



Introducing AusAlert™

A guide for older Australians

AusAlert is a new national warning system that uses the latest technology to send emergency messages to compatible mobile devices.



Help with AusAlert

If you have questions about AusAlert or updating your device, ask a carer, family member or someone you trust for help.

What is AusAlert for?

AusAlert is a fast and reliable way to help communities be 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 alerts about disasters such as bushfires, floods, cyclones and tsunamis, or events like public health emergencies, security threats or biosecurity incidents. It's just one of the many ways we're helping to keep Australians safer in times of disaster.

Is an AusAlert a text message?

No, an AusAlert isn't an SMS or text message – it's an 'alert'. It will appear as a notification on your mobile device's screen. Once you've seen the message, you'll need to close it, otherwise it will stay on your screen.

What are the different types of AusAlert?

There are 2 main types of AusAlert:

- **Critical Alerts** are used for the most serious emergencies. They can't be opted out of.
- **Priority Alerts** are used for emergencies where there is a heightened level of threat because conditions are changing. They can be opted out of.

What does an AusAlert sound like?

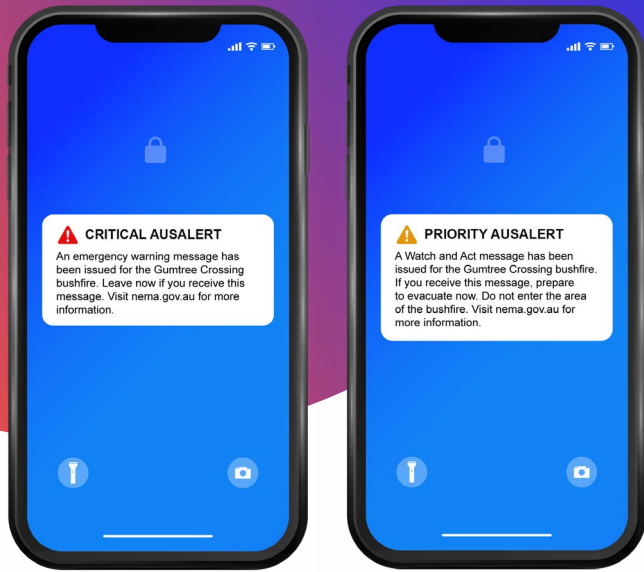
If devices are turned on, an AusAlert may:

- **make them vibrate**
- **play a loud siren-like sound for 10 seconds**

This may happen even if your device is on silent or do not disturb.

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.

What is included in an AusAlert?

An AusAlert will be written in English and will let you know the type of emergency, where it's located, how serious it is and how to respond. It will also tell you the name of the emergency organisation that has sent the AusAlert and where to find more information about the emergency.

Can I trust AusAlert?

AusAlert is run by the Australian Government and is safe and secure.

AusAlert:

- **will never ask for personal or financial details**
- **does not require you to sign up or download an app**
- **does not track your location.**

If you receive anything that seems suspicious, report it to ScamWatch at [scamwatch.gov.au](https://www.scamwatch.gov.au)

Will I be able to receive AusAlerts?

Some older mobile phones, like those made before 2019, may not receive AusAlerts. Apple iPads do not receive AusAlerts.

If you have a phone with a prepaid SIM card, you may still get an AusAlert, even if you have no data or credit left.

Always install the latest software updates on your device when asked so you're ready to receive AusAlerts. If you're not sure if your mobile device will receive an AusAlert, visit ausalert.gov.au or ask someone you trust for help.

Will my assistive technology receive an AusAlert?

AusAlert may be received through:

- text-to-speech
- hearing aids
- cochlear implants
- screen readers
- refreshable braille devices
- screen magnification tools
- bed shakers.

For more information about AusAlert and accessibility, visit ausalert.gov.au/community-resources/disabilities-extra-support

If you receive an AusAlert:

- stay calm
- read the message carefully
- ask someone you trust for help, if you need to
- follow the instructions in the alert.

How else can I stay informed in an emergency?

AusAlert is just one way to get information in an emergency.

You should also use other trusted sources, such as:

- local or national TV or radio
- emergency services apps and websites
- family, friends or neighbours.

If you don't own a mobile device but have a landline phone, you may receive an emergency message with spoken instructions.