EMERGENCY ALERT
Frequently Asked Questions

What is Emergency Alert?

Emergency Alert is the national telephone warning system used by emergency services and local governments. When there is a risk of an emergency like a bushfire, flood or severe weather event, an Emergency Alert will send a message to home phones and mobile phones in the area.

When is Emergency Alert used?

An Emergency Alert is just one way people can be warned about an emergency, but it is not always used when there is a threat near you. Make sure you know what's happening in your area by listening to local radio and following online information channels. Don't wait to get an Emergency Alert before you act.

How does Emergency Alert work for my home phone?

Emergency Alert sends a recorded voice message to landline phones in the warning area. If the call is unanswered, the system will try again three more times. An Emergency Alert sent to a landline phone may start with a siren sound. Stay on the phone and listen carefully to the Emergency Alert message that follows.

What will the Emergency Alert message say?

The Emergency Alert message may include information on the type of emergency, what action to take, and where to get more information.

Why didn't I get an Emergency Alert on my home phone?

You may not get the recorded voice message on your landline phone if:
» the line was busy
» you didn't answer
» there was a power outage and your landline is a cordless phone
» your landline phone is outside the warning area
» an Emergency Alert wasn't used for the event.

How does Emergency Alert work for mobile phones?

Emergency Alerts to mobile phones work in two ways:
» A text message is sent based on the address linked to the mobile phone service.
» A text message is sent to all mobile phones in the area at the time of the emergency. This includes visitors and people travelling in the area.

Based on how mobile phone coverage works, you may get a text message if you are outside the warning area but close by. You may also get more than one message. Read the message carefully and understand the actions you need to take to be safe.

Why didn't I get the Emergency Alert message on my mobile phone?

You may not get a text message on your mobile phone if:
» your inbox is full
» an Emergency Alert wasn't used for the event
» your mobile phone was turned off or had no service
» your mobile phone was not in the warning area at the time
» you have not updated your address with your mobile phone service provider
» you blocked the Emergency Alert phone number (0444 444 444). If you have blocked the number, it's important to unblock it so you can get future Emergency Alert messages.
» there was interference to the signal from weather, power outages, obstructions like tall buildings, or you were moving at the time.

What if I travel into an area after Emergency Alerts have already been sent?

You will not get a text message. You will only get a text message if a new Emergency Alert message is sent and your mobile phone is active is the area.

Does Emergency Alert know where I am? Is it tracking me?

No. Emergency Alert does not track your location and it does not store location data.

What happens if I am living or travelling in a mobile phone black spot?

You will not receive a message. Emergency Alert is just one way emergency services and local governments can warn people about emergencies so it's important to stay connected online and listen to local radio.

If you live in a mobile phone black spot, make sure you have a landline phone that does not rely on electricity and listen to local radio.

Will Emergency Alerts be in other languages?

No. Emergency Alert messages are in English. If you have a family member, friend, or neighbour who needs help with English, translate or interpret the message for them so they can be safe too.

How do I know the Emergency Alert is authentic?

The caller ID number or message header on your phone displays the number '0444 444 444'. Do not block this phone number. If you have blocked it before, unblock it now so you can get future Emergency Alerts.

EMERGENCY ALERT
BE WARNED. BE INFORMED.

Queensland Government