



VICTORIA POLICE

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Dear Sir/Madam,

Victoria Police and Private Security Industry Alarm Response Procedures

Background

Victoria Police's Alarm Response Procedures were designed to reduce the number of attendances by Police at unwarranted alarms. These Procedures were developed in partnership with the Private Security Industry and included a significant input from the Victorian Branch of the Australian Security Industry Association Limited (ASIAL), the Victorian Security Institute (VSI), the Master Locksmiths Association of Australasia, and the Victorian Council of the American Society for Industrial Security, Australian Chapter.

At a recent Victorian Security Industry Advisory Council (VSIAC) Alarm Response Subcommittee Meeting it was agreed the Licensing Services Division (LSD) should circulate the current Policies and Procedures to approved alarm companies to provide information and clarify any issues or misconceptions they may have in relation to these Policies and Procedures. Alarm Response is a subcommittee of the VSIAC Electronic Security Committee.

Alarm Categories and Definitions

For the purpose of determining Police response to monitored alarms it is necessary to determine specific Categories and Definitions for all alarm types. Police shall be entitled to respond to all **Category A** alarm activations. **Category B** alarm type activations shall be responded to by an arrangement between the monitoring company and the customer and will only be passed to Police when there is confirmation of an offence onsite. **Category C** alarm activations are unmonitored alarms not requiring a police attendance. A copy of the Category A, B & C definitions is attached.

Alarm Procedures

Under the current procedures in order to request a Police response to a Category A alarm activation it has been agreed that control room and monitoring centre operators must comply with the following:

- Only request Police response by ringing “000” (in the Metropolitan/Geelong area)
- Ensure alarms passed for Police response fall within the Category A Definition.
- Always use the 3 letter security company code or “Alpha Code” issued by LSD.
- Always use the security company sequence number when requesting Police response.
- Hold a Private Security Business Licence and have all control room and monitoring centre operators licensed in line with the requirements of the Private Security Act 2004. Control Room and Monitoring Centre Operators currently fall under the definition of security guard and are required to have the activity endorsed on their licence.
- Have the control room graded to comply with Australian Standards AS2201.2(2004) (Grade A1 to C3)
- Have the alarm system from which the alarm event is generated maintained in accordance to the requirements of Australian Standards AS2201.1(2007)

Police Instructions

Victoria Police instructions to its members are outlined below:

Police will respond to any calls for assistance. However response to an alarm is dependent on the category of alarm:

- Category A – police will attend.
- Category B – police will attend only if the monitoring company can confirm an offence.
- Category C – requires no response until confirmation of an offence.
- In-Car monitored alarms -an in-car monitored alarm is a Category B alarm. The monitoring company will notify police when the alarm is activated and an offence is confirmed. They will also advise police if an immobiliser is fitted to the vehicle. Police response is according to current priorities and operational considerations. The owner of the vehicle will be advised by the monitoring company to attend a police station to report theft of the vehicle, if need be. Police may request the monitoring company to immobilise the vehicle however:
 - consider whether it is safe and appropriate to do so.
 - the vehicle must be in sight and be stationary with little chance of it moving.

Alarm Categories and Definitions

Alarm Type	Definition	Category
Holdup Alarm	<ul style="list-style-type: none"> • Installed in any premises; • Maintained to Australian Standards; • Monitored by an approved monitoring service; • Cash or other valuables held at the premises may be at risk from attack by armed offenders; and • Activated by the owner, occupier or representative because of an apparent risk. 	A
Duress Alarm	<ul style="list-style-type: none"> • Installed in any premises; • Maintained to Australian Standards; • Monitored by an approved monitoring service; • Any occupants(s) of the premises may be at risk from physical attack; and • Activated by an owner, occupier or representative because of an apparent risk. • Includes pendant and remote devices connected to a fixed (installed) alarm system. 	A
High Risk Premises Alarm	<ul style="list-style-type: none"> • Installed in any premises classed as high risk. Examples of high risk premises include; <ul style="list-style-type: none"> • financial institutions • ministerial or other offices of public persons at risk • residences of senior parliamentary office holders, ministers and judges • embassy's, consulates or other diplomatic offices and residences • drug wholesalers or pharmacies • firearms dealers • premises where goods stored constitute a risk to the public; • Maintained to Australian Standards; • Monitored by an approved monitoring service; • Activated by an apparent intruder on the premises; and • Keys to the premises are available to enable police access within a reasonable time. 	A
Multi-Sector or Multi-Break Alarm	<ul style="list-style-type: none"> • Installed in any premises; • Maintained to Australian Standards; • Monitored by an approved monitoring service; • Two or more sectors activated or more than one break on the same sector activated by an apparent intruder; • Keys to the premises are available to enable police access within a reasonable time. 	A
Communication Failure	<ul style="list-style-type: none"> • An alarm installed in any premises; • Maintained to Australian Standards; • Monitored by an approved monitoring service; and • Indicating a communication failure between the alarm and the alarm monitoring service. 	A
Other Alarm	<ul style="list-style-type: none"> • A monitored alarm not fitting in one of the above categories. • Unmonitored alarms 	B C