

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: Saturday, September 23, 2023 6:49 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, retained or volunteer firefighter?

I am a retained 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?

There will always be false alarms, and incidents that we turn out to that are then downgraded to false callouts, statewide TFS need to be more pro active with dba premise's, and encourageing premises to actively get their premises serviced, the systems and detectors etc serviced to assist with systems that are maintained at a good standard
As a volunteer who works a labour intensive job there is nothing worse than being called out to dba premises at early hours of the morning when the initial isolate of the head could have been done straight up and saved a repeat call out, as we know must happen quite a bit statewide

Im not sure what checks or guidelines there are but when contractors and workers come in to undertake dusty works at these places, a check to make sure affected dectectors are covered so they dont get filled up with dust and contaminated rather than isolating the zone

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

I go on a case by case basis, if its cooking practises or something similar will do a reset, but if contractors or workmen have been in the area making dust il isolate straight up this did happen recently

It could be worth an update on information regarding dbas, if theres a clear case that a dectector head has been compromised to savw the brigade resetting then 1 hour later reattensing and needs servicing, a statewide update shared throughout to Brigades

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?

Interesting question, genuine dbas can and will always happen, a memo or some kind of update to premises to encourage servicing of their systems,

Depending on the information available an update to the coogs or if there is enough information to make a powerpoint presentation for brigades to look at

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

Im not sure if there is any information or guidelines on charging premises, for a genuine activation i dont worry about charging, but when we have dbas where contractors have set off heads with dust or similar things i recommend charging, or a place that has had multiple activations that have not been pro active in rectifying the issue
Some more information and guidelines on when and whats applicable for charging would be good

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

Possibly a document regarding the types of situations and circumstances when they may be charged, which hopefully in due time will encourage premise owners to be more proactive not wanting fees for dbas

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

A question i have is how long do dector heads last, we had a dba to a "high risk premise" and one of the activating heads was 20 years old, if domestic smoke alarms are recommend for only 10 years, just wondering on the life span of dba heads

I guess just more awareness, accountability on the premise owners to get there systems serviced to therefor help the TFS