



Police Communications Centre
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"Partnerships in Policing"
Alarm Response Working Group

24th September 2007

All Monitoring Centres.

Dear Sir/Madam

The Alarm Response Working Group (ARWG) has amended existing strategies to reduce the number of unwarranted Hold-up and Duress alarms being passed onto Police Communications. As the new policy will indicate, this is broadly achieved by the introduction of a new category of 'Request for Assistance'. The existing Hold-up and Duress alarm categories have been amended to now include the **Standard Code for Supply and Installation of Hold-up and Duress Alarm Devices**.

The amendments relate to all monitored alarm installations. Any existing hold-up or duress alarms that do not meet the new standards will be regarded as a request for assistance and should be treated accordingly. It will be the responsibility of each monitoring centre to alter their individual templates to effect the necessary changes.

The implementation date of the new policy has been nominated as Friday 21st of September 2007 and is to be adopted by all monitoring centres that are approved to pass alarms through to the West Australia Police Communications Centre. Police Communications Centre will now require additional information when being requested to attend to a Hold-up or Duress alarm, which will include the individual zone number and current seal status of the premises including the time of the last Day or Night Seal.

It is expected that all monitoring centres will conform to these new amendments by 1st December 2007. It should be noted that monthly statistics already exist for each individual monitoring centre at Police Communications showing the number of alarm calls in each category. These statistics will indicate the level of compliance for the new amendments.

Any questions or clarification on this matter should be directed to the ARWG on 93744003.

Superintendent Alf Fordham
Communications Division
Police Communications Centre

25 September 2007