

**From:**  
**To:** [Flood Inquiry](#)  
**Subject:** Submission from a RFS volunteer  
**Date:** Monday, 4 April 2022 9:56:28 PM

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Hi there,

I'm an RFS volunteer at the rural fire brigade and have helped to clean multiple homes and sheds after the recent two floods in the Northern Rivers.

A day after the first flood on 1 March, both fibre and mobile broadband went down and weren't restored for about a week. In that time the RFS ACTIV app which is used to alert brigade members of an emergency like a house or car fire was dysfunctional. Phone calls and text messages also failed most of the time. I think we were very lucky that there was no major fire incident in that time as it would have been very difficult to get a crew together and respond in a timely manner. I believe that most brigades in the region were in the same situation. The RFS has no backup communication network to alert members when both fibre and mobile internet are unavailable.

It appears that this program here is meant to address this issue and it should be rolled out to our region as a matter of priority: [STAND and deliver | nbn](#)

Even if the fire shed is still connected, members at home aren't, so additionally the RFS should have a plan B when the RFS ACTIV app is dysfunctional which could be to provide key members with two way radios or have an address register so a crew can be assembled without mobile or radio communication.

Best regards,