

Changes to NSW Police Alarm Response Policy



Notwithstanding, ASIAL recommends Members who monitor alarms remind all clients of the importance of regular maintenance of alarm systems, which can play an invaluable part in reducing the likelihood of a system to generate a false signal. Further, we strongly advise Members to ensure their clients are familiar with their alarm call passwords and their correct use.

On 1 December 2008 the NSW Police Force (NSWPF) changed the way security companies report alarm activations. This resulted in the introduction of the 1900 Direct Access Service (DAS) initiative.

As a result of this initiative, the NSWPF has indicated that there has been a significant drop in the number of alarm calls being reported. Notwithstanding the decrease in alarm calls, there is still a significant percentage of these calls that have been identified as non genuine activations.

A review of alarm calls received by NSWPF highlights a number of areas where security companies are incorrectly reporting activations, particularly in respect of hold up alarms.

