## 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 and/or be aware of information

☑ there is **adequate time** to process and approve the **use of EA** to disseminate the community warning; and

☑ the **time** of the emergency or **disaster situation** e.g. a community needing to be warned/act urgently or during the night.

## HOW TO REQUEST AN EMERGENCY ALERT?

1. Phone the SDCC Watch Desk (07) 3635 2387 to advise an EA being developed
2. Complete EA Request Form or verbally dictate to the SDCC Watch Desk on (07) 3635 2387
3. Notify your LDMG and DDC/DDMG
4. Notify any impacted neighbouring LDMG/LGAs
5. Review consequence management arrangements (refer to EA Manual)
6. Email the EA Request form to the SDCC Watch Desk SDCC@qfes.qld.gov.au
7. Requesting Officer needs to be available by phone should SDCC Watch Desk need to contact you.

**YOUR QFES EMERGENCY MANAGEMENT COORDINATOR CAN ASSIST**

## 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 | | |
|---|---|---|
| **EMERGENCY WARNING** | 1 | You may be in danger and need to take action immediately. Any delay now puts your life at risk. |
| **WATCH & ACT** | 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. |
| **ADVICE** | 3 | There is no immediate danger. Stay up to date in case the situation changes. |

| KEY CONTACTS | |
|---|---|
| **SDCC WATCH DESK** | (07) 3635 2387 |
| **QFES EMERGENCY MANAGEMENT COORDINATOR** | |
| **DDMG EXECUTIVE OFFICER** | |
| **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.

**Examples of good Emergency Warning SMS messages:**

Floodsville Council EMERGENCY WARNING Flood coming. Sandy Village LEAVE BY 3PM. Listen to local radio, go to floodsville.qld.gov.au/DisasterPortal

Floodsville Council EMERGENCY WARNING Flood happening now. Sandy Village LEAVE NOW. Listen to local radio, go to floodsville.qld.gov.au/DisasterPortal

Floodsville 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 floodsville.qld.gov.au/DisasterPortal

**ENSURE YOUR EA MESSAGE IS CLEAR AND SIMPLE**

## 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 Emergency Alert Manual M.1.174
  https://www.disaster.qld.gov.au/dmg/st/Documents/M1174-Queensland-Emergency-Alert-Manual.pdf
- EA Request form
  https://www.disaster.qld.gov.au/dmg/st/Documents/F1177-EA-Request-Form.docx

Queensland Emergency Alert Manual M.1.174 QR Code