

valour



Australian Security Medal Foundation

courage

SECURITY

decisiveness

**Security medals
announced >>**

duty

**news: False alarm fines up • GSM corruption
solution • Data ownership • More >>**



In good company >>



c|m|s central
monitoring
services

Switch services safely



Neville Kiely
Managing Director

IT is becoming abundantly clear the fact that when customers switch telephone services they are often creating problems with their alarm system.

The thing is, most people think switching providers is nothing more than changing the colour of the invoice. Obviously, far more is involved.

Currently CMS is working with industry associations, telephone companies and alarm service providers to figure out how best to adapt industry requirements to emerging technology, while ensuring the best security outcomes.

Tests have revealed that faults can begin occurring when changing from PSTN to broadband-based services.

In some cases — actually quite a few — the problem has been the result of the telephone technician connecting up the new system simply disconnecting everything else connected to the phone, including alarm digital diallers.

The end result has been systems not reporting or sending incorrect signals.

In a typical example of what then happens, one client recently spoke to her new phone service provider and was told the problem at the monitoring centre end. We pointed out that problems had only occurred since she had changed providers — and that that was the only thing that had changed. She complained the telephone company had not warned her that there could be problems when she signed up for the new service. This raises the question whether the telephone company has a responsibility to advise clients with existing digital dialler alarm systems that signing up for new services could result in problems with their alarm system.

At this stage, no one is prepared to take responsibility and the danger is that the telephone companies are going to turn around and admit there is a problem — but it is the industry that owns the problem.

The customer is currently left with four options:

- 1 Have an IP add-on installed to the dialler. This can cost anything between nothing, if the client is prepared to sign up for a three-year- monitoring contract, to \$1,000 to have quality equipment installed by a professional technician
- 2 Switch their monitoring to an IP monitoring platform, such as those provided by Central Monitoring. Again, there are costs associated with this, but it does have the value of future proofing a system
- 3 Keep at least one PSTN line for the dialler; or
- 4 Don't switch phone companies.

The third option, of course, would be a short-term fix, since the country is moving towards a National Broadband Network and in most areas the pressure to change will be inevitable.

Ultimately, customers tempted by dollar reductions, bundles and deals to switch phone services need to be very aware they could be creating problems for themselves in terms of their alarm monitoring.

At the very least, before making any change, they should discuss this prospect with their monitoring service.

Small move a big step for Barrenjoey

BARRENJOEY Locksmiths and Alarms has moved into new, bigger and better premises.

The company has been providing quality commercial and residential security sales, installations and service to insurance standards on Sydney's northern beaches since 1975.

In February, last year, the Coltman family acquired the business from George Ramsay, who owned and grew the business for 35 years before retiring.

Providing quality service is nothing new to this family: Lee Coltman worked for Barrenjoey Locksmiths & Alarms for 13 years prior to acquisition.

His father, Ian Coltman, is a builder who has been servicing the Northern Beaches for more than 40 years.

The move may not have been a big one — the new improved site is only four doors up on the same side at 541 Pittwater Road Brookvale, with all other contact details remaining the same — but the premises are bigger and better.

"We would like to say, well done Ian and Lee. And, Central Monitoring Services looks forward to another 35 years of working together to achieve a great service," says Scott, CMS Customer Services.

NSW dumps co-regulation

SECURITY licensing in NSW faces a major overhaul, including abandoning co-regulation, following a scathing ICAC report on security training companies corrupt practices.

Under the new regime — due to be in place by the end of the 2010/2011 financial year — the NSW Police Security Industry Registry (SIR) will assume the role of the main regulatory body and will be renamed the Security Licensing & Enforcement Directorate (SLED).

Master licence holders will no longer be required to be a member of one of the 10 approved industry associations.

While the December 2009 ICAC Report on Corruption in the Provision and Certification of Security Industry Training (Operation Colmuba) provided the tipping point for change, co-regulation has long been regarded in police licensing circles as a failed experiment, since without effective enforcement licensing laws remained something of a toothless tiger.

With the creation of SLED, according to a letter written by Cameron Smith, Registrar, SIR, to Master Licence holders, resources will be expanded to identify and investigate non-compliance with the Security Industry Act 1997, "both proactively and in response to complaints from the industry".

Smith says it will take time to implement the changes, because an additional 33 staff will need to be recruited and trained.

The SIR will move from NSW Police Corporate Services to the State Crime Command and, according to the SIR, will shift its focus to "full industry regulation, ensuring legislative compliance and referring matters to operational police for investigation as required".

Those additional resources and staff will result in an estimated additional \$4.7 million a year, and, the NSW Government says, it will be up to the private security industry to foot the bill.

While Cameron maintains the Minister for Police is seeking industry views on how the additional cash should be levied on the industry, industry players are bracing themselves for a price hike in licensing fees.

The Australian Security Industry Association Ltd (ASIAL) President, Ged Byrnes, wrote to its members branding the reforms as a "massive tax increase" on the industry.

Depending on how the fees are levied, ASIAL is predicting a 520% annual increase in Master License fees, or a doubling of individual licence fees.

"This is to pay for a public service that was supposed to already be in place," says Byrnes.

"ASIAL does not support this increased tax on industry. It will hurt all members' businesses, their employees and clients right across NSW."

For some decades, NSW led the charge for co-regulation and other States following suit in various forms.

"The improvements gained in recent years are now at significant risk of being reversed," says Byrnes.

"Industry is now being penalised and blamed because the NSW Government failed to correct internal faults within the regulator (in dealing with the 2007 license issues) and with VETAB (in the ongoing accrediting and proper auditing of training providers).

"The ICAC report also noted that proper processes to assess and monitor the performance of Approved Security Industry Associations were not in place. ASIAL agrees with this position and for many years has advocated the need to strengthen the requirements for these associations to ensure greater accountability and performance.

"The changes will effectively mean the end of co-regulation and risks the positive outcomes achieved through industry and government working together.

"Rather than disengaging with industry, there is a compelling case for greater industry engagement in framing compliance and enforcement approaches, including on issues such as licensing, rates of pay, sham contracting and phoenixing.

"The Government has demonstrated an acute lack of understanding of the role of industry associations by irresponsibly advocating against paying full membership fees when mandatory membership is removed. ASIAL questions the motivation of this attack on the membership fees of industry associations, which is unprecedented and negligent."

Central Monitoring Services' Managing Director, Neville Kiely, says it is too early to tell what the final upshot of the changes will be.

"CMS has worked extremely well in the past with the SIR and made some significant headway in terms of training requirements," says Kiely. "We can't influence the overall direction of the SIR but we hope to continue our excellent working relationship with it in its new form."

Getting to grips with GSM corruption

TO address the growing problem of corrupt signals in GSM reporting, Central Monitoring Services now has the ability to analyse all Dialler signals via its Fratech FE900 Receivers.

The FE900 Receivers display each signal received by the following:

- Date
- Time
- Receiver and Line Number
- Client Account Number
- Caller ID
- Format
- Message
- Error Category & Code; and
- Raw Event Date

This supplies CMS with all the information that can be easily searched for every client.

“DTMF signals from Alarm Panels reporting over a GSM network can get corrupted, especially when the data is being sent over a shared voice/data GSM network, rather than a dedicated data network,” says CMS’s Managing Director, Neville Kiely. “This can typically manifest itself by adding zeros to the signal, thereby creating, for example, an invalid signal.”

On receiving invalid signals, CMS

Operators can check the Caller ID received with the message and establish that it was corrupted with the addition of zeros to a Contact ID message. This information can then be passed on to the servicing company with a history report from SIMS and the FE900 receiver.

GSM Backups or standalone systems, Kiely points out, are generally used for convenience where there is no PSTN phone service, or where it is promoted as a high security alternative prior to the newer polled network solutions coming on the scene. In some cases, they have been used keep monitoring costs deceptively low by hiding the call charges to the client’s phone bill.

The alternative is to use one of the three polled solutions CMS offers, with fixed cost monitoring, and polled in line with the class suited to the site risk.

“Polling over a dedicated data network from a known account to a defined address with corruption checking is the proper solution,” says Kiely.

CMS offers Fratech Multipath, Emizon 21, and Telstra Secure — all of which are designed to work on digital networks and future proof alarm system communications.

Centron hires new manager

CENTRON, based on the NSW Central Coast, has appointed Joe Tuaimau as a manager to focus on a new direction for the company.

“My job is to streamline processes and implement systems which allow for a lot more effective and efficient service to the marketplace and, more importantly, to our clients,” says Tuaimau.

Tuaimau, who was previously a divisional manager for a major security firm in Papua New Guinea, says Centron’s aim is to provide a quality service and after sales support in all areas of electronic security.

CMS, which has been providing monitoring for Centron for over 12 years, wishes Joe every success in his new role.

Australian Standards reviewed

Manpower: The Guards & Patrols Standard AS 4421-1996 is under review and the draft document is available for public comment. Go to: <http://tinyurl.com/guardspatrols>.

Electronic security: The ASIAL sub-committee on Part V of the alarm transmission standards is meeting to discuss interpretation of the Australian Standard.

What our customers say

LIONEL Ledlie thanked CMS for its years of invaluable service.

June Geerlings thanked CMS for such a wonderful response to her panic alarm.

John Khonke wanted to advise all CMS people they are fantastic and he really appreciates the great job they are doing.

David says he is very happy with CMS and the very quick response time.

John Englefield is very happy with CMS service. Helen is also very happy with CMS, especially Nathan. Suzanne Wilson says CMS is “fantastic”. Jenny is happy with CMS’s quick and helpful service.

Mr Milton says the call from CMS to his premises scared off the intruders who failed to get anything of any real value. He’s very happy with the service.

John Killiningback thanked CMS for doing a great job.

Jenny Messenger thanked CMS for its prompt service.

George from a government department says CMS is “the best”. Caroline Dean says it is nice to know that CMS is on the other end of the phone and so efficient.

George says that of all the monitoring companies he deals with, CMS are the best.

A cleaner from an interstate company wanted to pass on that he was impressed with CMS’s professionalism, considering they are in Sydney.

Alan Miller is extremely happy with CMS service and says “keep up the good work”.

Wayne Abrahams says CMS is “very efficient” and even though he has only been using CMS for a short time he is glad they made the change to CMS.

A customer in an email to his installer wrote: “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.”

REGARDLESS of the monitoring service you use, you need to know who owns what data, especially when it comes to transferring systems and protecting the integrity of systems.

In the case of Central Monitoring Services, the processes and data ownership details are as follows:

New Installations:

New systems have the alarm panel programmed from the supplied default programming to suit the customer's needs, including the method of reporting the zones and the codes to operate the alarm. This is done by accessing the data with a unique Installer Code and adding a Master Code and User Codes set by the person responsible for the alarm system.

Existing Installations:

Where a technician has been requested to connect an already installed system, CMS advises the customer if the existing data contained in the panel programming has been verified by carrying out a full maintenance system check, or if the existing data has been left untouched and only minimal changes performed to connect to CMS. This is normally subject to the commercial conditions previously agreed by both parties.

Who owns what data?

Panel / System Ownership:

The client normally owns all equipment installed in the premises. The manufacturer supplies the product with basic programming, which can generally be defaulted should problems occur. The features contained in the panel are controlled by the software code, which is the intellectual property of the manufacturer.

Information Supplied by CMS:

Central Monitoring Services provides clients with a data printout showing all equipment installed, the names of authorised personnel allowed to access the premises, the names of the people who have codes to operate the alarm, and contact details. Supervised monitoring clients also have times of operation shown. This data confirms what has been installed or supplied by the client. Codes to allow the client to add and delete system users can also be supplied, if requested.

Information Withheld from Client:

The Installer Code, which is a unique code for every system, is normally held by CMS to ensure the integrity of the system

operation. Should the client already have this code, or insist that they be given this code, Central Monitoring Services will not accept any responsibility for the performance or reporting of the system. CMS also retains the programming details that make the panel perform to meet the Client's requirements.

Transferring from Central Monitoring Services:

To enable the system to be transferred from CMS or to be disabled to stop reporting to CMS, the client will be required to pay for a service call to default the panel as needed. All data supplied by the client, updated from time to time, to allow the monitoring to be performed in accordance with the client's instructions, is then returned to the customer in the same or equal format as originally supplied. This will occur when all commercial arrangements have been finalised between both parties, including payment of all outstanding service fees, and ownership of equipment.

If you need to know more about data ownership, please contact CMS customer service on (02) 9809 9244.

Power failure affects alarms

JUST when CMS staff were remarking on how long it had been since there had been a major power outage, one hit the Hornsby and Pennant Hills area at 5am on a recent Sydney winter morning.

What many people forget is that they need to make sure their back-up power supply or alarm system batteries can keep the system working during an outage. And, with so little money being spent on infrastructure around Australia, that could be for a substantial amount of time.

According to Australian Standard AS/NZS 2201.1, a monitored alarm should be able to operate on battery power for 16 hours. Of course, that means ensuring that batteries are in tip-top condition.

Clients are urged to have their batteries checked before they may be needed, and especially if they are over five years old.



Cameron

Tip o' the hat

WE would like to welcome Elga back into the CMS family. Her knowledge and experience is greatly valued.

Cameron is one of our excellent afternoon shift operators. His customer service skills are exceptional.

If you have any questions or need anything such as our new Alarm Monitoring Handbook or brochures, call CMS Customer Service Manager Suzette.

Well done and thank you to Suzette, Elga and Cameron for their hard work and professionalism in contributing to making Central Monitoring Services the best in the business.



Suzette (left) and Elga

CENTRAL Monitoring Services will be one of the sponsors of newly launched national medals in security.

"It is such a pleasure to be involved with something that is positive in the industry and recognising individuals for their work," says Neville Kiely, CMS's managing director.

A group of major security buyers formed the Australian Security Medal Foundation, which will award two categories of medals:

1. The Australian Security Valour Medal (ASVM), recognising security operatives for an outstanding act or acts of valour; actions demonstrating valour, courage and decisiveness above and beyond the call of duty. The ASMF guideline is to award between one and ten ASVM's per annum.

2. The Australian Security Medal (ASM), recognising the outstanding career and character of the security professional receiving it. The ASMF guideline is to award between one and three ASM's per annum.

"ASM recipients will be those who have demonstrated a consistent, high-level contribution to the wider community, possibly via innovative non-core business activities and projects, or via extraordinary performance in their professional role," says Craig Millar, Chairman of this year's Awards panel. "A citation for non-award nominees will also be considered based on the number and quality of nominations received."

While unlikely to complete for this year's award, the process has begun to have the medal recognised as an official national medal.

"We are working with the Governor-General's staff to have it signed off as a State medal, but this is a long process and can take some years," says Millar. "Once completed — hopefully successfully — any medals that have been awarded in the meantime will be upgraded."

The design of the medal, to be struck at the Australian Mint, is being kept under wraps until the award night. Recipients will also receive a badge to wear with their day uniform and business dress.

The ASMF comprises a number of security professionals and others from related fields, working on a voluntary unpaid basis.

Australian security medals announced

Five senior corporate security managers form the judging panel for the Medals and a panel will be voted on at each year's event.

This year's judges are:

- Steve Jackson, Qantas;
- Craig Millar, Citigroup;
- Nick Stramilos, Westpac;
- Brian Sankey, BAT; and
- Sal Perna, Victorian Racing Commission.

A patron is also being canvassed.

"The Patron will be an independent, credentialed and impartial person of the highest order within Australian society,



ASMF Chairman, Craig Millar: Security one of the very few industries without merit based recognition.

preferably with no formal links to the Australian security industry," says Millar. "The Patron will satisfy himself or herself that the judging process and panel has been fair, objective and wise in its final decisions."

Mike Kinniburgh, a Canberra-based consultant, and Chris Peters, head of ACT Canberra Chamber of Commerce, have also been drafted in to provide specialist advice.

The objectives of the ASMF are:

- To publically recognise outstanding security operatives and security professionals
- Promote 'Security' as a profession:
 - By raising awareness of the outstanding service(s) the Medal recipients have provided; and
 - More broadly, by promoting awareness of what the security industry really looks like – beyond

the "guns, guards and gates" image; and

- By networking with — and encouraging understanding and support from those outside the security industry — specifically: community and business leaders, CEOs, captains of industry, media and members of Federal and State/Territory Parliaments.
- To raise funds for the Foundation's nominated charity or charities
- To explore avenues for the creation of a fund for the benefit of security industry members and their families who are seriously or fatally injured as a result of performing their duties.

Millar is quick to point out that the ASMF is not about being another industry group. Indeed, the founding members are already heavily involved in peak industry organisations, including ASIS International (in Australia), the Australasian Council of Security Professionals, the Security Managers Forum (SecMan), and the Australian Security Industry Association Ltd (ASIAL).

"The ASMF recognises the tremendous work that the various Australian security industry associations perform. It is not the intention of the ASMF to create another security association," says Millar. "On the contrary, the Foundation model and its objectives unequivocally preclude it from either being perceived or operating as an association."

Nominations for Medals are encouraged from within and external to the security industry, for example from employers, corporations, governments, members of the public and the like.

The medals will be awarded at a charity dinner, to be held at Sydney Town Hall on February 19, 2011, with proceeds being donated to this year's nominated charity, Legacy.

"After discussions, Legacy became a natural choice for the important and often unacknowledged work it does in caring for families of deceased veterans and for its alignment to the ASMF's own aspirations and ideals," says Millar.

NSW ups false alarm fines

NSW Police will hit alarm owners with a \$200 fine, if police are called to a false alarm at a building on more than one occasion in a 28-day period.

The new policy came into force in June, and is part of a drive to reduce the number of false alarms police are being called to.

Under Section 209 of the NSW Police Act 1990, an alarm “is to be taken to be a false alarm unless the owner of the building establishes that it was not a false alarm”.

A “building” (not being a dwelling) includes part of a building. The “owner” in relation to a building, means: the owner of the building; or the occupier of the building.

“The fact that alarm customers face the prospect of such fines highlights the need to have alarm systems professionally installed and properly maintained,” says CMS.

“Anyone responsible for operating a system really needs to be trained in how to use the alarm properly and the implications of creating an accidental alarm needs to be explained to them.”

CMS also stresses the importance of keeping monitoring records and emergency contacts up to date.

Early kick-off



Pictured: Junior CMS trainee Ziah at fan day with Parramatta Eels' Luke Burt



Pictured (l-r): Mary, Chris, Scott, Bek and Sue.

Well-deserved lunch break

CMS had a Day shift thank you lunch at La Promenade, Sheperds Bay, which is monitored by CMS for Mibyte Technology, to recognise all the great work our staff are doing.

No alarm is too much trouble

SOMETIMES an alarm is received and shows on the screen as nothing more than a “trouble” alarm.

Regardless, CMS operators action all events as soon as possible and do not leave them to linger on the screen. Which is just as well.

Thanks to CMS operator, Laura, being on the ball, one customer is extremely happy that she treated a “trouble” alarm as seriously as any other event: As a result, a fire in his factory was quickly discovered and the business saved.

Australian security medals announced

6 Millar says the idea for the medals came about after a small group of professionals with long standing ties to the Australian security industry, met to discuss the public's perception of the security industry and ways to raise the level of perceived lack of professionalism.

“A strong discussion point revolved around the approach the security industry has taken in rewarding — or not rewarding — outstanding contributions or actions by individuals,” says Millar.

“The lack of a public, national, rewards and/or awards program leaves security as one of the very few industries

without such merit based recognition. Virtually all other arenas, be it business, community work, public service, police, emergency services or military service all have appropriate medals, awards and certificate schemes in place.

“Given that some sectors of the security industry engage in at times, dangerous activities, it seems reasonable that the industry should publicly recognise exceptional acts and achievements.”

For more information about the Australian Security Medals Foundation and the nomination criteria, visit www.australiansecuritymedal.com.

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

