to **LEAVE BY** [time, day, date] due to Tropical Cyclone [insert name]. Tropical Cyclone [Name] will cross the coast [at time, day, date]. **Your life is at risk.**

You have until [time, day, date] to go safely. Leave as soon as you can. If you cannot leave by this time, go to the strongest, safest part of the building you are in. This will be away from big windows. It could be a bathroom, walk-in wardrobe, or hallway. **Stay there.** An [evacuation centre/registration point/assembly] area has been set up here (insert link/area)

**In life threatening situations, call Triple Zero (000) immediately.**

**Emergency services may not be able to get you because it is too dangerous.**

#### What are we expecting?

The Bureau of Meteorology advises [insert BOM prediction here, including time/when it's expected to hit/track map].

- The wind is very dangerous and will be very loud.
- You will hear things breaking outside and hitting your house.
- Winds could stop suddenly if the eye of the tropical cyclone goes over. Very dangerous winds could start again quickly from a different direction.
- Very strong winds can knock down trees and powerlines, blow roofs off houses, and blow away anything not tied down outside. This is a risk to life.
- Power, phone, and internet will stop working. They could be out for a long time.

#### What you need to do:

- Cover any windows in your safe room with a mattress or heavy blankets. This could protect you if the window breaks. Keep all doors and windows closed.
- If the roof comes off, shelter under your mattress and blankets.
- Stay in your safe place until you are told it is safe. This could take several hours.
- Keep pets in a safe place inside.
- Do not use generators inside. Fumes can be deadly.
- Limit use of devices to save batteries. Listen to local radio for updates.

#### For more information:

- Follow our local council disaster dashboard here [insert disaster dashboard link].
- Listen to your local radio [add ABC local radio or other station and frequency].
- For power outage information go to [energex.com.au](http://energex.com.au) or [ergon.com.au/network](http://ergon.com.au/network) [select energy provider].
- Check the latest weather, warnings, rainfall, and river heights at the [Bureau of Meteorology Queensland website](http://Bureau of Meteorology Queensland website).
- Check road closures at [the QLD Traffic website](http://the QLD Traffic website) or for phone service call 13 19 40.
- Check disruptions to public transport at the [Translink website](http://Translink website).



# EMERGENCY WARNING TAKE SHELTER NOW

**[Location]**  
**Tropical Cyclone [Name]**

**Issued:** [time, day, date, year]

**Next update:** [time, day, date, year] or as the situation changes.

[Insert issuing agency] advises for people in the following area(s):

- [Add location(s) here]

to **TAKE SHELTER NOW** from Tropical Cyclone [insert name]. Tropical Cyclone [Name] [is crossing / is about to cross / will soon cross] the coast [at / near] [location].

People in [location] must **TAKE SHELTER NOW**. Go to the strongest, safest part of the building you are in. This will be away from big windows. It could be a bathroom, walk-in wardrobe, or hallway. **Stay there.**

**In life threatening situations, call Triple Zero (000) immediately.**

**Emergency services may not be able to get you because it is too dangerous.**

## What are we expecting?

The Bureau of Meteorology advises [insert BOM prediction here, including time/when it's expected to hit/track map].

- The wind is very dangerous and will be very loud.
- You will hear things breaking outside and hitting your house.
- Winds could stop suddenly if the eye of the tropical cyclone goes over. Very dangerous winds could start again quickly from a different direction.
- Very strong winds can knock down trees and powerlines, blow roofs off houses, and blow away anything not tied down outside. This is a risk to life.
- Power, phone, and internet will stop working. They could be out for a long time.

## What you need to do:

- Cover any windows in your safe room with a mattress or heavy blankets. This could protect you if the window breaks. Keep all doors and windows closed.
- If the roof comes off, shelter under your mattress and blankets.
- Stay in your safe place until you are told it is safe. This could take several hours.
- Keep pets in a safe place inside.
- Do not use generators inside. Fumes can be deadly.
- Limit use of devices to save batteries. Listen to local radio for updates.

## For more information:

- Follow our local council disaster dashboard here [insert disaster dashboard link].
- Listen to your local radio [add ABC local radio or other station and frequency].
- For power outage information go to [energex.com.au](http://energex.com.au) or [ergon.com.au/network](http://ergon.com.au/network) [select energy provider].
- Check the latest weather, warnings, rainfall, and river heights at the [Bureau of Meteorology Queensland website](http://Bureau of Meteorology Queensland website).
- Check road closures at [the QLD Traffic website](http://the QLD Traffic website) or for phone service call 13 19 40.
- Check disruptions to public transport at the [Translink website](http://Translink website).





# EMERGENCY WARNING TOO DANGEROUS TO LEAVE

[Location]  
Tropical Cyclone [Name]

**Issued:** [time, day, date, year]

**Next update:** [time, day, date, year] or as the situation changes.

[Insert issuing agency] advises for people in the following area(s):

- [Add location(s) here]

it is **TOO DANGEROUS TO LEAVE** due to Tropical Cyclone [insert name]. Tropical Cyclone [Name] [is crossing / is about to cross / will soon cross] the coast [at / near] [location].

People in [location] it is **TOO DANGEROUS TO LEAVE**. Go to the strongest, safest part of the building you are in. This will be away from big windows. It could be a bathroom, walk-in wardrobe, or hallway. **Stay there.**

**In life threatening situations, call Triple Zero (000) immediately.**

**Emergency services may not be able to get you because it is too dangerous.**

## What are we expecting?

The Bureau of Meteorology advises [insert BOM prediction here, including time/when it's expected to hit/track map].

- The wind is very dangerous and will be very loud.
- You will hear things breaking outside and hitting your house.
- Winds could stop suddenly if the eye of the tropical cyclone goes over. Very dangerous winds could start again quickly from a different direction.
- Very strong winds can knock down trees and powerlines, blow roofs off houses, and blow away anything not tied down outside. This is a risk to life.
- Power, phone, and internet will stop working. They could be out for a long time.

## What you need to do:

- Cover any windows in your safe room with a mattress or heavy blankets. This could protect you if the window breaks. Keep all doors and windows closed.
- If the roof comes off, shelter under your mattress and blankets.
- Stay in your safe place until you are told it is safe. This could take several hours.
- Keep pets in a safe place inside.
- Do not use generators inside. Fumes can be deadly.
- Limit use of devices to save batteries. Listen to local radio for updates.

## For more information:

- Follow our local council disaster dashboard here [insert disaster dashboard link].
- Listen to your local radio [add ABC local radio or other station and frequency].
- For power outage information go to [energex.com.au](http://energex.com.au) or [ergon.com.au/network](http://ergon.com.au/network) [select energy provider].
- Check the latest weather, warnings, rainfall, and river heights at the [Bureau of Meteorology Queensland website](http://Bureau of Meteorology Queensland website).
- Check road closures at [the QLD Traffic website](http://the QLD Traffic website) or for phone service call 13 19 40.
- Check disruptions to public transport at the [Translink website](http://Translink website).



# EMERGENCY WARNING LEAVE BY [XX:XX AM/PM]

## [Location] Tropical Cyclone (Storm Surge)

**Issued:** [time, day, date, year]

**Next update:** [time, day, date, year] or as the situation changes.

[Insert issuing agency] advises people in the following area(s):

- [Add location(s) here]

to **LEAVE BY [time, day, date]. You are in danger.** Tropical Cyclone [Name] will cause a [widespread / localised / fast-moving / dangerous] storm surge [today/overnight]. Go immediately to stay with family or friends away from the storm surge areas. **Your life is at risk.**

Storm surge is a rise in sea level over and above the normal tide levels because of a cyclone. **Storm surge is a threat to life and property.**

An [evacuation centre/place of refuge/registration point/assembly area] has been set up here (insert link/area)

**If your life is in danger, call Triple Zero (000) immediately. For non-life-threatening flood and storm emergency assistance, contact SES on 132500, 132500.qld.gov.au, or the SES Assistance Qld app on Android or iOS.**

### What are we expecting?

The Bureau of Meteorology advises [insert BOM prediction here, including time/when it's expected to hit/track map].

- Big waves and sea water will travel a long way inland and through coastal creeks and rivers. This can flood and damage buildings, wash away roads and cars, and damage bridges.
- Roads could be blocked by fallen trees, powerlines, or flood water from the cyclone.
- There will be lots of wind and rain from the cyclone. There will be flooding in some areas.
- Power, water, phone, and sewerage services could stop working.

### What you need to do:

- Get your family members, pets and emergency kit and go to a safe place away from the storm surge.
- **If there is still time:**
  - Put chemicals and poisons up high to stop them polluting the water.
  - Lift important things onto bed, tables, shelves or upstairs to protect them.
  - Collect or create sandbags by filling pillowcases or shopping bags with sand and place them around doorways, in toilets and over drains to prevent rising sewage.
  - Unplug all electrical items, and turn off the power, solar, water and gas. This will help remove electrical dangers when you come back.
  - Move cars to high ground away from trees.
- Check your family, friends and neighbours know what to do. Help them if you can.

### If you need to drive:

- Strong winds, rain and flooding will make driving dangerous. Slow down and be careful.
- Do not drive through floodwater. If the road is flooded, go a different way.
- Watch out for debris, damaged roads, fallen trees or powerlines.
- Park your car undercover and away from trees when you get to safety.

### For more information:

- Follow our local council disaster dashboard here [insert disaster dashboard link].
- Listen to your local radio [add ABC local radio or other station and frequency].
- For power outage information go to [energex.com.au](http://energex.com.au) or [ergon.com.au/network](http://ergon.com.au/network) [select energy provider].
- Check the latest weather, warnings, rainfall, and river heights at the [Bureau of Meteorology Queensland website](http://Bureau of Meteorology Queensland website).
- Information on what to do during a disaster visit the [Get Ready Queensland website \(During a Disaster\)](http://Get Ready Queensland website (During a Disaster)).
- Check road closures at [the QLD Traffic website](http://the QLD Traffic website) or for phone service call 13 19 40.
- Check disruptions to public transport at the [Translink website](http://Translink website).



## EMERGENCY WARNING LEAVE IMMEDIATELY

### [Location] Tropical Cyclone (Storm Surge)

**Issued:** [time, day, date, year]

**Next update:** [time, day, date, year] or as the situation changes.

[Insert issuing agency] advises people in the following area(s):

- [Add location(s) here]

must **LEAVE IMMEDIATELY**. Tropical Cyclone [Name] is causing a [widespread / localised / fast-moving / dangerous] storm surge. Go immediately to stay with family or friends away from the storm surge areas. **Your life is at risk.**

Storm surge is a rise in sea level over and above the normal tide levels because of a cyclone. **Storm surge is a threat to life and property.**

An [evacuation centre/place of refuge/registration point/assembly area] has been set up here (insert link/area)

**If your life is in danger, call Triple Zero (000) immediately.**

#### What are we expecting?

The Bureau of Meteorology advises [insert BOM prediction here, including time/when it's expected to hit/track map].

- Big waves and sea water will travel a long way inland and through coastal creeks and rivers. This can flood and damage buildings, wash away roads and cars, and damage bridges.
- Roads could be blocked by fallen trees, powerlines, or flood water from the cyclone.
- There will be lots of wind and rain from the cyclone. There will be flooding in low-lying areas.
- Power, water, phone, and sewerage services could stop working.

#### What you should do:

- Decide how you will get to your safe place.
- Get your family members, pets and emergency kit and **LEAVE IMMEDIATELY** to a safe place away from the storm surge.
- Take your mobile phone, charger, medicine, identification, cash, and keys with you.
- Limit use of devices to save batteries.
- Watch out for debris, damaged roads, fallen trees or powerlines.
- Strong winds, rain and flooding make driving dangerous. Slow down and be careful.
- If you come to a flooded road, turn around and go another way. Do not drive, walk, or swim through flood water. Do not park your car under a tree when you get to safety.

#### For more information:

- Follow our local council disaster dashboard here [insert disaster dashboard link].
- Listen to your local radio [add ABC local radio or other station and frequency].
- For power outage information go to [energex.com.au](http://energex.com.au) or [ergon.com.au/network](http://ergon.com.au/network) [select energy provider].
- Check the latest weather, warnings, rainfall, and river heights at the [Bureau of Meteorology Queensland website](http://Bureau of Meteorology Queensland website).
- For non-life-threatening flood and storm emergency assistance, contact SES on 132500, [132500.qld.gov.au](http://132500.qld.gov.au), or the SES Assistance Qld app on Android or iOS.
- Check road closures at [the QLD Traffic website](http://the QLD Traffic website) or for phone service call 13 19 40.
- Check disruptions to public transport at the [Translink website](http://Translink website).



## EMERGENCY WARNING TAKE SHELTER NOW

### [Location] Tropical Cyclone (Storm Surge)

**Issued:** [time, day, date, year]

**Next update:** [time, day, date, year] or as the situation changes.

[Insert issuing agency] advises the people in the following area(s):

- [Add location(s) here]

to **TAKE SHELTER NOW** inside and up high. Do not try to drive.

**If your life is in danger, call Triple Zero (000) immediately.**

#### What are we expecting?

The Bureau of Meteorology advises [insert BOM prediction here, including time/when it's expected to hit].

- Homes and buildings [have been / could be] flooded.
- Landslides [have happened/could happen] – be aware of fallen earth, rocks, debris, or trees.
- Big waves and sea water will travel a long way inland and through coastal creeks and rivers. This can flood and damage buildings, wash away roads and cars, and damage bridges.
- Roads could be blocked by fallen trees, powerlines, or flood water from the cyclone.
- There will be lots of wind and rain from the cyclone. There will be flooding in some areas.
- Power, water, phone, and sewerage services could stop working.

#### What you need to do:

##### If you are outside now:

- Go to a safe place, indoors and on high ground.
- If you cannot shelter inside, get to higher ground away from trees. Trees can fall down when the ground is very wet.
- Move away from creeks and rivers.

##### If you are already driving:

- Driving now is dangerous. Find a high safe place to pull over away from trees, creeks, and rivers. Floodwater is dangerous - do not drive through floodwater. If the road is flooded, go a different way.
- Listen to your local radio station for warnings and traffic updates.

##### If you are inside and can't leave safely:

- Stay inside and watch for rising flood water.
- If floodwater comes inside, move to a higher point like the kitchen bench or second storey and call Triple Zero (000).

#### More information:

- Follow our local council disaster dashboard here [insert disaster dashboard link].
- Listen to your local radio [add ABC local radio or other station and frequency].
- For power outage information go to [energex.com.au](http://energex.com.au) or [ergon.com.au/network](http://ergon.com.au/network) [select energy provider].
- Check the latest weather, warnings, rainfall, and river heights at the [Bureau of Meteorology Queensland website](http://Bureau of Meteorology Queensland website).
- For non-life-threatening flood and storm emergency assistance, contact SES on 132500, [132500.qld.gov.au](http://132500.qld.gov.au), or the SES Assistance Qld app on Android or iOS.
- Check road closures at [the QLD Traffic website](http://the QLD Traffic website) or for phone service call 13 19 40.
- Check disruptions to public transport at the [Translink website](http://Translink website).



# EMERGENCY WARNING TOO DANGEROUS TO LEAVE

## [Location] Tropical Cyclone (Storm Surge)

**Issued:** [time, day, date, year]

**Next update:** [time, day, date, year] or as the situation changes

[Insert issuing agency] advises the people in the following area(s):

- [Add location(s) here]

Must stay in place, it is **TOO DANGEROUS TO LEAVE**.

**Get up as high as you can where you are.** Tropical Cyclone [Name] is causing a [widespread / localised / fast-moving / dangerous] storm surge. Evacuation routes are now cut off by flooding. **Your life is at risk.** Storm surge is a rise in sea level over and above the normal tide levels because of a cyclone. **Storm surge is a threat to life and property.**

**If your life is in danger, call Triple Zero (000) immediately.**

**Emergency services may not be able to get to you because it is too dangerous.**

### What are we expecting?

The Bureau of Meteorology advises [insert BOM prediction here, including time/when it's expected to hit].

- Homes and buildings are [badly / fully] flooded.
- Main roads are closed.
- Evacuation routes are closed.
- Big waves and sea water will travel a long way inland and through coastal creeks and rivers. This can flood and damage buildings, wash away roads and cars, and damage bridges.
- There will be lots of wind and rain from the cyclone. There will be flooding in low-lying areas.
- Power, water, phone, and sewerage services could stop working.

### What you need to do:

- Stay where you are and get up as high as you safely can. This could be upstairs or on the roof if it is safe to do so.
- Help other people who are with you if you can.
- Stay in place until you are rescued, or the water goes down enough to safely leave.
- Go to a safe place, indoors and on high ground.
- If you cannot shelter inside, get to higher ground away from trees. Trees can fall down when the ground is very wet.
- Move away from creeks and rivers.
- Driving now is dangerous. Find a high safe place to pull over away from trees, creeks, and rivers. Floodwater is dangerous - do not drive through floodwater. If the road is flooded, go a different way.
- Listen to your local radio station for warnings and traffic updates.

### For more information:

- Follow our local council disaster dashboard here [insert disaster dashboard link].
- Listen to your local radio [add ABC local radio or other station and frequency].
- For power outage information go to [energex.com.au](http://energex.com.au) or [ergon.com.au/network](http://ergon.com.au/network) [select energy provider].
- Check the latest weather, warnings, rainfall, and river heights at the [Bureau of Meteorology Queensland website](http://Bureau of Meteorology Queensland website).
- For non-life-threatening flood and storm emergency assistance, contact SES on 132500, [132500.qld.gov.au](http://132500.qld.gov.au), or the SES Assistance Qld app on Android or iOS.
- Check road closures at [the QLD Traffic website](http://the QLD Traffic website) or for phone service call 13 19 40.
- Check disruptions to public transport at the [Translink website](http://Translink website).

### OTHER



## ADVICE [CALLS TO ACTION]

[Location]  
[Hazard]

**Issued:** [time, day, date, year]

**Next update:** [time, day, date, year] or as the situation changes.

[Insert issuing agency] advises people in the following location(s):

- [Add location(s) here]

to [CALLS TO ACTION] of the [hazard] situation occurring.

**In life threatening situations, call Triple Zero (000) immediately.**

**What are we expecting?**

- [Add current situation here].

**What you should do:**

- [Add current advice here].

**For more information:**

- Follow our local council disaster dashboard here [insert disaster dashboard link].
- Listen to your local radio [add ABC local radio or other station and frequency].
- [Add more information here].





**WATCH AND ACT**  
**[CALLS TO ACTION]**

**[Location]**  
**[Hazard]**

**Issued:** [time, day, date, year]  
**Next update:** [time, day, date, year] or as the situation changes.

[Insert issuing agency] advises people in the following location(s):

- [Add location(s) here]

to **[CALLS TO ACTION]** of the [hazard] situation occurring.

In life threatening situations, call Triple Zero (000) immediately.

**What are we expecting?**

- [Add current situation here].

**What you should do:**

- [Add current advice here].

**For more information:**

- Follow our local council disaster dashboard here [insert disaster dashboard link].
- Listen to your local radio [add ABC local radio or other station and frequency].
- [Add more information here].



## EMERGENCY WARNING [CALLS TO ACTION]

[Location]  
[Hazard]

**Issued:** [time, day, date, year]

**Next update:** [time, day, date, year] or as the situation changes.

[Insert issuing agency] advises people in the following location(s):

- [Add location(s) here]

to **[CALLS TO ACTION]** of the [hazard] situation occurring.

In life threatening situations, call Triple Zero (000) immediately.

**What are we expecting?**

- [Add current situation here].

**What you should do:**

- [Add current advice here].

**For more information:**

- Follow our local council disaster dashboard here [insert disaster dashboard link].
- Listen to your local radio [add ABC local radio or other station and frequency].
- [Add more information here].


# Warning Template Style Guide Qld

## Australian Warning System



# Warning Anatomy

1. **Warning level** - Indicates level of risk and danger.
2. **Calls to Action statement** - Tells people what to do.
3. **Warning location/area** - Tell people who need to take the protective action.
4. **Hazard** – The hazard posing risk.
5. **Warning issued** - Time the warning is issued.
6. **Warning update** - Time to expect the next warning.
7. **Issuing Agency** - Who issued the warning. This is also indicated by platforms and branding.
8. **What we are Expecting/Impacts** - Tells people what to expect. Helps people understand why they need to act.
9. **What you need to do/Actions** - More detailed information about what people need to do to protect themselves.
10. **More information** – Tells people where to look for more information.



1 **ADVICE**

2 **STAY INFORMED**

3 **[Location]**

4 **Flood (Descriptor)**

5

Issued: [time, day, date, year]

6

Next update: [time, day, date, year] or as the situation changes.

7

[Insert issuing agency] advises people in the following location(s):

3

- [Add location(s) here]

2

to **STAY INFORMED** of the [minor/moderate/major/flash] flooding on the [river/street/area name].

8

For emergency help in floods and storms, call the QLD SES on 132 500 or download the SES Assistance QLD App. In life threatening situations, call Triple Zero (000) immediately.

**What are we expecting?**

The Bureau of Meteorology advises [insert BOM prediction here, including time/when it's expected to hit].

- Bridges and low lying roads may be impacted by floodwater.
- Transportation may be out of service.
- Once the floodwater reaches [X] metres, expected at [Time AM/PM today/tomorrow date], safe evacuation routes are likely to be cut off.
- You [may/will] become isolated until flood waters recede.

9

**What you need to do:**

- Find out how to get ready for a flood at the [Get Ready Queensland website \(Get Prepared\)](#).
- Never drive, walk, ride through, play or swim in flood water. If it's flooded, forget it.
- Consider the consequences of road and bridge closures. Damage to roads, bridges or buildings caused by flooding and landslip may exist in your area. Consider the need to make alternate arrangements for work, children, and travel.
- Drive to conditions and remain alert. Be aware of road hazards including mud, debris, and water in low lying areas.
- Obey all signs about road closures and instructions from emergency services.
- Get and fill sandbags in case you need to block doors and stop water getting inside. You can get sandbags from XX.
- Use sandbags to block toilets, sinks and drains to stop sewerage backflow.
- Tell friends, family, and neighbours in the area.

**If you find it hard to move quickly or have special or medical needs:**

- Use your Person-Centred Emergency Plan (P-CEP) now if you have one.
- Make sure you have enough medicine for at least one week.
- If anyone in your house uses powered medical equipment, like a dialysis machine or ventilator, decide now where you will go in case you lose power.
- Call your support person or service to organise transport if you need to leave.
- Leaving early is safer than waiting.

**If you are a tourist, visitor, camper or caravanner:**

- Campers and caravanners should start packing up now.
- If you do not need to be in the warning area, leave now. Check road conditions and plan your route before you leave.
- Be ready to move if the situation gets worse.
- Ask the campground owners whether the site floods.
- Check your surroundings of water catchments, and monitor conditions.

10

**For more information:**

- Follow our local council disaster dashboard here [insert disaster dashboard link].
- Listen to your local radio [add ABC local radio or other station and frequency].
- For power outage information go to [energex.com.au](#) or [ergon.com.au/network](#) [select energy provider].
- Check the latest weather, warnings, rainfall, and river heights at the [Bureau of Meteorology Queensland website](#).
- Check road closures at [the QLD Traffic website](#) or for phone service call 13 19 40.
- Check disruptions to public transport at the [Translink website](#).

# Guidance for use

Issuing agencies should note these templates can be used flexibly and adjusted to suit community demographics and needs. Warning templates and a glossary of suggested warning phrases are available on the disaster website to assist with customisation.

## Key

**[Red brackets]** – Information required to be amended/inserted. Information unique to that event and location. Decided by issuing agency, based on intelligence.

**Blue text** – optional information for inclusion if appropriate. Delete if not applicable.

Hazard (Descriptor) – The descriptor allows for the hazard to be articulated, for example, Flood (Riverine) or Flood (Flash).

## Australian Warning System Icons and Colours

The requirements of the Australian Warning System are nationally consistent:

1. Calls to Action statements – the bold and capitalised words in each template headline.
2. Warning levels – Advice, Watch and Act, Emergency Warning.
3. Colours - Advice is yellow, Watch and Act is orange, and Emergency Warning is red.

### Colour palette



Hazard yellow  
C 3 M 7 Y 91 K 0  
R 251 G 224 B 50  
HEX # fbe032



Hazard orange  
C 0 M 65 Y 100 K 0  
R 255 G 121 B 0  
HEX # ff7900



Hazard red  
C 9 M 100 Y 100 K 2  
R 214 G 0 B 28  
HEX # d6001c

As per the National Framework, the hazard icons appear in 3 escalating tiers.

Black must always be used to outline the triangle in which the icon appears in.

#### In yellow and orange tiered icons:

Black must always be used as the primary icon fill colour. White may be used sparingly as a secondary colour.

#### In red tiered icons:

White must always be used as the primary icon fill colour. Red may be used sparingly as a secondary colour.

### 4. Icons



ADVICE



WATCH and ACT



EMERGENCY WARNING

When using these templates, it is important that you use, in full, the Calls to Action statements, warning levels, icon appropriate to the level, and colour palette.

All Australian Warning System icons are available on the [Australian Disaster Resilience](#) website.


## Social Tiles

The beginning of the long form warning templates can also be utilised as social tiles.

For example, screen-capturing from the top of the warning template to the 000 information.

This section can be posted on social media as an information piece for the public.

**Example:**

	<b>ADVICE</b> <b>STAY INFORMED</b> <b>[Location]</b> <b>Flood (Descriptor)</b>
<b>Issued:</b> [time, day, date, year] <b>Next update:</b> [time, day, date, year] or as the situation changes.	
[Insert issuing agency] advises people in the following location(s): <ul style="list-style-type: none"><li>• [Add location(s) here]</li></ul>	
to <b>STAY INFORMED</b> of the [minor/moderate/major/flash] flooding on the [river/street/area name].	
For emergency help in floods and storms, call the QLD SES on 132 500 or download the SES Assistance QLD App. In life threatening situations, call Triple Zero (000) immediately.	

## Language

A 2012 study conducted by the Australian Bureau of Statistics found that around 44 % of Australians aged 15 to 74 (7.3 million) had literacy skills at levels one (equivalent primary school) or two (equivalent year 7-10), a further 39 % (6.4 million) at level three (equivalent year 11-12) and 15 per cent (2.7 million) at levels four or five (Certificate IV and above). [\[Australian Bureau of Statistics\]](#).

The words used in these templates, the length of sentences, and tone have been written simply to make the information accessible to as many people as possible.

The order and presentation of the warning templates – order of information, capitalisation and bolded words – is based on research, best practise and community input. For consistency, resist making major changes.

Resist the temptation to 'make the warning sound more official' because this could compromise simplicity, accessibility, and safety.

## Design

One of the requirements of AWS is the use of set hazard icons, coloured according to the warning level. When using these templates, consider where to best place the hazard icon and the Issuing Agency logo.

The hazard icon must be more prominent than the Issuing Agency logo, with no other colours distracting from the warning level colour. This is to make sure the risk level is as clear as possible to people who see the warning.

If you choose to use these warning templates, it is strongly suggested doing the design work before a hazard hits. This would include considering how the design elements will be incorporated into different platforms. Different platforms may require different design and graphic elements.

## Emergency Alerts (EA)

EAs are *one* option for sharing emergency warning information. They are for warnings only – not broad public information. Guidelines for use, and examples of EA options, are provided in the Queensland Warnings Manual.

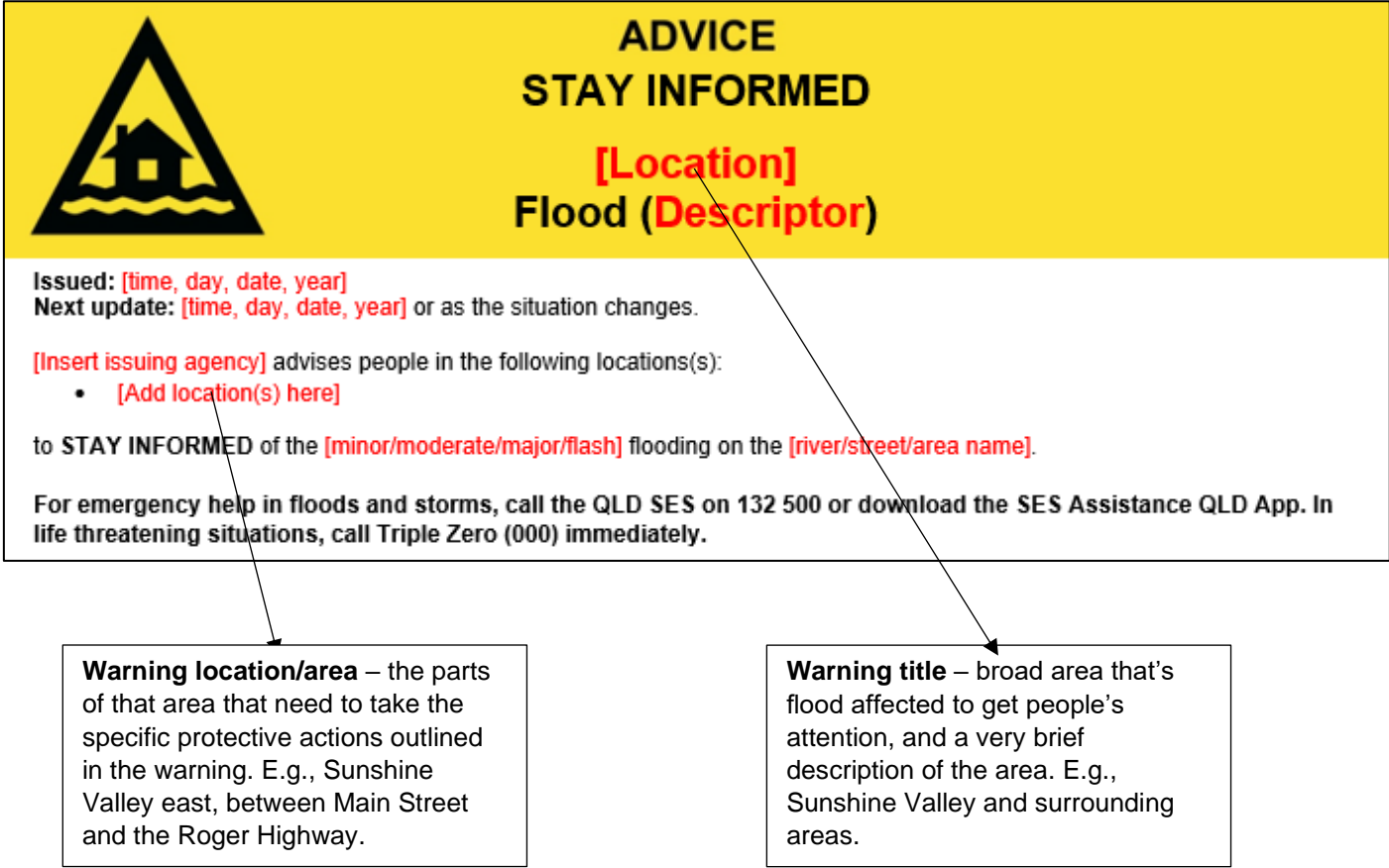
The long form warning templates in this document are not appropriate as EAs.

**An EA does not need to be sent every time a warning is issued.**



## Locations

There are multiple opportunities in these warning templates to provide location information.




This information specifies exactly who in the community needs to take the protective action. Make it clear exactly who you're talking to before you start drafting the warning.

Location information needs to be communicated clearly and cross-checked with local intelligence. Conflicting locations can cause confusion and fear in the community, and potential distrust with the rest of the warning content.

## Maps

While not a requirement of the Australian Warning System, research strongly suggests that inclusion of a map is important in assisting people understand whether the warning area or protective action applies to them and assists in interpretation and perception for their own risk. See the below example with a map screenshot image included into the long form warning product under locations.

Example:



**ADVICE**  
**STAY INFORMED**  
**[Location]**  
**Flood (Descriptor)**


Issued: [time, day, date, year]  
Next update: [time, day, date, year] or as the situation changes.

[Insert issuing agency] advises people in the following location(s):

- [Add location(s) here]

to STAY INFORMED of the [minor/moderate/major/flash] flooding on the [river/street/area name].

For emergency help in floods and storms, call the QLD SES on 132 500 or download the SES Assistance QLD App. In life threatening situations, call Triple Zero (000) immediately.



**What are we expecting?**  
The Bureau of Meteorology advises [insert BOM prediction here, including time/when it's expected to hit].

- Bridges and low lying roads may be impacted by floodwater.
- Transportation may be out of service.
- Once the floodwater reaches [X] metres, expected at [Time AM/PM today/tomorrow date], safe evacuation routes are likely to be cut off.
- You [may/will] become isolated until flood waters recede.

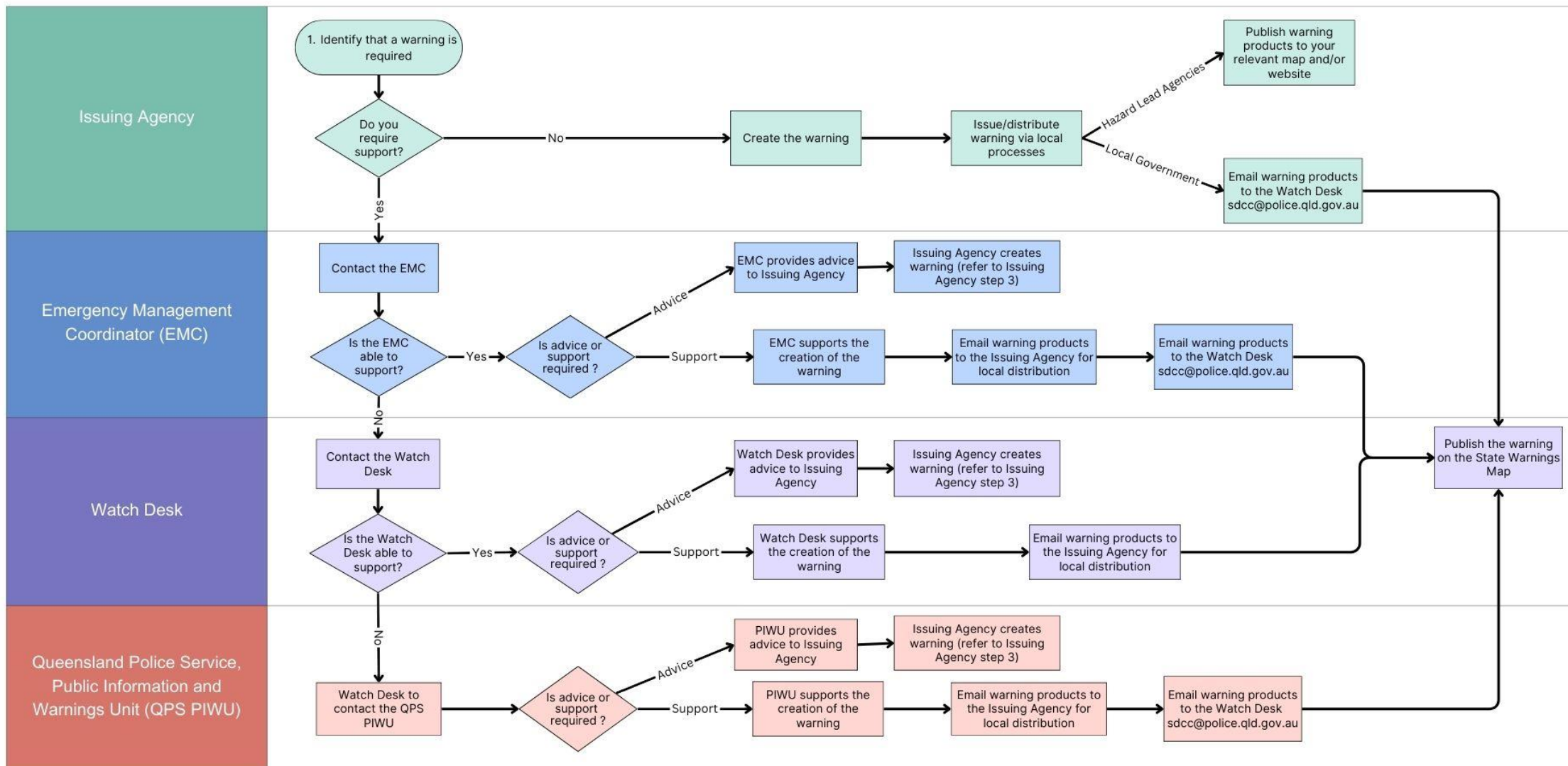
**What you need to do:**

- Find out how to get ready for a flood at the [Get Ready Queensland website \(Get Prepared\)](#).
- Never drive, walk, ride through, play or swim in flood water. If it's flooded, forget it.
- Consider the consequences of road and bridge closures. Damage to roads, bridges or buildings caused by flooding and landslip may exist in your area. Consider the need to make alternate arrangements for work, children, and travel.
- Drive to conditions and remain alert. Be aware of road hazards including mud, debris, and water in low lying areas.
- Obey all signs about road closures and instructions from emergency services.
- Get and fill sandbags in case you need to block doors and stop water getting inside. You can get sandbags from XX.
- Use sandbags to block toilets, sinks and drains to stop sewerage backflow.
- Tell friends, family, and neighbours in the area.

## Publishing

- Issuing agencies are encouraged to email the SDCC Watch Desk at [sdcc@police.qld.gov.au](mailto:sdcc@police.qld.gov.au) and phone the SDCC Watch Desk at (07) 3635 2387 to confirm they have received the warning. The SDCC Watch Desk will publish the warning on the [Queensland State Warning Map](#). The State Warning Map uses Common Alerting Protocols (CAP-AU) that can be utilised by disaster and emergency management practitioners to upload the warning to their relevant website e.g. [Local Disaster Dashboards](#).

## APPENDIX 18: Warning Dissemination Process Map



## APPENDIX 19: EA Consequence Management Considerations

Stage of EA	Considerations
Stage 1: Community and Jurisdiction Preparedness	<input type="checkbox"/> Do you have arrangements to ensure vulnerable groups in the community and/or transient people understand EA?
	<input type="checkbox"/> Have you developed pre-prepared EA messages and polygons in relation to likely hazards and services based on risk assessments?
	<input type="checkbox"/> Have pre-prepared EA Messages and Polygons been tested by the SDCC Watch Desk?
	<input type="checkbox"/> Do documents describe community warnings and EA use processes and triggers?
	<input type="checkbox"/> Are agencies exercised in community warnings and EA processes?
	<input type="checkbox"/> Is there effective and ongoing community engagement and preparedness programs on community warnings?
	<input type="checkbox"/> Do arrangements and programs promote shared responsibility and resilience?
	<input type="checkbox"/> Does the community understand risks in their environment?
	<input type="checkbox"/> Do you have current cross-border and/or cross boundary plans and/or existing arrangements?
	<input type="checkbox"/> What notification processes exist if an EA were to cross multiple borders and/or boundaries?
Stage 2: Situational Awareness and Analysis	<input type="checkbox"/> What communities are at risk?
	<input type="checkbox"/> Have other delivery methods of community warning, alert or information been initiated?
	<input type="checkbox"/> Has any critical infrastructure been affected by the disaster or emergency situation?
	<input type="checkbox"/> Is it likely warnings will be required?
	<input type="checkbox"/> What is the most effective warning delivery methods suited to the disaster or emergency situation?
	<input type="checkbox"/> Are there any actions or directions for the community to follow, are there any language barriers?
	<input type="checkbox"/> Consider how the community will respond to the warning
	<input type="checkbox"/> Will the warning cause flow on impacts, such as congestion to the traffic or telephone network?
	<input type="checkbox"/> Can websites support an increase in their user load, will there be an impact upon emergency numbers such as triple zero?
	<input type="checkbox"/> Is there sufficient time to warn the community using EA?
	<input type="checkbox"/> Are there known power or telecommunication blackout areas which will limit the effectiveness of an EA?
	<input type="checkbox"/> How effective is it to use EA for the situation requiring a warning?
	<input type="checkbox"/> Are there more effective delivery methods to warn the community?
	<input type="checkbox"/> What is the severity of the EA message? Warning, Watch and Act or Advice?
	<input type="checkbox"/> Are there neighbouring boundary/s also issuing EA and the potential the community within either jurisdiction receiving duplicated or conflicting community warnings?
	<input type="checkbox"/> Is EA the most appropriate warning for the disaster or emergency situation?
	<input type="checkbox"/> Have checks been done with other warning agencies to avoid duplication?
	<input type="checkbox"/> Have call centres been briefed?

Stage of EA	Considerations
	<input type="checkbox"/> Have other affected agencies, local government, LDMGs, DDMGs been informed?
	<input type="checkbox"/> Have you considered the delivery of warnings for operations which cross jurisdictional borders?
	<input type="checkbox"/> Will the decision to use EA activate our evacuation plans or processes?
Stage 3: Message construction and dissemination	<input type="checkbox"/> Are the messages consistent across different sources available to the general public?
	<input type="checkbox"/> Is the message simple, clear and brief?
	<input type="checkbox"/> Are messages disseminated using a variety of delivery mechanisms, and do they complement each other to produce a complete picture?
	<input type="checkbox"/> Do the messages contain all relevant pertinent details?
	<input type="checkbox"/> Are the messages presented in a way which is easily and quickly understood?
	<input type="checkbox"/> Have relevant community message platforms and other sources of further information been updated? i.e. local government website, social media feeds?
	<input type="checkbox"/> Are media outlets aware an EA is being issued?
	<input type="checkbox"/> Are messages ONLY targeted to those communities at risk? (Avoid public complacency and over-warning)
	<input type="checkbox"/> Is the message content and language relevant and appropriate for the community receiving the EA?
	<input type="checkbox"/> Is the message worded in accordance with advice from the relevant agencies?
	<input type="checkbox"/> Is a threat direction required? (Can only be used for EA Warnings)
	<input type="checkbox"/> Have all pre-prepared EA messages and polygons been tested by the SDCC Watch Desk?
	<input type="checkbox"/> Are messages compliant with relevant commonwealth and jurisdictional legislation and policy?
	<input type="checkbox"/> Has an authorised person approved the message for dissemination?
	<input type="checkbox"/> Have you maintained a record of the message approval and delivery process?
	<input type="checkbox"/> Is this release time of the EA campaign appropriate based on the risk and the community receiving it? i.e., late at night, early in the morning
Authorisation	<input type="checkbox"/> Has the Authorising Officer verified the Requesting Officer has addressed any required consequence management actions? (Many of these measures will be required at the local level and should form a critical component of the Requesting Officer's decision-making process to use EA for a community warning message tool.)
	<input type="checkbox"/> Has QFD/QPS Media (or QFD Public Information and Warnings Unit for bushfire) issued information to the media and start uploading data to websites and QFD/QPS social media pages?
	<input type="checkbox"/> Have Smart Services Queensland, Policelink or other relevant and applicable call centres been warned of possible increase in calls?
	<input type="checkbox"/> Has verification been provided by the Requesting Officer that any on-the-ground consequence management measures are in place or at least in the process of being established?
	<input type="checkbox"/> Is there a need for the Authorising Officer to appoint a consequence management coordinator?
Stage 4/5: Monitoring, Closure and Review	<input type="checkbox"/> If applicable, was the Requesting Officer notified of any EA issues/delays?
	<input type="checkbox"/> Does the community require subsequent warnings, alerts or information about the disaster or emergency situation?
	<input type="checkbox"/> Is the disaster or emergency situation easing and can the EA be cancelled?

Stage of EA	Considerations
	<input type="checkbox"/> Has <a href="http://www.disaster.qld.gov.au">www.disaster.qld.gov.au</a> been updated by QFD/QPS Media (or QFD Public Information and Warnings Unit for a bushfire)?
	<input type="checkbox"/> Has the community been notified the disaster or emergency situation has eased or ended?
	<input type="checkbox"/> What improvements can be made to the EA process?





# Requesting Officer Quick Reference Guide

## Emergency Alert



### DECISION TO WARN

Emergency Alert (EA) is one of many methods used to deliver community warnings. The following criteria must be met for EA to be utilised in Queensland:

- there is a **direct** and **likely threat** to a community.
- there is a potential for **loss of life** and/or a **major threat** to a **significant number** of **properties** or the **environment**.
- the **community needs to take action** e.g. relocate to a safer area, prepare property, be aware of information.
- there is **adequate time** to process and approve the **use of EA** to disseminate the community warning.
- the **time** of the emergency or **disaster situation** e.g. a community needing to be warned during the night.



### HOW TO REQUEST AN EMERGENCY ALERT

- Phone the SDCC Watch Desk (07) 3635 2387 to advise an EA being developed.
- Complete EA Request Form or verbally dictate to the SDCC Watch Desk on (07) 3635 2387.
- Notify your LDMG and DDC/DDMG.
- Notify any impacted neighbouring LDMG/LGAs.
- Review consequence management arrangements (refer to Queensland Warnings Manual).
- Email the EA Request form to the SDCC Watch Desk [SDCC@police.qld.gov.au](mailto:SDCC@police.qld.gov.au)
- Requesting Officer needs to be available by phone should SDCC Watch Desk need to contact you.

**SUPPORT CAN BE PROVIDED THROUGH YOUR EMERGENCY MANAGEMENT COORDINATOR**



### MESSAGE TIPS

- Voice Message (landlines) - Ideally only for Emergency Warnings messages.
  - **Less than 450 characters preferred** for voice messages. Longer messages may delay the message delivery. Emergency Warning voice messages will be preceded with the Standard Emergency Warning Signal (SEWS).
  - Message may be modified by the SDCC Watch Desk to allow for phonetically accurate pronunciation by the EA system.
- SMS Location Based (physical location of the mobile when EA distributed).
  - SMS Location Base messages is recommended for larger areas.
- SMS Service Address (registered Billing Address).
  - **Less than 160 characters preferred** for SMS messages. Longer messages can be sent, however may place additional load on the EA system if multiple Alerts are being sent.

MESSAGE SEVERITY		
<b>EMERGENCY WARNING</b>	<b>1</b>	You may be in danger and need to take action immediately. Any delay now puts your life at risk.
<b>WATCH &amp; ACT</b>	<b>2</b>	There is a heightened level of threat. Conditions are changing and you need to start taking action now to protect you and your family.
<b>ADVICE</b>	<b>3</b>	There is no immediate danger. Stay up to date in case the situation changes.



### KEY CONTACTS

SDCC WATCH DESK - Phone	(07) 3635 2387
SDCC WATCH DESK - Email	<a href="mailto:SDCC@police.qld.gov.au">SDCC@police.qld.gov.au</a>
EMERGENCY MANAGEMENT COORDINATOR	
DDMG EXECUTIVE OFFICER	
DISTRICT DISASTER COORDINATOR	
NEIGHBOURING LDMG/LGAs	

### MESSAGE CONSTRUCTION – CONSIDERATIONS:

- type of threat
- threat severity
- issuing agency
- affected area
- action community needs to take
- where further information can be found; and
- where relevant, the timing of the threat impact.
- certain special characters cannot be used in voice or text messages

### Examples of good Emergency Warning SMS messages:

Sunshine Valley Council EMERGENCY WARNING Flood coming. Sandy Village LEAVE BY 3PM. Listen to local radio, go to [sunshinevalley.qld.gov.au](http://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](http://sunshinevalley.qld.gov.au)

Sunshine Valley Council EMERGENCY WARNING Flood happening now Sandy Village IT IS TOO DANGEROUS TO LEAVE. GET UP AS HIGH AS YOU SAFELY CAN. Listen to radio, go to [sunshinevalley.qld.gov.au](http://sunshinevalley.qld.gov.au)

### POLYGON TIPS

#### Do you have pre-prepared polygons or EA Request forms on the DM Portal?

- Keep shapes simple (less than 15 vertices)
- No spaces or special characters in shape file name
- No additional file extensions to those listed
- Circular shape files are accepted in GML format
- File name convention: HazardName\_Agency\_ExtentNumber e.g., Flood\_MRC\_01

GIS Format	Required File Extensions
KML (preferred)	*.kml, *.kmz
GML	*.gml
GeoJSON	*geoJSON

#### Polygon recommended size:

For optimal efficiency of the EA System, we recommend the polygon meets the conditions for the given campaign mode:

- voice: approx. 5,000 recipients/devices
- service address SMS: approx. 80,000 recipients/devices
- location based SMS: approx. 150,000 recipients/devices

Phone the SDCC Watch Desk on (07) 3635 2387 if you are unable to produce a polygon shape file. Street names can be used; or send a map which shows the boundaries and direction of North.

**THE SDCC WATCH DESK CAN ASSIST (07) 3635 2387**

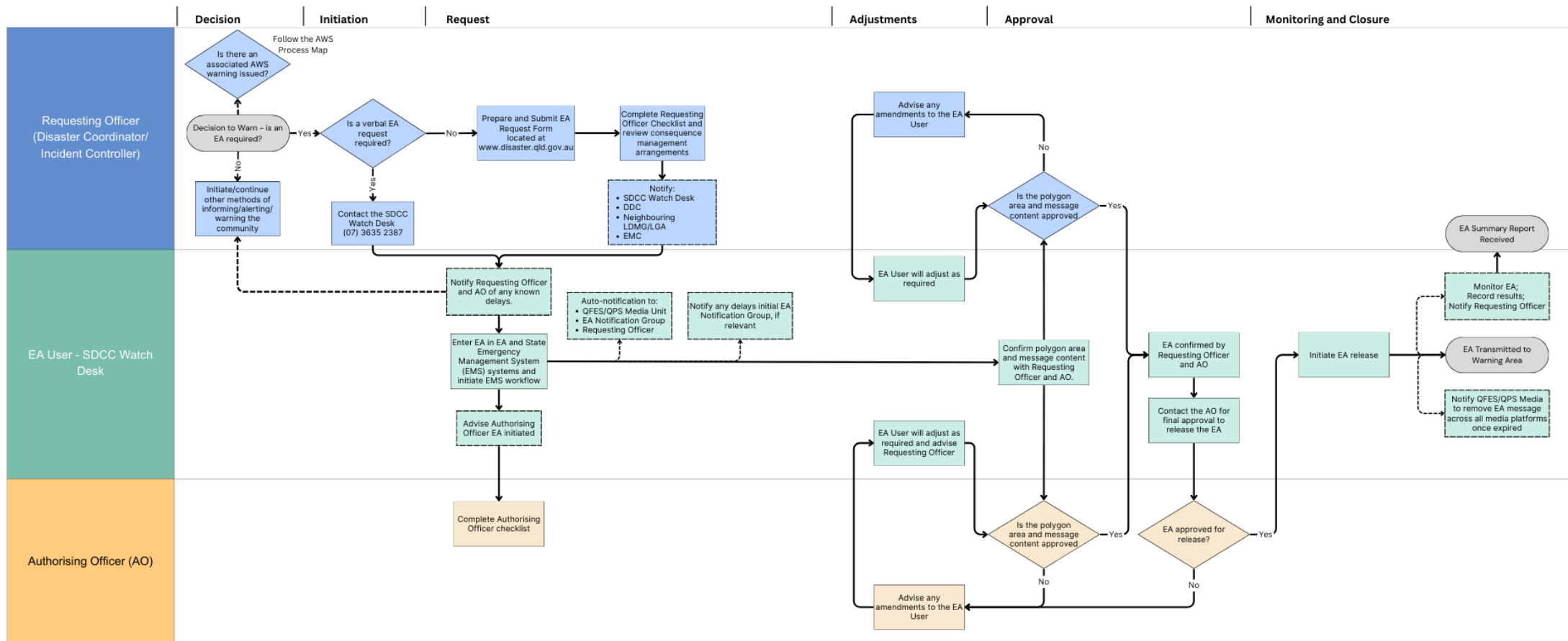
### IMPORTANT LINKS

- Queensland Warnings  
<https://www.disaster.qld.gov.au/warnings>
- Prevention preparedness response and recovery disaster management guideline  
<https://www.disaster.qld.gov.au/disaster-management-guideline>

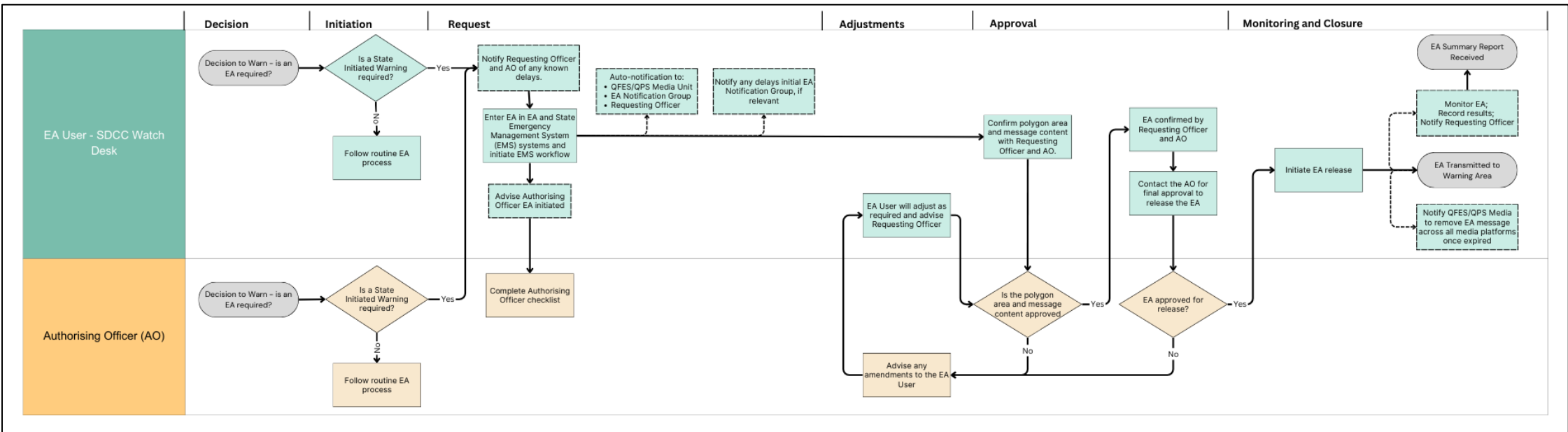


Manual QR


## APPENDIX 21: Emergency Alert Process Map



APPENDIX 22: Emergency Alert State Initiated Warning Process Map



## APPENDIX 23: EA Request Form

 <b>Queensland Government</b>	<b>PHONE THE SDCC WATCH DESK (07) 3635 2387 – ADVISE EA IS BEING DEVELOPED</b>	
	<h1 style="text-align: center;">EMERGENCY ALERT REQUEST</h1>	
	<b>Location of Alert:</b> (e.g. Suburb, Town)	<b>Date:</b>
<b>LGA/Agency requesting:</b>		<b>Time:</b>
<b>Requesting Officer (e.g. Disaster Coordinator/Incident Controller)</b> <b>Name:</b> <b>Agency/Position:</b>		<b>Telephone:</b> (SDCC Watch Desk may telephone you)
<b>Email:</b>		
<b>Advised</b> LDC/LDMG: <input type="checkbox"/> YES      DDC/DDMG: <input type="checkbox"/> YES      Neighbouring LDMG/LGA: <input type="checkbox"/> YES <input type="checkbox"/> N/A		
<b>Send Alert</b>	<b>Immediately:</b> <input type="checkbox"/> YES	<b>Scheduled:</b> <input type="checkbox"/> YES      Date & Time      /      /      :      hrs
<b>Event Type</b>	<input type="checkbox"/> cyclone <input type="checkbox"/> Storm Tide <input type="checkbox"/> Flash Flood <input type="checkbox"/> Flood <input type="checkbox"/> Bushfire <input type="checkbox"/> Fire Incident <input type="checkbox"/> Smoke / Toxic Plume <input type="checkbox"/> Chemical Spill <input type="checkbox"/> Tsunami (Sent as Location Based Text Message ONLY) <input type="checkbox"/> Other (please specify):	
<b>Distributed by:</b> (Channel)	<input type="checkbox"/> Voice <input type="checkbox"/> SMS – Location Based <input type="checkbox"/> SMS – Service Address Based (Landline only)      (Location of phone at time of distribution)      (Registered billing address)	
<b>Message Severity</b>	<input type="checkbox"/> Emergency Warning (Activates SEWS) <input type="checkbox"/> Watch & Act <input type="checkbox"/> Advice	
<b>Threat Direction Required?</b> (e.g. Fire, Chemical Spill, Dam Spill)	<input type="checkbox"/> YES <input type="checkbox"/> N/A	<b>Threat location indicated on map?</b> Only For Emergency Warning Voice & Service Address SMS
<b>EA Messaging Filename (Doc, Pdf):</b>		<b>Polygon Filename, (Kml, Kmz, Gml, GeoJSON):</b>  <b>Number of polygons</b> ____ (if multiple, attach list in order of priority)
<b>Supplied via:</b> <input type="checkbox"/> DM Portal <input type="checkbox"/> Email <input type="checkbox"/> Verbal <input type="checkbox"/> Other (please specify):		<b>Supplied via:</b> <input type="checkbox"/> DM Portal <input type="checkbox"/> Email <input type="checkbox"/> Verbal <input type="checkbox"/> Other (please specify):
<b>Voice:</b> Type or handwriting, max 4000 characters incl. spaces. (Ideally message should be <450 characters)		<b>Voice type:</b> Male <input type="checkbox"/> Female <input type="checkbox"/>
<b>SMS:</b> Type or handwriting, use capitals to highlight warning level, hazard, location and call to action statement. Max 612 characters incl. spaces. (Ideally should be < 160 characters incl. spaces)		
<b>Remove EA from websites:</b>	<input type="checkbox"/> 12 hrs <input type="checkbox"/> 24 hrs <input type="checkbox"/> 48 hrs <input type="checkbox"/> Specify Date & Time: <input type="checkbox"/> Check back in 12 hrs: <input type="checkbox"/> Replace previous EA message      /      /      :      hrs      Contact #: _____	
<b>Requesting Officer:</b>		<b>Signature:</b> <b>Date:</b> /      /
<b>Send to <a href="mailto:sdcc@police.qld.gov.au">sdcc@police.qld.gov.au</a> and telephone (07) 3635 2387 to confirm receipt</b>		
<b>FOR USE BY SDCC</b>		
EA Request Form completed by:      SDCC Watch Desk <input type="checkbox"/> Requesting Officer <input type="checkbox"/>		
Notification of any delays provided to Requestor: <input type="checkbox"/> YES <input type="checkbox"/> NO		
<b>EA User Name:</b>  <b>Signature:</b> <b>Date:</b> /      /		<b>Emergency Alert No:</b>  <b>EMS EA Campaign Report ID:</b>
<b>Authorising Officer Name:</b>  <b>Signature:</b> <b>Date:</b> /      /		
<b>Report provided to Requestor on EA outcomes:</b> <input type="checkbox"/> YES <input type="checkbox"/> NO		
The EA Manual, EA Quick Reference Guide, EA Request Form Template are available at: <a href="http://www.disaster.qld.gov.au">www.disaster.qld.gov.au</a>		

## APPENDIX 24: EA Polygon Spatial Requirements

EA can import spatial data to define a particular geographic area, known as a polygon, to send EA notifications to. For agencies such as local governments seeking to send EA notifications, SDCC Watch Desk would prefer spatial extents are defined by the agency to ensure notifications are sent to appropriate communities at risk and to reduce time in preparing polygons. Below outlines the format of spatial data to be provided to the SDCC for EA s.

Some local governments have prepared risk assessments and risk registers identifying potential known hazards such as a tsunami, riverine and flash flood or other critical events. Local governments are responsible for storing the spatial extents and maintaining its currency in readiness for any potential future event, but it can be quickly and easily emailed to the SDCC when an EA is required.

The Manual is to be followed when requesting an EA. The EA Request Form is available on the DM Website.

### Spatial Format

EA has strict limitations for importing spatial data of predefined extents. To ensure accurate and timely warnings, spatial data must be provided to the SDCC Watchdesk in one of the following formats with all the required file extensions:

GIS Format	Required File Extensions
Keyhole Markup Language (Zipped) (KMZ) (preferred option)	*.kml, *.kmz
Geographical Markup Language (GML)	*.gml,
GeoJSON	*geoJSON

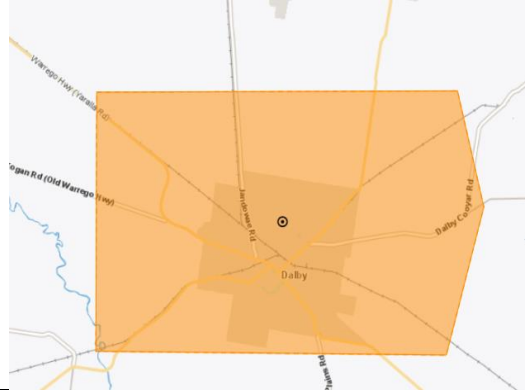
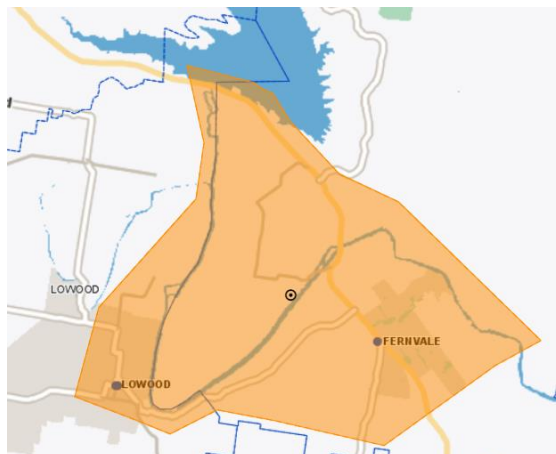
For optimal efficiency of the EA system the following should be considered when preparing polygon shape files:

- Polygons with many vertices can slow the EA system, keep the polygon shape as simple as possible (less than 15 vertices).
- KML files are the preferred format as they are stable and only have one file. KML files can easily be created by most GIS products (including Google Earth).
- Polygons are to be simple i.e. no donuts and no multipart shapes are to be provided.
- No spaces or special characters in the shape file name.
- No additional file extensions to those listed above, for examples SBN fire formats which contains the spatial index format.
- Circular shape files are able to be accepted in the GML file format.
- Polygon names should follow the file naming conventions detailed further in this appendix.

There may be cases such as when modelling a flooded river, more complex shapes are required. Generally, these polygons are usually acceptable unless it covers a substantial quantity of high-density dwellings such as high-rise apartments.



## Example polygon shapes:

<p>The orange area on the right depicts a simple polygon.</p>	
	<p>The polygon on the left covers part of a river system.</p>

## Projection Definition

The EA system operates utilising the [World Geodetic system 1984 \(WGS84\)](#) projection.

## EA Considerations

When Requesting Officers are predefining warning areas the following considerations should be followed to ensure the timely notification of EAs.

- Limit the number of notifications for each warning area to:
  - Location Based (LBS) text messages
    - approximately 170,000 recipients/devices if multiple EAs are being sent, and
    - up to 250,000 recipients/devices if a single EA is being sent.
  - Service Address Based text messages
    - approximately 120,000 recipients/devices for messages with 612 characters, if multiple EAs are being sent, and
    - up to 180,000 recipients/devices for messages with 612 characters if a single EA is sent.
  - Voice messages (estimated landlines in a polygon):
    - approximately 5,000 voice notifications if more than 1,000 characters in the message, and
    - up to 10,000 voice notifications if less than 1,000 characters are used.
- There is a limitation to 8 concurrent alerts at the national level.
- QPS will provide advice to the agencies if numbers are excessive.
- When defining warning areas consider priority areas especially in highly populated areas. For example, agencies may wish to define separate extents for communities which will be first affected by the hazard and separate extents for ones which will be affected at a later time.
- Do not extend polygons a long way out into open water as this can slow the EA down as the EA system searches for phone numbers in the polygon.

Pre-prepared shape files are to be checked with the SDCC Watch Desk to ensure it can be loaded into the EA system prior to a disaster or emergency. KML shape files are preferred due to their stability across systems and reduced likelihood of file corruption.

## File Naming Conventions

For consistency, QPS recommends the polygons saved on the DM Portal or provided to the SDCC Watch Desk, follow the file naming convention – **HazardName\_Agency\_ExtentNumber**

Where the Hazard Name reflects the type of event, such as Tsunami: For example: Tsunami\_BCC\_01, Stormtide\_MRC\_01, Flood\_GCCC\_01

For referable dams, the following naming convention applies - HazardName\_Agency\_DamName\_ExtentNumber

Where the name of the dam is made clear. For example:

Flood\_GCCC\_TallebudgeraCreekDam\_01

Flood\_DEWS\_GlenNivenDam

Flood\_LL\_SpringfieldLakesDam PMF\_01

Where the agency reflects, the requesting agency's name but it does not have to be fully spelt out.

## Data Integrity

Agencies are responsible for maintaining the currency of their own data and must clearly specify the filenames on the EA Request Form.

## File Size Limits

Internal QFD personnel can share a file up to 30 megabytes from One Drive.

For further advice, contact the SDCC Watch Desk.

## Coordinates to Create Polygons

Polygons can be created using a list of coordinates written as Well-Known Text (WKT). The coordinates are in latitude/longitude decimal degrees up to six places and there must be a minimum of four coordinates (see Note 2). Coordinates must be in the following format only:

- longitude
- space
- minus sign
- latitude
- comma
- space

For example: 152.0 -27.0, 152.546789 -27.0, 152.259 -26.5, 152.0 -27.0

**Note 1.** The longitude is entered before the latitude.

**Note 2.** The last coordinate must be the same as the first one but without the final comma and space, as this closes the shape. This results in a triangle having four coordinates instead of three.

## APPENDIX 25: EA Sample Message Templates

The following messages are examples only and are currently default messages in the EA System. Tailored messages for your community need to be considered when using EA.

Hazard	Severity	Voice Message	Text Message
All Purpose	Emergency Warning	Emergency. Emergency. ***INSERT RELEVANT MESSAGE*** For more information listen to local radio, or visit [RELEVANT URL]	[REQUESTING AGENCY NAME] ***INSERT RELEVANT MESSAGE***. For more information listen to local radio or go to [RELEVANT URL]
All Purpose	Watch and Act	***INSERT RELEVANT MESSAGE*** For more information listen to local radio, or visit [RELEVANT URL]	[REQUESTING AGENCY NAME] ***INSERT RELEVANT MESSAGE***. For more information listen to local radio or go to [RELEVANT URL]
All Purpose	Advice	***INSERT RELEVANT MESSAGE*** For more information listen to local radio, or visit [RELEVANT URL]	[REQUESTING AGENCY NAME] ***INSERT RELEVANT MESSAGE***. For more information listen to local radio or go to [RELEVANT URL]
Bushfire	Emergency Warning	Emergency. Emergency. This is a Bushfire Emergency Warning from the Queensland Fire Department. There is a bushfire [happening now / at / near] [LOCATION]. Go to fire dot q l d dot gov dot au for a list of bushfire warnings and what to do to be safe. If your life is in danger call Triple Zero	Queensland Fire Department BUSHFIRE EMERGENCY WARNING. There is a [descriptor] bushfire [in / at / near] [LOCATION]. Go to fire.qld.gov.au/current-incidents for bushfire warnings near you and what to do to be safe. If your life is in danger call 000.
Bushfire	Watch and Act	This is a Bushfire Watch and Act level warning from the Queensland Fire Department. There is a [descriptor] bushfire [in / at / near] [LOCATION]. Go to fire dot q l d dot gov dot au for a list of bushfire warnings near you and what to do to be safe. If your life is in danger call Triple Zero.	Queensland Fire Department BUSHFIRE WATCH and ACT warning. There is a [descriptor] bushfire [in / at / near] [LOCATION]. Go to fire.qld.gov.au/current-incidents for bushfire warnings near you and what to do to be safe. If your life is in danger call 000.
Bushfire	Advice	This is a Bushfire Watch and Act level warning from the Queensland Fire Department. There is a [descriptor] bushfire [in / at / near] [LOCATION]. Go to fire dot q l d dot gov dot au for a list of bushfire warnings near you and what to do to be safe. If your life is in danger call Triple Zero.	Queensland Fire Department BUSHFIRE ADVICE warning. There is a bushfire [in / at / near] [LOCATION]. Go to fire.qld.gov.au/current-incidents for bushfire warnings near you and what to do to be safe. If your life is in danger call 000.
Chemical Spill	Emergency Warning	Emergency. Emergency. This is a Chemical Spill Emergency warning from the Queensland Fire Department. Fumes from a chemical spill at [LOCATION] are expected to impact [SUBURBS] for the next [TIME]. Stay indoors, close windows and doors and turn off air conditioning. For more information listen to local radio or go to [RELEVANT URL]	Queensland Fire Department CHEMICAL SPILL EMERGENCY WARNING for [LOCATION / AREA]. AVOID THE AREA and STAY INDOORS. Close windows and doors. Turn off aircon. For more information listen to local radio or [RELEVANT URL]
Chemical Spill	Watch and Act	This is a Chemical Spill Watch and Act warning from the Queensland Fire Department. Fumes from a chemical spill at [LOCATION] are expected to impact [SUBURBS] for the next [TIME] minutes. Residents are advised to stay informed and prepare to evacuate if instructed. For more information listen to local radio or go to [RELEVANT URL]	Queensland Fire Department CHEMICAL SPILL WATCH AND ACT warning for [LOCATION / AREA]. STAY INFORMED and PREPARE TO EVACUATE. For more information listen to local radio or go to [RELEVANT URL]

Chemical Spill	Advice	This is a Chemical Spill Advice warning from the Queensland Fire Department. Fumes from a chemical spill at [LOCATION] are expected to impact [SUBURBS] for the next [TIME] minutes. People in the area should stay informed. For more information listen to local radio or go to [RELEVANT URL]	Queensland Fire Department CHEMICAL SPILL ADVICE warning for [LOCATION / AREA]. STAY INFORMED. For more information listen to local radio or [RELEVANT URL]
Cyclone	Emergency Warning	Emergency. Emergency. This is a Cyclone Emergency Warning from [REQUESTING AGENCY NAME]. [LOCATION] is [being impacted / about to be impacted] by [Severe] Tropical Cyclone [NAME]. TAKE SHELTER NOW in the strongest part of the building you are in. This will be away from big windows. It could be a bathroom or hallway. Stay there. Listen to local radio or visit [RELEVANT URL] for warning updates. For cyclone help, call the SES on 1 3 2 500.	[REQUESTING AGENCY NAME] CYCLONE EMERGENCY WARNING for [LOCATION]. TAKE SHELTER NOW in the strongest part of the building you are in. Listen to local radio or [RELEVANT URL] for more information.
Cyclone	Watch and Act	This is a Cyclone Watch and Act warning from [REQUESTING AGENCY NAME]. [LOCATION] [is likely to be / will be] impacted by [Severe] Tropical Cyclone [NAME] [TIMEFRAME]. PREPARE NOW TO TAKE SHELTER. Listen to local radio, or visit [RELEVANT URL] for warning updates. For cyclone help, call the SES on 1 3 2 500.	[REQUESTING AGENCY NAME] CYCLONE WATCH AND ACT warning. PREPARE NOW TO TAKE SHELTER. Listen to local radio or [RELEVANT URL] for more information.
Cyclone	Watch and Act	This is a Cyclone Watch and Act warning from [REQUESTING AGENCY NAME]. [Severe] Tropical Cyclone [NAME] [is causing / may cause] damage and cut off roads around [LOCATION]. PREPARE NOW FOR ISOLATION. Listen to local radio, or visit [RELEVANT URL] for warning updates. For cyclone help, call the SES on 1 3 2 500.	[REQUESTING AGENCY NAME] CYCLONE WATCH AND ACT warning. PREPARE NOW FOR ISOLATION. Listen to local radio or [RELEVANT URL] for more information.
Cyclone	Advice	This is a Cyclone Advice warning from [REQUESTING AGENCY NAME]. [LOCATION] may be affected by [Severe] Tropical Cyclone [NAME]. [STAY INFORMED / PREPARE NOW]. Destructive winds are likely in [NUMBER] hours OR from [TIME]. You should prepare your property and emergency kit. For more information listen to local radio, or visit [RELEVANT URL]. For cyclone damage assistance contact the SES on 1 3 2 500	[REQUESTING AGENCY NAME] CYCLONE ADVICE warning. Destructive winds are possible in [XX] hours OR at [TIME]. [STAY INFORMED / PREPARE NOW]. Listen to local radio or [RELEVANT URL] for more information.
Fire Incident	Emergency Warning	Emergency. Emergency. This is an Emergency Warning from the Queensland Fire Department. There is a [Building Fire / Rubbish Fire] at [LOCATION]. It is expected to impact [SUBURBS] for the next [TIME]. People in the area must shelter indoors now, close windows and doors and turn off air conditioning. For more information listen to local radio or go to [RELEVANT URL]	Queensland Fire Department [Fire Incident] EMERGENCY WARNING for [LOCATION]. SHELTER INDOORS NOW. Close windows and doors. Shut off air conditioning. For more information listen to local radio or [RELEVANT URL]
Fire Incident	Watch and Act	This is a Watch and Act warning from the Queensland Fire Department. There is a [BUILDING FIRE / RUBBISH FIRE] at [LOCATION]. It is expected to impact [SUBURBS] for the next [TIME] minutes. People in the area should stay informed and	Queensland Fire Department [BUILDING FIRE / RUBBISH FIRE] WATCH AND ACT warning for [LOCATION]. STAY INFORMED and PREPARE TO EVACUATE. For more information listen to local radio or [RELEVANT URL]

		prepare to evacuate if instructed. For more information listen to local radio or go to [RELEVANT URL]	
Fire Incident	Advice	This is an Advice warning from the Queensland Fire Department. There is a [BUILDING FIRE / RUBBISH FIRE] at [LOCATION]. It is expected to impact [SUBURBS] for the next [TIME] minutes. People in the area should stay informed. For more information listen to local radio or go to [RELEVANT URL]	Queensland Fire Department BUILDING FIRE / RUBBISH FIRE] ADVICE warning for [LOCATION]. STAY INFORMED. For more information listen to local radio or [RELEVANT URL]
Flash Flood	Emergency Warning	Emergency. Emergency. This is a flash flood Emergency Warning from [REQUESTING AGENCY NAME]. A [dangerous / localised] flash flood is happening now at [LOCATION]. [LEAVE IMMEDIATELY / TAKE SHELTER NOW]. Conditions [will change / are changing quickly / are very dangerous]. Listen to local radio or go to [RELEVANT URL]. If your life is in danger call Triple zero.	[REQUESTING AGENCY NAME] EMERGENCY WARNING. A [dangerous / localised] FLASH FLOOD is happening now at [LOCATION]. [LEAVE IMMEDIATELY / TAKE SHELTER NOW]. Listen to local radio or go to [RELEVANT URL]. If your life is in danger call 000.
Flash Flood	Watch and Act	This is a flash flood Watch and Act warning from [REQUESTING AGENCY NAME]. A [dangerous / localised] flash flood is [coming soon to / happening now at] [LOCATION]. [MOVE TO HIGHER GROUND / PREPARE TO LEAVE]. Conditions [could change quickly / are very dangerous]. Listen to local radio or go to [RELEVANT URL]. If your life is in danger call Triple zero.	[REQUESTING AGENCY NAME] WATCH AND ACT warning. A [dangerous / localised] FLASH FLOOD is [coming soon to / happening now at] [LOCATION]. [MOVE TO HIGHER GROUND / PREPARE TO LEAVE]. Conditions [could change quickly / are very dangerous]. Listen to local radio or go to [RELEVANT URL]. If your life is in danger call 000.
Riverine Flood	Emergency Warning	Emergency. Emergency. This is a flood Emergency Warning from [REQUESTING AGENCY NAME]. A [dangerous / fast moving / localised / widespread] flood is happening now at [LOCATION]. [LEAVE BY XX AM/PM / LEAVE IMMEDIATELY / IT IS TOO DANGEROUS TO LEAVE. GET UP AS HIGH AS YOU SAFELY CAN]. Conditions [will change / are changing quickly / are very dangerous]. Listen to local radio or go to [RELEVANT URL]. If your life is in danger call Triple zero.	[REQUESTING AGENCY NAME] EMERGENCY WARNING. A [dangerous / fast moving / localised / widespread] FLOOD is happening now at [LOCATION]. [LEAVE BY XX AM/PM / LEAVE IMMEDIATELY / IT IS TOO DANGEROUS TO LEAVE. GET UP AS HIGH AS YOU SAFELY CAN]. Listen to local radio or go to [RELEVANT URL]. If your life is in danger call 000.
Riverine Flood	Watch and Act	This is a flood Watch and Act warning from [REQUESTING AGENCY NAME]. A [dangerous / fast moving / localised / widespread] flood is [coming soon to / coming overnight to / coming tomorrow to / happening now at] [LOCATION]. [PREPARE TO LEAVE / MOVE TO HIGHER GROUND]. Conditions [could change quickly / are very dangerous]. Listen to local radio or go to [RELEVANT URL]. If your life is in danger call Triple zero.	[REQUESTING AGENCY NAME] WATCH AND ACT warning. A [dangerous / fast moving / localised / widespread] FLOOD is [coming soon to / coming overnight to / coming tomorrow to / happening now at] [LOCATION]. [PREPARE TO LEAVE / MOVE TO HIGHER GROUND]. Conditions [could change quickly / are very dangerous]. Listen to local radio or go to [RELEVANT URL]. If your life is in danger call 000.
Riverine Flood	Advice	This is a flood Advice warning from [REQUESTING AGENCY NAME]. A [dangerous / fast moving / localised] flood is possible in your area by [TIMEFRAME]. You should [PREPARE NOW FOR POSSIBLE FLOODING / STAY INFORMED]. Conditions could change very quickly. For more information listen to your local radio	[REQUESTING AGENCY NAME] ADVICE warning. A [dangerous / fast moving / localised / widespread] FLOOD could come to your area by [TIMEFRAME]. [PREPARE NOW FOR POSSIBLE FLOOD / STAY INFORMED]. Conditions could change quickly. Listen to local radio or go to [RELEVANT URL].

		station. For the full list of warnings and what to do go to [RELEVANT URL].	
Smoke or Toxic Chemical Plume	Emergency Warning	Emergency. Emergency. This is a [Toxic Smoke] Emergency Warning from the Queensland Fire Department. A chemical spill at [LOCATION] has caused toxic smoke. It is expected to impact [SUBURBS] for the next [TIME]. People in the area must shelter indoors, close windows and doors, and turn off air conditioning. For more information listen to local radio or go to [RELEVANT URL]	Queensland Fire Department TOXIC SMOKE EMERGENCY WARNING for [LOCATION / AREA]. SHELTER INDOORS NOW. Close windows and doors. Turn off air-conditioning. For more information listen to local radio or [RELEVANT URL]
Smoke or Toxic Chemical Plume	Watch and Act	This is a Toxic Smoke Watch and Act warning from the Queensland Fire Department. A Chemical spill at [LOCATION] has caused toxic smoke. It is expected to impact [SUBURBS] for the next [TIME] minutes. People in the area should stay informed and prepare to evacuate if instructed. For more information listen to local radio or go to [RELEVANT URL]	Queensland Fire Department TOXIC SMOKE WATCH AND ACT warning for [LOCATION / AREA]. STAY INFORMED and PREPARE TO EVACUATE. For more information listen to local radio or [RELEVANT URL]
Smoke or Toxic Chemical Plume	Advice	This is a Toxic Smoke Advice warning from the Queensland Fire Department. A chemical incident at [LOCATION] has caused toxic smoke. It is expected to impact [SUBURBS] for the next [TIME] minutes. People in the area should stay informed. For more information listen to local radio or go to [RELEVANT URL]	Queensland Fire Department TOXIC SMOKE ADVICE warning for [LOCATION / AREA]. STAY INFORMED. For more information listen to local radio or [RELEVANT URL]
Storm Surge	Emergency Warning	Emergency. Emergency. This is a Storm Surge Emergency Warning from [REQUESTING AGENCY NAME]. [LOCATION] is likely to be impacted by a very dangerous storm surge in [NUMBER] hours OR at [TIME and DAY]. [LEAVE IMMEDIATELY / LEAVE BY XX:XX]. [Evacuation centre location] Listen to local radio or go to [RELEVANT URL] for warning updates.	[REQUESTING AGENCY NAME] STORM SURGE EMERGENCY WARNING for [LOCATION]. A dangerous storm surge is likely to impact [TIMEFRAME]. [LEAVE IMMEDIATELY / LEAVE BY XX:XX] [Evacuation centre location]. Listen to local radio or [RELEVANT URL] for more information.
Storm Surge	Watch and Act	This is a Storm Surge Watch and Act warning from [REQUESTING AGENCY NAME]. [LOCATION] is likely to be impacted by a very dangerous Storm Surge in [NUMBER] hours OR at [TIME and DAY]. People in the area must [MOVE TO HIGHER GROUND NOW / PREPARE TO LEAVE]. Warn others. Listen to local radio or visit [RELEVANT URL] for more information.	[REQUESTING AGENCY NAME] STORM SURGE WATCH AND ACT warning for [LOCATION]. A dangerous Storm Surge is likely [in XX hours / by XX:XXAM/PM] [MOVE TO HIGHER GROUND NOW / PREPARE TO LEAVE]. Listen to local radio or [RELEVANT URL] for more information.
Storm Surge	Advice	This is a Storm Surge Advice warning from [REQUESTING AGENCY NAME]. [LOCATION] may be impacted by a dangerous Storm Surge [in XX hours / by TIME and DAY]. PREPARE NOW FOR POSSIBLE STORM SURGE. Prepare your home. Pack an emergency kit. Decide now where you will go if the storm surge starts. Listen to local radio or visit [RELEVANT URL] for more information.	[REQUESTING AGENCY NAME] STORM SURGE ADVICE warning for [LOCATION]. Dangerous Storm Surge is possible [in XX hours / by TIME and DAY]. PREPARE NOW FOR POSSIBLE STORM SURGE. Listen to local radio or [RELEVANT URL] for more info.



Tsunami	Emergency Warning	Emergency. Emergency. This is a Tsunami Emergency Warning from the Queensland Police Service. Dangerous and destructive waves expected in coastal areas between [LOCATION] to [LOCATION] from [TIME]. Move to higher ground immediately. Move at least ten metres above sea level, or if possible move at least one kilometre away from all beaches, the waters edge of harbours and river mouths. Warn others. For more information listen to local radio, or visit the Bureau of Meteorology website at bom.gov.au	TSUNAMI EMERGENCY WARNING from the QLD Police Service. Dangerous & destructive waves expected between [LOCATION] to [LOCATION] coastal areas from [TIME]. MOVE TO HIGHER GROUND IMMEDIATELY. Move at least 10 metres above sea level OR if possible move at least 1 kilometre away from all beaches, the water edge of harbours & river mouths. More info: listen to local radio or <a href="http://www.bom.gov.au/tsunami/">http://www.bom.gov.au/tsunami/</a>
Tsunami	Watch and Act	This is a Tsunami Watch and Act warning from the Queensland Police Service. Coastal areas between [LOCATION] to [LOCATION] may experience dangerous and destructive waves from [TIME]. Prepare to move to higher ground. Move at least ten metres above sea level, or if possible, move at least one kilometre away from all beaches and the waters edge of harbours and river mouths. Warn others. For more information listen to local radio, or visit the Bureau of Meteorology website at bom.gov.au	TSUNAMI WATCH AND ACT from the QLD Police Service. Coastal areas between [LOCATION] to [LOCATION] may experience dangerous & destructive waves from [TIME]. PREPARE TO MOVE TO HIGHER GROUND. Move at least 10 metres above sea level OR if possible move at least 1 kilometre away from all beaches, the water edge of harbours & river mouths. Warn others. More info: listen to local radio or <a href="http://www.bom.gov.au/tsunami/">http://www.bom.gov.au/tsunami/</a>

## APPENDIX 26: Requesting Officer Checklist

Stage of EA	Prompts
Decision to Warn	<input type="checkbox"/> Is there a potential for the loss of life or a major threat to a number of properties or the environment? <input type="checkbox"/> Does the community need to act in some way such as relocate to a safer area, prepare property or be aware of information? <input type="checkbox"/> Is the community required to take action or is urgent action required due to the time of the situation i.e. in the night? <input type="checkbox"/> Are other means of communication also being engaged (e.g. social media, broadcast media, doorknocking, town sirens etc) <input type="checkbox"/> Have you considered the delivery of messages for operations which cross jurisdictional borders? <input type="checkbox"/> Have checks been done with other warning agencies to avoid duplication? <input type="checkbox"/> Have relevant call centres been briefed? <input type="checkbox"/> Have other consequence management issues been addressed?
Warning and Alert Message Construction and Dissemination	<input type="checkbox"/> Are the messages consistent across different sources available to the general public? <input type="checkbox"/> Is the message simple, clear and brief?
	<input type="checkbox"/> Are messages disseminated using a variety of delivery mechanisms, and do they complement each other to produce a complete picture? <input type="checkbox"/> Do the messages contain all relevant pertinent details? <input type="checkbox"/> Are the messages presented in a way which is easily and quickly understood?
	<input type="checkbox"/> Are messages ONLY targeted to those communities at risk? (Avoid public complacency and over-warning) <input type="checkbox"/> Is the message relevant to the community receiving the EA? <input type="checkbox"/> Is the message worded in accordance with advice from the relevant agencies?
	<input type="checkbox"/> Are messages compliant with relevant commonwealth and jurisdictional legislation and policy?
	<input type="checkbox"/> Has an authorised person approved the message for dissemination?
Monitoring, Closure and Review	<input type="checkbox"/> Are there any subsequent community messaging requirements needed (EA Follow up message)? <input type="checkbox"/> Has the situation changed, and the message requires changing/cancelling?

## APPENDIX 27: Authorising Officer Checklist

Stage of EA	Prompts
Decision to Warn	<input type="checkbox"/> Does the request meet the criteria for use of EA? <input type="checkbox"/> Is the message severity appropriate? <input type="checkbox"/> Have checks been done with other warning agencies to avoid duplication? <input type="checkbox"/> Has the Requesting Officer addressed any required consequence management actions? <input type="checkbox"/> Have the LDMG/LDC, DDC/DDMG, and/or neighbouring LDMG/LGA been informed? <input type="checkbox"/> Have you considered the delivery of messages for operations which cross borders? <input type="checkbox"/> Have other consequence management issues been addressed? (e.g. Smart Services Queensland or other call centres been warned of possible increase in calls, evacuation centres have been opened) <input type="checkbox"/> Are there neighbouring LDMG/LGA also issuing an EA? Is there potential for the community to receive duplicated or conflicting EA messages?
Warning and Alert Message Construction and Dissemination	<input type="checkbox"/> Are the messages consistent across different sources available to the general public?
	<input type="checkbox"/> Do the messages contain all relevant content requirements? <input type="checkbox"/> Are the messages worded in a way which is easily and quickly understood? <input type="checkbox"/> Are media outlets aware an EA is being issued? Media outlets will only be advised that an EA has been issued once dissemination has occurred.
	<input type="checkbox"/> Are messages ONLY targeted to those communities at risk? (Avoid public complacency and over-warning) <input type="checkbox"/> Are messages compliant with relevant commonwealth and jurisdictional legislation and policy? <input type="checkbox"/> Have you viewed the alert area and listened to the message, where appropriate?
	<input type="checkbox"/> Has an authorised Requesting Officer confirmed the message for dissemination? <input type="checkbox"/> Has a record been made of all relevant decision making considerations, including times?
Monitoring, Closure and Review	<input type="checkbox"/> Has <a href="http://www.disaster.qld.gov.au">www.disaster.qld.gov.au</a> been updated by QFD/QPS Media (or the QFD Information and Warnings for bushfire)? <input type="checkbox"/> If applicable, has the Requesting Officer been notified of any EA issues or delays?