

NORTH BURNETT REGION DISASTER MANAGEMENT PLAN

Sub Plan 4 – Public Information & Warnings

Version: 1.0

Dated: 25 February 2016

Last Reviewed: 25 February 2016

References

- A. Queensland Local Disaster Management Guidelines, 2012
- B. Emergency Alert – Queensland Operational Guidelines Version 3

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Purpose of this Sub Plan

The purpose of this Sub Plan is to provide for the effective collection, monitoring, management and dissemination of accurate, useful and timely information and warnings to the public during disaster events.

Maintenance of this Sub Plan

This plan is to be maintained by the Local Disaster Coordinator or delegate. It should be reviewed periodically to ensure it remains current and relevant.

Public Information versus Warnings

Public information is general information provided to the community to assist them in understanding a particular situation and what they should generally do to prepare for, respond to, or recover from a disaster event.

Warnings advise the community of a specific threat and usually advise on specific actions the community should take. Warnings may be provided by external agencies or by the North Burnett LDMG or LDCC. Public Information is provided by the Regional Council supported by a range of State/Federal agencies.

Warnings from Other Agencies

Warnings from external agencies may be issued by any of the following:

- BOM – weather warnings.
- QFES – bushfire warnings.
- Sunwater – dam failure or other issues with dams within North Burnett.
- Parks and Wildlife – forestry fire.
- Queensland Health – heatwave and pandemic.
- Biosecurity Queensland – emergency animal or plant disease outbreaks.
- District Disaster Coordinator or Disaster District Executive Officer – other warnings not detailed above.

How North Burnett receives Warnings

North Burnett Regional Council receives warnings from agencies via email to the CEO and alert@northburnett.qld.gov.au, or by phone to the Council offices. Council action warnings received during normal during office hours.

The CEO is North Burnett's primary point of contact for Warnings received outside of normal working hours. Such warnings will be by email/phone or SMS. Generally, no alternate after-hours point of contact is considered necessary.

The CEO will maintain a general level of situational awareness and when weather or other conditions indicate a period of increased risk, the CEO may nominate the General Manager Engineering and Environmental Services as a secondary point of contact to ensure after-hours warnings are received and appropriately actioned. The CEO may also establish alternate after-hours points of contact to cover periods when the CEO is unable to act in that capacity.

The Deputy CEO may also be nominated to assist the CEO in receiving and auctioning after hours warnings.

The CEO should ensure that all warning agencies are advised of after hours point of contact arrangements including the ability of such officers to receive after hours warnings and act upon them.

Actioning Warnings

Most warnings received from external agencies will need to be passed to the community in a timely manner. This can be done using a variety of methods including (but not limited to):

- Council's Facebook Page.
- Council Websites
- Community Notice Boards
- Other media (TV, ABC Radio, Crow FM).
- Use of Emergency Alert.
- Doorknocking by emergency services and/or Council staff.
- Word of mouth and community networking through community organisations

Warnings should be repeated EXACTLY as provided by the warning agency. However, the North Burnett Regional Council or the LDMG may provide additional information and advice on actions to be taken by the community as part of the warning to the community. This should be identified as additional information provided by the Council or the LDMG.

Authority to release Public Information and Warnings

Authority to release Public Information and Warnings

The responsibility to pass warnings to the community and to provide Public Information during disasters lies primarily with the North Burnett Regional Council. The CEO is to ensure that Council maintains a capability to distribute timely warnings and public information to the Community.

The Council Media Officer is responsible for developing the specific public information messages and the mediums used to distribute them under the direction/guidance of the LDCC.

Additional information to be added to any warning message provided by external agencies should be approved by the Local Disaster Coordinator.

LDMG members/advisors are responsible for passing on warnings within their own organisation.

Information to be Released

The nature of public information to be released is dependent on the situation. However the following should be considered:

- Nature of the disaster/hazard and any continuing hazards
- Impact – both the area affected and number of people potentially impacted.
- Environmental impact
- Economic impact
- Public Safety including Evacuation advice and regular bulletins of emergency instructions and protective actions
- Assistance - How and where to get personal assistance and how and where to get information regarding assistance for livestock and companion animals.
- Telephone numbers for donations and donations policy.
- Scope of emergency service agency involvement and activity.

Public Information should always come from an official source to ensure credibility and should use non-technical language.

When releasing public information or warnings ensure the time of the next warning / update is included.

Media Management

The media spokesperson during disaster operations is the Mayor supported by the Local Disaster Coordinator. All media releases during disaster operations are to be authorised by the Local Disaster Coordinator. LDMG Member agencies may engage with the media in accordance with their own agency's media management policy in order to convey public information on their agency's response operations.

Rumour Control

Disaster events are often characterised by confusion and conflicting information. Rumours within the Community can have a significant detrimental effect on the community and public safety. The LDMG and the LDCC must take quick action to dispel incorrect rumours through the issue of official public information.

Records of Warnings and Public Information Release

Warnings and public information provided are part of the event record. All warnings and public information should be stored along with disaster coordination centre records and archives.

Emergency Alert

Emergency Alert is a national system that enables emergency services to send warning messages to fixed line telephones and SMS messages to mobile telephones within a prescribed area. More detail on this system is available in the Emergency Alert – Queensland Operational Guidelines.

A request to use the Emergency Alert System can be made by North Burnett LDMG through the Local Disaster Coordinator to the State Disaster Coordination Centre. Costs associated with use of Emergency Alert will be borne by the State Government.

Appendix 1 details the Emergency Alert requesting process in accordance with the Guidelines.

Appendix 1 – Using Emergency Alert

Appendix 1- Using Emergency Alert

This appendix details procedures for the use of Emergency Alert (EA) to provide warnings to the North Burnett community during disaster operations.

This Appendix extracts and summarises key information from the Queensland Emergency Alert Operational Guidelines which remains the principle reference for the use of Emergency Alert. A copy of these Guidelines is to remain with this sub plan at all times.

Responsibility for Emergency Alert in Queensland

Emergency Alert in Queensland is managed by the Department of Community Safety through Queensland Fire and Emergency Services. Emergency Alerts are managed through the State Disaster Coordination Centre Watch Desk. Emergency Alerts can be requested by the LDMG/LDC.

Queensland Fire and Emergency Services are required to advise the Regional Council and/or the Local Disaster Coordinator of any Emergency Alert campaign involving the North Burnett community. The remainder of this appendix refers to Emergency Alert campaigns requested by the LDMG/LDC.

When is Emergency Alert to be used?

The Local Disaster Coordinator should consider the following factors when considering whether an Emergency Alert (EA) is used:

- Certainty
 - If the event is expected within 12 hours, what factors could increase or decrease the threat?
 - Is the expected impact inevitable?
- Severity
 - Is there a potential for loss of life and/or a major threat to a significant number of properties or the environment?
- Timeframe
 - Is the event going to occur in a timeframe that makes the use of other warning methods ineffective? i.e. a significant number of people need to be warned in a short period or overnight.
 - Is the event going to occur in a timeframe too short to allow EA to be used effectively? e.g. A micro-burst storm cell can be a very destructive meteorological phenomena but usually only has a life-span of 5-15 minutes, yet it can take up to 30 minutes to prepare and release a campaign. Conversely, it may not be desirable to warn people 24 hours ahead of a cyclone, due to the often unpredictable nature of its path.
- Frequency

- Is the event likely to happen so frequently as to raise unrealistic expectations in the community's mind about receiving alerts?
- Similarity
 - Is the event similar to those that would trigger the use of the Standard Emergency Warning Signal (SEWS)? [see Guideline for SEWS].
- Action
 - Does the community need to act in some way, for example listen to local media for detailed information?

Emergency Alert Polygons

North Burnett has developed a polygon (shape on a map) for each of the towns in the region that may be used as a basis for Emergency Alert. The polygons may be changed by the LDMG based on the needs at the time of the event however, the basic polygons provide a basis for Emergency Alert for each town.

These polygons are at Annex B.

These maps are registered in the Emergency Alert System within the State Disaster Coordination Centre (SDCC). Copies of these polygons in KML format are held by Council.

A copy is also held on the Emergency Alert Sub Web of the Disaster Management Portal.

Decision and Authorisation Process

Use of Emergency Alert involves three key stakeholders. They are:

- The North Burnett Local Disaster Coordinator – makes the request and confirms the campaign before release.
- The SDCC operator of the Emergency Alert System (the user) – enters the EA requirement into the EA system, confirms it with the LDC and activates it once authorised.
- The Authorising Officer – Authorises the EA.

Making the EA Request

As part of the requesting process the North Burnett LDC should:

- Complete the EA Request Form (see Sub Plan 2 – Part B – Coordination).
- Confirm the campaign area by confirming the relevant North Burnett EA Polygon.
- Prepare the EA Message (pre-prepared messages may be used or amended).

- Submit the EA Request to the State Disaster Coordination Centre Watch Desk by email or facsimile. The SDCC Watch Desk may be contacted by phone to assist in submission of the EA request. Contact details for the SDCC Watch Desk are detailed in Annex A to the Local Disaster Management Plan. These contact details are not to be made available to the public.
- Confirm the EA audio and SMS messages entered into the EA System by the SDCC Watch Desk are accurate and suitable to the operational situation.
- Prepare for a surge of calls to the Council offices as well as to emergency services.
- Ensure that all arrangements are in place to provide for services mentioned in the EA Message e.g. Evacuation Centres, Reception Centres, etc.

Authorisation of an Emergency Alert Campaign

An Emergency Alert campaign cannot be activated until it is authorised by an Authorising Officer. This is done once the EA has been entered into the SDCC Emergency Alert System and the prescribed area and messages have been confirmed by the Local Disaster Coordinator. The Authorising Officer has overall responsibility for all aspects of the EA campaign. They

- Ensure that all supporting requirements for the EA campaign are in place;
- Approve the campaign as being compliant with the principles of Emergency Alert system (see Annex B to Emergency Alert Operational Guidelines);
- Authorise the release of the campaign; and
- Records all details and timings of the authorisation request and approval.

Authorising Officers for events covered by the Disaster Management Act, 2003 are:

- Commissioner, QFES
- Deputy Commissioner, QFES
- Assistant Commissioner, QFES
- Chief Superintendent, QFES
- Regional Manager, Rural Operations, QFES
- Director, Regional Operations, QFES
- Director, Disaster Management Branch, QFES

- Executive Manager, State Operations Coordination Branch and Far Northern Region, QFES
- Regional Manager, Emergency Service Volunteers, QFES

The QFES representative on the LDMG can assist in submission of the EA request and obtaining approval from an authorising officer. A process map of the Emergency Alert process extracted from the Guidelines is provided at Annex A to this Appendix.

Emergency Alert – North Burnett Resources on Disaster Management Portal

Emergency Alert pre-prepared messages and the EA Polygon(s) for alert areas in the North Burnett may be loaded into the North Burnett directory under the Emergency Alert sub portal of the Disaster Management Portal. Below is the link to this location:

[\(link to EA on DM Portal\)](#)

The DM Portal is a secure website that provides access to a range of Disaster Management information and resources. North Burnett Council should ensure that Council has access to the Disaster Management Portal and the Emergency Alert Sub-Portal. Council Staff are to ensure the North Burnett Resources on the Emergency Alert Sub Portal are reviewed and maintained.

EA Polygons and pre-prepared messages located in the Emergency Alert Sub Portal can be referred to in the Emergency Alert Request Form allowing the SDCC Watch Desk to quickly access the necessary details for an Emergency Alert when required.

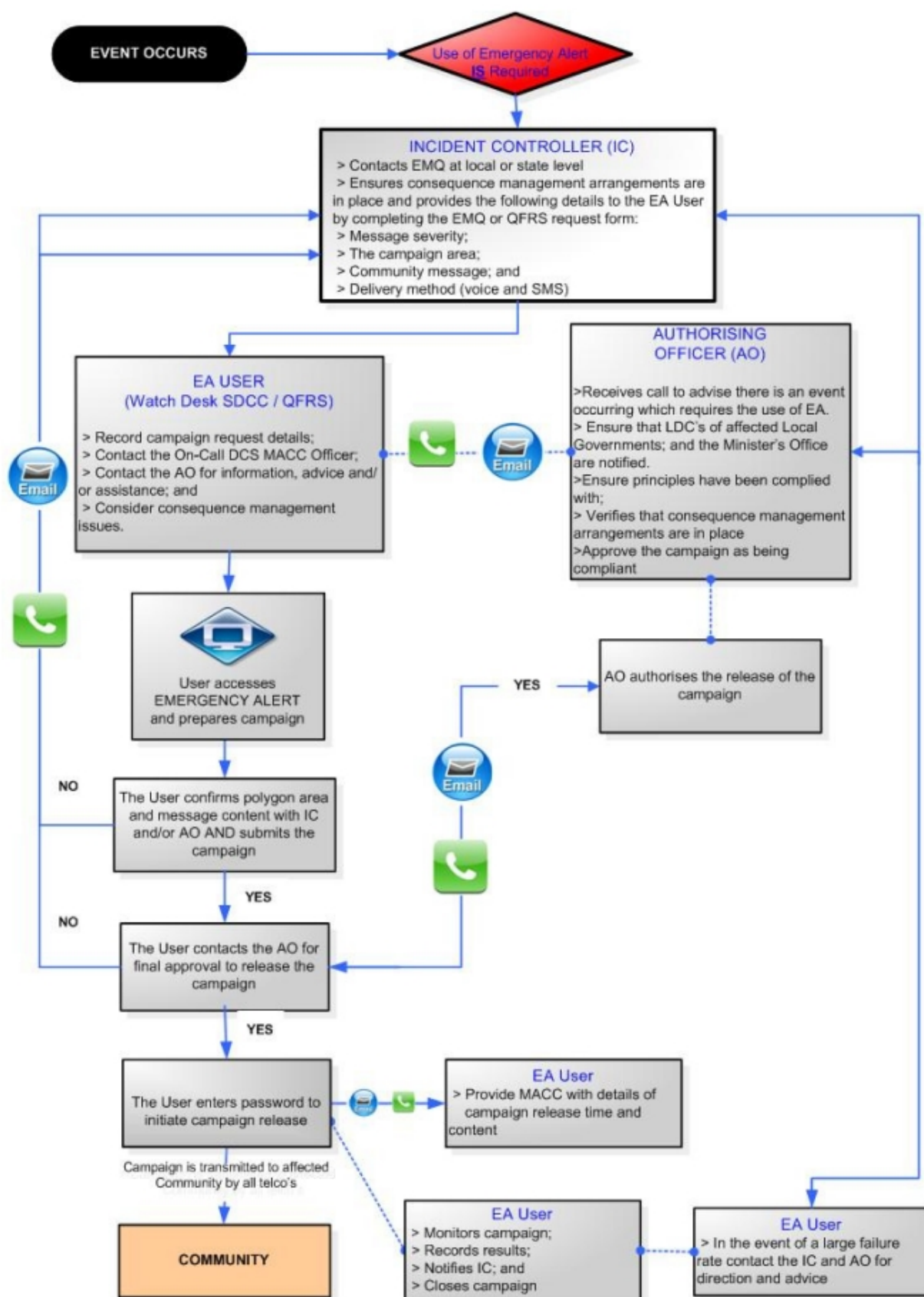
North Burnett Pre-Prepared Messages

Prepared messages should be developed, particularly for high-risk locations or situations e.g. in known flooding locations or for specific health threats. The table at Annex C details the pre-prepared messages developed for the North Burnett region.

Annexes

- A. Emergency Alert Process Map
- B. North Burnett Standard Emergency Alert Polygons
- C. North Burnett Pre-Prepared Messages & Templates
- D. Emergency Alert Request Form

Annex A – Emergency Alert Process Map



Annex B – Standard Emergency Alert Polygons

This Annex provides standard Emergency Alert Polygons for each of the major towns in the North Burnett Region. These polygons provide a starting point for mapping of polygons should an Emergency Alert be required. They may be adjusted to suit the circumstances.

How to Prepare Polygons

Preparation of polygons to support an Emergency Alert should be done quickly to ensure timely warnings are provided. The polygons in this Annex were created using Google Maps and Microsoft Office Powerpoint. A copy of the master powerpoint file used to develop them is held by the North Burnett Regional Council's Disaster Management Officer. These polygons may be modified as required for a specific Emergency Alert or new maps/polygons may be developed. New maps/polygons can be quickly created in four steps:

- **Step 1** – Copy the base map from Google Maps by taking a screenshot and pasting it into a powerpoint slide (final cropping and adjustments can be undertaken in powerpoint).
- **Step 2** – insert the polygon using powerpoint's shapes. Adjust borders, colours and fill to suit.
- **Step 3** – Add title, North Reference Point and Geographic Reference Point to assist the Emergency Alert operator to quickly identify the location and polygon boundaries in the EA mapping system.
- **Step 4** – Save the slide as a graphic (jpg) and include in the Emergency Alert Request.

Standard Emergency Alert Maps/Polygons

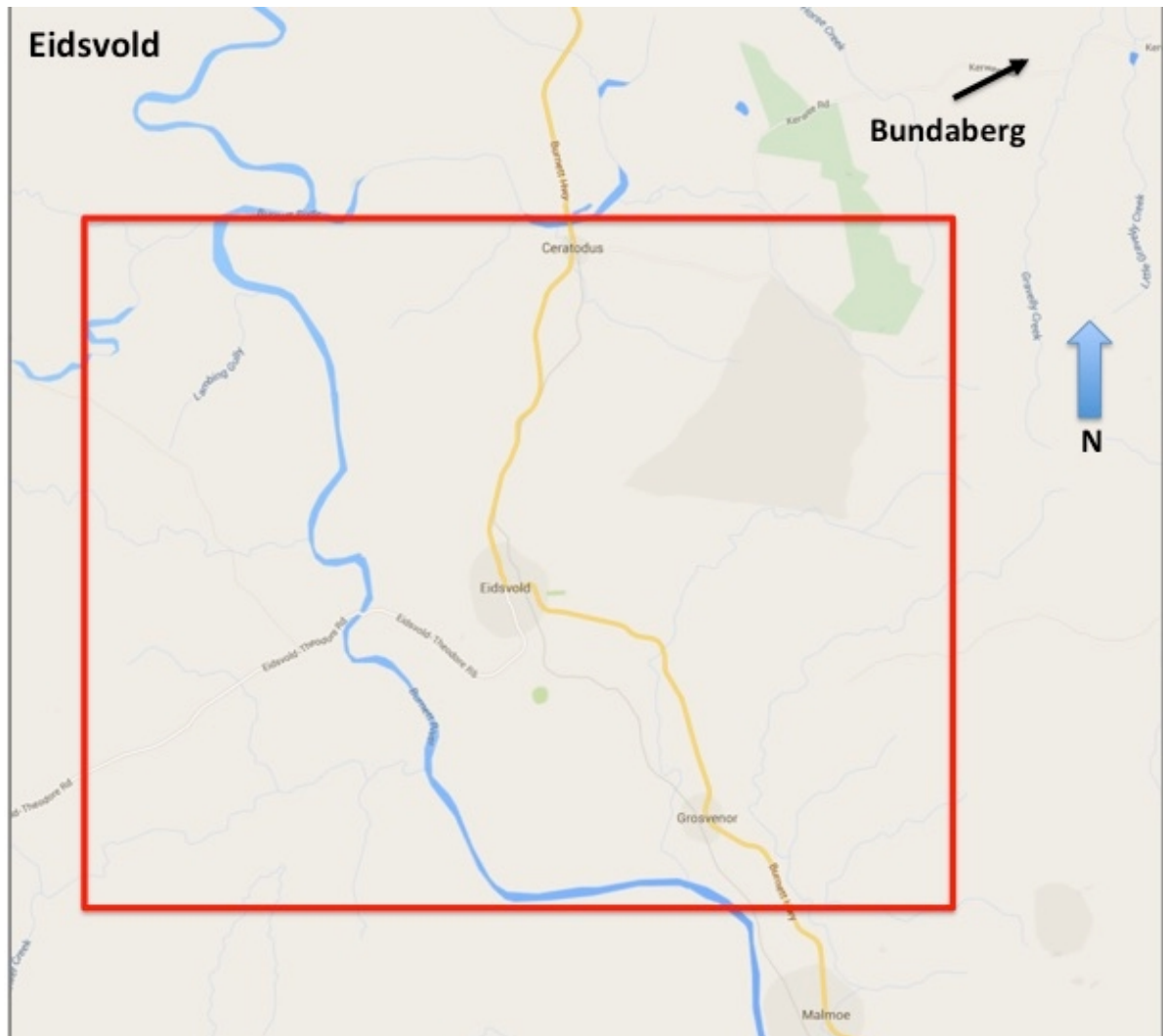
Biggenden



Mundubbera



Eidsvold



Monto



Mt Perry



Annex C – Pre-Prepared Emergency Alert Messages & Templates

Developing complex messages during times of crisis should be avoided and wherever possible pre-prepared, formatted messages should be developed for specific high-risk areas or situations. The Table below provides specific templates that can be used with some modification for major hazards in the North Burnett.

Hazard	Advice	Template
Cyclone	Text	Cyclone Warning from North Burnett Council-//DIRECTION AND AREA//-likely affected by Cyclone //NAME//-Very destructive winds in //NUMBER// hours-OR at //TIME//-Warn others-Seek shelter-Use radio or www.qldalert.com for info
	Voice	This is a Cyclone Warning from the North Burnett Council. The area //DIRECTIONS AND AREA// is likely to be affected by Tropical Cyclone //NAME// Very destructive winds are likely in //NUMBER// hours OR from //TIME//. You should warn neighbours, secure belongings and seek safe shelter. For more information listen to local ABC radio or visit www.qldalert.com . For cyclone damage assistance contact the State Emergency Service on 132 500
Severe Thunderstorm	Text	Severe Thunderstorm Warning from SES-Areas //DIRECTION and PLACE//-destructive hail/wind/rain next 2hrs-Warn others-Seek shelter/prepare NOW-Listen to ABC local radio
	Voice	This is a Severe Thunderstorm Warning from the State Emergency Services. The area //DIRECTION and PLACE// are likely/about to be affected by destructive hail/wind/rain in the next //HOURS/MINUTES//. You should warn neighbours, secure belongings and seek safe shelter now. For more information listen to ABC local radio or visit www.qldalert.com . For storm damage assistance contact the State Emergency Service on 132 500

Hazard	Advice	Template
Flood	Text	Flood Warning from SES for //NAME// River affecting //PLACE – PLACE// -Major Flood-at/between //TIME-TIME// -Warn others-Leave area NOW or seek higher ground-Listen to ABC radio
	Voice	This is a Flood Warning from the North Burnett Council. The //NAME// River affecting //PLACE-PLACE// is expected to peak causing major flooding tonight at //TIME//. Properties in this area are likely to experience //EXTERNAL/INTERNAL// flooding. You should warn neighbours, secure your belongings and move to higher ground now. For more information listen to ABC local radio or visit www.qldalert.com . For flood assistance contact the State Emergency Service on 132 500

Generic Templates for a range of hazards

The table below provides generic templates for a range of warning messages. These can be used as a guide to assist in the development of a specific Emergency Alert within the North Burnett Region.

Severe Weather Events

Hazard	Advice	Template	Example Short Warning	Example Long Warning
Cyclone	Text	Cyclone Warning from SES-//DIRECTION AND AREA// -likely affected by Cyclone //NAME// -Very destructive winds in //NUMBER// hours-OR at //TIME// -Warn others-Seek shelter-Use radio or www.qldalert.com for info (212 characters)	N/A	Cyclone Warning from SES-Area Nth of Rockhampton-V destructive winds from 11.00pm-Warn others-Seek shelter- For info use radio or www.qldalert.com (152 characters)

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Hazard	Advice	Template	Example Short Warning	Example Long Warning
	Voice	<p>This is a Cyclone Warning from the State Emergency Services. The area //DIRECTIONS AND AREA// is likely to be affected by Tropical Cyclone //NAME// Very destructive winds are likely in //NUMBER// hours OR from //TIME//. You should warn neighbours, secure belongings and seek safe shelter. For more information listen to local ABC radio or visit www.qld.gov.au/disaster. For cyclone damage assistance contact the State Emergency Service on 132 500</p> <p><i>(448 characters)</i></p>	N/A	<p>Emergency Emergency. This is a Cyclone Warning from the State Emergency Services. The area North of Rockhampton is likely to be affected by Tropical Cyclone FERDINAND. Very destructive winds are likely from 11.00pm.</p> <p>You should secure belongings and seek safe shelter. For more information listen to local ABC radio or visit www.qld.gov.au/disaster. For cyclone damage assistance contact the State Emergency Service on 132 500</p> <p><i>(404 characters)</i></p>
Severe Thunderstorm	Text	<p>Severe Thunderstorm Warning from SES-Areas //DIRECTION and PLACE// -destructive hail/wind/rain next 2hrs-Warn others-Seek shelter/prepare NOW-Listen to ABC local radio</p> <p><i>(167 characters)</i></p>	<p>Severe Thunderstorm Warning from SES-area east of Mundubbera-Gayndah-V destructive hail/wind/rain-Warn others-seek shelter/prepare NOW-listen to ABC local radio</p> <p><i>(160 characters)</i></p>	<p>Severe Thunderstorm Warning from SES-Area east of Mundubbera-Gayndah-Destructive hail/wind/rain next 2hrs-Warn others-Prepare NOW-Listen to ABC local radio</p> <p><i>(155 characters)</i></p>
	Voice	<p>This is a Severe Thunderstorm Warning from the State Emergency Services. The area //DIRECTION and PLACE// are likely/about to be affected by destructive hail/wind/rain in the next //HOURS/MINUTES//. You should warn neighbours, secure belongings and seek safe shelter now. For more information listen to ABC local radio or visit</p>	<p>Emergency Emergency. This is a Severe Thunderstorm Warning from the State Emergency Services. The areas east of Mundubbera-Gayndah are about to be affected by destructive hail/wind/rain. You should warn neighbours, secure belongings and seek safe shelter now. For more information listen to ABC local radio. For</p>	<p>This is a Severe Thunderstorm Warning from the State Emergency Services. The areas east of Mundubbera-Gayndah are likely to be affected by destructive hail/wind/rain in the next 2 hours. You should warn neighbours, secure belongings and seek safe shelter now. For more information listen to ABC local radio or visit www.qld.gov.au/disaster. For storm</p>

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Hazard	Advice	Template	Example Short Warning	Example Long Warning
		<p>www.?disaster.qld.gov.au. For storm damage assistance contact the State Emergency Service on 132 500</p> <p><i>(428 characters)</i></p>	<p>storm damage assistance contact the State Emergency Service on 132 500</p> <p><i>(395 characters)</i></p>	<p>damage assistance contact the State Emergency Service on 132 500</p> <p><i>(416 characters)</i></p>
Flood	Text	<p>Flood Warning from SES for //NAME// River affecting //PLACE – PLACE// -Major Flood-at/between //TIME-TIME// -Warn others-Leave area NOW or seek higher ground-Listen to ABC radio</p> <p><i>(175 characters)</i></p>	<p>Flood Warning from SES for Thomson River affecting Longreach-Ilfracombe-Immediate danger-Warn others-Leave area NOW or seek higher ground-Listen to ABC radio</p> <p><i>(157 characters)</i></p>	<p>Flood Warning from SES-Thomson River affecting Longreach-Ilfracombe-Flood peak at 11pm-Warn others leave area or seek higher ground-Listen to ABC radio</p> <p><i>(151 characters)</i></p>
	Voice	<p>This is a Flood Warning from the State Emergency Services. The //NAME// River affecting //PLACE-PLACE// is expected to peak causing major flooding tonight at //TIME//. Properties in this area are likely to experience //EXTERNAL/INTERNAL// flooding. You should warn neighbours, secure your belongings and move to higher ground now. For more information listen to ABC local radio or visit www.?disaster.qld.gov.au. For flood assistance contact the State Emergency Service on 132 500</p> <p><i>(480 characters)</i></p>	<p>Emergency Emergency. This is a Flood Warning from the State Emergency Services. The Thomson River affecting Longreach-Ilfracombe is about to peak posing an immediate danger to residents. Properties in this area are likely to experience high water levels and inundation by flood water. You should warn neighbours, secure your belongings and move to higher ground now. For more information listen to ABC local radio or visit www.?disaster.qld.gov.au. For flood assistance contact the State Emergency Service on 132 500</p> <p><i>(495 characters)</i></p>	<p>This is a Flood Warning from the State Emergency Services. The Thomson River affecting Longreach-Ilfracombe is expected to peak tonight at 11pm. Properties in this area are likely to experience high water levels and inundation by flood water. You should warn neighbours, secure your belongings and move to higher ground now. For more information listen to ABC local radio. For flood assistance contact the State Emergency Service on 132 500</p> <p><i>(474 characters)</i></p>
Flash Flood	Text	Flash Flood Warning from SES for //PLACE//-	Flash Flood Warning from SES for Tewantin-	N/A

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Hazard	Advice	Template	Example Short Warning	Example Long Warning
		<p>immediate threat to life/property-Warn others-Leave area/prepare NOW or seek higher ground-Listen to ABC radio</p> <p><i>(154 characters)</i></p>	<p>Coolum coast-Immediate threat to life/property-Leave area NOW or seek higher ground-Warn others-Listen to ABC radio</p> <p><i>(157 characters)</i></p>	
	Voice	<p>This is a Flash Flood Warning from the State Emergency Services. Areas in the //PLACE// are likely to experience rapidly rising water levels and property inundation over the next 2 hours posing an immediate danger to residents. You should warn neighbours, secure your belongings and move to higher ground now. For more information listen to ABC local radio. For flood assistance contact the State Emergency Services on 132 500</p> <p><i>(460 characters)</i></p>	<p>Emergency Emergency. This is a Flash Flood Warning from the State Emergency Services. Areas in the Tewanin-Coolum coast are likely to experience rapidly rising water levels and property inundation over the next 2 hours posing an immediate danger to residents. You should warn neighbours, secure your belongings and move to higher ground now. For more information listen to ABC local radio. For flood assistance contact the State Emergency Services on 132 500</p> <p><i>(472 characters)</i></p>	N/A

Bushfire

		Template - Advice	Template - Watch and Act	Template - Emergency Warning
Bushfire	Text	<p>Bushfire Advice from QFRS-// PLACE AND AREA//-Possible threat-Stay informed-Warn others-Listen to ABC local radio, or log on to www.qldalert.com</p> <p><i>(151 characters)</i></p>	<p>Bushfire Watch and Act from QFRS-//PLACE AND AREA//-activate your bushfire plan NOW-Warn others-Listen to ABC local radio, or go to www.qldalert.com</p> <p><i>(155 characters)</i></p>	<p>Emergency Warning from QFRS-for Severe Bushfire at//AREA//-Expect //WHAT//at//WHEN//-Warn others-Seek shelter-//TAKE OTHER ACTION//-Listen to local radio</p> <p><i>(154 characters)</i></p>

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	Voice	<p>This is a Bushfire Advice message issued by the Queensland Fire and Rescue Service. //PLACE AND AREA// may be subject to a bushfire threat. Stay informed. Warn your neighbours. For information listen to your local ABC radio station, or log on to www.qld.gov.au/disaster. Only call Triple Zero if you or your property is in danger or if someone is injured.</p> <p>(359 characters)</p>	<p>This is a Bushfire Watch and Act message issued by the Queensland Fire and Rescue Service. //PLACE AND AREA// has a serious threat of Bushfire. You are advised to activate your bushfire plan NOW. Warn your neighbours. Leaving the area is the best option if it is safe to do so. For information listen to your local ABC radio station, or log on to www.qld.gov.au/disaster. Only call Triple Zero if you or your property is in danger or if someone is injured. The community will be notified when the fire no longer poses a threat.</p> <p>(531 characters)</p>	<p>Emergency Emergency. This is an Emergency Warning from the Queensland Fire and Rescue Service. A severe bushfire is affecting //PLACE AND AREA//. Expect //WHAT// //WHEN//. Warn neighbours if safe to do so. Seek shelter now. Take //WHAT ACTION// and listen to ABC local radio.</p> <p>(276 characters)</p>
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Instructions for Completion

STEPS TO COMPLETE FIELDS 1 - 9

1. **EA Polygon Area** (e.g. detailed description and location reference to allow positive identification of message area, including street names with cross street, areas of interest such as parks, rivers, dams, coastal areas) it is preferable to attach a map identifying the message area. If a Threat Direction has been requested, please clearly indicate it on the map.
2. Tick applicable box and note the file name.
3. **EA Template Messages** If using existing templates, please provide the appropriate variables OR complete the following sections to create your message

//DIRECTIONANDAREA//

//NAME//

//NUMBER//

//TIME//

//TIMEandDAY//

//DIRECTIONandPLACE//

//HOURSMINUTES//

//PLACE//

//PLACEPLACE//

//EXTERNAL/INTERNAL//

//SUBURBS//

//FireIncident//

Message Construction SMS

Message maximum of 160 characters, including spaces/punctuation. Voice Message ideally should have no more than 450 characters including spaces. Do not use special characters – refer to EA Operational Guidelines for details. Warning message must start with “Emergency Emergency”

Example Voice: Emergency, Emergency. This is a Flash Flood Warning from the State Emergency Service. Areas in the Opal Valley are likely to experience rapidly rising water levels and property inundation over the next 2 hours, posing an immediate danger to residents. You should warn neighbours, secure your belongings and move to higher ground now. For more information listen to local radio. For flood assistance contact the State Emergency Services on 1 3 2 500

Example SMS Flash Flood Warning from SES for Opal Valley-immediate threat to life/property-Warn others-Leave area/prepare NOW or seek higher ground-Listen to local radio

4. **Event Type** The Emergency/incident type e.g. fire, flood, cyclone.
5. **Event Category** The classification of warning e.g. advice, watch, warning
6. **Authority** The authorising agency e.g. SES, Qld Health, Local Council
7. **Location [Free Text]** Town/district. Where appropriate provide detailed description e.g. street names or local landmarks.
8. **Event Description [Free Text]** Impact/threat details including direction of travel (e.g. coming from, going to)
9. **Response Instruction [Free Text]** Advice on what actions community needs to undertake