

Residential Hazard Notification System Information Pack



This document contains all information relative to the Tasmania Fire Service

Residential Hazard Notification System

Please read through all the information prior to submitting a notification about a hazard/s at an address.

[TFS Residential Hazard Notification form](#)



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OVERVIEW

Research has identified that hazards in the community such as hoarding increases the risk of having a fire and reduces the likelihood of the occupant/s being able to safely escape. Fires in these homes also increase the risk to responding firefighters and neighbouring properties.

This system places a discreet electronic alert in the TFS computer aided dispatch system in relation to identified hazard/s at an address. In the event of a fire or other emergency at that address the alert activates and notifies responding firefighters that the property they have been dispatched to has safety risks to firefighters, other emergency responders and neighbouring properties. The aim of this is to increase firefighter preparedness and community safety.

PRIVACY

The collection of the name or any other personal details about the occupant/s is not within the scope of the Residential Hazard Notification System. The system has been designed to deliver an improved safety outcome using no personal information. The system collects what hazard/s is at a residential address and does not identify the person/people living in that home.

All information contained in the Residential Hazard Notification System is secure, confidential and is not shared with other agencies. Security of information in accordance with the DPFEM Personal Information Management Guidelines and the DPFEM Information Security Policy.

It is preferred that the notifier supplies two contact details when making a notification. The first should be the direct email address of the worker making the referral. The second is their agency contact number and/or email. This is because the renewal is also sent to the second address on the basis that a worker may have changed roles, location, or agency prior to the automated email being sent to request renewal or removal from the system.

NOTIFICATION ELIGIBILITY

The property must exhibit identified hazards of:

- Have hoarding at level 5 or higher (refer to the Clutter Image Rating Scale in the appendix on pages 7-9)
- Other- unsafe and hazardous items such as LPG bottles used inside, unsafe storage of flammable chemicals and/or charging of mobility scooter or motorised wheelchair inside the home.

Notifications are accepted from:

- Department Police, Fire and Emergency Management volunteers and employees
- Home and community care agency staff and volunteers
- Aged care and community care assessors
- Medical and allied health practitioners (including community nurses, general practitioners and psychologists/psychiatrists)

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- Housing Tasmania and social housing agency staff and
- Local Government Environmental Health Officers.

The electronic notification form must:

- include all mandatory fields
- be completed by using the “Submit” button
- include your contact details and/or your agency contact details

Notifications that do not meet the eligibility criteria will not be processed and will be returned to the notifier with advice about why it was not accepted.

SUBMIT A NOTIFICATION

1. Ensure the property meets eligibility criteria.
2. Electronically complete the Hazard Notification Form and submit via the “Submit” button at the bottom of the form.
3. You will receive an email if more information is required about the notification.

RENEW A NOTIFICATION

A renewal email will be sent to your **agency’s email address** in a period no later than 6 months from the activation. Upon receiving the renewal email:

1. Ensure property still meets eligibility criteria.
2. Electronically complete the Hazard Notification Form and submit via the “Submit” button at the bottom of the form.
3. If TFS Coordinator Home Fire Risk Mitigation has not received a renewal within 28 days the notification the alert will be automatically removed.

REMOVE A NOTIFICATION

If the resident relocates or when the hazard has been addressed, such as when the level of hoarding is reduced to 4 or under on the Clutter Image Rating Scale, the property is required to be removed from the system.

1. Ensure property no longer meets eligibility criteria.
2. Electronically complete the Discontinuation of Hazard Notification form and submit via the “Submit” button at the bottom of the form.
3. You will receive an email to advise the notification has been received and the address has been removed.

[Discontinuation of a hazard notification form](#)

HOARDING RISK REDUCTION FACT SHEET**Hoarding Definition**

Hoarding is the persistent accumulation of and lack of ability to relinquish large numbers of objects or living animals. It results in extreme clutter in and around premises, compromising the intended use of premises and threatens the health and safety of people concerned, animals and neighbours.

Fire Risks

Fires in hoarding homes increase the risk of death or injury of the occupant, their neighbours and firefighters.

Hoarding may increase the risk of fire because:

- Accumulation of possessions can result in an abnormally high fuel load and greater opportunity for ignition
- Blocked exits and narrow internal pathways impede escape for the occupant and access for firefighters
- Non-functional gas or electricity may result in unsafe practices for cooking and heating.

Recommendations

The Tasmania Fire Service recommends that in the first instance you make risk reduction a priority rather than large scale removal. Individuals or agencies assisting those affected by hoarding should:

- Install smoke alarms and test them

The Australasian Fire and Emergency Service Authority Council recommends that smoke alarms should be installed in all domestic accommodation and places where people sleep. Where more than one smoke alarm is installed in a property, they should be interconnected. (<https://www.afac.com.au/insight/doctrine/article/current/smoke-alarms-in-residential-accommodation>)

- Unblock exits

- Widen internal pathways

- Check utilities are connected

- Prioritise removing clutter from around cooking area and stove tops as 39 per cent of fires in hoarding homes result from cooking.

- Ensure clutter is removed from around heaters and electrical items and discourage the use of open flame; as combined these factors account for 44 per cent of fires in hoarding homes.

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FREQUENTLY ASKED QUESTIONS

What is the Residential Hazard Notification system?

The system places a discreet electronic alert on an address with a specific hazard. In the event of a fire the alert activates and notifies responding firefighters that the property they have been dispatched to has hazards that may impact the safety of responding firefighters. The aim of this is to increase firefighter preparedness and community safety.

Is the hazard notification visible?

The electronic alert is provided internally within TFS to responding firefighters only. This information includes map references, hazards, and other information identified as assisting firefighters to respond in an emergency and is not accessible to the public.

Where do I put the occupant's name on the notification?

The collection of the names or any personal details about the occupant/s is not within the scope of the Residential Hazards Notification System. The system has been designed to deliver an improved safety outcome using the minimal amount of personal information.

Will the hazard notification be shared with another agency?

All information contained on the system is confidential, is not shared with other agencies and secured as specified within the Privacy Act 1988 and the DPFEM Personal Information Management Guidelines and Information Security Policy.

Why do you require an agency email address?

It is preferred that two email addresses are supplied when making a hazard notification referral. The first should be the direct email address of the worker making the notification. The second is the agency email address, preferably at the office where the notifier is located. This is because request of hazard status is sent to both addresses on the basis that a worker may change roles, location, or agency prior to the email being sent to renew or remove from the system.

What is hoarding?

Hoarding is the persistent accumulation of and lack of ability to relinquish large numbers of objects or living animals. It results in extreme clutter in and around premises, compromising the intended use of premises and threatens the health and safety of people concerned, animals and neighbours. ([International OCD Foundation](#))

Why is hoarding considered a hazard?

Fires in hoarding homes increase the risk for the occupant, their neighbours and firefighters. Fire Rescue Victoria research has identified that people who hoard aged 50+ are at particular risk and account for 24 per cent of all preventable fire deaths between 1999 and 2009 in Victoria.

Hoarding increases the risk of fire, fatality and injury because:

- Accumulation of possessions results in an abnormally high fuel load and greater opportunity for ignition
- Blocked exits and narrow internal pathways impede escape for the occupant and access for firefighters

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- Non-functional gas or electricity may result in unsafe practices for cooking and heating.

What is a Clutter Image Rating Scale?

The scale is used as a measure of the level of hoarding of the resident with the hoarding behaviour. Clutter images of 5 to 9 are significant fire hazard and risk due to the amount of material built up in the room which impedes access for emergency responders and/or egress as escape for the occupant. (See the Clutter Image Rating Scale images on pages 7-9)

What other hazard would be considered for the notification?

Unsafe indoor cooking using inappropriate equipment such as LPG gas bottles, unsafe storage of flammable chemicals, gas and dangerous goods and/or charging of mobility scooter or motorised wheelchair in the home.

Who do I contact for more information?

For further information about the Residential Hazards Notification System contact community@fire.tas.gov.au or phone 1800 000 699.

Tasmania Fire Service acknowledges Fire Rescue Victoria (formerly Metropolitan Fire Emergency Services Board) in the development of the TFS Residential Hazard Notification System.

APPENDICES

- 1- Clutter Image Rating Scale: bedroom, living room and kitchen**
- 2- Sample hazard notification form with explanatory notes**
- 3- eForm user tips and useful links**

Clutter Image Rating Scale: Bedroom

Clutter level of a 5 or higher is eligible for the hazard notification system



1



2



3



4



5



6



7



8



9

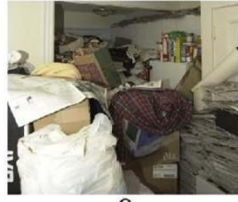
Clutter Image Rating Scale: Living Room

Clutter level of a 5 or higher is eligible for the hazard notification system



Clutter Image Rating Scale: Kitchen

Clutter level of a 5 or higher is eligible for the hazard notification system



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TFS Residential Hazard Notification Form



A discreet alert of a property's fire hazards and risks for TFS fire fighter dispatch.

Describe the hazard.*

Refer to the [Hazard Notification System Information Pack](#) for details of eligibility for a hoarding notification and the [Clutter Image Rating Scale](#). For 'Other' you can provide details about hazards other than hoarding. For example the hazard may be cooking with LPG, charging electric mobility scooter or electric wheelchair unsafely inside the home.

Hoarding at level 5 or higher as to the Clutter Image Rating Scale

Other

Attach an image

Attaching images is optional. Up to 4 images of the hazard can be uploaded. Maximum size limit is 10MB.

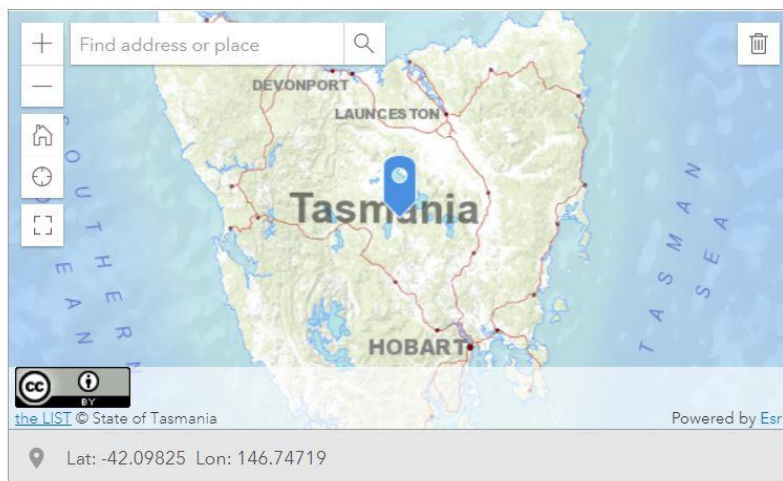
1 Select image file (number of files required: 4)



Street address of the property with the hazard*

Suburb*

Address on map is optional



The e-form must be completed electronically using the survey link in web browser or Survey123 App.

Fields marked with * are mandatory.

NOTE: The resident's name is **NOT** required.

Up to four images of the hazard is optional. Images can provide a good indication of the hazard, such as the amount of clutter inside at exits and passageways. A photo of the occupant is **NOT** recommended.

Address of the property with the hazard is a required field.

Address on the map is optional. Type the address on the map where it states, 'Find address or place'. The latitude and longitude information are automated and as a GIS map layer is helpful for the emergency dispatch system.

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Name of person making the notification*

Phone number of person making the notification*

Email of person making the notification*

Agency of the notifier*

Agency phone*

Agency administration email

Contact details of person making the notification is required in case more information about the hazard is required.

Staff may change roles, location or agency. The notification for renewal of hazard information is sent to the agency email address so that this can then be referred to the allocated worker at the time of renewal.

Once you completed the form click SUBMIT. You will receive an email if we require more detail about the hazard/s.

EFORM USER TIPS AND USEFUL LINKS

TFS Residential Hazard Notification form

- <https://arcg.is/18fnHe> QR code



Discontinuation of a notification form

- <https://arcg.is/1eeXKm>

- Survey123 is an easy to complete online e-form. Simply follow the link to complete the form in a web browser, or you can download the Survey123 app for free and complete the survey on a mobile device out in the field. An account and login are not required.

Using the App, a form can be completed with no internet access and when your device comes into range the data is submitted automatically.

[For more support and information about ArcGIS Survey123](#)

- [Home Fire Safety publications, factsheets and Basic Home Fire Safety training materials for community care and health industry workers.](#)
- [Learn more about Hoarding Disorder.](#)
- [Treasured Lives research information. List of tools, links and local resources to support someone with hoarding behaviour.](#)

For support and more information about the TFS Residential Hazard Notification System contact community@fire.tas.gov.au or 1800 000 699.