

B3.4 Promoting the Installation of Smoke Alarms

What I Need to Know

- Part of the service provided by Queensland Fire and Rescue Service is advice to householders on home fire safety in an effort to reduce death and injury rates from fire. One aspect of this service is provided through *Safehome* - a free program aimed at delivering personalised fire safety information and advice to householders in their own homes.
- Advice covers fire prevention, smoke alarm installation, evacuation planning, electricity safety, security issues, general safety and insurance. Householders are provided with a Safehome Pack, containing a checklist for future reference and other safety information.
- This service is provided by trained QFRS operational personnel. A visit by these urban officers is initiated by a householder calling **1300 369 003** (Community Contact Centre) or by a resident calling the local fire station.
- Where a request is received from a resident located outside an urban fire service area, that request is referred to Rural Operations Area Office. The resident is then provided with the Safehome Information booklet and checklist, Bushfire Prepared Communities booklet and brochures offering information on the installation and maintenance of smoke alarms.

How I do it

In the unlikely event of your receiving a request from a resident:

- refer the resident to the nearest urban fire station *OR*
- refer the request to the Area Office if there is no urban fire station in your area.

Reference Materials

- Area Reference Manual - Business Rule: B2.1.1 Ensure Effective Community Education in Your Patch
- Safehome Information Pack