

AusAlert website – Receiving an alert



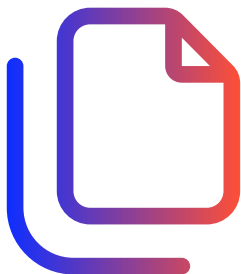
How to use this document

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 3 **Easy Read** documents that explain the **AusAlert** website.

This is the third document. It covers the 'Receiving an alert' section of the website.

The other 2 **Easy Read** documents cover these sections of the **AusAlert** website:

- About us
- Alerts explained.

You can find these documents on the **AusAlert** website:

www.ausalert.gov.au

Devices that can get **AusAlerts**



Many devices can get **AusAlerts**.

Devices do not need a SIM card.

Examples include:

- iPhone 11 or newer with iOS 26.4 or later
- Apple Watch SE2, SE3, Series 6 and up running watchOS 26.4 or later
- Android phones with Android 12 or later.

Some older phones may still work.

Apple iPads do not get **AusAlerts**.

Types of AusAlerts



AusAlert has 2 alert levels.

The level depends on the danger.

Alerts may look different on each device.



Critical AusAlerts

Critical AusAlerts are 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 device is:

- on **Silent**
- on **Do Not Disturb**.

You cannot turn off **Critical AusAlerts**.



Priority AusAlerts

Priority AusAlerts mean serious risk.

The situation may change quickly.

Be ready to act.

Your device may vibrate.

It may also make a loud sound.

This depends on your device settings.



With **Priority AusAlerts**, you will not hear the sound if your device is on **Silent** or **Do Not Disturb**.

You can turn off this sound in **Settings**.

AusAlerts help keep you safe, but you can choose not to get **Priority AusAlerts**.

Turning off Priority AusAlerts



In **Apple (iOS)** devices, this is how you turn off **Priority AusAlerts**:

- Open **Settings**
- Go to **Notifications**
- Scroll to **AusAlert** at the bottom
- Turn off **Priority AusAlert**.



In **Android** devices, this is how you turn off **Priority AusAlerts**:

- Open **Settings**
- Go to **Safety and Emergency**
- Go to **Wireless Emergency Alerts**
- Turn off **Priority AusAlert**.

If you do this, use other ways to stay informed in an emergency, like radio, TV and emergency apps.

What is in an AusAlert message?



The message shows the alert level.

For example:

- **Critical AusAlert**
- **Priority AusAlert**

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.

What to do if you get an AusAlert



If you get an **AusAlert**:

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

If you do not get an AusAlert



In an emergency, you may not get an **AusAlert** if:

- your device is turned off
- your device is on **Aeroplane Mode**
- your device is not compatible
- there is no mobile signal
- you're not in the area near to the emergency.

Install the latest software updates on your device so you're ready to get AusAlerts.

Restart your device after updating.

How to read an AusAlert again



The best way to see an **AusAlert** again is in the **Current Alerts** or **Past Alerts** sections of the **AusAlert** website.

Current Alerts are **AusAlerts** about emergencies happening now. They can be viewed here:

www.ausalert.gov.au/current-alerts



Past Alerts are **AusAlerts** about emergencies that are no longer happening. They can be viewed here:

www.ausalert.gov.au/past-alerts

If you are living with disability



People with disability can receive **AusAlerts**.

Your phone may vibrate.

Your phone may make a sound.

This helps get your attention.

Find disability support information on the **AusAlert** website.

[www.ausalert.gov.au/community-resources/
disabilities-extra-support](http://www.ausalert.gov.au/community-resources/disabilities-extra-support)