

Prepare your household with all nine fact sheets:

- 1 Prepare your emergency plan
- 2 Prepare for evacuation
- 3 Prepare your emergency kit
- 4 Prepare your home
- 5 Tune into warnings
- 6 Check your neighbours
- 7 Pet emergency plan
- 8 Prepare your car
- 9 Prepare your business

Available in more than 20 languages online at: [disaster.qld.gov.au](http://disaster.qld.gov.au)

Fact sheet

5

Emergency services use a range of methods to warn the community about severe weather and other emergencies that require preparation and action at the household level.

When warnings are issued you may be directed to:

- Finalise preparations
- Secure items around your home
- Activate your Emergency plan
- Shelter in place, or
- Commence evacuation to your predetermined safer location

Warnings are urgent – you will need to act immediately on the information provided.

If you are visiting or holidaying in Queensland, or interstate, and do not have family or friends to shelter with, contact your accommodation manager to identify options for evacuation.

*This brochure is for information only and is provided in good faith. The Queensland Government is under no liability to any person in respect of any loss or damage (including consequential loss or damage) which may be suffered or incurred, or which may arise directly or indirectly, in respect of reliance by any person on the information contained in this brochure.*

## Tune into warnings

### 1. Tune in:

- Tune your battery powered radio to your local radio station to listen for weather and warning updates.
- Turn your television to your local station to watch and listen for warning updates.

### 2. Log on to:

- the Bureau of Meteorology website for weather updates, weather warning and tsunami warning information. [www.bom.gov.au](http://www.bom.gov.au)
- the Queensland Disaster Management Services website for information on preparing, Emergency Alerts issued and current information on disaster events. [www.disaster.qld.gov.au](http://www.disaster.qld.gov.au)
- your local council website for local emergency management plans and evacuation information and routes. Find your council at [www.dilgp.qld.gov.au/local-government-directory](http://www.dilgp.qld.gov.au/local-government-directory)

### 3. Listen out:

- For the Standard Emergency Warning Signal (SEWS) used at the beginning of serious warnings.
- For Emergency Alert voice messages to your landline, and text messages to your mobile telephone.
- For local community safety announcements (radio and television) for updates.
- For sirens and loud-speaker announcements, that emergency services may use in certain circumstances.
- For emergency services personnel who may door-knock your area to pass on warnings.

### 4. And act:

- Act immediately on the advice provided.
- Ensure all householders are aware of the warning and advice provided. Check on neighbours and friends who may need special assistance.
- Activate your household emergency plan.
- Locate and collect your emergency kit.
- Activate your evacuation arrangements if required.

#### More information on weather warnings:

- Queensland Tropical Cyclone Warnings **1300 659 212**
- Queensland Land Weather and Flood Warnings **1300 659 219**
- Queensland Coastal Marine Warnings **1300 360 427**
- Queensland General Warnings **1900 969 922 (call costs apply)**
- Australian Tsunami Threat Information (**1300 TSUNAMI**) – **1300 878 6264**



## EMERGENCY ALERT. BE WARNED. BE INFORMED.

Emergency Alert is a telephone warning system that authorities can use to provide warnings to communities.

Emergency Alert can be used to send voice alerts via landline telephones based on the location of the handset, and text alerts to mobile phones based on the billing address.

It is for use in a range of emergency situations, including extreme weather events and bushfires. You are not charged and will not have to pay for the alert. Importantly, you cannot opt out of receiving emergency alerts.

If you receive an Emergency Alert, you need to listen carefully to the advice provided and act immediately. Voice messages will be repeated if you hold the line. You may be directed to finalise preparations, secure items around your home, shelter in place or commence evacuation to your predetermined safer location. For more information, visit:

[www.disaster.qld.gov.au/Warnings\\_and\\_Alerts/pages/About\\_EA.aspx](http://www.disaster.qld.gov.au/Warnings_and_Alerts/pages/About_EA.aspx)



stop&listen

Standard Emergency Warning Signal

When warnings are issued for major emergencies, relevant authorities may use the Standard Emergency Warning Signal (SEWS) prior to providing information on the emergency.

**SEWS is a wailing siren sound used throughout Australia for serious emergency events such as severe cyclone, bushfire, flood and storm.**

When you hear the signal on radio, television or over the phone via Emergency Alert messages, pay careful attention to the information that follows and act immediately on the advice given.

To listen to the SEWS go to:

[www.disaster.qld.gov.au/Warnings\\_and\\_Alerts/Pages/about\\_sews.aspx](http://www.disaster.qld.gov.au/Warnings_and_Alerts/Pages/about_sews.aspx)





[qld.gov.au/getready](http://qld.gov.au/getready)

### Emergency

#### Police, Fire and Ambulance

Phone **000 Triple Zero**  
(112 from mobile)

#### State Emergency Service (SES)

Phone **132 500**

## Tune into warnings!

Tune in, log on, listen and act

### Tune in:

My local radio station \_\_\_\_\_

Local TV station \_\_\_\_\_

### Log on:

Bureau of Meteorology (BoM) [www.bom.gov.au](http://www.bom.gov.au)

Local Bureau page \_\_\_\_\_

Queensland Disaster Management Services  
[www.disaster.qld.gov.au](http://www.disaster.qld.gov.au)

Local council page \_\_\_\_\_

### Listen out:

For the Standard Emergency Warning Signal.

For Emergency Alert messages sent to your telephone.

For local community safety announcements.

### Act:

Warnings are urgent.

Act immediately on the information provided.

## Emergency contact information

Police – Fire – Ambulance	Triple Zero (000) (112 from mobiles)	<a href="http://www.triplezero.gov.au">www.triplezero.gov.au</a>
<b>Bureau of Meteorology</b>		
QLD General Warnings	1900 969 922 (call costs apply)	<a href="http://www.bom.gov.au">www.bom.gov.au</a>
QLD Tropical Cyclone Warnings	1300 659 212	<a href="http://www.bom.gov.au/cyclone">www.bom.gov.au/cyclone</a>
QLD Land Weather and Flood Warnings	1300 659 219	<a href="http://www.bom.gov.au/qld/warnings">www.bom.gov.au/qld/warnings</a>
QLD Coastal Marine Warnings	1300 360 427	<a href="http://www.bom.gov.au/marine">www.bom.gov.au/marine</a>
Australian Tsunami Threat Information	1300 TSUNAMI 1300 878 6264	<a href="http://www.bom.gov.au/tsunami">www.bom.gov.au/tsunami</a>
<b>Radio</b>		
ABC Local Radio		<a href="http://www.abc.net.au/local">www.abc.net.au/local</a>
ABC Local Radio Frequency Finder		<a href="http://www.abc.net.au/radionational/frequency/">www.abc.net.au/radionational/frequency/</a>
Commercial Radio Australia (CRA)		<a href="http://www.commercialradio.com.au">www.commercialradio.com.au</a>
<b>Government, health, education, roads</b>		
Standard Emergency Warning Signal (SEWS)		<a href="http://www.disaster.qld.gov.au/Warnings_and_Alerts/Pages/about_sews.aspx">www.disaster.qld.gov.au/Warnings_and_Alerts/Pages/about_sews.aspx</a>
Local Government Directory		<a href="http://www.dilgp.qld.gov.au/local-government-directory">www.dilgp.qld.gov.au/local-government-directory</a>
Health & Hospitals	13 HEALTH (13 43 25 84)	<a href="http://www.health.qld.gov.au">www.health.qld.gov.au</a>
Schools		<a href="http://www.education.qld.gov.au">www.education.qld.gov.au</a>
Road Closures – Queensland	13 19 40	<a href="http://131940.qld.gov.au/">http://131940.qld.gov.au/</a>
<b>Electricity</b>		
Downed power lines - South East Queensland	Energex: 13 19 62	<a href="http://www.energex.com.au">www.energex.com.au</a>
All other Queensland	Ergon Energy: 13 16 70	<a href="http://www.ergon.com.au">www.ergon.com.au</a>
Supply and outages - South East Queensland	Energex: 13 62 62	
All other Queensland	Ergon Energy: 13 22 96	
<b>Telephone</b>		
Telstra	132 203	<a href="http://www.telstra.com.au">www.telstra.com.au</a>
Optus	1300 307 937	<a href="http://www.optus.com.au">www.optus.com.au</a>
<b>Animals and wildlife</b>		
Wildlife Hotline	1300 130 372	
RSPCA	1300 852 188	<a href="http://www.rspcaqld.org.au">www.rspcaqld.org.au</a>
Disease Watch Hotline (report Animal Diseases)	1800 675 888	<a href="http://www.farmbiosecurity.com.au/about/emergency-animal-diseases/">www.farmbiosecurity.com.au/about/emergency-animal-diseases/</a>
Lost / missing animals		<a href="http://www.rspcaqld.org.au/what-we-do/lost-animals">www.rspcaqld.org.au/what-we-do/lost-animals</a>