Who is Central Monitoring Services?

In 1989 Central Monitoring Services (CMS) was founded by Neville Kiely, driven by his passion for security and safeguarding society, with operations beginning in Gladesville. The business was established to provide bureau wholesale monitoring services within the security industry.

Fast forward to 2024, as we mark 35 years of dedicated service, guided by Scott Kiely as our Managing Director, our team continues to focus on innovation. Our commitment remains steadfast: to provide exceptional service to our clients.

As the largest independent bureau monitoring centre, we uphold our legacy of reliability and deliver cutting-edge solutions.

To see our learn our full company timeline, click here

What is a monitored alarm system?

A monitored alarm system is a security setup where your alarm system is connected to a remote monitoring center, staffed 24/7 by trained professionals. When your alarm is triggered, it sends a signal to the monitoring center, which then takes appropriate action, such as contacting you, dispatching security personnel, or notifying emergency services.

The monitoring center operates according to Australian standards and is regularly graded by an independent certifying body to ensure it meets strict guidelines for security and reliability.

Communication between your alarm system and the monitoring center can be tailored to your specific security needs, using methods such as traditional telephone lines, cellular networks, or internet-based connections. This ensures that your alarm system remains connected, even if one communication path fails.

In summary, a monitored alarm system offers continuous protection, ensuring that any security threats are addressed promptly, no matter the time of day.

How much is an Alarm System?

When considering the cost of an alarm system, it is essential to understand that the price can vary significantly based on multiple factors such as;

- Size of the building
- Type and quality of products
- Installation difficulty
- Functionality and services

- Insurance requirements
- Installer reputation and experience

Prices can range from hundreds of dollars to tens of thousands of dollars.

Why have an alarm monitored "Back to Base"?

Having an alarm monitored "Back to Base" is crucial for transforming a standard burglar alarm into a comprehensive security solution.

A monitored alarm provides 24/7 surveillance, ensuring that any security breaches are detected immediately, even when you're not present. This allows trained professionals to swiftly notify you, enabling you to assess the situation, coordinate an appropriate response, and take immediate action.

Back-to-base monitoring helps ensure any genuine incident or disruption is dealt with efficiently, minimizing potential losses and downtime for your business or personal life.

As your lifestyle or business operations evolve, your security needs may change. A monitored system can be adjusted to accommodate new schedules, procedures, or priorities without compromising on protection.

Enhance your security by adding a critical layer of surveillance to protect your investments, provide reassurance and give you peace of mind.

What can be monitored?

CMS can monitor anything that can transmit an alert through to our 24/7 monitoring centre.

This includes but is not limited to Intrusion, Environmental, Request for Assistance, Threat to Life, Medical Monitoring, Hold up alarms, CCTV, Fire, Virtual patrolling, wellbeing, personal safety, environmental factors, and more.

Technology today allows devices to detect changes in state, distinguishing between normal operations and exceptions that require attention.

The methods of transmitting data to the monitoring centre (CMS) are also evolving. These paths are increasingly varied and can be engineered and customised to address specific risks, ensuring reliable communication and swift intervention when necessary.

It is a good idea, but can't I do that on my SmartPhone?

While managing your alarm system through your smartphone might seem convenient, CMS offer a more robust and reliable solution. We have multiple phones, each with backup batteries, and a team of professionals ready to respond at any time. This level of redundancy ensures that your alarm is always monitored, regardless of power outages or technical issues, something a single smartphone can't guarantee.

Our monitoring centre also operates in a controlled environment with predefined actions for different scenarios. This provides a prompt and coordinated response, which can be challenging to manage on your own, especially in stressful situations.

CMS doesn't just notify you of events; we take care of the more complex and critical issues, allowing you to focus on your day-to-day activities. We'll handle the tough situations, so your security isn't just another notification among many on your phone.

In short, while smartphones offer some convenience, the comprehensive service provided by CMS ensures that your security is managed with the utmost care and professionalism.

How is the alarm transmitted to CMS?

Alarms transmit back to alarm monitoring centres using various methods, depending on the technology and infrastructure in place.

The common transmission methods are:

Cellular Networks (GPRS): Many modern alarm systems use cellular networks to transmit signals. These systems use GPRS networks to send alerts, providing a more reliable and secure connection.

Internet Protocol (IP): Alarms can also transmit signals over the internet using IP (Internet Protocol). This method involves sending data packets over the internet to the monitoring center, which can offer high-speed communication and redundancy through various internet pathways.

Voice Over IP (VOIP): Some systems use VOIP technology to transmit alarm signals over the internet. This method uses the same infrastructure as internet-based phone services, which can be more resilient.

Telephone Lines (PSTN), Traditionally, alarms used the copper PSTN (Public Switched Telephone Network) to send signals to monitoring centers. This involves a direct connection from the alarm panel to the monitoring center, using a "DTMF" (Dual-Tone Multi-Frequency)

format. However, this method is becoming less reliable due to the rollout of the NBN, aging infrastructure and interference from other services..

Each method has its advantages and is chosen based on factors such as the level of security required, the reliability of the transmission, and the infrastructure available.

What does the NBN mean to me?

The NBN (National Broadband Network) has several implications for how your alarm system communicates with a back-to-base monitoring centre. As the NBN rolled out, traditional copper telephone lines have been phased out in many areas. This means that if your alarm system relies on a copper phone line, you'll need to adapt to new technologies.

The NBN uses different technologies such as fiber, fixed wireless, or satellite, which may require a different type of connection for your telephone service. If your current alarm system is set up for copper lines, you might need to upgrade it to be compatible with VOIP (Voice Over IP) services or install a modern communicator to ensure continued back-to-base monitoring.

To maintain reliable communication with your monitoring center, it's essential to consult with both your NBN provider and alarm service provider. They can provide guidance on necessary updates or changes to ensure your alarm system remains effective with the new technology.

What action is taken by the monitoring centre if my alarm activates?

At CMS, there is a predetermined set of actions for every alarm event. We have 5 standard response options to select from. This ranges from contacting keyholders, sending patrol, emergency services or other instructions mutually agreed on.

These are selected by the client when they set up their account with CMS. These responses are based on:

1. **CMS Standard Operating Procedures**: Outlined in the operators monitoring manual
2. **Authorities' Requirements**: Procedures set by authorities across Australia.
3. **Monitoring Contract**: Specific actions agreed upon as part of your monitoring contract.

A well-designed and properly installed alarm system should function smoothly, and genuine alarms are easily recognised by our monitoring center operators.

Do the Police attend all alarms when requested?

In Australia, police response to alarms is now prioritised based on specific criteria, and alarm verification is required for attendance. The three main priorities are:

1. **Safety to Life**: High-risk situations where there is an immediate threat to life.
2. **Confirmed Crime in Progress**: High-risk premises where a crime is currently occurring.
3. **Reporting of Previously Occurred Crime**: Situations involving crimes that have already happened.

CMS can provide details relevant to your region and risk level. Additionally, CMS uses dedicated police phone numbers that recognise their calls and monitor compliance with applicable rules. These calls are directed to Operations Centres and are prioritised over standard triple "0" (000) calls.

Do the Fire Brigade and Ambulance Services attend monitored alarms?

Yes, CMS will contact both the Fire Brigade and Ambulance Services if an alarm is triggered, provided there is an agreed response policy in place or one is verbally requested. Both services may charge for false alarms, so it's important to minimise false activations to avoid additional costs.

The Fire Brigade will attend alarms and have authority to gain entry to premises in by any means necessary in emergencies, ensuring that any potential fire hazards are addressed promptly.

Access is crucial for Ambulance Services to ensure they can respond effectively and avoid any tragic consequences. Therefore, it's important to ensure that access to the premises is readily available in an emergency.

Do CMS provide Patrol / Guard response?

Yes, CMS provides patrol and guard response services. While CMS does not have its own mobile patrol service, we work with selected companies that are best suited for the area or region.

These services are available based on an agreed set of rules and conditions, and additional costs are involved for their use. It's important to establish clear guidelines and agreements for when and how these responses are utilised.

What area do CMS cover?

CMS monitors alarms across Australia and the Pacific Region. Technology allows for monitoring without geographic limitations, so we can provide services wherever a company headquartered in Australia operates and requires a unified procedural system.

Installation, service, and patrol responses are managed regionally through our network of dealers and clients, who handle their own local security arrangements.

Are CMS Staff licenced?

Yes, CMS staff are licensed to ensure compliance with industry standards. We hold a Master Licence #401 988 582, and all operative staff have individual licenses and receive training appropriate to their specific roles and responsibilities.

Is CMS Monitoring Centre graded?

Yes, CMS Monitoring Centre is graded to the highest A1 grade operational level, as per AS/NZS 2201.2 – 2004, which is the current Australian Standard. The high A1 grade is achieved through a comprehensive evaluation of several critical factors. This includes the construction of the monitoring centre, access controls and operational procedures, and robust power supply arrangements with multiple redundancies. Key aspects also involve ensuring redundancy of equipment, effective physical and fire protection, and reliable ventilation systems with emergency breathing equipment. Additionally, the centre is assessed for our communication systems (telephones, duress, and radio), as well as our record-keeping practices. Our founding director, Nevillie Kiely, was actively involved and a key figure in shaping the standards of the industry nationwide. Our commitment to monitoring your alarm is paramount.

How long has CMS been operating?

CMS was established in June 1989, so 2024 marks 35 years of dedicated service.

Do CMS provide emergency monitoring?

Yes, CMS provides comprehensive emergency monitoring services, which include medical monitoring for aged care, lone worker monitoring, hold-up alarms, duress and panic alarms, man-down alarms, SOS alarms, and AED monitoring. Our experience allows us to select the best products tailored to your specific needs with proven monitoring expertise. We understand that there is no "one-size-fits-all" solution. Our services ensure that individuals and businesses are well-protected and feel secure.