

From: TFS False Alarm Reduction Strategy
Sent: [REDACTED]
To: [REDACTED]
Subject: False Alarm Reduction Project Consultation Paper: Feedback Form

From: no-reply=tasfire.clients.ionata.com.au@mailgun.clients.ionata.com.au <no-reply=tasfire.clients.ionata.com.au@mailgun.clients.ionata.com.au> **On Behalf Of** Tasmania Fire Service
Sent: Tuesday, October 31, 2023 4:09 PM
To: TFS False Alarm Reduction Strategy <TFSFARS@fire.tas.gov.au>
Subject: New submission from False Alarm Reduction Project Consultation Paper: Feedback Form

1. By making a submission to this consultation you agree to the collection of information you provide in your submission and the use of the information; and non-disclosure of personal information as outlined above.

Agree

2. On who's behalf are you making this submission? (Please select one item only)

I am making this submission on my own behalf.

3. Are you an DPFEM internal employee, external employee, external stakeholder, retained or volunteer firefighter?

I am a volunteer firefighter

Do you have any suggestions or recommendations on particular areas that TFS should target through the development of policy and guidelines that will support the decision-making process to effectively reduce false alarms?

Every detector is impacted by foreign particles and micro organisms present in the atmosphere it monitors. The contract (if there is one) issued by TFS to have premises monitored must contain a stringent maintenance clause, as every activation has a cause. It is impossible to have an activation without reason.

What advice and support do you require from frontline staff to take action to reduce the occurrence of repeat false alarms?

After an activation the TFS emails the premise owner of the detector in question, and that is all that happens. There is no follow up to TFS or the local brigade to advise if the situation has been remedied.

What type of resources would you find useful to assist in reducing the incidence of false alarms? And, what type of information do you require?

Education of premise owners/fire wardens is required with regard to maintenance of detectors and correct work practices. Any contract should have guidelines for implementing procedures to enable optimum performance out of these detectors e.g. when to isolate zones if creating an atmospheric hazard.

What considerations do you believe should be incorporated into a methodology for the setting of fees and charges relating to premises with monitored alarms?

Fees are relevant when activations are work related I.e. failing to take appropriate remedial steps before commencing work.

How might TFS be able to provide an improved service to premises owners in the payment of fees and charges related to alarm premises?

TFS brigades already have an efficient and effective service to DBA calls. What is imperative is that we cease being a non emergency monitoring agency. We are an emergency response service same as SES, Police & Ambulance.

Have you any other ideas on how TFS may be able to provide a more efficient and effective service in relation to alarmed premises?

The Act states that we must attend DBA's. Perhaps the regulations should include the words "smoke activated alarms" then we could work towards a better solution. Check out Western Australia's approach to false alarms. I believe each detector should have a 'buddy' whereby the first activation goes to TFS, who then talk to the premise fire warden. If the second 'buddy' goes off (they can be close or 2m away) TFS hit the big red button. This eliminates any doubt

about why the detector activated. No doubt legal requirements must be dealt with but with appropriate training fire wardens would have the rights to assess and isolate detectors and reset as we do.