

Fire safety information for public housing residents

What to do if there is a fire

This booklet has important information for fire safety for people who live in high-rise buildings.

It outlines **what to do** if there is a fire in your unit or building.

Please read this information carefully.

Keep this booklet in an easy-to-reach place.

If you want more information please call or visit your local housing office.



Smoke alarms and sprinklers in your unit

Smoke alarms save lives.

Your smoke alarm will look like this:



Smoke alarms

Your unit has **smoke alarms** that:

- only make a noise inside the building – they do not call the fire brigade
- you need to test monthly – press down the button at the centre of the smoke alarm (called the 'test and hush button') until you hear 'beep beep beep'
- you need to dust regularly and gently around the outside
- have batteries you don't need to change.

Call the Housing Call Centre on 13 11 72 if your smoke alarm does not go 'beep beep beep' when you test it.

Sprinklers are very important.

Your sprinklers will look like one of these:



Sprinklers

Your unit has **sprinklers** that:

- alert the fire brigade when activated
- spray water when activated
- activate the building alert tone on that floor.

Please do not hang items from sprinkler heads.

Call the Housing Call Centre on 13 11 72 if your sprinkler starts to leak water.

Other important information

Fire safety in your building is everyone's responsibility.

If you see rubbish or other items that could fuel a fire or block your escape in an emergency, **report it immediately to the Housing Call Centre 13 11 72.**

Your building has an evacuation plan – make sure you, your family and neighbours know what the plan is and where the assembly area is.

Test your smoke alarm every month
You should hear « beep, beep, beep »

What to do if there is a fire in your unit



Get down low



Warn others



Close the door



Go downstairs

If there is a fire in your unit

- Get down low and stay out of the smoke
- If you are safe, warn other people about the fire
- Close the door to the room where the fire is
- Close the door of your unit as you leave
- Go to the exit stairwell and down the stairs
- **Call triple zero (000)** and ask for the fire brigade

Call
triple zero
if there is a fire
000

If you can't evacuate

If you can't leave the building
call triple zero (000).

Ask for the fire brigade and tell
them you need help.

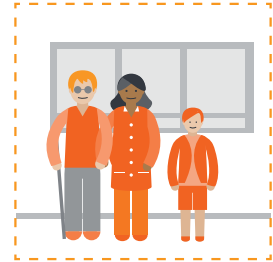


What to do if there is a fire in the building

If there is a fire in the building

Alert

- The **occupant warning system** will make a **series of loud beeps called an alert tone** – this means the fire brigade has been notified.
- If you hear the alert tone, stay in your unit but be ready to evacuate.
- If you can see smoke or fire from your unit **call triple zero (000)** and ask for the fire brigade. If you are safe, wait and tell the operator what you can see.
- When the fire brigade arrives they will find where the fire is coming from.



Be ready to go



Call triple zero

Evacuation

- If you need to leave the building, the alert tone will change to a **continuous high-pitched evacuation tone** – this is a signal to leave, if it's safe.
- Firefighters may also use the **public address system** to explain the evacuation.
- Use the stairwell to go downstairs to the assembly area outside the building, and stay there until you are told it's safe to leave.



Go downstairs



Go to the assembly area

Fire protection in your building

Your building has:

- an **occupant warning system** (public address system)
- **sprinklers** in your unit and rubbish chutes
- a **direct connection to the fire brigade** if the sprinklers start up in your unit or other areas of the building.

Stay fire-safe at home

If you see a fire anywhere in your building, call triple zero (000) and tell the operator there is a fire. Wait until the operator has all the details they need (such as your address) before you hang up.

Candles and oil burners

Don't leave the room when a candle or oil burner is alight.

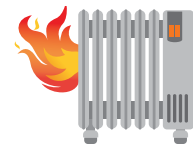
Don't go to sleep when a candle or oil burner is alight.



Heaters

Keep all fabric such as clothing and curtains well away from heaters.

Turn off all heaters before you leave the unit or if you are going to bed.



Cigarettes

Don't smoke in bed.

Don't smoke on your balcony.

Dampen used cigarettes with some water before you put them in the rubbish bin.

Don't litter.



Cooking

Always stay in the room while food is cooking.

Turn off the stove before you leave the room.

Don't leave the oven on if you are not home.



False alarm

If your smoke alarm starts beeping when there is no emergency (for example, if you burn food), you can wave a towel or newspaper under the smoke alarm to move clean air through the alarm. This will stop the alarm.

In an
emergency,
call triple zero
000

Language Link – interpreting services

English

This publication is about housing. If you have difficulty reading English, you can get help with this publication. Please contact your local office or call Language Link on (03) 9280 0799 for an interpreter.

Arabic عربي

هذه النشرة هي عن الإسكان. إذا كان لديكم صعوبة في قراءة اللغة الإنكليزية، يمكنكم تلقي المساعدة لفهم هذه النشرة. رجاءً اتصلوا بالمكتب المحلي في منطقتكم أو اتصلوا برابط اللغة Language Link على الرقم (03) 9280 0790 لطلب مترجم شفهي.

Simplified Chinese 简体中文

这是一份关于住房的出版物。如果你英语阅读有困难，可以获得帮助。请联系本地办事处或拨打 (03) 9280 0791 联系 Language Link 要求口译员协助。

Traditional Chinese 繁體中文

本刊物有關住房資訊。假如您閱讀英語有困難，您可以尋求瞭解本刊物內容的幫助，請聯絡本地公房辦事處或撥打翻譯熱綫 (03) 9280 0789。

Croatian Hrvatski

Ova publikacija sadrži informacije o stambenom smještaju. Ako ovu brošuru ne razumijete zato što je pisana na engleskom, imate pravo na pomoć. Molimo vas, kontaktirajte svoj mjesni ured ili nazovite Language Link na broj (03) 9280 0792 i spojiti će vas se sa tumačem.

Polish Polski

Niniejsza informacja dotyczy kwestii mieszkaniowych. Jeśli masz trudności z czytaniem po angielsku, możesz otrzymać pomoc w zrozumieniu tej publikacji. Prosimy zwrócić się do swojego lokalnego biura lub zadzwonić do Language Link pod numer (03) 9280 0793 i poprosić o ustnego tłumacza.

Russian Русский

Эта публикация касается жилищных вопросов. Если вам трудно прочитать ее по-английски, то вам может быть предоставлена помощь. Вы можете обратиться в свой местный жилищный отдел или связаться с переводчиком, позвонив на Языковую линию (Language Link) по номеру (03) 9280 0794.

Somali Somali

Daabacaadan waxay ku saabsan tahay gurisiinta. Haddii aad qabto dhibaato xaga aqriska Ingiriisiga, waxaad saawimaad ka helaysaa daabacaadan. Fadlan la xiriiir xafiiska degaankaaga ama ka wac Language Link taleefanka (03) 9280 0795 wixii la xiriira turjumaanka.

Spanish Español

Esta publicación es sobre vivienda. Si tiene dificultad para leer inglés, se le puede ayudar con esta publicación. Por favor póngase en contacto con su oficina local o llame a Language Link en el (03) 9280 0796.

Turkish Türkçe

Bu yayın konutlar hakkındadır. İngilizce okumakta güçlük çekiyorsanız, bu yayınlı ilgili yardım alabilirsiniz. Lütfen yerel ofisinizle ilişkiye geçin veya bir tercüman için (03) 9280 0797'den Dil Bağlantısı'nı arayın.

Vietnamese Việt

Ấn phẩm này nói về vấn đề nhà ở. Nếu quý vị gặp khó khăn đọc tiếng Anh, quý vị có thể được giúp đỡ để hiểu ấn phẩm này. Xin hãy liên lạc với văn phòng địa phương hoặc gọi cho Language Link theo số (03) 9280 0798 để có thông dịch giúp đỡ.

For other languages, an interpreter is available through your local housing office.

The Department's Fire Services Unit regularly reviews and updates policies and guidelines relating to fire safety.

To receive this publication in an accessible format phone the Housing Call Centre 13 11 72, using the National Relay Service 13 36 77 if required.

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