



Changes to QFES response to Automatic Fire Alarms

Community Information

What are the changes?

The Queensland Fire and Emergency Services (QFES) are making changes in their response to alarm signals that reset in less than 10 seconds from alarm systems monitored by the QFES. This change only impacts premises monitored by the QFES.

A QFES Communications Officer will in the first instance try to reach your premises, as per your nominated Emergency Contacts, to advise that an alarm has presented, but has reset within 10 seconds. The Fire Communications Officer will then advise that the QFES will not be attending the premises and that the Emergency Contact should confirm with any persons on site that the Emergency Warning System (or other building services) has not activated. Finally, the officer will advise that these contacts should engage the premises' Fire Protection Company (Fire Technician).

Do these changes mean I can reset alarms on my Fire Indicator Panel?

The intention behind the 10 second delay is to account for maintenance issues and human error when testing Fire Indicator Panels and other Fire Equipment. In the event your monitored alarm system activates, due care should be taken to ensure that there is no risk to the occupants and the Fire System should not be reset to prevent QFES attendance.

What causes these types of alarms?

Whilst some small amounts of these alarms can be caused by human error when a person is interacting with the Fire Indicator Panel, the majority are caused by technological errors. If one of these reset alarms occurs, it is best to have a Fire Protection Technician investigate the Fire Indicator Panel to ensure they are functioning as required.

I know my monitored Fire Alarm System has caused an unwanted alarm, can I cancel the QFES attendance.

The changes being introduced are to remove the technical issues associated with Fire Alarm Monitoring. If the Fire Alarm System activates in your building and through investigation, the occupants are able to determine that this activation was a false alarm they should contact the QFES Fire Communications Centre to advise that there is a false alarm. However, these changes do not impact the requirement for the QFES to attend alarm signals with more than 10 second durations.

What actions do QFES Fire Communications Officers take when handling these reset alarms?

The primary focus is to advise the Emergency Contact that the QFES has received a reset alarm signal and will not be responding an appliance. The Fire Communications Officer will advise your Emergency Contact that it is their responsibility to ensure building services (e.g. the Emergency Warning System/Pumps/etc.) have not activated.

What confirmation will there be that QFES Fire Communications have attempted to contact our Emergency Contacts?

As a part of the reset alarm task presented to Fire Communications Officers, record keeping is required for when successful contact is made with the specified Emergency Contacts. If no contact is made, this will be entered against the record and the QFES response changed to a response involving a fire appliance and crew. QFES Communications Officers will make reasonable efforts to reach the Emergency Contacts, but if they cannot, the QFES must respond an appliance and this may be charged in accordance with existing practices and fee schedules.

Will I be charged for these reset alarm activations?

If the QFES Communications Officers can reach your specified Emergency Contacts, no QFES Fire Appliance will be despatched to your premises and you will not be charged. There will be a record against your premises' alarm history that this reset alarm has occurred and who was contacted. It is important that your Fire Protection Company attend hastily to investigate the cause of this false alarm signal.

Where should I get more information?

The Alarms and Accounts Receivable Management team is the primary point of contact for enquiries. For more information on these changes, please call 1800 289 785. In the event you wish to confirm that your premises emergency contacts' information is up to date, please call 1800 836 133.