



Australian Security Industry  
Association Limited

## **BRIEFING NOTE 2: NOVEMBER 2009**

### **AMENDMENTS TO NSW POLICE ALARM RESPONSE POLICY**

Further to information circulated in May 2009, the NSW Police Force has advised ASIAL of further changes to its Direct Access Service (DAS) alarm response policy. This initiative is designed to help focus available police resources on attending genuine serious or potentially serious incidents.

The latest amendments can be summarised as follows:

1. **Portable wireless device activations**, including pendants, can only be reported to NSW Police Force as **DURESS** alarms – **never** as ‘Hold Up’ alarms.
2. **NSW Police Force definition of Hold Up alarms** (please refer to ASIAL Briefing Note 1): Must be purpose-designed/manufactured dual action devices and must be permanently affixed to a solid surface. Temporary fixtures, such as Velcro or double-sided tape, do not constitute a permanent fixture.
3. **Hold Up alarm devices** as defined by NSW Police Force may connect back to the alarm panel using either hard wiring or wireless communication. Wherever practicable, they should be equipped with a manual reset function.
4. NSW Police Force must only be requested to **attend Hold Up alarms for commercial premises with approved activation devices in accordance with Schedule One of the Direct Access Service**. All residential button alarm activations are to be classified as Duress without exception.
5. **‘Key Pad’ or ‘Code Pad’ alarms must not be reported to NSW Police Force as ‘Hold Up’ alarms** – they are to be classified as **Duress** alarms at all premises.
6. **High risk customers**: Schedule One of the Direct Access Service defines what constitutes a high risk premise for the purpose of requesting a NSW Police Force response. If a monitored alarm customer falls outside the definitions as listed in the Schedule, but believe they fall into a high risk category, they are invited to submit their reasoning and justification in writing to their monitoring company, which will make an application to NSW Police Force on behalf of their customer for consideration.
7. **Alarms at premises listed in Schedule Two of the Direct Access Service must be verified to determine whether a crime is in progress**, in which case the DAS may be accessed via the dedicated numbers. For notification of completed alarm events, the premises owner (or their representative) should call **131 444** to report the incident and obtain a police Crime Event Number.

**The monitoring centre has no legal authority to call 131 444 on the client’s behalf.**

ASIAL strongly recommends that Members notify their customers of these changes without delay. \*For a copy of Briefing Note 1, refer to ASIAL’s website [www.asial.com.au](http://www.asial.com.au)

*NSW Police Force has advised ASIAL that it may take legal action against alarm monitoring companies or individuals who continually fail to provide it with correct or precise information. NSW Police Force will employ the provisions of either Section 93Q of the Crimes Act (NSW) or Section 474.18 of the Criminal Code Act 1995 (Commonwealth) where it deems appropriate, if an alarm monitoring company or individual continues to act inappropriately.*