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The meaning of standards



Neville Kiely
Managing Director

THE late British actor David Niven used to tell a story from his army career about a colonel who wrote an assessment of an officer in training who “consistently set a low standard for himself” and equally consistently “failed to meet those standards”.

Like that young officer, the security industry gets to write its own standards, either within a company — such as training procedures — or as public documents through Standards Australia.

The latter sets out specifications and procedures designed to ensure products, services and systems are safe, reliable and consistently perform the way they were intended to.

They also establish a common language, which defines quality and safety criteria.

These documents are intended to be practical — not to set impossible goals. Based on sound industrial, scientific and consumer experience, they are constantly reviewed to ensure they keep pace with new technologies.

They facilitate trade and market exchange, provide confidence about the safety of products, and address technological, social and environmental issues.

And, Standards matter: They protect consumers and businesses; build on new and exciting ideas; boost production and productivity; provide a competitive edge to those who comply; and link in with regulations, helping make markets work better.

Around a third of all Australian Standards form some part of Territory, State or Federal law. Although they are not legal documents, many — due to their rigour — are called up into legislation by government and become mandatory. Standards are also often incorporated into legal contracts.

The development of Standards can be a long and time consuming process, based on the work of willing volunteers working together to develop — by mutual agreement — voluntary consensus documents that are applied by choice, unless their use is mandated by government or stipulated in a contract.

All of this may be true.

But to some in the security industry Standards get in the way of progress and is only a minor issue.

Sadly, like Niven’s young army officer, some in the security industry — often major companies from whom you would expect leadership — would rather Standards be set low.

And even then rarely, if ever, reached.

— **Neville Kiely**

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CMS training wins industry award

CMS has won this year's ASIAL Excellence Award for training.

In its 16th year, the 2011 Australian Security Industry Awards for Excellence, was held at Crown Melbourne, honoring the best in Individual Achievement, Integrated Security Solution, Training, Security Management, Special Event or Project, and In-House Security.

"The Awards for Excellence is one of the industry's night of nights and recognises excellence within the industry", said Bryan de Caires, ASIAL's CEO.

"Security professionals across Australia make a tremendous contribution through their work each year and these highly sought awards provide an opportunity to recognise and celebrate their achievements."

This year's entries, he says, were of "an exceptionally high standard", spanning a broad and diverse range of security activities and industry sectors.

Neville Kiely, CMS Managing Director, says he is "over the moon" that CMS took out the training award against such stiff competition.

"An integral platform for Central Monitoring Services training is to deliver the highest level of professionalism and excellence in customer service monitoring standards and work ethic," says Kiely.

"CMS training is an ongoing practice within the company's culture, from top-down and bottom-up, training is a fundamental component of the company.

"Significant investment by CMS ensures the training is unique in its content, range and implementation.

"The success of the extensive, on-going training of CMS Staff has been recognised by both local and international companies, making CMS staff and training techniques highly valued in the security industry."

CMS emphasises personal development



Ged Byrnes, ASIAL President (l) with Neville Kiely, CMS Managing Director, receiving training award for excellence.

within the team dynamic, which ensures consistency of ability within all areas of the workplace. Teamwork and problem solving are also an integral part of the training, from initial induction through to ongoing training.

In addition, training encourages professionalism and excellence in actioning every alarm to the highest standards.

"It is through a strong work ethic and excellent customer service that our clients — alarm installation companies and end users — receive service levels unmatched in the security industry," says CMS Training Manager, Jay, who works with Assistant Training Manager Stephanie to keep the training consistent and up to the company's exacting standards.

"The Central Monitoring team strives to cultivate a culture of consistency and develop team members who understand the 'CMS Way' — understanding that not all policies are black and white, that there are variables and shades of grey.

Note of congratulations

CONGRATULATIONS and well done on receiving the ASIAL training award.

I'm sure you and all the CMS staff are proud of what you've achieved and pleased that you've been recognised for excellence in this field.

Your efforts and success certainly transfers into your customer service.

I look forward to reading all about it in the next CMS magazine.

Congratulations.

- Brian Sankey,
National Security Manager, BATA



CONGRATULATIONS to CMS' fellow award winners at The Sydney Convention Centre who took out the Best In-house Security Team.

Pictured: (l-r) Bradley Goldberg, Event Security Manager, Stephen Wood, Acting Director of Operations, Johnny Naofal, Security Manager, and Eddie Idik, Security Support manager.

"This is achieved through innovative and collaborative training techniques, established training processes and ongoing development, resulting in the personal improvement of team members for their own benefit and for the overall benefit of the company," says Jay.

"Central Monitoring Services is proud to have developed a strong company culture with extremely low staff turnover with many staff members having been with Central Monitoring for over ten years. Team members may shift roles within the organisation but the highest standards of training and knowledge transfer ensure a consistency of ability in all areas."

Alarms put to the test

CHANGES in telecommunications equipment continue to cause problems for a number of customers with alarm systems using a digital dialler.

In most cases the communication fails, thus causing the alarm panel to keep retrying, sometimes, after many attempts, the communication is successful.

"The Telcos are not telling us exactly what the problem was but some, such as Optus, have upgraded equipment in every exchange," says Neville Kiely, CMS Managing Director. "These exchanges exist in the Telstra exchange buildings and now the faults seen by monitoring centres, which can be isolated, have now reduced by 90%.

"Nonetheless, clients need to be wary when changing Telcos.

"It is not just a change in the colour of the invoice — Telstra to Optus — as the same phone number is connected to Optus equipment, which is where the problem may have started."

Other problems occur when the Technician disconnects equipment installed in the client premises so that it no longer has a Mode 3 connection. Similarly, some of the Voip equipment causes problems.

"We have also experienced problems with other providers where their service bars all calls to any 13-numbers. Since CMS uses 1345 numbers as the answer point for many technical and operational reasons, no calls could be sent to CMS," says Kiely.

For its part, Optus has acknowledged compatibility issues between user-owned back to base alarms and

personal medical response devices and its network. Optus recently engaged with an industry association, ASIAL, to investigate reports of alleged device incompatibility between the equipment security firms supply and the equipment it supplies to mutual customers to access the Optus network.

Where these issues could not be rectified, Optus has supplied the customer with a telephone service that utilises older technology.

This is, however, not a long-term solution, says Optus, which is "keen to assist with the resolution of faults which will inevitably only increase with the advent of the NBN or any other network that utilises VoIP as its underlying technology".

Over the last few months Optus has conducted laboratory and field tests with ASIAL members and replicated faults have been identified. Since firmware revision incorporating extremely detailed testing is required, Optus says it could take 9-12 months before final resolution can be provided for the technical issues.

In the interim, and to safeguard consumer interests, Optus intends to introduce a "Preferred Service Provider" list as part of its sales process.

"This step is clearly an unavoidable and appropriate measure given the compatibility issues identified with certain devices," says Optus.

The list will consist of suppliers, manufacturers and device models of monitored alarm services that have been thoroughly tested on and are known to be compatible with the Optus network.

ASIAL approved industry association in Qld

FOLLOWING Queensland's introduction of mandatory membership, ASIAL has been appointed an approved security industry association. All security firms operating in Qld are required, as a condition of their licence, to be a member of an approved security industry association.

Security firms who do not have an active membership with an approved association risk having their licence cancelled.

ASIAL's approval brings the total number of associations vying for membership to 12, including:

- Alarm Monitoring Centre Association
- Australian New Zealand Locksmiths Association (ANZLA) Ltd
- Building Service Contractors' Association of Australia - Qld Division
- Electrical & Communications Association
- Electronic Security Association Inc.
- Institute of Mercantile Agents Ltd
- Locksmiths Guild of Australia Inc.
- Master Locksmiths Assn of Australasia Ltd
- National Electrical Contractors Association, Qld Chapter
- National Security Assn of Australia (Qld) Inc
- Security Providers Assn of Australia Ltd

According to the Qld Office of Fair Trading, which administers security licensing, in addition to compliance activities it conducts "approved security industry associations will take on a key role of improving the integrity of the security industry" — an approach that did not work so well in NSW where revelations of corruption in training resulted in an Independent Commission Against Corruption hearing and scrapping mandatory membership requirements.

Qld may not fair much better, if the activities of one approved organization are anything to go by: it sent a flyer to companies saying it was supported by a major electronic security equipment supplier, who, when it found out, said it was "nothing to do with the association" and asked "for any mention to be removed". The Association's website, and for that matter Office of Fair Trading's online list, offers no names of position holders, no addresses and only a mobile phone number.

Transparency, anyone?

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National move on operator training

ASIAL is seeking the support of the Security Industry Regulators Forum (SIRF) for a new sub-licence category for Monitoring Centre Operators (MCOs).

While each state and territory government is responsible for regulating the security industry in their own jurisdictions, says ASIAL, SIRF representatives have agreed to realign the training requirements for MCOs and that the minimum training requirement will be a Certificate of Attainment with five units from the CPP07 training package, being:

- CPPSEC2001A: Communicate effectively in the Security Industry
- CPPSEC2002A: Follow workplace safety procedures in the Security Industry
- CPPSEC2005A: Work as part of a security team
- CPPSEC2006A: Provide security services to clients
- CPPSEC20018A: Monitor electronic reporting facility.

The decision by SIRF has been passed to the Construction and Property Industry Skills Council for formalisation under the CPP07 training package.

Working for you

If you haven't been to or presented at a CMS Bureau Talk, they are very informal with presentations on one or two a specific products.

The talks vary in format and may include a technical demonstration, brochures (in some cases programming lessons), and Q&A sessions.

Wendy Suarez, Gurdium Security, who attended a recent Bureau Talk, wrote to say: "I found it to be very informative. I have so much to learn about all the different products available, but am looking forward to the challenge."

If learning more is not enough, you could also win a lucky door prize — Security Merchants recently gave away a 40inch HD 3D TV.

Advance notice of all future bureaus will be advised via email.

The Das bureau talk on 24 June was a huge success. Das were kind enough to give away an iPod Touch to one lucky bureau and a Blu-Ray DVD player to another. Both were very happy with their lucky door prizes.

Most bureaus that attended had not previously seen the new equipment and were very impressed by it. CMS wishes to thank to guest co-hosts Paul Campkin Product Manager and Rebecca Williams Tech Support from Das for their time and effort.

Future planned talks include:

July 2011: CSD/ Inner Range: Paradox and IP multipath.

September 2011: MCM/Emizon: MCM Panel and Emizon

October 2011: ADI. Details TBA.

Next wave after ASIAL exhibition CMS

will kick off with a Bureau Talk from - Bosch: TBA

Bureau Talks are just one way CMS shares information and works for improvement in the industry.

As they say, if you want something done, give it to a busy person. And few people would be busier than CMS' Suzette who, in addition to her customer service duties, organises the Bureau Talks, as well as various other events and activities, such as CMS's Introduction to a Monitoring Centre nights, where budding TAFE Trainee Alarm Technicians drop by on selected nights to see what happens behind the scenes in a monitoring centre.

She is also kept busy in a number of other voluntary responsibilities, such as:

- ASIAL NSW State Convenor;
- Australian Standards Committee member 4421 Guards & Patrols;
- Active member of the ITAB's Security Advisory Committee;
- Active member of ITAB project steering committee for the development of security industry resources (SLED); and
- Active member of ITAB Equity and Diversity project to encourage young women to take on traineeships in Certificate III in Technical Security.

While much of this work is behind the scenes — and, it has to be said, is rarely recognised — Suzette's unflagging enthusiasm and commitment is an inspiration and deserves acknowledgement.

If you would like to know more about the Bureau Talks, events or any other areas Suzette is involved in, give her a call on (02) 9809 9288.

Industry news briefs...

GOING for gold: CMS has been made a Gold Member of ASIAL, which recognises 16 – 24 years of membership.

Tyco signs Signature: Tyco International Ltd has completed its AU\$171 million acquisition of Signature Security from Oceania Capital Partners Ltd. Signature will now be combined with Tyco's ADT Security business.

ASM signs off: Australian Security Magazine, which was launched in 2006, has published its final issue. Publisher Judy Hinze says she is bowing out of the

security industry and will concentrate on Defence publications.

Improving resilience: Attorney-General Robert McClelland has launched a new publication to help businesses prepare for and recover from natural disasters and other hazards. The free booklet — Organisational Resilience — is designed for critical infrastructure organisations but also contains principles applicable for all businesses. It is available online at www.tisn.gov.au.

RTO regulation goes national: The

Government talks business

THE 23rd Security in Government Conference (SIG) — titled Enabling Our Business — will introduce the Australian Government's new Information and Physical Security Protocols and supporting guidelines; highlight best practice in protective security in government and industry; and explore the practical, real world application of risk management and resilience in an interconnected digital world.

SIG, which has been running since 1987 and is considered by many as one of the must-do events in the industry calendar, is primarily a meeting of agency security advisers focusing on protective security issues.

Recent years have seen a greater emphasis government and business learning from each other, including speakers from public and private sector.

A trade exhibition attached to the Conference features over 120 security-related service providers who work closely with both the Government and the private sector.

The SIG Conference program is targeted at senior executives responsible for managing security in agencies; officers from all levels of government who contribute to the development of security capability and response; security practitioners from the public and private sectors who contribute to the provision of services to government and critical infrastructure providers.

Hosted by the Federal Attorney-General's Department's National Security Resilience Policy Division, the event will be held July 25 – 27 at the National Convention Centre, Canberra.

Further details are available at www.ag.gov.au/sig

Australian Skills Quality Authority will oversee Australia's VET sector from 1 July 2011. Most Registered Training Organisations, including security RTOs, will now move from state and territory regulators to the national regulator.

Security heroes paint positive picture

THE Federal Attorney-General, Mr Robert McClelland, praised the courage skills, intellect and vision of this year's Australian Security Medals recipients, noting their contribution and industry-led nature of initiative presents a positive image of security.

Mr McClelland presented eight Australian Security Medals — five Australian Security Medals of Valour (ASMV) and three Australian Security Medals (ASM) — at this year's inaugural Australian Security Medals Foundation Inc. (ASMF) awards night, of which Central Monitoring was a major sponsor. "We are proud to have played a part in the launching of the Medals initiative," says Neville Kiely. "It is initiatives such as this that gives others a different insight into the industry and hopefully helps promote pride and professionalism in the industry."

The event — a black-tie charity dinner, raising funds for Legacy, at Sydney Town Hall — was attended by 300 people, including a number of dignitaries, such as the former Federal Attorney-General, Philip Ruddock, the NSW Police Deputy Commissioner, Mr Nick Kaldas, ASMF patron, Major General Greg Melick, and the Registrar of the Security Professionals Registry, Mr Steve Mark.

The Australian Security Medal of Valour was awarded to:

- Gary Allibon (posthumous);
- Ruth Culbert;
- Cheryl Lynnette Griffith;
- Tarik Khammash; and
- Benjamin Williams.

The Australian Security Medal was awarded to:

- Mike Rothery;
- Jason Brown; and
- Toufic Alemendine.

"These awards publicly recognise outstanding individuals for their contribution as a security operative and as a security professional," said Mr McClelland in his speech on the night.

"Of course recognition of conspicuous service is only possible because of the dedication and diligence of the people that deliver security...the women and men who take their role seriously and are committed to security."

Noting the "need to improve the quality of security services because of the ... contribution this industry makes to the community", Mr McClelland said: "I want to acknowledge and congratulate the architects of the Australian Security Medal Foundation. [Your efforts will help] present a positive image of the security industry. And it's gratifying to see the industry itself taking these sorts of initiatives which complement the work by government."

Addressing the medal recipients, Mr McClelland added: "You have used your skills, your intellect, your vision, and for some of you, your courage, and directed them towards making a difference to the security of your community and our society. Medal recipients, I commend you I praise you and encourage you in your endeavours."

The evening was supported by many of Australia's top security providers and resulted in excess of \$25,000 being raised for Legacy.

"The people attending the night certainly got a different view of the security industry," said Steve Jackson, newly-appointed Chairman of the ASMF.

"The main aim was to honour security heroes and their stories were inspirational and at times moving, which really showed the reality and demands of modern security.

"Moreover, the event saw all levels in security — private, government, buyers, managers, providers and suppliers — come together as a professional community with their overwhelming generous support of the initiative.

"There was a real sense that the Medals and the event promoted an awareness of what the security industry really 'looks like' — beyond the 'guns, guards and gates' image, especially to those from outside the security industry, such as politicians, community and business leaders, CEOs and the media."

Jackson said that the quality of the medal recipients and success of this



Photo by: John Garafalo

The first Australian Security Medal of Valour was awarded posthumously to Gary Allibon and received by his widow, Monica.

year's event ensured that work of the Foundation would continue. Plans are already in place for an event next year and work has begun on a fund for widows and children of security operatives killed in the line of duty.

"This year was only a beginning. The main talk now is around how we can best serve the security community, not only in recognising the valour and contribution of individuals but also how we can help our own in the worst of times," said Jackson.

"A number of companies have already approached the Board with suggestions and offers of help in establishing some form fund akin to the support offered in other areas, such as police and military.

"While there is some way to go in working through the details and legal issues, we are confident there will be some exciting announcements over the coming year."

Individuals and companies interested in finding out more, contributing to the work of the Foundation, or nominating someone for an Australian Security Medal, should visit www.australiansecuritymedal.com.

Clients say

GARY says: "Did a walk test on my home system on Sunday, with CMS operator Sue (I believe the youngest of the three Sue's??)"

"Report: Attitude 10/10, Knowledge: 10/10, Phone Manner: 10/10. Just thought I'd give you some feedback."

To Steph, Bill says thank you for all your help.

Jimmy says CMS are "great"

Barry & Jacqui wrote to say: "Just to confirm that we are leaving our premises on December 15th and that the new owners will continue to use the excellent services of Central Monitoring Services Pty Ltd.

"As a result, there will be no need to de-program the existing alarm system and we will give the new owners your details so they can make contact.

"Thank you for your service and help in the past."

Michael says: "Having CMS is like having a guardian angel watching over you."

John says CMS are great and offer good service. He will be moving soon and is "definitely going to still use CMS".

Congratulations on new arrival



CMS and its staff congratulate Verne and Val, formerly of Guardwell, on the arrival of their granddaughter, Emily Grace, (pictured with her mother, Corinne, and brother, Joel).

Tip o' the hat

TIP o' the hat this issues goes to:

Chantel, whose confidence levels have increased, which shows in her actioning of events. Also, for always being punctual and willing to cover extra shifts to help fill in the gaps on roster.

Sue M is also more confident and diligent with the traffic screen and answering the phones. She also has not missed a working day in the last year.



Sylvia



Sue M

From CMS' administration department, Sylvia's consistency, attention to detail and fault finding is excellent. She also did a great job making sure things ran smoothly when people were away.

Thank you all — you are what make CMS the excellent company that it is.



Chantel

Jay's story *CMS training manager, Jay, shares her personal journey for charity. Story by Michael Cleggett*.*

JAY Greenaway knows all too well the difficulties associated with detecting ovarian cancer.

The Katoomba resident went through two years of constant surgeries and pain after being diagnosed with endometriosis before a second surgeon found during an operation her suffering was being caused by ovarian cancer.



Jay at home

It was a jarring discovery for the then 32-year-old. "I woke up expecting to have had a hysterectomy with the possibility of retaining my ovaries and a good outcome, I woke up to cancer," said Jay.

The first thing Jay's doctor said to her was "Cancer is not a death sentence" and eight years on she is still living with the realities of her "new life".

"Ovarian cancer sucks and it will get me in the end because there is no cure. You can only manage the disease, like managing diabetes, and that is what I'm doing — I am a good manager," said Jay.

Ovarian Cancer Australia chairwoman, Paula Benson, says the aim of her organization is to "ensure every woman knows the symptoms, understands that there is no early detection test for ovarian cancer.

"[O]nly knowing and identifying the symptoms can aid in early detection that can save lives," Ms Benson said.

"This year more than 1200 women will be diagnosed with ovarian cancer and sadly, around 800 will die from the disease."

Despite the ongoing challenges of chemotherapy, Jay has learned to focus on the positive things in her life. "I have a good life. I live in the Mountains, I love an amazing woman . . . I have a cute dog, I work and enjoy it still, I have an amazing network

of friends and nurses and chemo angels who all help to keep me well and having good quality of life," she said.

"I have learnt to accept change, to do what I can, that all my plans are fluid, that throwing up in the car on the M4 is not the worst thing that can happen in a day. That my body is strong, that I like being alive and that lots of people love me."

Recognising the importance of connecting with other women in the same situation, Jay recently started The Lemon Tree, a group for lesbian women with cancer, and their carers.

She urged women to take responsibility for their own health.

"Get a second opinion. Ask, ask, ask and keep asking. Don't expect the doctors to know what you need to know," said Jay.

To find out more about Ovarian Cancer events and fundraising, visit www.ovariancancer.net.au.