

# NATIONAL POLICE ALARM ACTIVATION RESPONSE GUIDELINE



## INTRODUCTION

The National Emergency Communications Working Group – Australia and New Zealand in consultation with the Australian Security Industry Association Limited have developed a National Police Alarm Activation Response Guideline ('the Guideline') to align police classification, requirements and response to alarms and alarm activations.

The Guideline provides a framework for:

- National consistency in the way in which Australian policing jurisdictions and security companies who are members of recognised security industry organisations define and respond to alarm activations;
- Processes and procedures for the handling of alarm responses;
- More efficient use of police resources.

The objectives of the Guideline are to:

- Provide a consistent categorisation of alarm types;
- Provide a consistent alarm activation response priority;
- Identify those alarm types police may not respond to;
- Reduce the number of non-genuine alarm activations that police respond to;
- Define Alarm Monitoring Providers requirements for confirmation of genuine alarm activations.

## ALARM CATEGORIES AND TYPES

- **Alarm category A:** Hold Up Alarm – Commercial only; High Risk Premises Alarm; Monitored Personal Safety Alarm;
- **Alarm category B:** Multi-Sector / Multi-Break Alarms; Communication Failure; Single Sector Alarms at High Risk Premises; Duress Alarms; Vehicle Tracking Alarms;
- **Alarm category C:** Any alarm other than those listed above eg portable wireless devices, including pendants;
- **Alarm category D:** Multiple Sector Alarms, where there is no ready access to the premises; Single Sector Alarms - Non High Risk Premises; Flashing Blue Lights; Unmonitored Alarms; Vehicle Alarms; Fire or Smoke Sensor alarms; Medical Alarms and Power Failure/Low Battery.

## ACCREDITED ALARM MONITORING PROVIDER

Under the Guideline, police will respond to requests for assistance from accredited Alarm Monitoring Providers. For the purpose of this guideline, an accredited Alarm Monitoring Provider is defined as (i) being a current member of a recognised security industry organisation; (ii) complying with Australian Standard 2201.2 (as revised from time to time) monitoring centre certification and (iii) operates a telephone link in its alarm monitoring centre that is capable of showing Caller Line Identification (CLI) to the relevant police jurisdiction's telephone links.

Alarm systems are required to be maintained in accordance with the *Australian Standard 2201.1: Intruder Alarm Systems – client's premises: design, installation, commissioning and maintenance*.