

What is public information?

Information provided to the public immediately before, during and after an emergency to reduce the potential impact of an emergency or hazard.

What is a warning?

A warning provides point-in-time information about a hazard that is impacting or is expected to impact communities. It describes the impact and expected consequences for communities and includes advice on what people should do.

Australian Warnings System

Victoria follows the Australian Warning System when providing warnings to the community.

This approach provides a consistent set of **warning levels, icons, and calls to action** for bushfires and grassfires, floods and storms - along with severe weather, cyclones, and extreme heat.

We also use the same warning system for other hazards where the community may need warnings for such as earthquakes, human health, thunderstorm asthma structure fires and hazardous materials .

Icon	Warning Level	Calls to Action	Hazards	Used when
	Advice An incident has started. There is no immediate danger. Stay informed.	- Stay informed - Prepare now - Threat is reduced - Avoid the area	All All All All	An incident is occurring or has occurred that may escalate to impact on life or property.
	Watch and Act/Warning There is a heightened level of threat. Conditions are changing, act now.	- Prepare to evacuate* - Evacuate immediately* - Leave now - Stay near shelter - Walk two or more streets back - Stay indoors - Move to higher ground - Prepare Now - Protect yourself - Avoid the flooded area - Shelter indoors now	All All Fire Grassfire Grassfire Industrial & Structure fire/Hazmat/Flash flood Riverine flood Riverine flood Air quality/Heat Riverine flood Grass/T Storm Asthma	Issued when an incident/event is likely to, or directly impacting a community. They need to take action now.
	Emergency Warning Act immediately. Any delay will put your life at risk.	- Evacuate immediately* - Leave immediately - Take shelter now - Walk two or more streets back - Take shelter immediately - Shelter indoors now - Take Shelter now - Too late to leave - Move to higher ground - Protect yourself	All All Fire/Hazmat Bush & Grass fire/Flash flood Grassfire Industrial fire/ Hazmat Grass/T Storm Asthma Flash Flood/Bushfire Grassfire Riverine flood Air Quality/Heat	Issued when the community is in imminent danger of an incident/event and needs to take action immediately and urgently.

*NOTE: EVACUATION TEMPLATES ARE ONLY USED WHEN A FORMAL EVACUATION PROCESS IS USED AS PER JSOP 3.12

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Other community notification

When it is used



Community information

There has been an incident, but there is no threat to the community.

If there has been an incident that has no threat to the community, but is receiving significant public interest.

Decision to Warn

The intelligence of on scene personnel assessing community consequences along with pre existing plans helps decision makers use the established agency business rules to determine which warning level and call to action should be used.

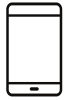
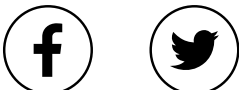
Community Consequences Considerations

- Impact on life
- Impacts on health
- Property loss or damage
- Environmental impacts
- Impacts on critical infrastructure

Key Hazard Warning Business Rules

- Fire
- Riverine Flood
- Heat
- Thunderstorm Asthma
- Earthquakes
- Landslide
- Flash Flooding
- Tsunami
- Dam and levee failure
- Smoke

Community Warnings Publishing & Support Channels

 VicEmergency app For Apple and Android devices	 VicEmergency website emergency.vic.gov.au	 VicEmergency & agency social media @VicEmergency @CFA @FRV @SES @FFMvic	 VicEmergency Hotline 1800 226 226	 Translating and Interpreting Service Translating and Interpreting Service on 131 450 and ask to call VicE Hotline
 Radio ABC local radio, commercial and agreed community stations	 Television Sky News	 Community sirens Continuous tone for 5 minutes	 Phone alerts (Emergency Alert) SMS to mobiles Calls to landlines	 National Relay Service National Relay Service on 1800 555 677 and ask to call VicE Hotline

Emergency Alert

Emergency Alert is the national telephone warning system used by emergency services to send voice messages to landlines and text messages to mobile phones within a defined area about potential emergencies. The decision to use Emergency Alert as a warning channel, whilst dependent on the situation at the time, is more likely when one or more of the following apply:

- Contributes to saving lives and property
- It is deemed the best way of warning the community in the event of an actual or likely emergency
- Alternate channels have been considered and alone may not achieve objective(s)
- Time is of the essence and specific action following receipt of the warning is required
- Defined geographical area

Key Public Information and Warnings Principles

Targeted, Tailored and Timely: Public information and warning should be targeted to communities at risk, tailored to provide detail, relevance and be timely. Specific consideration should be given to harder to reach and vulnerable members of the community.

Accessible: Public information and warnings should be easy to understand and use a consistent structure to support communicating with diverse audiences. It should be also disseminated via multiple tools, tailored to suit each channel.

Empowering: Providing public information and warnings empowers people to make decisions about their own safety.

Trusted, Authoritative and Verifiable: For greatest effect, public information and warnings must come from a trusted source and be verifiable through multiple channels.

Include Calls to Action: Public information and warnings should include practical calls-to-action using language tailored to the level of risk, ranging from advice and persuasive recommendations to authoritative direction.