



AusAlert™ and accessibility

A guide for people with disability

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.

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?

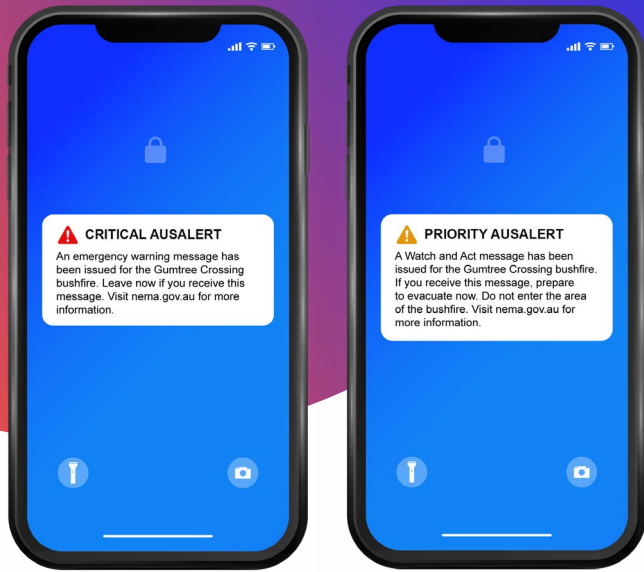
If devices are turned on, an AusAlert may:

- 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.

Will I be able to receive AusAlerts?

AusAlerts are expected to work on compatible mobile phones, tablets and smart watches including iPhones 11 and up running iOS 16.4 or later, and Android phones and tablets running Android 12 or later. Apple iPads do not receive AusAlerts.

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.

Will my assistive technology receive an AusAlert?

AusAlerts 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

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, neighbours or carers.

If you have a landline phone, you may receive an emergency message with spoken instructions.

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