

Call for Expressions of Interest

T9-A6: The role of AI in multi-language emergency warnings

Expressions of Interest due **5:00 pm AEDT, 19 December 2025**
to research@naturalhazards.com.au

Overview

Natural Hazards Research Australia (hereafter the Centre) is seeking expressions of interest from project teams for the following project:

T9-A6: The role of AI in multi-language emergency warnings

Project description	This project aims to understand both the opportunities and limitations of using artificial intelligence (AI) to translate emergency warnings. It will look at: → the areas AI provides real value in supporting emergency warning translation → the limitations, risks or challenges this presents, and how any limitations can be mitigated → any additional tools or processes that can work with AI to supplement any shortcomings → the impact on the Culturally and Linguistically Diverse (CALD) communities receiving the warnings, particularly in terms of usability, comprehension and trust → the extent communities are willing or able to accept mistakes in AI-generated translations Critically, this project will also investigate whether any limitations in AI translation impact the way CALD communities understand and respond to emergency warnings.
Estimated duration	12-18 months
Budget	The budget for this project is up to a maximum of \$300,000 (ex GST) The research team should note that this is a competitive process. Expression of Interest submissions will be assessed on value for money and justification for any funds requested.
Related national research priorities¹	→ Next generation capability → Data management and science
Related Centre research priorities for 2024–26²	→ Resilient communities
Supporting organisations	→ NSW Department of Customer Service → New South Wales State Emergency Service → Emergency Management Victoria
Centre contact	For any questions regarding this Call for EOIs, please email research@naturalhazards.com.au
Online project briefing	For more information or questions, an online project briefing webinar will be held at 1:00 pm AEDT on 27 November 2025
Submission of EOI	EOIs must be prepared using the Centre's EOI submission form and Budget Template. EOIs are to be submitted to research@naturalhazards.com.au by 5:00 pm AEDT on 19 December 2025

1 Natural Hazards Research Australia (2022) National research priorities for disaster risk reduction and community resilience to the impacts of natural hazards, accessible at www.naturalhazards.com.au/sites/default/files/2022-05/NatHazResAus_ResearchPriorities_FA02.pdf

2 Natural Hazards Research Australia (2024) *Biennial Research Plan 2024–26*, accessible at <https://www.naturalhazards.com.au/sites/default/files/2024-07/NHRA%20ResearchPlan24%E2%80%9326%2004.pdf>

Statement of requirements

Background and context

Across Australia, there are numerous web and mobile apps that provide warnings to at-risk communities about natural hazards, helping individuals make informed decisions to protect themselves, their families, friends, property, and livestock. Examples include Hazards Near Me (NSW), VicEmergency (Victoria), and Emergency WA (Western Australia).

The project aims to use artificial intelligence (AI) to quickly translate emergency warnings into seven key community languages, enabling emergency management agencies to better reach culturally and linguistically diverse (CALD) communities.

Deeper research into the role that AI plays in delivering translated emergency warnings would be extremely valuable for emergency managers and for all public information and warning platforms that need to deliver written warning messages to culturally and linguistically diverse members of their communities in a timely way.

Project description

This project aims to understand both the opportunities and limitations of using AI to translate emergency warnings. It will look at:

- the areas AI provides real value in supporting emergency warning translation
- the limitations and risks or challenges this presents and how can any limitations be mitigated
- any additional tools or processes that can work with AI to supplement any shortcomings
- the impact on the CALD communities receiving the warnings, particularly in terms of usability, comprehension and trust
- the extent communities are willing or able to accept mistakes in AI-generated translations.

Critically, this project will also investigate whether any limitations in AI translation impact the way CALD communities understand and respond to emergency warnings.

By addressing these objectives, emergency services organisations will gain a stronger understanding of how AI can be incorporated into their workflows and capabilities for delivering translated warnings.

The project could focus on the seven languages selected by NSW SES with the Office of the Chief Scientist & Engineer, including: Traditional Chinese, Simplified Chinese, Korean, Arabic, Greek, Vietnamese, and Punjabi. NSW SES selected these languages as there are many native speakers from those communities throughout the state, and also significant numbers within those communities who have limited English. The project would be open to other languages suggested by other state jurisdictions. It may also be valuable to include at least one other minor language that has limited availability, quality and accessibility of training data for the AI systems to learn from.

Expected outputs

Outputs are the products that are expected to be delivered by this project.

Core outputs

- Literature review of AI-assisted translation in emergency communications and/or related fields
- Demographic feedback data on AI-translated warnings
- Performance outcomes comparison report of the AI suppliers tested.
- Best practices and implementation considerations for using AI in delivering translated emergency warnings
- Principles and guidelines for preparing warning translations for AI translation
- A tiered model for human intervention across languages
- A final report

Additional outputs

- A Research Plan detailing methodology
- Plain language statement
- Quarterly progress reports
- Project evaluation report
- Academic publication(s)
- Relevant communications outputs, including but not limited to, presentation (s) and a poster(s).

Collaborative approach

Researchers are expected to undertake the research using a collaborative approach to assist in the translation and transfer of knowledge to end-users and to ensure the project meets their needs. Researchers are encouraged to outline their approach to ensuring effective collaboration which could include embedding researchers within end-user organisations for a period of time.

Anticipated outcomes

This research project will enhance our understanding of whether new technologies such as AI can be adopted and deployed to deliver near-real-time translations of emergency warnings.

It will:

1. Enhance understanding of CALD communities' hazard and emergency communication needs, preferences and responses when receiving translated warnings
2. Provide a better understanding of the role of AI in translating emergency warnings for CALD communities
3. Better equip emergency services to deliver translated warnings that effectively meet the needs of CALD communities
4. By enhancing CALD communities' capacity to respond and make informed risk-reduction decisions in their local context, the risk to life and property will be reduced, leading to safer and more resilient communities.

Quality control and reporting

The project will be overseen and supported by a Project Management Committee (PMC) comprising the Principal Researcher, a Centre representative, and at least one stakeholder representative. Composition of the PMC will be determined in consultation with the Principal Researcher.

Reports

The Centre expects that the outputs delivered by this project will meet the highest scientific standards and will be suitable for publication on the Centre website and in industry newsletters, as well as in high-quality scientific journals.

The successful research organisation/s must co-develop with end-users a project plan and project summary using the Centre's templates. The project summary should explain in plain language what the project is about, what questions it intends to answer and describe the expected practical outputs that will make use of the research findings. The project plan must be approved by the PMC and will become an attachment to the contract.

Reports (and any supporting material) must be submitted to the PMC's satisfaction and will be subject to review by PMC members. The project team will be required to ensure an internal peer review process is undertaken prior to the final report being submitted.

Milestone reporting

The project team must report all milestone deliverables and engagement activities into the Centre's Project Management System. This will include sufficient justification for the completion of milestones to the satisfaction of the PMC and the Centre.

Communication

To further assist with quality assurance, it is expected that:

- regular PMC meetings will be held
- the project team will use a consultative approach, documented in quarterly reports
- the Principal Researcher will give periodic presentations to key stakeholder groups to gain critical feedback on project milestones.

Additional quality control processes may be agreed as part of the project planning process.

Contractual arrangements

A copy of the Research Services Agreement, the proposed form of contract for the purposes of this project, [can be found here](#).

The Centre reserves its rights to make amendments to the form of contract.

This agreement should be reviewed by applicants as part of the EOI submission.

If you would like to request amendments to any of the terms and conditions set out in the proposed form of contract, details of the proposed changes and the reason the changes are requested must be included in the EOI submission form. Requests for any changes will be at the sole discretion of the Centre.

Selection as a shortlisted or preferred provider does not give rise to a contract (express or implied) between the shortlisted or preferred provider and the Centre for the supply of goods or services. No legal relationship will exist between the Centre and the shortlisted or preferred provider until such time as a binding contract in writing is executed by both parties.

In the case of consortiums, the Centre requests that one consortium member be nominated as Lead Research Provider and take responsibility for subcontracting other parties.

Submitting an Expression of Interest

Application and review process

Project selection and approval will be a two-stage process. The first stage is evaluation of the EOIs that are received. The second stage is development of a project proposal, where a preferred provider will be selected and offered an opportunity to co-develop a detailed project proposal with input from key stakeholders.

Key dates

21 November 2025	Call for EOIs opens	
27 November 2025	Online project briefing	19 December 2025
		Due date for EOIs

Submission requirements for this EOI

Project teams responding to this EOI are required to submit their response using the Centre's [EOI submission form](#) and [Budget Template](#). Submissions must include:

- a statement of capability (max 600 words), including the proposed contributions of each research team member to the project
- a statement (max 400 words) about the diversity of the project team
- a statement (max 400 words) about the project's inclusion and respect of First Nations peoples, philosophies, cultures, rights and/or knowledges
- an outline (max 1000 words) describing how the project team intends to approach the project, strategies for effective collaboration and an indicative methodology
- an indicative schedule of work and interim milestones/project outputs as described in this document
- a proposed project budget in line with the budget envelope provided, including details of any in kind contribution from research organisation/s – a detailed budget to be provided using the downloadable [Budget Template](#) provided on the Centre's website
- a clear statement (max 400 words) describing the outcomes that will be delivered for this project and how they will be used by stakeholders
- a clear statement (max 400 words) describing the outputs that the proposed approach to this project will deliver and how the findings could translate into practice
- a statement (max 500 words) demonstrating the project team's relevant industry and stakeholder engagement
- a risk management statement (max 500 words)
- any requested changes to the Centre's proposed form of contract
- up to two-page CVs for each proposed project team member.

Additional information

In responding to this Call for Expressions of Interest, advice should be provided on any known or anticipated impacts of COVID or other pandemic restrictions or human resource risks on the timely delivery of the project. Where appropriate, risk management for the impacts of pandemic restrictions should be incorporated into the EOI.

Frequently asked questions

Additional information provided to individual respondents will also be published on the Centre's website to ensure access to all interested parties. Respondents are encouraged to check the website for any additional information via these published FAQs, prior to the closing date.

Online project briefing

An online webinar scheduled for **1:00 pm AEDT on 27 November 2025** will provide a more detailed briefing of the project and the opportunity for interested parties to pose specific questions.

Registrations for this webinar can be made via the project page on the Centre's website. Once completed, a recording of this webinar will be posted to the website to ensure all interested respondents have access to this information.

Evaluation criteria

After the closing date, the Centre will review submitted EOIs against the evaluation criteria below. The evaluation criteria provide an indication of those matters that should be included in the EOI and supporting material – details are provided in the table below.

The Centre reserves the right not to offer the work, or only allocate a proportion of the available funding, if a proposal does not meet the Centre's needs. The Centre reserves the right to invite any other specific researchers as it sees fit to submit proposals before or after the closing date.

Mandatory evaluation criteria

- Registered Australian Business: The Respondent holds a valid Australian Business Number (ABN) or Australian Company Number (ACN)
- Public Liability Insurance: The respondent has or will obtain appropriate insurance

Evaluation criteria	% weighting
Research capability: the capacity and capability to deliver an excellent research project in an Australian environment	25
Project approach: a demonstrated understanding of the project requirements and a proposed project approach and methodology that is appropriate, feasible and robust Relevant outline of a collaborative approach to assist in the translation and transfer of knowledge to end-users and to ensure the project meets their needs	20
Project outcomes and outputs: demonstrate a high-level understanding of the intentions of the project and how outputs/outcomes translate to practice	15
Industry engagement: strong track record of industry engagement with the multicultural and disaster management sectors, including ability to support and influence Australian disaster management at a national or state/territory level through interaction with key stakeholders	20
Value for money: value with money refers to an application representing an efficient, effective, economical and ethical use of Centre resources. Consideration of the relevant financial and non-financial costs and benefits of each application including, but not limited to: → the quality of the application and activities represented by the technical assessment → fitness for purpose of the application in contributing to Centre objectives → the potential Research Provider's relevant experience and performance history → whole of life costs (in-kind, other costs, risks, legal risks)	20