

# False Alarm Reduction Project Consultation Paper: Feedback Form

**Instructions: Please provide answers to the questions that have been asked as they relate to the identified categories in which we seek comment. There are no word limits to your responses.**

Consultation is open from Friday September 1 to Friday November 3, 2023.

## Collection of Information

Before answering any of the questions, or providing any of your details, please ensure you have read and understood the below statements.

All submissions and comments will be published. All personal details will remain in confidence and not used beyond the scope of this consultation. Your comments and feedback will only be used to help inform the best way forward for the development of the False Alarm Reduction Strategy. The Tasmania Fire Service will handle your personal information in line with the *Personal Information Protection Act 2004* ([View - Tasmanian Legislation Online](#)).

For further information relating to how the feedback from this consultation will be used, refer to the relevant section within the “False Alarm Reduction Project - Consultation Paper”.

It is not a requirement of this survey to declare any of your personal details.

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. (Required).

Agree                       Do not 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.

I am making this submission on behalf of a business.

I am making this submission on behalf of an industry body.

I am making this submission on behalf of a government agency or employee.

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

I am a DPFEM internal employee.

I am an external employee.

I am a retained firefighter.

I am a volunteer firefighter.

The following questions are specific to the consultation relating to false alarm management.

Please refer to the consultation paper regarding the information provided, which forms the basis of these questions for your response.

## **Policy & Procedures**

### **4. Question**

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?

Building Safety are to ensure premises are adhering to the as1851-2012 standard specifically Appendix G – Fire Detector Testing  
Detector Testing – Point Type Smoke Detectors  
G5 POINT TYPE SMOKE DETECTOR SENSITIVITY•All smoke detectors shall be replaced with cleaned and calibrated or new detectors every 10 years followed by the functional test (G4); unless the sensitivity is tested or verified in accordance with G6 or G7.  
G6 POINT SMOKE DETECTOR IN SITU SENSITIVITY TEST Test sensitivity of all detectors in situ using test equipment listed and calibrated in accordance with a national or international standard Test to be conducted after 10 years from installation and then every 5 years Report all detectors that fail the test  
G7 SMOKE DETECTORS CAPABLE OF REPORTING ‘OUT OF SENSITIVITY RANGE’ Where the sensitivity or ‘out of sensitivity range’ can be indicated or read at either the CIE or at the detectors, carry out the relevant procedure in accordance with the manufacturer’s instructions yearly. Report all detectors that indicate they are at the end of the manufacturer’s sensitivity range. Prevent installers siting/installing of smoke detectors in environments prone to activating these type of devices E.G. Kitchens, Bathrooms high dust environments. Ensuring when a site changes work practices they are not have an unintended consequence of activating of a device. Ensuring contractors working in monitored premises they are aware of the contractor obligations regarding isolation and the monetary fine imposed if they activate a device etc. Aged Care and Hospital environments Class 9a/9C look at rationalising the siting

of Manual Call Points in publicly accessible locations. No requirement for MCP's under the latest edition of AS1670.1:2018 (need to be verified for 9a/9c class buildings). These could be sighted in Nurse Stations or equivalent locations with sufficient covers to prevent accidental activations. These therefore would only be accessible by staff.

## Training of frontline staff

### 5. Question

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

More detailed reports of activations. Model of the FDCIE, Type of activated device. Who activated it. No cause found more details. Ensure photos of the FDCIE and the activated device are taken for all DBA. This can be correlated to see if there is a trend that can be identified to help reduce the activations.

## Education

### 6. Question

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?

Have a brochure to give to the premises to help education them on reducing false alarms E.G Work practices / isolations etc. These could be sent out with the bill

## The setting of Fees and Charges

### 7. Question

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

Look at the FRV and RFS type of fee structure where each appliance that attends is charged out at \$1000 each or more and then once on site, they are billed extra in 15-minute blocks of time. Could be \$250 per 15 minutes per truck. This could also be an additional revenue stream for the TFS outside of Government financial control.

## Business systems and practices

### **8. Question**

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

Provide Aged Care and Hospitals more support when residents/patients activate devices. Maybe a set an amount free callout per financial year (4?). Show them on the invoice what they could have been charged then discount accordingly and show how many free activations they have left.

### **9. Question**

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

Provide TFS staff and Volunteers training on the use of FDCIE in their response areas or develop TFS manuals for them. Ensure brigades are given sufficient notification when new FDCIE are installed in their brigade response areas and are then given sufficient training on the operation of the new FDCIE. Have stickers placed on the FDCIE at each premises that indicates the amount of the fines for false alarm activations.