



23 March 2021

Nick Johnson  
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Reference: OIA-2020/21-0419

Dear Nick Johnson

**Official Information Act request relating to Policy for Issuance of Emergency Mobile Alerts**

Thank you for your Official Information Act 1982 (the Act) request received on 5 March 2021. You requested:

*“In view of the recent frequent use of the Emergency Mobile Alert system, I would like to request a copy of any documents governing the use of the EMA system by Civil Defence and any other agencies under DPMC, including available documents describing under what circumstances the system is authorised to be used.*

*I would also like to request any documentation available on processes for reviewing activations of the EMA for appropriateness, and using this information to inform future guidelines and criteria.”*

Please find attached a copy of the Emergency Management Alert Protocol for User Agencies. I trust this document satisfies both parts of your request.

I note that alerts relating to COVID-19 messaging are issued by the National Emergency Management Agency on behalf of the Department of the Prime Minister and Cabinet’s COVID-19 Response Unit.

You have the right to ask the Ombudsman to investigate and review my decision under section 28(3) of the Act.

This response will be published on the Department of the Prime Minister and Cabinet’s website during our regular publication cycle. Typically, information is released monthly, or as otherwise determined. Your personal information including name and contact details will be removed for publication.

Yours sincerely

Carolyn Schwalger  
**Chief Executive, National Emergency Management Agency**