

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, September 5, 2023 10:09 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?

Increase the cost associated with false call outs to ensure the property owner and equipment service provider gets faulty equipment inspected and fixed quicker thus not allowing multiple return jobs over many nights due to lack of urgency.

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

Sufficient already

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?

Higher penalties

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

First fine high but not ridiculous, repeat offences go higher and higher.

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

Sticker on the fip explain the higher fees for repeat false alarms.

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

Ensure keys and key holder information is regularly checked and kept up to date.