



NEIGHBOUR ALERT GUIDELINES

The Pearl Beach Safety Advisory Group (PBSAG), a subcommittee of the Pearl Beach Progress Association, has established a communication network, '**Neighbour Alert**', to provide information and access to information on Bush Fire Alerts and bush fire emergencies. The core of the network are local residents (Street Contacts), supported by PBSAG members.

The Street Contacts are volunteers, who connect with their neighbours, provide their neighbours with information about services available, and be a point of contact. *The role of Street Contacts is entirely dependent on the Contact's personal situation at the time. Street Contacts are solely responsible for the level of support that they provide. They are in no way expected to 'save' their neighbours and are not responsible for anyone else's wellbeing other than their own.*

In preparation for Bush Fire Alerts/emergencies, Street Contacts perform tasks such as:

- Maintain relationship with residents in their street and collect critical data (with permission of residents) for PBSAG. Update data with resident changes as required,
- Be aware that personal information that has been collected concerning Neighbour Alert residents should be kept confidential,
- Keep up to date with 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,
- Be aware of residents who may require special support during a bush fire emergency,
- Be aware of residents who may require support to adequately maintain their property,
- Be aware of residents who are leaving and new residents, and
- Have an awareness of properties with non-permanent residents.

The Street Contacts are supported by PBSAG members who:

- Maintain relationship with Street Contacts,
- Maintain a central database for Street Contacts and participating residents data,
- Maintain a messaging system to forward text messages to Street Contacts and residents,
- Keep up to date with RFS and other initiatives with respect to bush fire emergencies, and
- Keep up to date with information sources.

Information sources for a potential bush fire emergency include:

- RFS website - rfs.nsw.gov.au,
- Phone app - 'Fires near me',
- Social media - facebook.com/nswrfs twitter.com/nswrfs,
- Radio - ABC 702AM and 92.5FM
- Street Contacts, and
- Pearl Beach RFS Call Out Officer.

During periods of high bush fire threat PBSAG members:

- Maintain contact with each other to ensure members are available to issue messages,
- Monitor information sources for a potential bush fire emergency,
- Forward a text message to Street Contacts, to determine their availability, when the Fire Danger Rating is Catastrophic or there is a potential threat to Pearl Beach, and
- Forward a text message to Neighbour Alert residents when a Bush Fire Alert has been issued 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:

- Communicate with Neighbour Alert residents in their street to:
 - ensure that residents without text message service are aware of the Bush Fire Alert, and
 - be a point of contact to provide information and answer queries.
- Inform non-Neighbour Alert occupants of:
 - the Bush Fire Alert and the level of the Alert,
 - the main sources to access updated information on the Alert, and
 - the location of the Assembly Point.