



## NEIGHBOUR ALERT GUIDELINES

The Pearl Beach Safety Advisory Group (PBSAG) a sub-committee of the Pearl Beach Progress Association has established a communication network called **Neighbour Alert** to provide information on Bush Fire Alerts and bush fire emergencies. The core of the network are local resident volunteers - **Street Contacts** supported by PBSAG committee members.

The role of the Street Contact is to connect with their neighbours and provide them with information about the Neighbour Alert program, to gather household information for the Neighbour Alert messaging system, to provide RFS material from time to time including the RFS Bush Fire Survival Plan brochure and to be a point of contact for their street residents and owners.

It is emphasised that Street Contacts are in no way expected to 'save' their neighbours and are not responsible for anyone else's wellbeing other than their own. It is the Street Contact that chooses the level of support that they may provide in performing the following tasks -

- Maintain relationships with residents in their street and collect name, address and mobile phone numbers (with permission of residents) for PBSAG to use in their text messaging system. Update data with resident changes as required;
- Be aware that personal information that has been collected concerning Neighbour Alert residents is to be kept confidential;
- Keep up to date with Bush Fire Danger information sources to be able to inform residents how to access such information;
- Encourage residents who do not have a Bush Fire Survival Plan to prepare such a plan;
- Encourage residents to download the RFS Fires Near Me app and to set a Watch Zone;
- Be aware of residents who may require special support during a bush fire emergency;
- Speak to residents who may require support to adequately prepare and maintain their property suggesting local service providers, including the availability of the RFS AIDER (Assist Infirm, Disabled and Elderly Residents) program which is a free one-time service to support some of our most at-risk;
- Be aware of residents who are leaving and new residents moving into Pearl Beach in order to update the Neighbour Alert messaging system;
- Have an awareness of properties with non-permanent residents and holiday houses in Pearl Beach.

**The Street Contacts are supported by PBSAG committee members who:**

- Maintain relationships with Street Contacts;
- Maintain a central database for Street Contacts and the Neighbour Alert registered residents and homeowners;
- Maintain a messaging system to send text messages to Street Contacts and the Neighbour Alert registered residents and homeowners;
- Keep up to date with RFS and other initiatives with respect to bush fire emergencies, and
- Keep up to date with Bush Fire Awareness information sources.

**Information sources regarding a potential bush fire emergency include:**

- RFS website – [rfs.nsw.gov.au](http://rfs.nsw.gov.au)
- Phone app – Fires Near Me
- Social media – [facebook.com/nswrfs](https://facebook.com/nswrfs) [twitter.com/nswrfs](https://twitter.com/nswrfs)
- Radio – ABC 702AM and 92.5FM
- Street Contacts
- Pearl Beach RFS Call-Out Officer

**During periods of high bush fire threat PBSAG committee members:**

- Maintain contact with each other to ensure members are available to send text messages during a heightened bush fire danger period;
- Monitor information sources for a potential bush fire emergency;
- Send text messages to Street Contacts and Neighbour Alert residents when a Bush Fire Alert has been issued by the RFS and there is a potential fire threat to Pearl Beach.

**When Street Contacts have been contacted about a Bush Fire Alert they should where possible:**

- Ensure people are aware of the location of the beach Assembly Point adjacent to the amenities block.
- Communicate with residents in their street to:
  - ensure that residents without text message service are aware of the Bush Fire Alert
  - be a point of contact to provide information and answer queries.
- Inform those that are not registered with Neighbour Alert including holiday renters of:
  - the Bush Fire Alert and the level of the Alert; and
  - the main sources for them to access updated information on the Alert.