



# SMOKE ALARM REFERRAL PATHWAY

A fatal fire is 4 times more likely to occur where there is no working smoke alarm installed. Install smoke alarms with a 10 year-long-life battery. Smoke alarms are compulsory under Victorian law in all residential buildings.

## INDIVIDUAL

### 1. I don't have any working smoke alarms



#### I own my own home

Purchase smoke alarms from the hardware store or supermarket. Ask a family member, friend, support person, or call a tradesperson to assist you to install them.

#### I am renting (including public or community housing)

Contact your rental provider. By law, your rental provider (landlord) must provide working smoke alarms in your home. For public housing maintenance or repairs, contact the Housing Call Centre on 13 11 72.



### 3. I am unable to seek assistance from my family or support network

Contact your local council to see if they have a home program that you can access. If there is no one to help you with your smoke alarms, contact the fire services: [atriskgroups@frv.vic.gov.au](mailto:atriskgroups@frv.vic.gov.au)

## SUPPORT WORKER OR SERVICE PROVIDER

### 1. My client doesn't have a working smoke alarm

If your client owns their own home, encourage them to buy and install their own smoke alarms if they can. If your client rents their home (including public or community housing) contact your client's rental provider (landlord). By law, they must provide working smoke alarms in the property.

### 2. My client is not able to buy and/or install their own smoke alarms

Contact your local council to see they have a home program that your client can access. With consent, contact a family member or friend of your client and ask that they assist. **Refer back to your own organisation.**



### 3. I have been unable to implement a solution, what should I do?

With their permission, refer your client to the fire services by emailing: [atriskgroups@frv.vic.gov.au](mailto:atriskgroups@frv.vic.gov.au)

### 4. My client refuses to have a smoke alarm installed in their property

**Refer back to your own organisation.**

Contact fire services for further advice and support by emailing: [atriskgroups@frv.vic.gov.au](mailto:atriskgroups@frv.vic.gov.au)