

EMERGENCY COMMUNICATIONS TESTING CHECKLIST

Instruction Notes

- Use this checklist to test whether your building's communication methods will work during an incident.
- Fill in the basic details at the top of the form, then work through each section and record what was tested, whether it worked and any issues identified.
- Use the prompts to check if messages were clear, timely, reached the right people and supported coordination.
- Answer each prompt with "Yes" or "No" and use the notes column to record anything important.
- You do not need to test everything at once. Start with the most important communication methods and highest-risk scenarios.
- When finished, complete the summary section and record any follow-up actions that need to be addressed.

Reference Note: *The Australian Institute for Disaster Resilience (AIDR) Handbook 3: Managing Exercises, which provides the recognised Australian framework for the planning and conduct of exercises, has been considered in the development of this template.*

WHAT IS BEING TESTED?

Prompt	Details
Date	
Participants	
Scenario (e.g. flood, lockdown, power outage)	
Communication Focus (e.g. tenant notification, internal coordination)	

COMMUNICATION METHODS

Method	Tested? (Y/N)	Works as Expected? (Y/N)	Notes
PA / Announcements			
Email			
SMS / Instant Messaging			
Phone Calls			
Apps / Systems			
Signage / Physical Notices			

MESSAGE CLARITY		
Prompt	Y/N	Notes
Are messages clear and easy to understand?		
Was it clear who the message was from and who was providing direction?		
Are instructions simple and easily actionable?		
Is the language clear and appropriate for all occupants, including people who may require additional assistance (e.g. language, literacy or comprehension needs)?		
Are key messages consistent across all channels?		

TIMING AND DELIVERY		
Prompt	Y/N	Notes
Were messages sent within the expected timeframe?		
Did the right people receive the message at the right time?		
Were any delays identified in sending or receiving messages?		
Was the order of messages appropriate for the situation?		
Were updates provided as the situation evolved and new information became available?		

REACH AND COVERAGE		
Prompt	Y/N	Notes
Did the message reach all intended groups, including tenants, contractors and staff?		
Were there any people or areas that did not receive the message?		
Were communication methods and formats accessible to all occupants (e.g. visual, audible, language or other access needs)?		
Were people who may require additional assistance able to receive and understand the message?		
Were backup methods available if the main communication channel did not work?		

COORDINATION AND INFORMATION SHARING		
Prompt	Y/N	Notes
Were roles and responsibilities for communication clear?		
Was information shared consistently between relevant teams or stakeholders?		
Were updates provided as the situation changed?		
Did communications align with emergency services instructions where relevant?		
Were occupants able to report information or seek assistance during the test?		
Were any gaps or confusion identified in how information was passed on?		

SYSTEMS AND RELIABILITY

Prompt	Y/N	Notes
Did all communication systems function as expected during the test?		
Were contact lists, templates or distribution groups up to date?		
Were there any technical issues affecting delivery or access?		
Were alternative systems or workarounds available if a system failed?		

SUMMARY

What worked well?	
What gaps were identified?	
Future actions	