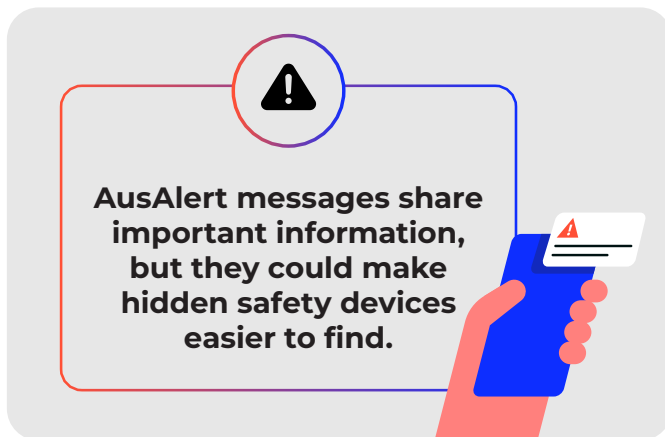


# AusAlert™ safety guide for survivors

AusAlert is Australia's new national warning system. It uses the latest technology to send emergency messages to compatible mobile devices during disasters such as bushfires, severe weather and public health emergencies.



**This may happen even if the volume is turned down or your devices are on silent or do not disturb.**

## How to stay safe with AusAlert

AusAlerts are designed to get people's attention quickly during emergencies, to help keep them safe. **Some AusAlerts can't be turned off.** For people who use safety devices, receiving an AusAlert may cause concern, as it could make those devices easier to find, especially if they're meant to stay hidden.

## What is AusAlert for?

AusAlert is a fast and reliable way to help keep communities informed and better prepared during local and national emergencies. It gives the Australian Government and state and territory emergency services organisations the ability to send national or local alerts. It's just one of the many ways we're helping to keep Australians safer in times of disaster.

## What does an AusAlert sound like?

If your phones, tablets or smart watches are turned on, an AusAlert may:

- make them vibrate
- play a loud siren-like sound for 10 seconds
- turn the screen on automatically.

### What you should do

If you think it might not be safe for you or someone you care about to receive an AusAlert:

- keep your safety devices turned off OR
- in aeroplane mode (if you have it) EXCEPT
- if you need to use them.

**Remember – you can still use wi-fi if your device is in aeroplane mode. If it doesn't have aeroplane mode, turn it off instead.**



## How do I turn my device off?

### Apple (iOS devices such as iPhones and Apple Watches)

#### If your device uses Face ID:

- press and hold the right-hand side button and either volume button at the same time until 'sliders' appear
- drag the 'slide to power off' slider from left to right.

#### If your device has a Home button:

- press and hold the right-hand side button until the 'slider' appears
- drag the 'slide to power off' slider from left to right.

To turn either device back on, press and hold the right-hand side button until the Apple logo appears.

*Please note: AusAlerts are **not** received by Apple iPads.*

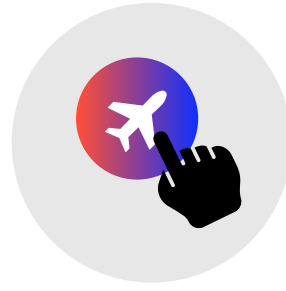
### Android (devices such as phones, and some tablets and smart watches)

#### For most Android devices:

- press and hold the power button on either the left or right side of your device until the power menu appears
- press the 'Power Off' button.

To turn your device back on, press and hold the power button until the logo of your device manufacturer appears.

**Remember to also turn off any safety devices used by children in your care.**



## How do I switch my device to aeroplane mode?

### Apple (iOS devices such as iPhones and Apple Watches)

#### To turn aeroplane mode on:

- go to 'Settings'
- turn the 'Aeroplane Mode' toggle on
- an aeroplane icon should appear at the top of the screen.

#### To turn aeroplane mode back off:

- go to 'Settings'
- turn the 'Aeroplane Mode' toggle off
- the aeroplane icon at the top of the screen should disappear.

*Please note: AusAlerts are **not** received by Apple iPads.*

### Android (devices such as phones, and some tablets and smart watches)

#### To turn aeroplane mode on (most Androids):

- go to 'Settings'
- tap on 'Network & internet'
- turn the 'Aeroplane Mode' toggle on
- an aeroplane icon should appear at the top of the screen.

#### To turn aeroplane mode back off (most Androids):

- go to 'Settings'
- tap on 'Network & internet'
- turn the 'Aeroplane Mode' toggle off
- the aeroplane icon at the top of the screen should disappear.

## What does an AusAlert look like?

Depending on your device type and operating system, an AusAlert message will look something like this:



The AusAlert messages shown on screen are examples only and not real AusAlerts.

## You can trust AusAlert

AusAlert has been developed by the Australian Government and is safe and secure. Only authorised emergency services organisations and the Australian Government can send AusAlerts.

AusAlert **won't**:

- require you to sign up
- ask for personal or financial details
- know or store your personal information or phone number
- track your location or share your location history, even if your device is connected to a shared ID.

## What if I receive an AusAlert on my safety device?

If your safety device is turned on and receives an AusAlert, it may make a **loud siren-like sound for about 10 seconds** and then stop. This should only happen once, although you may receive another alert if new information about the emergency is shared.

Try to stay calm. **If you aren't safe, call 000 straight away** and follow your safety plan.

If it's safe to do so, read the AusAlert message and follow the instructions to keep yourself and others safe.

## Stay informed

AusAlert is just one way to stay safe in a disaster. You can also turn on local or national TV or radio, check emergency services apps, search online for more information, or contact family, friends or neighbours.

### Help and advice

**If you're worried about your immediate safety, call 000.**

For advice or support:

- about your safety, call 1800RESPECT on 1800 737 732
- in your local area, visit the ANROWS website at [anrows.org.au/support-directory](https://anrows.org.au/support-directory)
- if you're an Aboriginal or Torres Strait Islander, call 13YARN on 13 92 76.

For more information, visit [ausalert.gov.au](https://ausalert.gov.au)