

RECEIVED
17 DEC 2009

BY:



NSW Police Force
www.police.nsw.gov.au

Mr Bryan de Caires
Chief Executive Officer
Australian Security Industry Association Ltd (ASIAL)
PO Box 1338
Crows Nest NSW 1585

Dear Bryan,

Re: NSW Police Force – Duress Alarm High Risk Premises (Commercial)

NSWPF has reviewed the classification of high risk commercial premises in respect of the duress alarm responses. Part of this review included identifying the number of false or non genuine alarm calls that police were responding to for CentreLink premises. Our data indicates that currently NSWPF is responding to CentreLink alarm activations where in excess of 98% of the calls are either false or non genuine alarm calls.

As you maybe aware PoliceLink operators have been accepting duress alarm notifications from alarm monitoring companies in respect of CentreLink premises as genuine and actioning an urgent Police response. An urgent police response requires police to attend at high speed, under lights and sirens. The nature of this response is high risk and should be limited to genuine activations to ensure the safety of the public and police are not jeopardised.

Bearing in mind the high percentage of either false or non genuine duress alarm calls the previous arrangements will now cease. Commencing 24 December 2009 police attendance to duress alarm activations at CentreLink premises will only occur after an employee in the Alarm Monitoring Centre has contacted the relevant CentreLink premise or monitored any available CCTV link to ensure that the alarm has not been triggered by accident or by a malfunction.

It would be appreciated if your organisation could distribute this advice to your members.

Yours sincerely

Chris Beatson
Director

10-12-09

Police Assistance Line Command
Incorporating Triple Zero (000), 131444, Crime Stoppers and Customer Assistance Unit

PO Box 3427 Tuggerah NSW 2259

Telephone 02 4352 0000 Facsimile 02 4352 0003 ENet 31000 EFax 31003 TTY 9211 3776 (Hearing/Speech impaired)

ABN 43 408 613 180

NSW POLICE FORCE RECRUITING NOW 1800 222 122

WWW.POLICE.NSW.GOV.AU/RECRUITMENT