BART Community Administrator Guide

Summary

BART has been assisting groups of First Responders to help others in their community; BART Community is assisting community groups of Stakeholders and Residents in vulnerable / risky areas to help each other through two way communication.

BART Solution

BART is a cloud-based software suite, which has been designed to help those who help others. BART provides two way communication for groups that work together. It has the ability to help turnouts, anticipate risk, limit impact and decrease recovery times.

The BART system contains multiple smart device and web-based modules, which all work together to deliver real-time information and enhanced communication.

The BART system is used across many different organisations and agencies within Australia, including Firefighters, Ambulance, State Emergency Services, Coast Guards, Volunteers, Mining, Councils and more; with over 165,000 Members across Australia and New Zealand.

BART Community

BART Community is an initiative that was first trialled by the Roleystone Volunteer Fire and Rescue Services in WA, with great success. We now welcome other communities across Australia and New Zealand to utilise the program during this coming fire, flood and cyclone season.
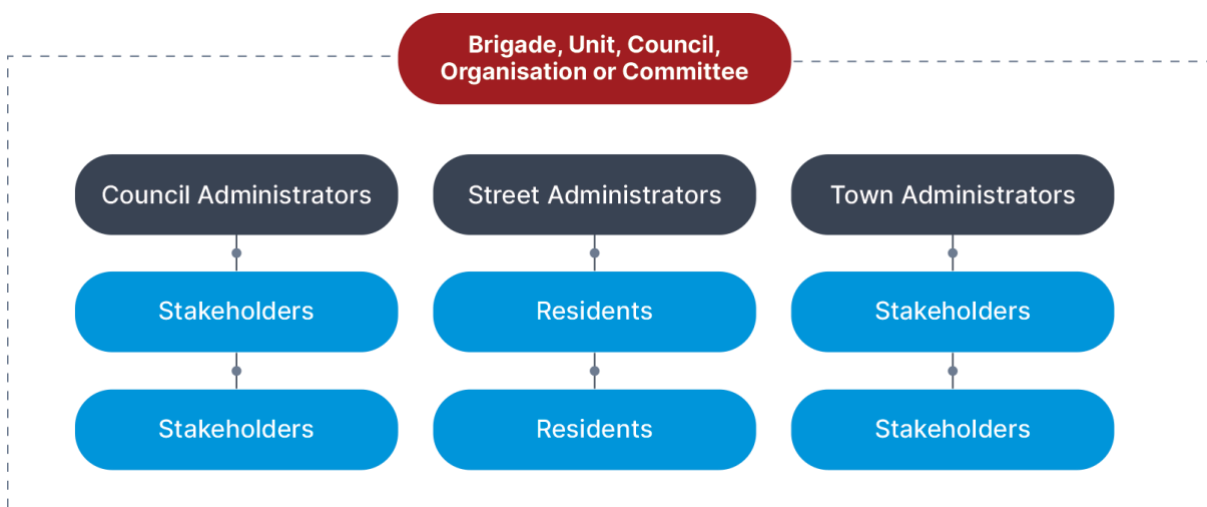
Responsibilities

Local Fire Brigade

The Fire Brigade, Unit, Council , Organisation or Committee will be required to trigger a notification of a fire, Total Fire Ban days, evacuation, or any incidents in the area.

Example Broadcast Alerts from the Brigade include:

Alert to Fire

ATTENTION:

A fire has been reported within your local area.

Total Fire Ban Notification

(*day,date*)_____, a Total Fire Ban has been declared for _____

A _____ Fire Danger Rating is forecasted for _____

Any signs of fire should be reported to 000 immediately.

Other Incident

An incident has occurred in _____(area)

Roads may be closed. Please avoid the area

Evacuation

The (police)........................... have issued an Evacuation Order for your

.... Street Please indicate what action you

are taking THUMBS UP you are leaving, THUMBS DOWN you are staying or OTHER if you need assistance.   Head for your safe area.

High Threat Period

During the High Threat Period, we recommend that at least 1 person is available to oversee the group for your local area.

We also recommend at least one information session with Residents to teach them about the process, what to expect, and basic BART App usage.

For education resources, please see:

- Dual Authorisation Form
- Stakeholder Resident Guide
- Group Administrator Guide

Managing BART Community

You, as the Community Administrator pass the information to Group Administrators.

The Principle Function of BART Community is

that Participating Stakeholder or Resident will receive messages and they respond by pressing the
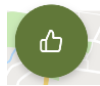
 ## Green Thumbs Up button

to indicate to the Group Administrator and others Participants in the Group know that they have received the message.

The next very important function is that when participants receive an Evacuation Message they have the option to respond as follows:

(1) **Green Thumbs Up** – **They are leaving to a safe place**

(2) **Red Thumbs Down** – **They are NOT LEAVING**

(3) **Yellow Other** – **They require assistance**

NO RESPONSE by them will indicate to the Group Administrator and other Participants in your group that they have not received the message.

In order for BART Community to function effectively, the Brigade is required to ensure the efficient communication of Fires and Incidents to their allocated Group Administrators. This responsibility may be divided by a rotating roster consisting of multiple Brigade Members.

The management of BART Community is particularly important during the high threat period.

Group Administrator

- Maintain a current list of participants in their group within BART Community.
- Provide information on removals or additions to the managing Brigade

- Provide basic training to new members of BART Community in their group.
- Use the 'Discussions' or 'Messaging' Function as required to communicate with other Group Administrators or end-users
- Assist with promoting and organising property walkthroughs for their group.
- Promote prevention and preparedness programs run by the Brigade
- Comply with the 'Community Terms of Use'

Stakeholder and Residents

- Receive messages via BART Community
- Refer to their local 'Fires Near Me' application for current information and advice
- Use the 'Discussions' or 'Messaging' function as required to communicate with the Administrator and other members on your Group.
- Comply with the 'Community Terms of Use'

Terms of Use

By agreeance upon signing the **Residents Authorisation Form**, non-Brigade member users (Administrators, Stakeholders and Residents) will abide the following terms of use:

Any of the following is prohibited with BART Community:

- Violent, obscene, profane, hateful, derogatory, racist or sexist language;
- Discussion or promotion of behaviour that is unlawful;
- Comments that threaten or defame any person or organisation;
- Solicitations, advertisements or endorsements without prior approval of the Brigade;
- Encouragement or glamorization of the use of alcohol, tobacco or illegal drugs;
- Hyperlinks to any of the aforementioned material;
- Multiple successive irrelevant or spam comments

If a user is found to have undertaken any of the points outlined in the prohibited activities, we may take the following actions depending on the severity of the offending:

- Written or verbal notification of unacceptable behaviour
- Suspension of user's account
- Withdraw and banning of user from the BART Community

Disclaimer:

People who do not physically live in a group area within BART Community or have moved, the Group Administrator will remove the Stakeholder or Resident from BART Community.

BART Community is currently being run by Volunteers so the brigade, unit, Council or committee cannot guarantee a message will be sent every time.

Fire is unpredictable so it is essential that you have a fire plan, DO NOT rely on a message from BART Community. Fires can escalate rapidly and without warning.

Maintain your own situational awareness and action your own fire plan as required.

More details for the BART Community Administrator.

(A) The BART Team will create the initial Community Environment for BART Community consisting of:

    (1) Administration Group in the Town District
    (2) Create or add the Main Administrator to this group with District Permissions.
    (3) Create the Stakeholder Group in the Groups District
    (4) Add the Main Administrator to the Stakeholder Group with District Permissions.
    (5) Set up the District Broadcast Tag "Message to ALL" in the Stakeholders Group so that the Main Administrator can send messages to all Groups

(B) In the Administration Group the Main Administrator can then:

    (1) Create additional Administrators with District Permissions in both the Administration Group and the Stakeholders Group (with the assistance of the BART Team if required)
    (2) Create additional Community Groups in the Group District
    (3) Add the "Message to ALL" Broadcast Tag to the new Community Group
    (4) Create Administrators in the Administration Group as Members
    (5) Add the Group Administrator to the new Community Group they oversee as a BART Administrator for the group.

(C) The Main District Administrators can send Messages and Alerts to:

    (1) Members in the Stakeholder or new Community Group.
    (2) Stakeholders and Residents in specific Groups
    (3) All Stakeholders and Residents in all Community Groups

(D) The Administrators in the Stakeholders or Community Groups can create Stakeholders or Residents in their Groups.