

Message types and what to do



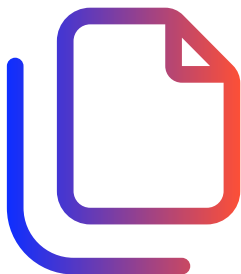
How to use this document

This is an **Easy Read document**.

Easy Read uses:

- simple words
- short sentences
- pictures to explain ideas.

You may want someone to read this document with you.



Other Easy Read documents

There are 4 Easy Read documents that explain AusAlert.

This is the second document. It explains the 2 different types of alert you can get.

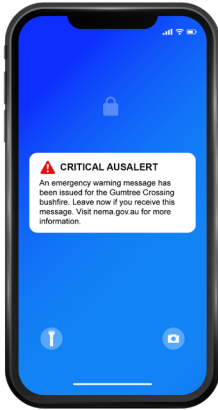
The other Easy Read documents about AusAlert are:

- What is AusAlert?
- Community testing
- National testing

Find them on the AusAlert website.

<https://www.ausalert.gov.au/community-resources>

Disaster alerts across Australia



AusAlert sends disaster alerts.

Alerts are sent to mobile devices like phones, tablets and smart watches.

The alerts warn about serious emergencies.

Emergency services send the alerts.

The Australian Government can also send alerts.

Alerts help keep people safe.

Alerts to landline phones



Alerts can also go to landline phones.

The message will be spoken.

This happens if the landline phone is in the alert area.

Types of disasters



AusAlert warns about different emergencies.

Natural hazards

- Bushfires
- Floods
- Cyclones
- Earthquakes
- Tsunamis



Security threats

- Serious safety incidents
- Terrorism



Biosecurity incidents

- Animal disease
- Plant disease
- Biohazards



Health emergencies

- Pandemics
- Major health problems

Types of alerts



AusAlert has 2 alert levels.

The level depends on the danger.

Alerts may look different on each device.



Critical Alert

Critical Alert is the highest warning.

You may be in danger.

Act immediately.

Your device will vibrate.

Your device will make a loud siren sound.

The sound lasts about 10 seconds.

The sound plays even if your phone is:

- on 'silent'
- on 'do not disturb'.

You cannot turn off Critical Alerts.





Priority Alert

Priority Alert means serious risk.

The situation may change quickly.

Be ready to act.

The alert colour is normally orange.

Your phone may vibrate.

It may also make a loud sound.

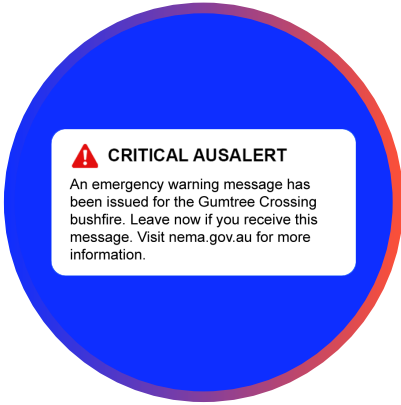
The sound lasts about 10 seconds.



You will not hear the sound if your phone is on 'silent' or 'do not disturb'.

You can turn off this sound in settings.

What is in an alert message?



The message shows the alert level.

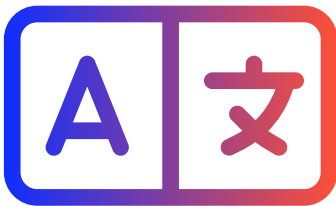
For example:

- Critical Alert
- Priority Alert

The message may also show:

- the emergency type
- where it is
- how serious it is
- what you should do
- where to get more information
- who sent the message.

Alert languages



Alerts are written in English.

Information about AusAlert is available in 20 languages.

Find translated information on the AusAlert website.

<https://www.ausalert.gov.au/community-resources/languages>

What to do if you receive an AusAlert

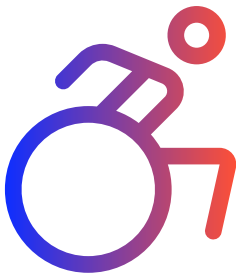


From 1 October 2026, alerts will be for real emergencies.

If you receive an alert:

- read the message when safe
- tell people nearby
- follow the instructions
- check TV, radio or apps for updates.

If you are living with a disability



People with disabilities can receive alerts.

Your phone may vibrate.

Your phone may make a sound.

This helps get your attention.

Find disability support information on the AusAlert website.

<https://www.ausalert.gov.au/community-resources/disabilities-extra-support>

Devices that can receive alerts



Many devices can receive AusAlerts.

Devices do not need a SIM card.

Examples include:

- iPhone 11 or later with iOS 26.4 or later
- Apple Watch Series 2 or later
- Android phones with Android 12 or later.

Some older phones may still work.

Ask your mobile provider if you are unsure.

Other ways to learn about emergencies



You can learn about emergencies in other ways.

For example:

- local radio
- television
- social media
- emergency apps
- friends and family.

ABC radio is the official national emergency broadcaster.

If you do not receive an alert



You may not get an alert if:

- your device is turned off
- your device is on aeroplane mode
- your device is not compatible
- there is no mobile signal.

If you still have problems:

- contact your mobile provider.

If you want to give feedback:

- fill in the form on the AusAlert website.

<https://www.ausalert.gov.au/feedback>

Turning off alerts

Alerts contain life-saving information.

It is safest to keep alerts on.



Critical Alerts

You cannot turn them off.



Priority Alerts

You can turn them off in your device settings.

If you are unsure:

- check your device guide
- contact the device maker.

Find information about turning off Priority Alerts on the AusAlert website.

<https://www.ausalert.gov.au/receiving-alert/turning-alerts-off>