



New DVD helps security buyers >> ICAC calls for training clean up >>

news: NBN alarm chaos • Protection upped at sea and air ports • Investors eye industry • ACT union deal • More >>



In good company >>



Change is about proper management



Neville Kiely
Managing Director

OVER 30 years ago, Alvin Toffler wrote a runaway bestseller, *Future Shock*, predicting a world of rapidly accelerating changes.

Nowhere is that rapid change more apparent than in telecommunications.

And, there has always been a close nexus between activity in the telecommunications industry and alarm monitoring.

To be sure, some in the past have tried to offer alternative methods to transmit alarm signals, but none have come close to the ease of use and coverage of the public telephone network.

As work begins in earnest on rolling out the National Broadband Network (NBN), the next five years to eight years — during which the NBN is due for completion — there are challenges ahead for the alarm industry.

Details are unclear, but we have been assured that legacy systems, such as digital diallers, will be taken into account.

Doing so needs to be looked at not only from a technical point of view, but also from ensuring that Australian Standards continue to be met.

One of the reasons Australian Standards was rewritten over the past few years was to ensure that they could accommodate changes in communication technology.

One of the reasons we have continually upgraded our monitoring facilities is to ensure that we, too, could continue to accommodate the same changes.

And, one of the reasons we offer the likes of regular training sessions for installers, is so that they can keep abreast of those changes.

As one man, King Whitney Jr., is quoted as telling a sales meeting in 1967: "Change has considerable psychological impact on the human mind. To the fearful, change is threatening because it means that things may get worse. To the hopeful, change is encouraging because things may get better. To the confident, change is inspiring because the challenge exists to make things better."

No doubt with the NBN there will be the usual snake oil salesmen sowing confusion in the minds of consumers and suppliers alike. We have already seen our fair share of that with Securitel alternatives.

Nevertheless, at Central Monitoring, we will continue to maintain a watch and brief of new technology, evaluating alternatives, and offering only those that work best for installers and the customers we monitor.

We will also continue to provide the very best training and maintain levels of customer service that consistently wins praise from customers.

In short, we will continue to work towards making things better.

Doing so is what has helped us stay in business for 20 years — keeping many staff with us for over 10 of those years — and will keep us going for many years to come.

No matter what changes there may be ahead in the telecommunications industry.

IP services increased

TELSTRA Secure is being added to CMS' suite of IP monitoring services.

Telstra Secure has been fully accredited to meet Levels 4 & 5 of the latest (2008) AS2201.5 Security standards and is fully committed to maintaining that accreditation.

Designed by leading security manufacturers and Telstra, to operate over Telstra networks and meet Telstra's stringent quality standards, Telstra Secure ensures reliability and security with a four pronged approach:

- Operation over fully private network, fully resistant to web based attacks protecting the security company and end customer.
- Private Dedicated VPNs, preventing the "contamination" of Security traffic within the Telstra Network
- Encrypted Security Information, using a highly secure Triple DES algorithm to transmit alarm information; and
- Telstra Next IP™ network backbone, providing an ISO 27001 certified, redundant and accessible IP Network.

"We are pleased to be adding Telstra Secure to our range of IP monitoring services," says Neville Kiely, CMS' managing director.

"As with all new services, we have carefully evaluated the service, and ensured that not only do we have the technical capability but also that technical staff and operators are fully prepared."

CMS provides a number of high security monitoring services utilising a combination of Internet, GPRS and PSTN to transmit signals to special servers at the monitoring centre, including Fratech and Emizon.

NBN signals more change for industry

AS WORK begins on the National Broadband Network (NBN) the scene is set for IP to become increasingly important in alarm monitoring.

In Mt Isa on February 17, the Minister for Broadband, Communications and the Digital Economy, Senator Stephen Conroy, launched the first fibre optic backbone link being laid for the NBN on mainland Australia.

"Backbone infrastructure provides the communication links that connect our towns, cities and rural areas to each other and the world," Senator Conroy said.

"Today is just the beginning. As the NBN rolls out, high-speed broadband will also be expanded to all homes, schools and workplaces across Australia. The Government's implementation study is working with NBN Co to finalise the rollout plan and schedule for the network."

A spokesperson for Conroy told CMQ that NBN Co, the organisation responsible for managing the network, will factor in legacy systems, such as alarm systems, which will need to continue to work over the new network. "The Government recognises there are a range of analogue legacy services used by consumers and businesses currently supplied over the copper public switching telephone network, which will need to be supported over the digital optic fibre National Broadband Network," the spokesperson said.

"The migration of legacy services is an issue being investigated as part of the NBN Implementation Study

"NBN Co technical specialists are aware of the requirements of legacy services and are factoring these requirements into the network design."

Neville Kiely, CMS' managing director, says that CMS has always carefully followed developments in communications and will continue to do so.

"NBN is another step in the changing communications world and another change in the traditional reporting of alarms," says Kiely.

"We know the NBN is coming and equipment manufacturers can — and no doubt will — develop an interface from the alarm panel to the network to transmit security information."

Kiely points out IP monitoring alternatives are already available — CMS, for example, provides three alternatives; Fratech Multipath, Emizon, and Telstra Secure — and suggests that installers learn more about them.

"From an installers point of view, existing systems will also need to be reconfigured and someone is going to physically have to do the work. As such, installers will need to keep abreast of what is going on and what is available."

To find out more about IP monitoring options, contact CMS customer service.

CMS heads for A1 grading

CENTRAL Monitoring Services has announced it will be graded B1 in February, this year, with steps being taken to move to A1 later in 2010.

"CMS was hoping to change the standards but due to major changes in Standards Australia, this is not possible," says Neville Kiely, CMS' managing director. "Our competitors have been inferring that A1 is better than B1 without customers knowing there is very little difference. There is certainly no difference in client service, which is as much about the people as it is the equipment."

The upgrade work includes additional building works to the facilities within the shell, not just within the secured area, but will not affect service.

Annual show and conference date set

THE Australia Security 2010 conference and exhibition — now in its 25th year — will be held from September 1 to 3 at Darling Harbour, Sydney.

Security 2010 Exhibition, the largest in Australia, features 140 of

Australia's leading manufacturers and suppliers of security technology and services, including: alarms, IP solution, detection devices and security wireless applications.

The Security 2010 Conference and

workshops will again feature a line up of local and international speakers covering a wide array of topics relevant to the security of people and assets.

For more information, visit www.securityexpo.com.au.

Emergency call monitoring now available

ADVANCED telephone-based emergency call and communication monitoring — for the likes of medical and other emergency applications — is now available through Central Monitoring services.

SmartLink, which is designed and manufactured in Australia, is a complete user-friendly emergency call system, activated by simply pressing a radio key, which can be worn on a key ring, around the neck, or on the wrist using a watch strap.

“This flexibility allows the user to be comfortable and confident in their ability to control any situation and instantly summon assistance 24 hours a day,” says CMS’ Scott Kiely.

The SmartLink unit is fully self-contained and can be installed in minutes by plugging in the AC adapter, unplugging the telephone line from the telephone and then plugging it into the “Line In” socket of the SmartLink.

The system also caters for multiple users, as each radio key has its own unique identification code. This design flexibility allows for specialised applications, such as retirement villages, private residences, universities, shopping centres, building management, sporting complexes, lifts, hostels, and hospitals

“SmartLink automatically answers an incoming call, hands-free, after an alarm has been sent. This special feature is designed to provide immediate voice communication to one of our operators, automatically providing the user with confidence that help is near,” says Kiely. “It also allows the carer or operator to immediately gain valuable information that will assist in making fast, correct decisions that may make all the difference.”

To find out more contact Scott Kiely on 02 9809 9288

What our customers say

ANN Smith says CMS “does a great job. Thank you”.

Keith says: “A great job. Send us some flier to let the new tenants of a good company for monitoring.”

Gregg Foss says he loves the work CMS does and is “grateful” for its service.

Dianne Cameron praised CMS for prompt response to a break and enter: “A job well done.”

Maurice Joffe thanked CMS for prompt action of an alarm.

Sally Allen thanked “all CMS staff” involved in actioning a genuine break and enter alarm,

Pam Bocking said to let everyone at CMS know that they are “just lovely, have great service” and that she “feels much safer having CMS around”.

Isabella Leung thanks CMS “for doing a good job”.

Craig Delaney says that, as a new customer, he is “so pleased to be dealing with a company that prides itself on customer service and just being nice on the phone.”

Sandra Mattison says she is happy CMS is now providing medical alarm services, adding the staff are “very comforting and quick to assist”

Peter Bourke says he “really appreciates” the work CMS does.

Terry Giles says he is “very impressed, so far” with CMS.

Peter Sanderson advised his installer: “All running smoothly here, since we switched back to Central Monitoring. In my opinion, they leave that other mob for dead in responsiveness and attitude.”

Maris says she is “glad CMS is on the ball”.

Peter says he is “very happy” with CMS service and the fact that the company is “very efficient”.

4 Telephone-based warning system launched

A NATIONAL telephone-based emergency warning system, called Emergency Alert, has been launched at the Victorian State Control Centre.

The system, announced by the Federal Attorney-General, Robert McClelland, and the Victorian Police and Emergency Services Minister, Bob Cameron, will be used to warn the public in the event of a major emergency, and will add to a range of measures including television and radio alerts, public address systems, door-knocking, sirens, signage and the Internet.

Under the emergency alert system, warning alerts will be sent by recorded voice and text to landline and mobile phones.

Technological gaps currently limit the system to sending alerts to mobile phones based on the billing address, rather than where the handset is at the time of the emergency.

The Federal Government is to fund up \$1.35 million to conduct research to determine how warnings can instead be delivered to mobile phones based on their physical location.

Cameron said that Emergency Alert could deliver up to 1,000 voice messages a minute to landlines, and 300 text messages a second to mobile telephones.

“This is an additional warning mechanism available for use 24 hours a day, 7 days a week in the case of an emergency,” Cameron said. “It can swiftly reach a large number of people in a targeted manner.”

Both McClelland and Cameron warned that it was common sense to not rely solely on receiving a warning and highlighted the need for everyone in the community to take action to prepare for and respond to emergency situations.

Victoria released a Request for Information seeking market advice on the feasibility of providing emergency warnings to mobile handsets based on location in August.

The feedback from this process will inform a report to the Council of Australian Governments in the first quarter of 2010.

THE Federal Attorney-General, Robert McClelland, has launched a security DVD, called Security is Your Business, and called on businesses to get smarter about buying security.

"This DVD is effectively a security conference-in-a-box and it's designed to help clients become smart shoppers," said McClelland.

"Security is Your Business provides professional, constructive security advice from some of Australia's top experts in the field. It addresses security, risk management and resilience. And it aims to help clients better understand the different security issues they should consider in specifying security requirements."

The Security is Your Business DVD, was sponsored by the Australian Government, Central Monitoring Services, SNP Security, and One Security, as well as being supported by Qantas and Thales.

Through the Trusted Information Sharing Network (TISN), McClelland said, the Attorney-General's Department promotes awareness of security risks, and ensures that information and techniques needed to assess and mitigate risks is readily available and freely exchanged.

"So, I am delighted that my Department is the major sponsor of [Security is Your Business]. And I congratulate the private sector sponsors who have made a considerable investment to promote security best practice," said McClelland.

CMS' managing director, Neville Kiely, who attended the launch said: "The Security is Your Business DVD was an excellent opportunity for business and government to work together in helping

Security DVD launched



Federal Attorney-General, Robert McClelland (left) with sponsor, CMS' Neville Kiely: Security is Your Business helps clients better understand security issues.

businesses better understand security, and we are proud to have been part of the project."

Almost 200 people, including security professionals, business people, and policy makers attended the launch of Security is Your Business, at the inaugural meeting of the Australasian Council of Security Professionals. McClelland said threats to national security now go beyond terrorism and territorial borders, to include serious and organised crime, electronic attack and natural disasters.

"To ensure the private security industry continues to make its important contribution to national security, we must do all we can to make sure we have the highest industry standards," said McClelland.

"Business leaders have an obligation to take all steps reasonably available to protect their company from foreseeable risks."

For its part, the Government provides information to help understand the range and likelihood of threats and hazards.

"Business then has the obligation to take the necessary steps to manage this risk," said McClelland.

Government, he added, can't give detailed directions on specific security solutions.

"Such advice must take into account the intricacies of the business operations, applicable regulations and controls - and not least, the investment decisions that the business has to make. Business seeks this type of detailed and specific advice from either in-house professionals, or from professionals in the marketplace," said McClelland.

"When a business goes to the market it wants to be sure it's getting the best advice from competent and honest professionals."

Changes to licensing regimes on a Federal level will help improve the industry, McClelland said.

To find out more about Security is Your Business, visit: www.securityisyourbusiness.com

Security investment flying high

AIRPORT security, notably the installation of more body scanners, has led to an uptick in investment in security businesses.

Investors, buoyed by low interest rates, began investing big in security last year, following forecasts that demand for security equipment, expertise, and services would grow because of continuing threat perceptions worldwide.

MarketWatch.com said Strategic Insight, an industry research firm, estimates that a record \$US400 billion flowed into security industry bond funds during 2009.

The London Guardian newspaper reported security companies hoped to profit from the current rush to install body scanners at airports and other checkpoints, including buildings, despite little guarantee the new equipment would eliminate the threat.

The scanner manufacturers claim they would detect materials of the type the alleged Christmas Day underwear bomber, Nigerian Abdulmutallab, took onto the Northwest Airlines flight. Experts, however, cautioned that it would depend on a number of factors, especially the vigilance of the scanner operator, The Guardian said.

A single body scanner costs up to \$US160,000, with training and maintenance on top of that, compared with \$US5,000 to \$US8,000 for a single metal detector.

As authorities begin to go ahead with deploying the scanners, shareholders in the industry are looking forward to significant returns on their investment because of the huge outlay of capital required by governments and corporations.

ACT strikes deal with unions

THE ACT Government has announced a mutual statement of understanding between the ACT Government and the ACT Liquor Hospitality and Miscellaneous Union, aimed at allowing both groups to work together to ensure integrity in the local security industry.

"This Statement of Mutual Recognition between the Office of Regulatory Services and the ACT Liquor Hospitality and Miscellaneous Union means that the government and the union will work together to ensure the integrity of the master licensing process in the ACT," the ACT Attorney General, Simon Corbell, said.

"The Statement...provides an opportunity for the Union to refer substantiated complaints concerning applicants for master licences to the Commissioner for consideration prior to issuing a master licence.

"The Union has an important role to play as the representative of security industry employees in the ACT and is uniquely placed to identify and raise matters of public interest, which may impact on the issuing of master licences."

The ACT Chamber of Commerce and Industry (ACTCCI), however, has criticised the move, claiming it effectively introduces compulsory trade unionism in the security industry.

ACTCCI chief executive Chris Peters says the Attorney-General is attempting to quietly amend the Security Industry Act, and the new arrangements would require a security industry employee's licence applicant to hold a certificate issued by a trade union.

"The Chamber of Commerce was not consulted about this amendment. It appears the major security companies operating in the ACT were also not consulted," Peters says. "It also amounts to considerable additional costs to business by this unnecessary government regulation."

The mutual recognition document, Corbell claims, is designed to be "a positive initiative" which "clearly recognises the significant contribution played by the Union in maintaining the high level of service delivery in the security industry" in the ACT.

"The document will go a long way in ensuring security officers are properly licensed and therefore provide a well established and qualified service to the community," Corbell said. "I am confident that the Union's efforts will assist the Commissioner in satisfying herself that an applicant has not only met the eligibility requirements under the Act, but that it is otherwise in the public interest to issue the licence."

ICAC: Clean up NSW security training

The NSW Independent Commission Against Corruption (ICAC) has made corrupt conduct findings against 10 individuals and recommended that the NSW Police Commissioner assume ultimate responsibility for security industry integrity-related functions. In its Report on corruption in the provision and certification of security industry training, ICAC found that the industry's licence upgrade process failed in its objective to weed out incompetent and undesirable registered training organisations (RTOs) and security officers.

The report says that between September 1, 2007, and March 9, 2009, 28 RTOs issued nearly 45,000 training certificates, one RTO, Roger Training Academy, issuing around 26% of them. ICAC found that some candidates enrolled in Roger training courses were provided answers in advance to written tests to assess

their competency in security-related activities, and were then issued certificates that falsely represented the prescribed competencies had been demonstrated.

In one instance, Roger's operations manager, Ali Merchant, gave an ICAC undercover operative two false First Aid, three false Responsible Service of Alcohol, and three false Responsible Conduct of Gaming certificates in the names of other persons in exchange for \$800. Roger Training Academy Principal, Ahmed Moosani, made substantial profits from his misconduct, with most of \$1.3 million deposited into his personal account in 2008 and 2009 coming from Roger.

Melbourne needs more cameras

MELBOURNE should be saturated with hundreds more spy cameras to help win back city streets from drunken louts, according to 75 per cent of readers responding to a Herald Sun survey.

The newspaper polled thousands of readers statewide in December-January and an independent market research company, Galaxy Research, analysed more than 5000 responses.

"An overwhelming majority of thousands responding to a Herald Sun survey also demanded a much more visible police presence," the paper claims.

Almost 90 per cent thought judges were way out of step with public expectations on sentencing.

Sadly, 75 per cent of respondents also expected politicians to ignore them.

NSW alarm response changes

NSW Police have new guidelines for alarm monitoring centres requesting police attendance.

The guidelines, says the NSW Police, are designed to help focus available police resources on attending genuine or potentially serious incidents.

Central Monitoring Services, along with ASIAL, strongly recommends installers advise their commercial customers to install compliant hold-up activation devices as soon as possible if they believe they fall within the Schedule 1.1 hold-up alarm response category.



Above: Maria.

Top left: Shirley, Maria & Sylvia celebrate 10 years service at Central Monitoring Services with Merran Kiely

Neville Kiely with Shirley and Merran.

In good company

CENTRAL Monitoring Services celebrated 20 years in business with dinner.

Included among the guests were CMS staff, some of who have been with the company for 10 years or more.

And, who said turnover in security is high? Not if you are in the right company.

Port protection upped

Transport Minister Anthony Albanese has called for security at Australia ports — as well as oil and gas facilities — to be strengthened to protect maritime infrastructure from the threat of terrorism.

Changes to the Maritime Security Identification Card (MSIC) scheme will include all card holders undergoing a compulsory criminal history check and an ASIO security assessment every two years, instead of every five years.

A new offence to prosecute MSIC holders who fail to advise changes

to their criminal records will also be introduced as part of the changes.

“Australia is one of only three comparable nations to conduct background checks on people accessing secure areas at ports, ships and off-shore facilities,” Albanese says.

“The Government’s changes will improve security at Australia’s ports and offshore facilities by strengthening the MSIC scheme introduced by the previous government.

“We are determined to get this important area of national security right.”

More safeguards for airports

THE Australian Government has announced a package of measures to strengthen Australia’s international and domestic aviation security regime against emerging threats.

A joint statement by the Prime Minister, Kevin Rudd, the Minister for Infrastructure, Transport, Regional Development and Local Government, Anthony Albanese, and the Minister for Home Affairs, Brendan O’Connor, said the measures are consistent with the security strategy set out in the Government’s Aviation White Paper released in December last year, as well as the National Security Adviser’s review of aviation security in light of the attempted terrorist attack on a US-bound flight on Christmas Day.

“The Christmas Day attempt showed that no nation could afford to be complacent when it comes to security,” the statement said, adding Australia already has a world-class aviation security regime, which will be further strengthened through a range of strategic and practical measures.

Over four years, the Government will invest \$200 million on new and improved security technologies, increased policing at airports, enhanced security procedures, as well as strengthened international cooperation.

Among the new measures, there will be an immediate increase in the number of passengers who will be subject to explosive trace detection at our major international and domestic airports.

The Government will provide \$28.5 million to assist the industry to introduce a range of new screening technologies at passenger screening points, including the latest body scanners, next generation multi-view X-ray machines, and bottle scanners capable of detecting liquid-based explosives.

Body scanners will be introduced progressively as an additional screening measure at screening points servicing international departing passengers by early 2011. More stringent training and performance requirements for security screening staff will also be introduced.

how to get the alarm monitoring service and standards you deserve



Alarm monitoring customers expect reliable service and should receive just that.

That's why hundreds of alarm installers, leading corporations, and thousands of alarm owners rely on Central Monitoring Services to handle each and every call brilliantly.

Underpinning the investment in the latest technology and built for purpose premises, CMS has 20 years of experience. Sticking to our principles. And our original vision: to provide ***the best professional monitoring standards and services in the country.***

Through outstanding staff, advanced training, and active commitment, CMS pushes quality standards higher and higher within our company — and within our industry.

We anticipate customer needs with innovative products.

We continuously refine and develop our training, supervision, and systems.

We work with customers, keeping them informed about developments, policies, and trends affecting their needs.

The end result is an industry award winning monitoring centre operated by people with the knowledge, relationships, honesty, commitment, determination, dedication, and enthusiasm to succeed.

And, customers who trust CMS to give 100 per cent.

If you need alarm monitoring you can trust and want the service you deserve, the answers are only a call away...

1300 655 009



c|m|s central monitoring services

**PO BOX 733, Ryde
NSW 1680**

**Email
alarms@centralmonitoring.com.au**

**Web
www.centralmonitoring.com.au**

Master Licence Number 401988582

