

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: Friday, September 22, 2023 10:01 AM
To: TFS False Alarm Reduction Strategy <TFSFARS@fire.tas.gov.au>
Subject: New submission from False Alarm Reduction Project Consultation Paper: Feedback Form

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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, retained or volunteer firefighter?

I am an DPFEM internal employee.

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?

Do TFS really need to respond to every alarm call?

Consider options for TFS response to alarmed premises we don't necessarily need to respond to, for example, buildings that are staffed 24 hours a day or buildings staffed Monday to Friday between normal business hours?

Changes in policy should include buildings with ECO's in place should be able to monitor and "check" alarm activations, reset and/or dial 000 if there's an issue, reducing the cost on business and TFS call outs.

Unoccupied buildings or buildings that can't provide an ECO would remain status quo.

Building occupiers/owners should be able to opt in or out, understanding the responsibility!

Incentivize this option through policy etc.

Long term, all buildings should be fully sprinkled.

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

ECO Training would be required.

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?

None

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

Increase the cost of TFS attendance to false alarms and reduce the cost to buildings that "opt in" to monitoring, resetting, etc.

Not maintaining systems appropriately should attract heavy penalties.

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

As above

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

TFS shouldn't have to respond to every alarmed premise.

I'm sure there are capable people who can check etc., ring if there's a problem, reset and manage their own EM arrangements.

Obviously, there would be exceptions to the rule and COOI's to be developed to support.