USER GUIDE & INFORMATION

Alert SA

Government of South Australia

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**Government of
South Australia**

ALERT SA APP

WHAT IS ALERT SA?

The Alert SA mobile application is an initiative of the Government of South Australia that provides timely and relevant information about fire, flood, severe weather, heatwave and hazardous materials across the state.

WHAT IS DISPLAYED IN ALERT SA?

The following hazards are displayed in Alert SA:

- Fire (urban and bushfire).
- Flood.
- Severe Weather (storm and tree down).
- Heatwave (warnings only).
- Hazardous materials.

The app provides information about:

- Fire ban districts / Total Fire Bans.
- Emergency services, radio frequencies, and other ways to stay informed during an emergency.
- Sandbag locations.

HOW DO I DOWNLOAD ALERT SA?

You can download Alert SA through the App Store (Apple) or Google Play Store (Android). The app is free to download and does not require a log in or sign up.

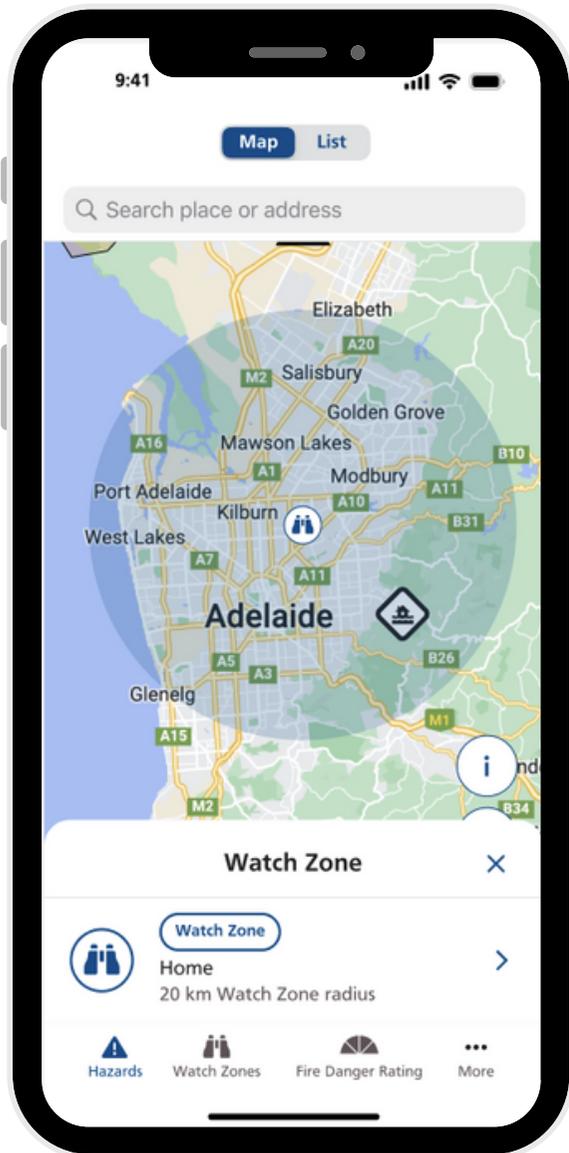Alert SA supports the following devices:

- Apple: iOS 16 and above.
- Android: Android 12 and above.

DID YOU KNOW...

Alert SA is the only Government endorsed emergency services public information and warnings application for South Australia.

WATCH ZONES

WHAT IS A WATCH ZONE?

A Watch Zone is a selected area that allows a user to receive push notifications about incidents and warnings specific to that area. You can add, edit, and personalise up to 10 Watch Zones with a maximum 50km radius, anywhere in South Australia.

HOW DO I CREATE A WATCH ZONE?

Option 1 - Drop a Pin on the Map
- Choose a location on the map and hold your finger down on the map to drop the pin.
- Click the 'Add Watch Zone' button.
- Name your Watch Zone and customise your notifications.*
- Click the 'Save' button.

Option 2 - Search Bar in the Map View
- Search for an address using the magnifying glass at the top of your screen.
- Click the 'Add Watch Zone' button.
- Name your Watch Zone and customise your notifications.*
- Click the 'Save' button.

Option 3 - Navigation Bar
- Using the bottom navigation bar, tap on the 'Watch Zones' button.
- Click the 'Add Watch Zone' button then on the magnifying glass, type an address.
- Name your Watch Zone and customise your notifications.*
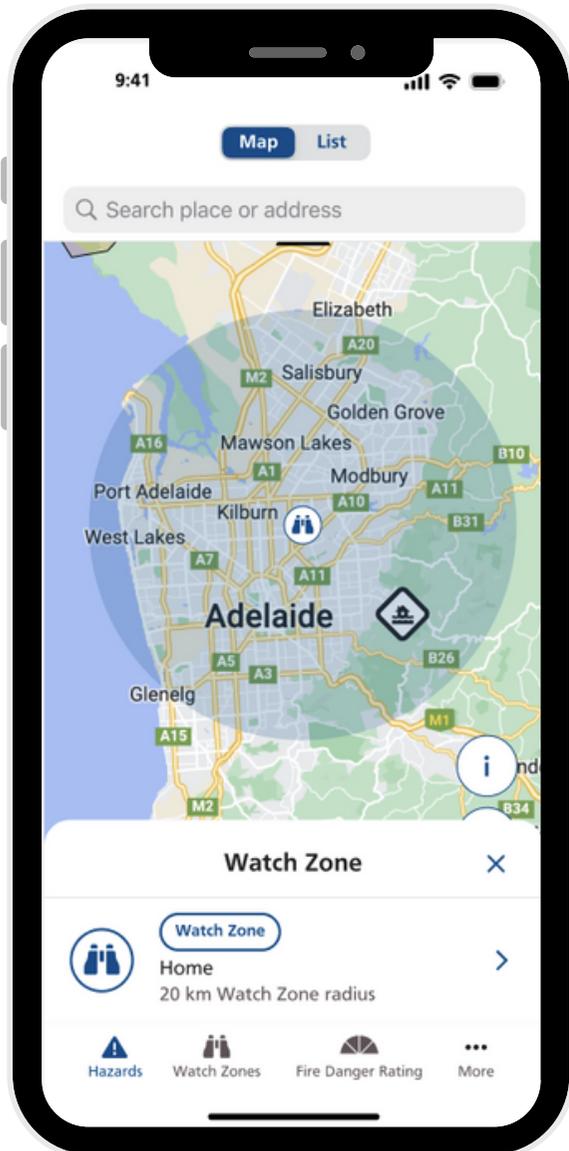- Click the 'Save' button.

*See page 7 for more information on customising your notifications.

DID YOU KNOW...

You can watch step by step videos on the Alert SA website to help you correctly set up the Alert SA app: alert.sa.gov.au

WATCH ZONES

HOW DO I EDIT OR DELETE A WATCH ZONE?

There are two ways to **edit** a Watch Zone in Alert SA.

Option 1 - Navigation Bar
- Select 'Watch Zones' in the navigation bar at the bottom of the screen.
- Select the Watch Zone you want to edit.
- You can change the name of your watch zone, its radius, and the incident types you wish to receive notifications for.
- Click the 'Save' button.

Option 2 - Map View
- Within the map view, click on the blue binoculars of the Watch Zone you want to edit.
- Click on the 'Watch Zone' button in the pop up.
- Edit the Watch Zone as required and click the 'Save' button.

There are two ways to **delete** a Watch Zone in Alert SA.

Option 1 - Navigation Bar
- Select 'Watch Zones' in the navigation bar at the bottom of the screen.
- Select the Watch Zone you want to delete.
- Scroll down to the bottom of the screen, select the 'Delete Watch Zone' button.
- Click the 'Delete' button when prompted 'Are you sure?'

Option 2 - Map View
- Using the map view, click on the binoculars of the Watch Zone you want to delete.
- Scroll down to the bottom of the screen, select the 'Delete Watch Zone' button.
- Click the 'Delete' button when prompted 'Are you sure?'

DID YOU KNOW...

You must have a Watch Zone created in the app to receive incident and warning push notifications occurring within that zone.

CUSTOMISING NOTIFICATIONS
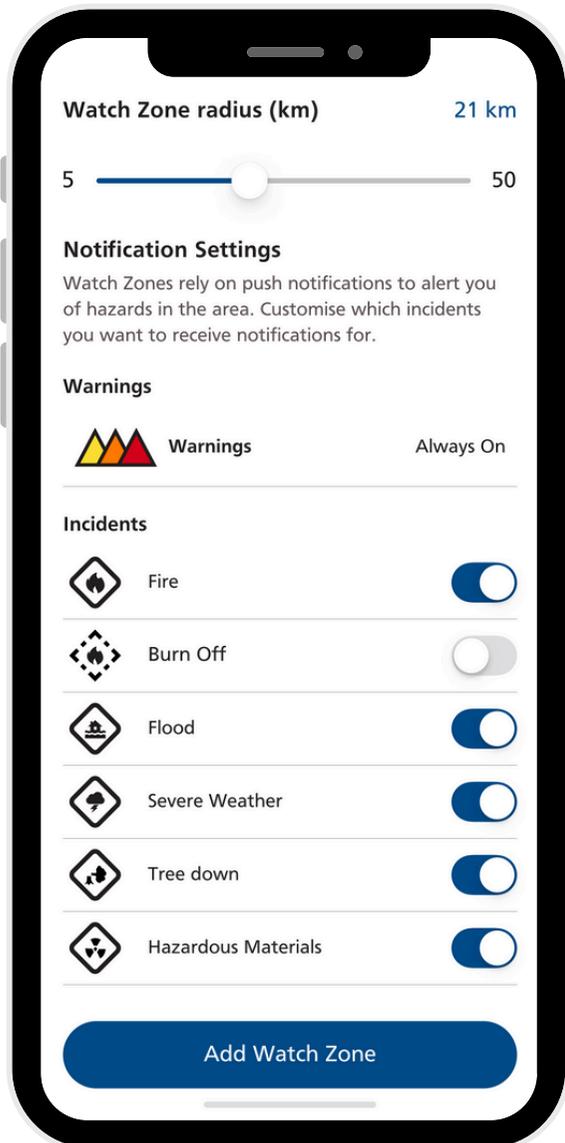
WHY SHOULD I CUSTOMISE MY NOTIFICATIONS?

When creating a Watch Zone, a user can select which incidents they receive notifications for. Each individual Watch Zone can be personalised, ensuring the user remains informed based on their preferences.

HOW DO I CUSTOMISE MY NOTIFICATIONS?

- Create a Watch Zone, name it and adjust its radius.
- Ensure you have selected 'allow notifications' in your device settings.
- Using the toggle buttons, select which incidents you want to receive notifications for.
- Blue buttons are 'on', grey buttons are 'off'.
- You can adjust your notification preferences by editing your Watch Zone at anytime.

WHY AREN'T I RECEIVING NOTIFICATIONS?

There could be a number of reasons:

You don't have any Watch Zones set up.
Try: Creating a Watch Zone.

The incident or warning is outside your Watch Zone.
Try: Expanding the radius of your Watch Zone or adding another Watch Zone.

Push notifications aren't enabled on your device.
Try: Adjusting your device settings to allow push notifications.

TROUBLESHOOTING

If you're having trouble with the app, it might be helpful to revisit the onboarding process. To ensure everything is set up correctly, we suggest deleting and then reinstalling the app, then adding your watch zones.

CRITICAL ALERTS
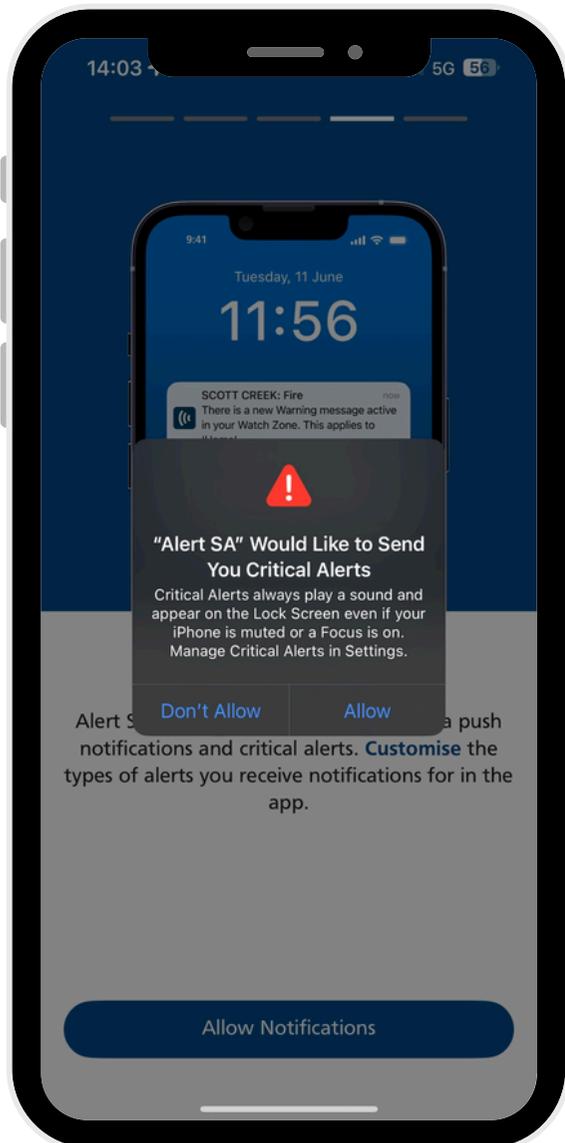
WHAT ARE CRITICAL ALERTS?

Critical Alerts are notifications that bypass Do Not Disturb / silent or mute settings on a device to ensure that important notifications are received. As part of the Alert SA onboarding process, you will be asked to 'Allow' Critical Alerts. The behavior and configuration of critical alerts differs between iOS and Android.

CRITICAL ALERTS ON APPLE

- Always appear at the top of the lock screen.
- Play a sound even if the iPhone is muted or Do Not Disturb is enabled.
- Can bypass the app notification rate limits.
- For supported apps, Critical Alerts can be turned on in Settings > Notifications.
- When wearing an Apple Watch, critical notifications will appear on the watch instead of the phone.

CRITICAL ALERTS ON ANDROID

- Notifications usually appear immediately
- Do not override Do Not Disturb settings by default.
- Critical Alerts can be turned on in the mobile app by going to Settings > Notifications > Push > Open Settings under 'Critical Alerts'.
- Some Android devices may not support Critical Alerts.

DID YOU KNOW...

Alert SA only sends critical notifications for Emergency Warning Messages.

WARNINGS

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.

WHAT DOES THE SYMBOLOGY IN THE APP MEAN?

The Australian Warning System (AWS) is a national approach to information and calls to action for hazards such as those displayed in the Alert SA app. This system uses a nationally consistent set of icons and colours. The below example demonstrates the symbology used for fire incidents.

Advice (Yellow):
An incident has started. There is no immediate danger. Stay up to date in case the situation changes.

Watch and Act (Orange):
There is a heightened level of threat. Conditions are changing and you need to start taking action now to protect you and your family.
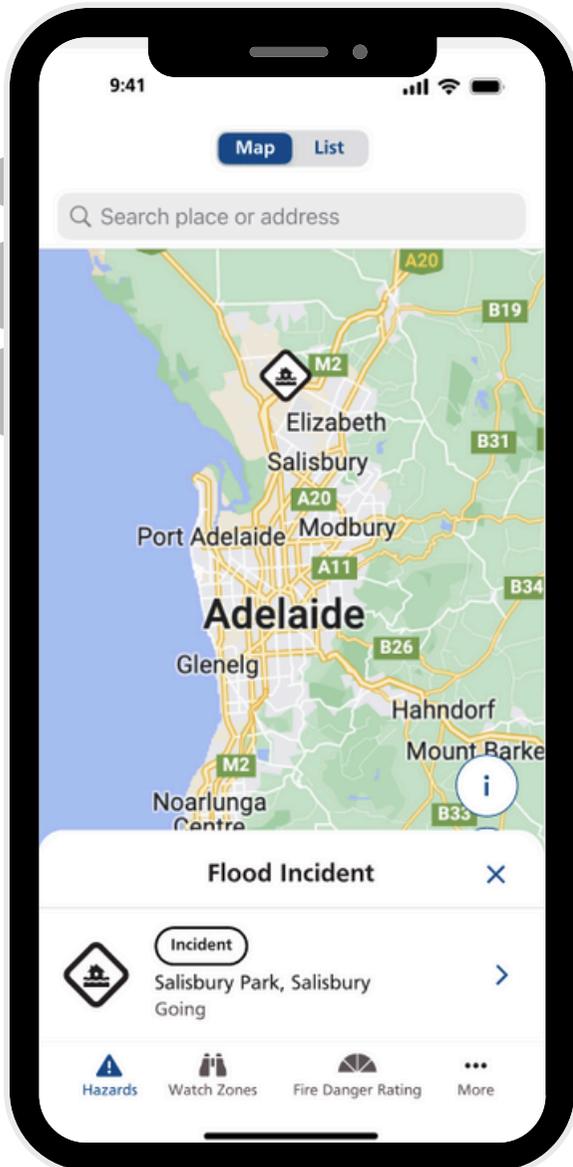
Emergency Warning (Red):
An Emergency Warning is the highest level of warning. You may be in danger and need to take action immediately. Any delay now puts your life at risk.

DID YOU KNOW...

The symbology in the triangle and calls to action will change depending on the hazard.

INCIDENTS

WHAT IS AN INCIDENT?

An incident can be defined as: "An event, accidentally or deliberately caused, which requires a response from one or more of the emergency services."

WHAT DOES EACH HAZARD SYMBOL MEAN?

Tree Down

Severe Weather

Hazardous Materials

Fire

Flood

Heatwave
Warnings only

WHAT ARE THE OTHER SYMBOLS?

Prescribed Burns

Sandbag Locations

Relief and Recovery Centres

DID YOU KNOW...
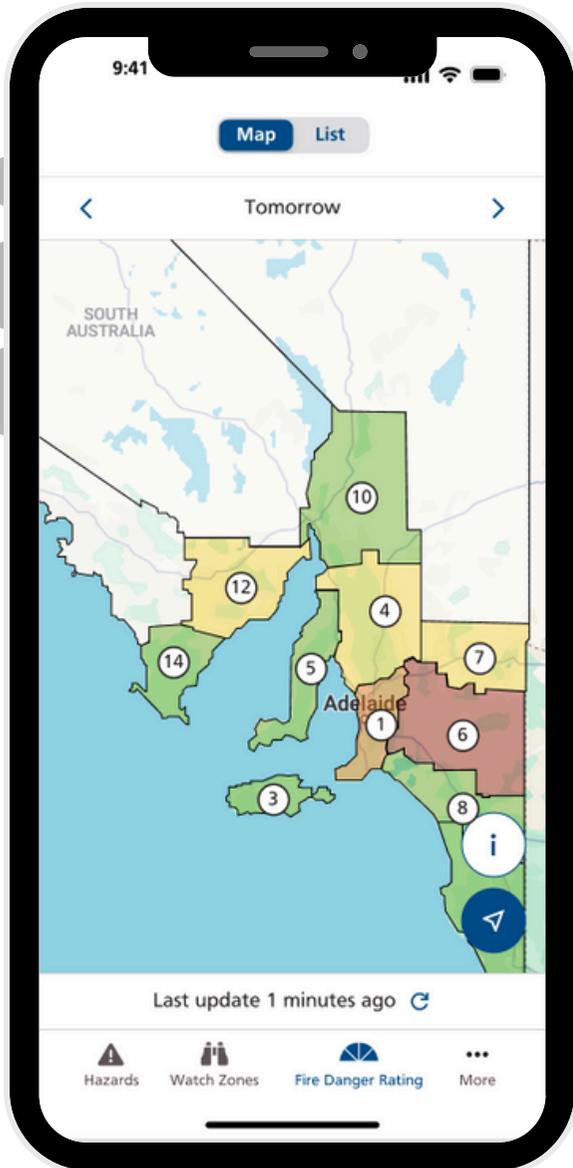
If you cannot access the Alert SA app, incidents and warnings usually found in Alert SA can be viewed by visiting the following websites:

SA Country Fire Service Incidents and Warnings Page

SA State Emergency Service Incidents and Warnings Page

FIRE DANGER RATINGS

WHAT IS A FIRE DANGER RATING?

Fire Danger Ratings describe the potential level of danger should a bushfire start and are calculated using a combination of weather forecasting and information about vegetation that could fuel a fire.

For more information about Fire Danger Ratings visit the South Australian Country Fire Service website: www.cfs.sa.gov.au

The Australian Fire Danger Rating System (AFDRS) uses four easy to recognise rating levels, each with a message to encourage you to take action to protect yourself and others when at risk of bushfire. The rating is an indicator of how dangerous the bushfire could be if it occurs, not a predictor of how likely a bushfire is to start.

For more information about the AFDRS visit: www.afdrs.com.au

NO RATING	No action required
MODERATE	**Plan and prepare**
HIGH	**Be ready to act**
EXTREME	**Take action now** to protect life and property
CATASTROPHIC	For your survival, **leave bushfire risk areas**

Use the Fire Danger Rating button on the bottom navigation bar to view the Fire Danger Ratings for each district in South Australia. Tap on the district for preview information including Total Fire Bans. Tap again for additional information and links.

DID YOU KNOW...

If there is a Total Fire Ban in your Watch Zone, Alert SA will send a push notification on the evening prior to, and the morning of the Total Fire Ban.

CROSS BORDER NOTIFICATIONS

WHAT IS A CROSS BORDER NOTIFICATION?

The Alert SA app displays cross border fire warnings within 100km of each border around South Australia. To receive cross border notifications your Watch Zone must extend across the border.

HOW DO I RECEIVE CROSS BORDER NOTIFICATIONS?

To receive cross border notifications, you must create a Watch Zone that extends beyond the South Australian border into another state. The centre of this Watch Zone must be within South Australia.

DID YOU KNOW...

Each state and Territory in Australia has a different way of publishing information about emergencies. Alert SA only displays cross border warnings for VIC, NSW, QLD, NT and WA.
For more information about a specific state visit the links below.

Victoria: Visit the VicEmergency website or download the VicEmergency App

New South Wales: Visit the HazardWatch website or download the Hazards Near Me NSW App

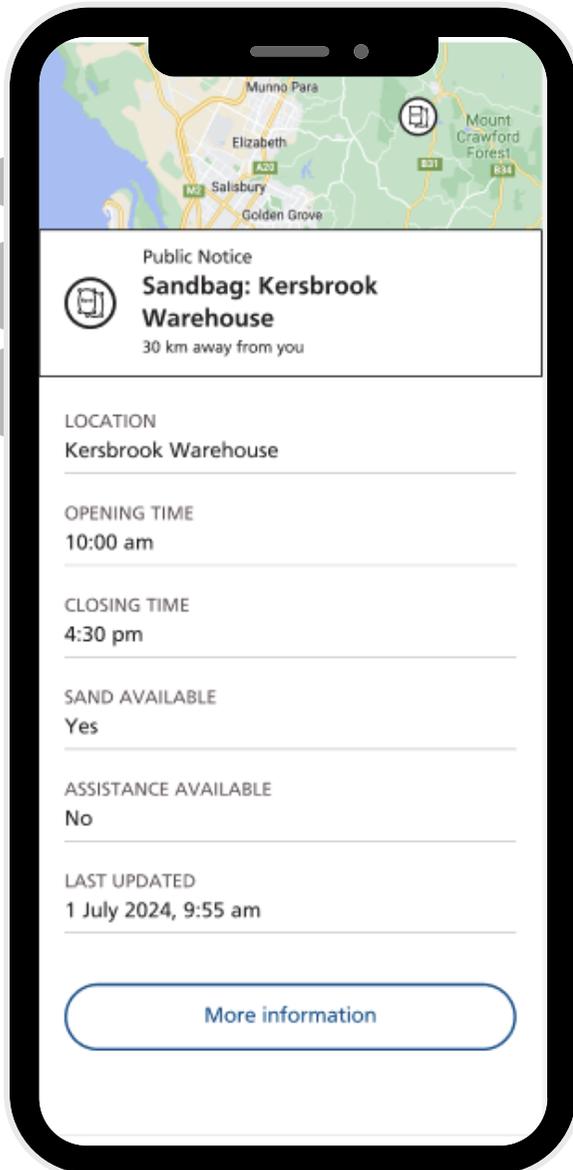**Australian Capital Territory**: Visit the ACT Emergency Services website

Queensland: Visit the QFES website

Northern Territory: Visit the NT Fire Incidents website

Western Australia: Visit the EmergencyWA website

Tasmania: Visit the TasAlert website

SANDBAG LOCATIONS

Public Notice

Sandbag: Kersbrook Warehouse
30 km away from you

LOCATION
Kersbrook Warehouse

OPENING TIME
10:00 am

CLOSING TIME
4:30 pm

SAND AVAILABLE
Yes

ASSISTANCE AVAILABLE
No

LAST UPDATED
1 July 2024, 9:55 am

More information

WHAT ARE SANDBAG LOCATIONS?

In response to severe weather or flooding events, the South Australian State Emergency Service (SASES) may decide to establish sandbag locations for community members to obtain free sand and hessian bags to prepare their properties.

WHAT INFORMATION WILL BE DISPLAYED IN THE APP?

The Alert SA app will display the following information about sandbag locations:

- The physical location of the site.
- Opening and closing times.
- Whether sand is available.
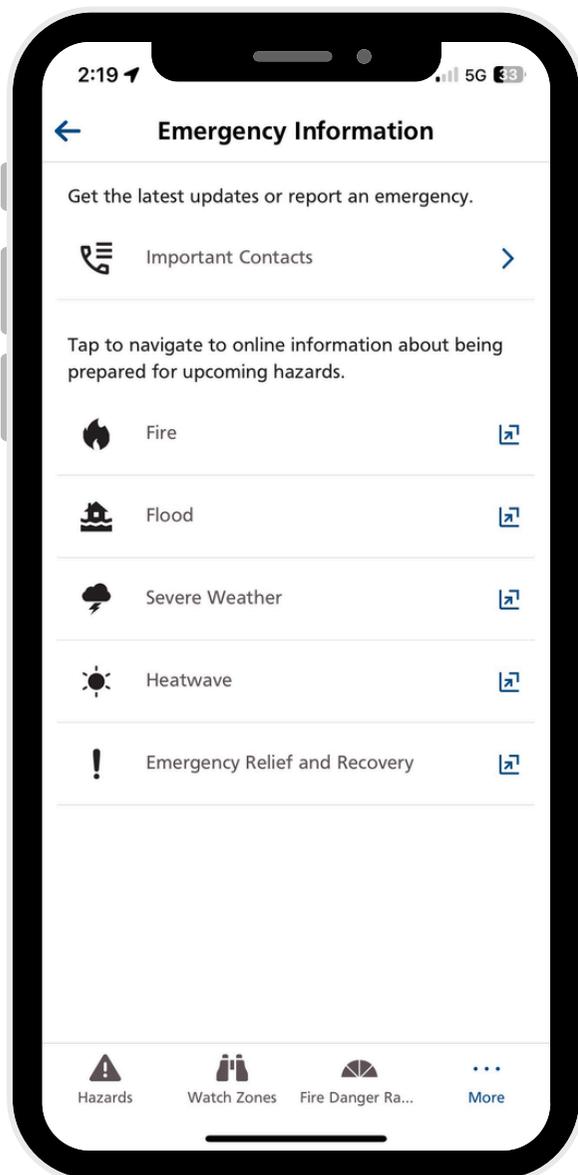- Whether volunteers are able to assist filling sandbags.

DID YOU KNOW...

To find out more about the SASES, or how to prepare your property for a flood, storm or heatwave visit their website: www.ses.sa.gov.au

For emergency assistance in flood and storm events call 132 500.

STAY INFORMED

HOW CAN I STAY INFORMED?

Alert SA is just one way of staying informed about incidents and warnings near you. Never rely on a single source of information during an emergency.

WHAT EMERGENCY INFORMATION DOES THE ALERT SA APP DISPLAY?

The Alert SA app includes emergency information and important contacts. To access this information, click on the 'more' button on the bottom navigation bar.

Tap to navigate to online information about being prepared for upcoming hazards.

OTHER SOURCES OF EMERGENCY INFORMATION.

You can access emergency information from the following sources:

- Listening to an Emergency. Broadcaster.
- Social Media.
- Emergency Services Information Line.
- Emergency Services websites.

DID YOU KNOW...

A battery powered radio is an important part of an emergency kit. The Alert SA app lists the key ABC Radio Frequencies for metro and regional South Australia. Find it under 'More' in the bottom navigation bar, then 'Emergency Information and Contacts' > 'Important Contacts'.

Scan the QR code and download the Alert SA app TODAY

🌐 alert.sa.gov.au

✉ alertsa@eso.sa.gov.au

f AlertSA

For life threatening emergencies call 000

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