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Home > Research > Effective risk and warning communication during natural hazards > Projects (menu position rule)



Flooded house Victoria Key Topics:

- communication [2]
- communities [3]
- resilience [4]

Effective risk and warning communication during natural hazards [5] This research examined existing and modified communication to community members who may be affected by natural hazards to derive evidence-based insights into risk and warning communication during the response phase of emergencies. Through this project, the research team developed an evidence base for the context of risk and warning messages across multiple channels and sources, constructed evidence-based warning messages that overcome ambiguity caused by conflict between warning messages and socio-environmental cues, optimised warning messages to improve community members' readiness to act in accordance with emergency instructions, and translated research findings into practical tools tailored to the existing and emergent needs of end-users.

[9]

Project: detail Notabs

Research team

Research leader



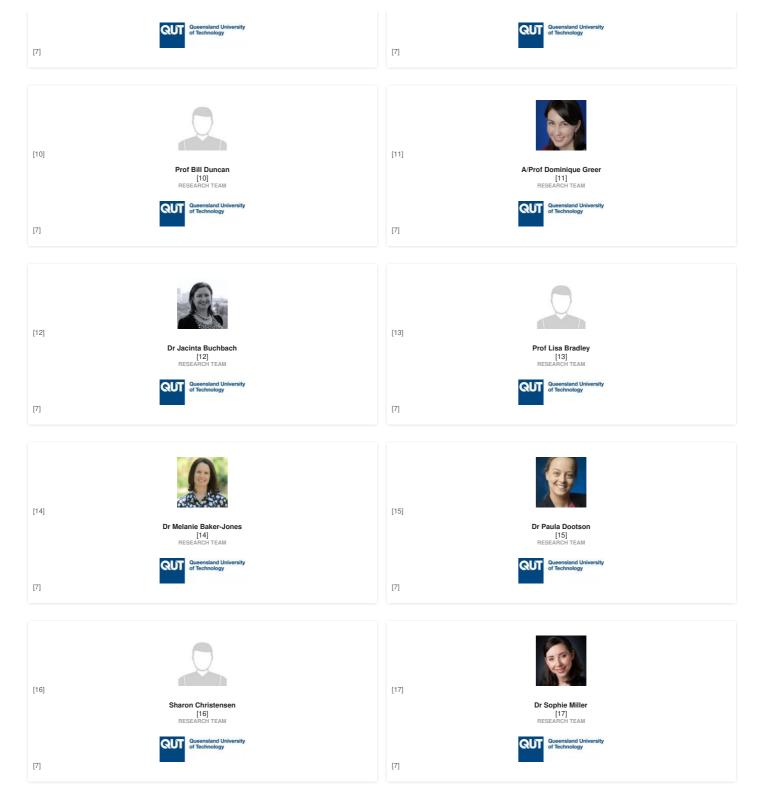
Research team





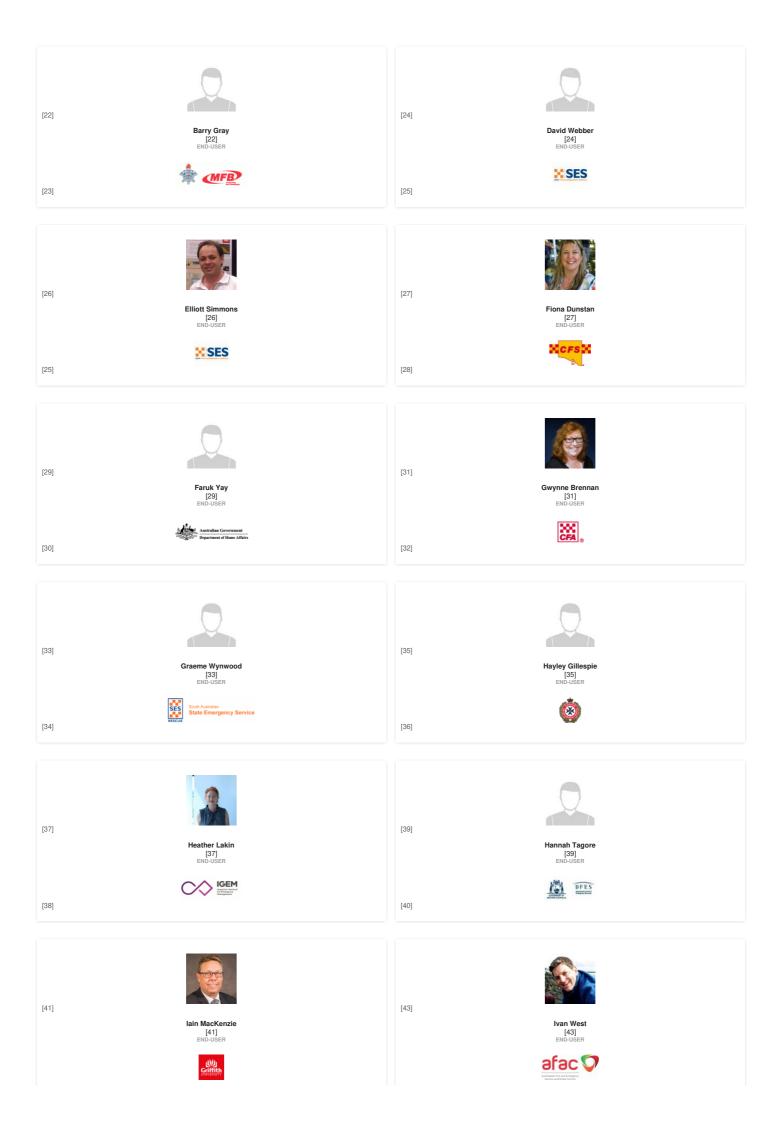


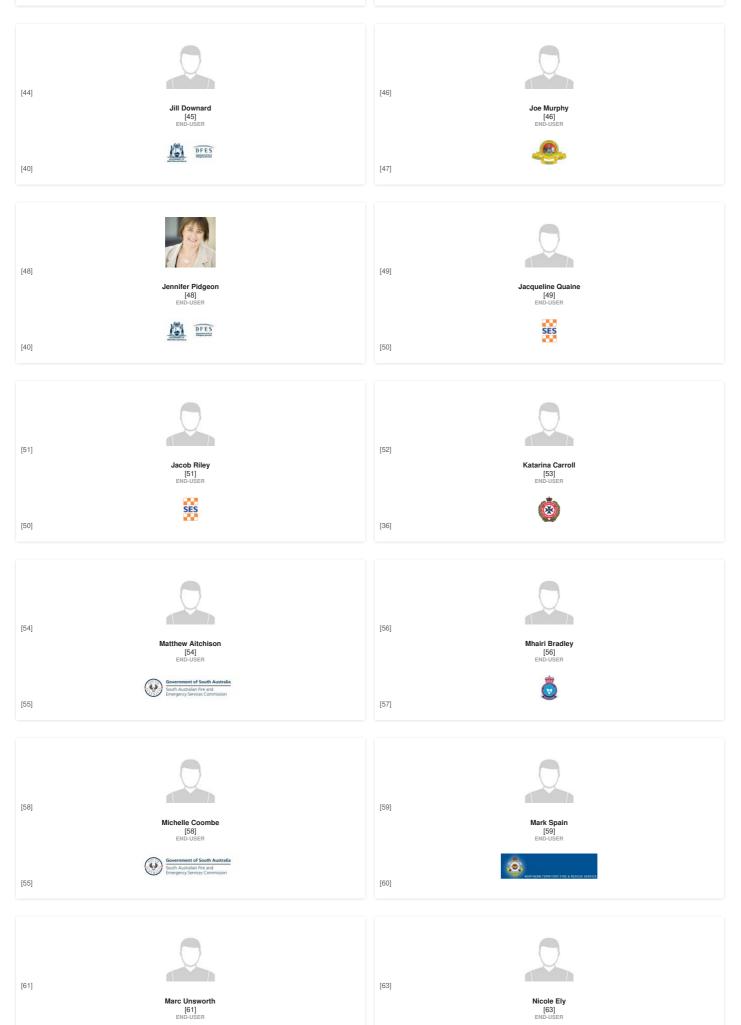
A/Prof Amanda Sticklev [9] RESEARCH TEAM



End User representatives









[64]



[62] [67] [65] Nicola Moore [65] END-USER Neil Payn [67] END-USER SES Queensland Government [66] [50] [70] [68] Philip Lindsay [68] END-USER Peta Miller-Rose [70] END-USER ٢ 6 [69] [36] [71] [72] Phil Nickerson [71] END-USER Sandra Barber [72] END-USER Queensland Government Tasmania Fire Service [66] [73] [74] [75] Shane Batt [74] END-USER Suellen Flint [75] END-USER DFES Tasmania Fire Service [73] [40] [76] [77] Shoni Maguire [77] END-USER Simon Goodwin [76] END-USER Government of South Au South Australian Fire and Emergency Services Comm Australian Government [55] [78]



[79]

Tamsin Achilles

[80]



Trent Curtin



[23]

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MFB

Student researchers

[50]



SES

Description

The release of the National Review of Warnings and Information (Emergency Management Victoria, 2014) triggered the need for a range of evidence-based practice about constructing better natural hazard emergency warning messages. This research derived evidence-based insights into risk and warning communication during the response phase of natural hazard emergencies. The research examines existing and modified communication to community members who may be affected by natural hazards. The work outlined in this report builds on our previous CRC project on effective communication in natural hazards.

The first CRC project (2014-2017) focused on the pre-decisional processes of community members and business owners, particularly their exposure to, attention to, and comprehension of warring messages in the response and early recovery phase of multiple hazards. The following project (2017-2020) built on that knowledge and focussed on how the inputs into the pre-decisional process—environmental cues, social cues, information sources, channel access and preference, warning messages and receiver characteristics-inform protective action during the response phases of natural hazards.

This project employs a multi-method, multi-hazard research design to:

- develop an evidence-base for the content of risk and warning messaging across multiple channels and sources (e.g., media channels and agencies) to enhance trust in agencies and encourage positive community responses to events (e.g., evacuating and information sharing)

 construct evidence-based warning messages that overcome ambiguity caused by conflict between warning messages and socio-environmental cues (e.g., blue-sky flooding)
- · optimise warning messages to improve community members' readiness to act in accordance with emergency instructions
- · translate research findings into practical tools tailored to the existing and emergent needs of end-users

Read the final report here. [81]

Related News

Australian Disaster Resilience Handbook Collection 2021 **Public Information** and Warnings

Key warnings guidelines backed by latest CRC research INICA N, COMMUNITIES

21 JAN 2022

nunication and war

olution of unications and warnings rgency preparedness, use and recovery

30 JUL 2021

Protecting communities with better warnings and communications – an online guide to using the latest research





New online - July 2021 EMERGENCY MANAGEMENT, LAND MANAGEMENT



New online – April 2021 MULTI-HAZARD, RESILIENCE

[85]



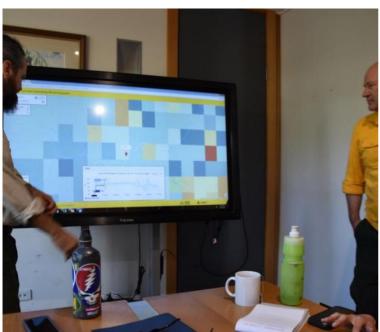
New online - February 2021 COMMUNICATION, EMERGENCY MANAGEMENT 22 APR 2021

23 FEB 2021



New online - January 2021 COMMUNICATION, EMERGENCY MANAGEMENT

[87]



Establishing a wider view of impact LOCAL KNOWLEDGE

28 JAN 2021

18 NOV 2020



3.2 billion images and 720,000 hours of video are shared online daily. Can you sort real from fake? COMMUNICATION, COMMUNITIES

05 NOV 2020

20 OCT 2020





Are we ready now? Will we be ready then?



Science galore – key CRC event dates EMERGENCY MANAGEMENT, PRESCRIBED BURNING

30 JUN 2020

10 JUN 2020



Excellence in CRC research nationally recognised COMMUNICATION, VOLUNTEERING



20 MAY 2020

13 FEB 2020

New Fellowship for researcher COMMUNICATION, COMMUNICATION

[93]

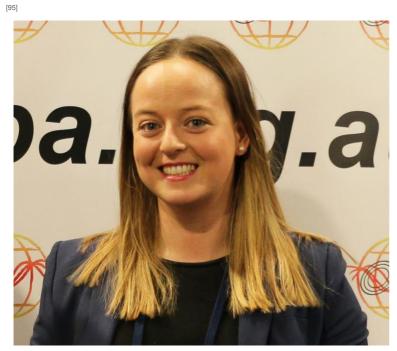


Science Roundtable meets on bushfires FIRE, FIRE IMPACTS



Breaking down Australia's bushfires COMMUNITIES, EMERGENCY MANAGEMENT

10 FEB 2020



Researcher acknowledged with Vice Chancellor award COMMUNICATION, DECISION MAKING 18 DEC 2019



Research guides communications with community CHILD-CENTRED, COMMUNICATION

[97]



Impacts of conflicting cues in emergency warnings COMMUNICATION, EMERGENCY MANAGEMENT

01 OCT 2019

04 SEP 2019



Magazine highlights data and warnings research COMMUNICATION, EMERGENCY MANAGEMENT

[99]



Collaboration is key for communications cluster success CLIMATE CHANGE, COMMUNICATION

04 SEP 2019

19 AUG 2019



New online - July 2019 EMERGENCY MANAGEMENT, FIRE

[101]



Is it floodwater, a wet road or just a puddle? COMMUNICATION, DECISION MAKING 24 JUL 2019

28 JUN 2019



Community engagement research picks up prizes COMMUNICATION, WARNINGS

[103]



National award for warnings research COMMUNICATION, FLOOD

27 JUN 2019

30 MAY 2019



Better warnings to ensure action COMMUNICATION, COMMUNITIES

[105]



Preparing for the future focus of magazine CYCLONE, EMERGENCY MANAGEMENT

12 DEC 2018

07 DEC 2018



Research benefits flowing DECISION MAKING, FIRE

[107]



Queen's Birthday Honours for CRC researcher COMMUNICATION, EMERGENCY MANAGEMENT 06 DEC 2018

13 JUN 2018



Animal research awarded ANIMALS, COMMUNICATION 12 JUN 2018



International insights and local lessons: Themes from the International Risk and Crisis Communication Conference COMMUNICATION, COMMUNITIES

21 MAY 2018



Risk and warning communication that supports women during disasters COMMUNICATION, FLOOD

[111]



Better warnings to ensure action COMMUNICATION, COMMUNITIES

08 MAR 2018

18 DEC 2017



New online - November 2017



Flood warning research leading impact COMMUNICATION, FLOOD

17 NOV 2017

04 OCT 2017



Enhancing emergency warnings COMMUNICATION, DECISION MAKING

[115]



National gong for researcher COMMUNICATION, COMMUNITIES

02 FEB 2017

17 NOV 2016



13 OCT 2016

08 SEP 2016

New online - October 2016

[117]



Awards recognise outstanding achievements



Designing warnings with community at the start and heart of national frameworks COMMUNICATION, COMMUNITIES

[119]



Quick science in videos COMMUNICATION, DECISION MAKING

[120]

10 JUN 2016

15 OCT 2015



Hazard learning in Colorado

[121]



Marketing research informs risk communication in South Australia COMMUNICATION, EMERGENCY MANAGEMENT

29 JUL 2015

11 MAR 2015



09 FEB 2015





Newsletter - Communications and warnings cluster COMMUNICATION, COMMUNITIES

09 FEB 2015



How can communities and agencies weather the storm?

[125]



Warning communities to take action COMMUNICATION, COMMUNITIES

[126]

Publications

23 JAN 2015

28 FEB 2014

Year	Туре	Citation
2023	Journal Article	Dootson, P. [15], Kuligowski, E. [127] & Murray, S. [128] Using videos in floods and bushfires to educate, signal risk, and promote protective action in the community [129]. Safety Science 164,
2022	Journal Article	Dootson, P. [15], Kuligowski, E. [127], Greer, D. A. [134], Miller, S. A. [135] & Tippett, V. [6] Consistent and conflicting information in floods and bushfires impact risk information seeking, risk per
2021	Journal Article	Dootson, P. [15] et al. Managing problematic visual media in natural hazard emergencies [141]. International Journal of Disaster Risk Reduction (2021). doi:https://doi.org/10.1016/j.ijdrr.2021.10224
2021	Journal Article	Mehta, A. [8] et al. Mind the gap: Contrasting operational and behavior-oriented flood warnings [146]. International Journal of Disaster Risk Reduction (2021). doi:https://doi.org/10.1016/j.ijdrr.2021
2021	Journal Article	Mehta, A. [8], Murray, S. [128], McAndrew, R. [151], Jackson, M. [152] & Tippett, V. [6] Encouraging evacuation: the role of behavioural message inputs in bushfire warnings [153]. International J
2021	Report	Tippett, V. [6] et al. Towards protective action: effective risk and warning communication during natural hazards – final project report [81]. (Bushfire and Natural Hazards CRC, 2021). Google S
2021	Report	Greer, D. [11], Dootson, P. [15], Miller, S. [17] & Tippett, V. [6] Supplementing emergency warning messages to encourage readiness to act: the effect of colours and icons [161]. (Bushfire and N
2020	Journal Article	Mehta, A. [8], Murray, S. [128], Hammill, C. [165], Dootson, P. [15] & Langdon, R. [166] Checks and balances: A business oriented lens on disaster management and warnings [167]. Disasters (20)
2020	Journal Article	Mehta, A. [8], Murray, S. [128], Hammill, C. [165], Dootson, P. [15] & Langdon, R. [166] Checks and balances: A business oriented lens on disaster management and warnings [172]. Disasters (20)
2020	Journal Article	Thomson, T. J. [175], Angus, D. [176], Dootson, P. [15], Hurcombe, E. [177] & Smith, A. [178] Visual Mis/disinformation in Journalism and Public Communications: Current Verification Practices,
2019	Conference Paper	Riley, J. [184] Intelligent warnings: a twenty-first century approach to encouraging protective action in emergencies [185]. AFAC19 powered by INTERSCHUTZ - Bushfire and Natural Hazards C
2019	Journal Article	Dootson, P. [15], Greer, D. [11], Miller, S. [17] & Tippett, V. [6] Overcoming Ambiguity: Conflict Between Emergency Warning Messages and Socio-Environmental Cues [190]. Prehospital and Dis
2019	Report	Tippett, V. [6] et al. Towards Protective Action: Effective Risk and Warning Communication during Natural Hazards Annual Report 2017-2018 [195]. (Bushfire and Natural Hazards CRC, 2019).
2017	Conference Paper	Rumsewicz, M. [199] Research proceedings from the 2017 Bushfire and Natural Hazards CRC and AFAC Conference [200]. Bushfire and Natural Hazards CRC & AFAC annual conference 2017 (E
2017	Conference Paper	Mehta, A. [8] et al. Evidence-based risk communication: an industry-academic research collaboration that enhanced dam release message effectiveness [204]. AFAC17 (Bushfire and Natural
2017	Report	Tippett, V. [6] et al. Building resilient communities - effective multi-channel communication during disasters: annual project report 2016-17 [208]. (Bushfire and Natural Hazards CRC, 2017). Get
2016	Report	Tippett, V. [6] et al. Building resilient communities - effective multi-channel communication in disasters: Annual project report 2015-2016 [212]. (Bushfire and Natural Hazards CRC, 2016). Good
2015	Report	Tippett, V. [6] et al. Connecting communities and resilience: A multi-hazard study of preparedness, response and recovery communications: Annual project report 2014-2015 [216]. (Bushire
2015	Report	Tippett, V. [6] Building Resilient Communities: Effective Multi-Channel Communication in Disasters Annual Report 2014 [220]. (2015). Google Scholar [221] BibTeX [222] EndNote XML [223]
ء [

Presentations & Resources

DATE [224]] TITLE	[225]	DOWNLOAD	KEY TOPICS
27 Mar 2014	Connec	ting communities and resilience [226]	🛃 1.14 MB	[223]h(ihili4i109)[3], recovery [228]
10 Apr 2015	Connec	ting Communities and Resilience 2015 NSW RAF Presentation [229]	┨ 1.74 MB	[230]n(1n74i1MB)[3], resilience [4],
15 Sep 2015	Commu	inications and Warnings [232]	0 bytes	[233)h(Chbylea)ion [2], multi-hazard
21 Oct 2015	Turning	warnings into action [236]	🚽 236.32 KB	[237]h(236h22:1KB) [2], tsunami [23
17 May 2016	Connec	ting communities and resilience: a multi-hazard study of preparedness response and recovery communications [239]	🛃 544.2 KB	[24:0]h(5:14:h2;i6:6](3], recovery [228]
15 Aug 2016	Melaine	Baker Jones - 2016 Progress Report [241]	🚽 60.19 KB	[242]n(60u11921&182)n [2], communitie
18 Apr 2017	Emerge	ncy Message Eye-Tracking Study & Business-Focused Risk Communication [243]	🛃 1.17 MB	[244)n(in1)7iMB)on [2], communitie
07 Jul 2017	Commu	nicating and warning: getting the message across more effectively [245]	◀ 4.79 MB	[246]n(4n7911048)bn [2], flood [247],
07 Sep 2017	Evidenc	e-based risk communication: an industry-academic research collaboration that enhanced dam release messages [248]	🚽 726.78 KB	[24:9]n(17:26:17:92:11:06) [2], emergency
16 Apr 2018	Toward	s Protective Action: Effective Risk and Warning Communication During Natural Hazards [251]	┨ 1.01 MB	[252]n(ihuihiMB)on [2], multi-hazard
13 Dec 2018	Commu	inicating for maximum comprehension [253]	🗃 700.61 KB	[254]n(700n62aKB) [2], communitie
04 Apr 2019	Conflict	ing cues with emergency warnings impacts protective action [255]	🚽 920.62 KB	[256]n(920n62aKB) [2], communitie
30 May 2019	Warning	gs that save lives [257]	0 bytes	[258] (0 bytes)
18 Jun 2019	Commu	inication challenges in complex events [259]	┨ 1.04 MB	[260]n(1n04il018)bn [2], warnings [2
18 Jul 2019	Conflict	ing cues and their impact on emergency warning response [261]	0 bytes	[262]h(0hbylea)ion [2], warnings [2
27 Aug 2019	Intellige	nt Warnings [263]	🚽 392.51 KB	[266]n(392n55a1KB) [2], multi-hazard
24 Sep 2019	Toward	s protective action: Effective risk and warning communication during natural hazards [265]	🚽 1.29 MB	[266]h(ih29iMB)bn [2], warnings [2
12 Mar 2020	How wo	rds matter in emergency alerts during natural hazard emergencies [267]	0 bytes	[268]h(Chbylea)ion [2], communitie
06 Apr 2020	Address	sing conflicting cues during natural hazards: lessons from emergency agencies [269]	🚽 1.23 MB	[270]n(in28iMB)on [2], communitie
10 Jun 2020	Recogn	ition for Excellence in Research at EMPA conference 2020 [271]	0 bytes	[272]h(thbylea)ion [2], emergency
22 Sep 2020	Emerge	ncy warning messages: how do community members comprehend them? [273]	🚽 629.29 KB	[276]n(629n29a1KB) [2], communitie
22 Sep 2020	Emerge	ncy warning messages: encouraging readiness to act [275]	┨ 1.02 MB	[276]h(ih02iMB)bn [2], communitie
22 Sep 2020	Emerge	ncy warning messages: do colours and icons improve community readiness to act? [277]	🛃 354.67 KB	[278]h(854h67alK69) [2], communitie
25 Nov 2020	Better w	varnings to ensure action [279]		communication [2], communitie
13 Aug 2021	Driving	change: the evolution of communications and warnings in emergency preparedness, response and recovery [280]		communication [2], communitie
13 Aug 2021	Prof Am	hisha Mehta interview: effective risk and warnings [281]	0 bytes	[282]h(hbyles)ion [2], communitie
13 Aug 2021	Prof Viv	ienne Tippett interview: effective risk and warnings [283]	0 bytes	[284)h(hbylea)ion [2], communitie
13 Aug 2021	Respon	se 1: Effective risk and warning communication during natural hazards [285]	0 bytes	[286]n(0nbylea)ion [2], communitie
13 Aug 2021	The evo	olution of communications and warnings in emergency preparedness, response and recovery [287]	0 bytes	[288]n(0nbylea)ion [2], communitie
13 Aug 2021	Trailer,	Response 1: Effective risk and warning communication during natural hazards [289]	0 bytes	[290]n(0nbylea)ion [2], communitie
14 Jan 2022	Choosir	ng powerful words that signal risk and encourage action [291]	🛃 86.06 KB	[292)n(86.06:148)n [2], communitie
14 Jan 2022	Creating	g effective Emergency Alerts [293]	🚽 191.16 KB	[294)n(ih91nik6aKkB) [2], communitie
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Posters



Building resilient communities: Creating effective multi-channel communication during disaster response and recovery

[295]

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2961	25 AUG 2014

Legal implications of utilising social media for communication during a disaster: An analysis by Responder Group [296]

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Building Resilient Communities: Creating Effective Multi-Channel Communication During Disaster Response and Recovery

[297]

NICATION [2], COMMUNITIES [3] сомм

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Building resilient communities: creating effective multi-channel communication during disaster response and recovery

[298] INFRASTRUCTURE [299], RESILIENCE [4]

Testing the elements of optimal emergency warnings: Some insights from 10 focus groups and 77 experiments of...

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Building resilient communities: creating effective multi-channel communication during disaster response and recovery

[300]

COMMUNICATION [2], COMMUNITIES [3]

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10 SEP 2010 [301]

Community Trust and Responses to Multi-Agency Warnings Findings from Phase One of Research Package 1: Encouraging Protective Action and Enhancing Trust with Multi-Agency Risk and Warning Communication Strategies

[301]

COMMUNICATION [2], COMMUNITIES [3]



The Roles of Pharmacists in Disaster Health Management

[302]

MULTI-HAZARD [234], WARNINGS [235]

Disasters significantly impact the welfare of communities and the patient demographic of disaster-affected.



Do Current Emergency Warning Messages Encourage Readiness to Act?

[303] COMMUNICATION [2], COMMUNITIES [3]

Natural hazards provoke considerable uncertainty but community members often 'under-react' when confronted.



Adding Colour and Icons to Emergency Warning Messages

[304] COMMUNICATION [2], MULTI-HAZARD [234]

Key findings: Red headers on bushfire evacuation messages help encourage community members to follow.

Linked Projects

Community understanding of the tsunami risk and warnings systems in Australian communities [305] COMMUNICATION AND WARNINGS [306] Prof David Johnston Massey University, New Zealand [307]

COMMUNICATION AND WARNINGS [306]		
Dr Briony Towers RMIT University [309]		
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	creasing residents' preparedness and response planning	
[310] COMMUNICATION AND WARNINGS [306]		
Dr Ilona McNeill University of Melbourne [311]		
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[312]	dness, response, and resilience through individual and org	ganisational collaboration
COMMUNICATION AND WARNINGS [306]		
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[314] JUNDERSTANDING AND ENHANCING RESILIENCE [315]	nerships in remote northern Australian communities	
Adj Prof Jeremy Russell-Smith		
Charles Darwin University [316]		
	CHARLES DARWIN DARWINVERSITY	[316]
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