

## ***Fire Safe at Home – FAQ's***

### **1. What is the Fire Safe at Home program?**

Fire Safe at Home is an initiative of the Tasmania Fire Service (TFS) in collaboration with aged care, community health and disability care services/agencies to assist the most vulnerable people in our community who are 'at risk' of being a home fire casualty. TFS recognises that home and community care agencies and services staff are well placed to assist people being safe in their homes, which aligns with the sector's quality care, service standards and care assessment procedures.

Fire Safe at Home is not a free smoke alarm program. The program aims to identify risks and hazards through a home fire safety check. One to two smoke alarms may be installed as an interim safety measure until the support agency assists their client with the fire safety report recommendations.

### **2. How can someone receive this free fire safety program?**

The person being referred must be a 'client' of an aged, community health and disability service/agency and have no other reasonable means of installing smoke alarm/s themselves i.e. family, friends, fire safety business or a home maintenance service.

### **3. How can I make a referral?**

Referrals are received via an online eForm and must be completed by the referring agent. Check all fields are completed and correct before submitting. eForm link:

[www.tfseducation.com.au/FireSafeatHomereferral](http://www.tfseducation.com.au/FireSafeatHomereferral)

### **4. What will be asked about my client to assess their eligibility for Fire Safe at Home?**

A referral form is completed by the care worker, 'referring agent'. It provides information about the client, such as their address, contact details and what type of supports are received via a program, and who will be responsible for addressing home fire hazards, safety concerns and smoke alarm maintenance. The client is required to agree to a home fire safety check.

### **5. Can a general practitioner and/or medical centre staff refer a patient?**

Referrals from GP's and medical centre staff are not eligible for this program. GPs' are advised to arrange for their local community health centre social worker to refer. If the patient has a care provider, then the care worker can refer their client.

### **6. What happens once a referral form is submitted?**

The referring agent may be contacted and asked to provide more information about the client and asked to confirm who will follow-up on any identified hazards or safety issues and who will assist with maintenance of installed smoke alarm/s. Once an application is accepted, the client will be contacted directly to arrange a home fire safety check time that best suit them.

If the application is not accepted in the screening process, the referring agent will be contacted to explain why the client is not eligible, or to seek clarification for eligibility.

### **7. What happens at a home fire safety check?**

A TFS TasFire Equipment Officer will attend the client's home and check for any hazards and fire risks. If a smoke alarm is required, it will be installed to the manufacturers' instructions, located in accordance with the National Construction Code and will be a Photoelectric 10-year lithium non-removable battery smoke alarm. A smoke alarm fact sheet containing information on maintenance will be left at the client's home. Smoke alarm/s that are installed at the time of the home fire safety check must be regularly maintained.



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### **8. What happens after the home fire safety check?**

A fire safety report will be sent to the referring agent and if applicable the report will contain recommendations to mitigate any identified fire hazards and safety risks. It is advised that this report be saved with the client's records.

Smoke alarm/s that are installed at the time of the home fire safety check must be regularly maintained. For best functioning and the full 10 year working life of the smoke alarm, it must be tested monthly and cleaned every six months. It should be replaced if faulty or past the expiration date. Identified hazards, fire safety issues and smoke alarm maintenance is the responsibility of the referring agency/service and the client.

### **9. If the application is rejected, who else can people contact about fire safety?**

There are a number of fire safety businesses and home maintenance services that can provide smoke alarms and other fire safety products. These businesses and services can be contacted via a search in yellow pages or an internet search.

### **10. What about hard-wired smoke alarms? Who do I contact about them?**

Being hard wired means that alarms are wired into the electricity of the house. A certified electrician will be required to undertake any work for these types of smoke alarms.

### **11. My client rents their home, what about smoke alarms at their property?**

The landlord (owner) must ensure the rental property has at least one working smoke alarm. Tenants must ensure the smoke alarm is functioning during the whole tenancy and should let the owner know as soon as they discover it is not working. ([For more information contact Tenants Union of Tasmania.](#))

### **12. What happened to Project Wake Up (PWU)?**

For 20 years, Project Wake Up (PWU) was a home fire safety referral program delivered by TFS firefighters. A business analysis in 2020-21 identified program delivery improvements and better outcomes for people at increased risk of being a home fire casualty. The Fire Safe at Home program now replaces PWU and is delivered by TasFire Equipment, with referrals being accepted and screened by the Coordinator Home Fire Mitigation.

TFS Firefighters are no longer required to undertake home fire safety checks and/or install smoke alarms for the PWU program. Firefighters are encouraged to promote the Fire Safe at Home program to residents in their area. The TFS website contains all information about this community program.

### **13. What about the privacy of the information that I provide about a client?**

All information collected from referrals to the Fire Safe at Home program is secure, confidential and is not shared with other agencies without permission from the client. Security of information is in accordance with the DPFEM Personal Information Management Guidelines and the DPFEM Information Security Policy.

### **14. What happens if a client's circumstances or care arrangements change?**

Please advise the Coordinator Home Fire Risk Mitigation via [community@fire.tas.gov.au](mailto:community@fire.tas.gov.au) if a client's details change. This ensures that the database of participating households is kept up to date.

### **15. Where do I get more information about this program and a referral form?**

For more information about the Fire Safe at Home referral program visit [www.fire.tas.gov.au/FireSafeatHome](http://www.fire.tas.gov.au/FireSafeatHome), phone 1800 000 699 or email [community@fire.tas.gov.au](mailto:community@fire.tas.gov.au)