



**POLICE**



## **IP Secure Facilities Communication System**

Police Stations Whitepaper and Project References



## THE PROBLEM

The police play an important role in ensuring the safety, security and order of society. Police stations and watch houses play a pivotal role in our justice system and community therefore keeping police officers, detainees and visitors safe and secure is imperative. The importance of effective communication systems within police stations impacts on the efficiency of the station and the safety of those within.

The welfare of those in custody often attracts political, social and media attention. Therefore it is important that communication systems within these facilities integrate with a number of third party building & security management, CCTV, audio recording and access control systems to offer a comprehensive solution.



## THE ANSWER

Jacques' IP communication systems are ideal for small to large police stations which encompass a number of holding cells. Jacques intercom terminals provide user-friendly, hands free operation once a call is connected and can withstand the conditions of these harsh environments. Additionally, intercom relays allow police to unlock doors associated with the intercom terminal. Police, staff and detainees can easily communicate while keeping a safe distance through Jacques' vandal resistant intercom terminals.

### LARGE POLICE STATIONS & WATCH HOUSES

Jacques' IP communication system complete with audio and/or video intercom, public address and integration to CCTV and access control systems ensures safety and security through communication.

Jacques audio intercom terminals, designed specifically as cell call stations are robust, water protected, vandal resistant and feature built-in tamper detection. Able to withstand continued usage in these harsh environments, cell intercom terminals allow for calling to police station central control should the need arise. If the call is coming from an intercom terminal located in a cell deemed to be 'high-risk' this call can be assigned a higher priority level and therefore jump the call queue for timely answer. Call statuses can be associated with CCTV presets ensuring audio and video perspective on a situation is achieved. Furthermore the Jacques system interfaces call audio to third party recording devices for capture and logging. Data relating to calls including time, date and duration is defined and made available in call reports for police station management should the need to recall a conversation arise. These call recordings can potentially be used as evidence if required, especially if there has been an incident in custody.

Additional security is provided by threshold monitoring whereby a call is automatically connected to a master station or an alarm notification is activated should a predetermined ambient noise level be exceeded at any configured intercom endpoint. This provides central control with additional security functionality especially for cells identified as housing troublesome detainees.

Operation of the intercom system at central control is hassle-free. Calls can be transferred between master stations while auto remote configuration ensures unattended master stations will transfer calls to other master stations ensuring all calls are answered. With the ability to isolate calls from nuisance callers police officers are able to focus on their duties without unnecessary interruption.

The Jacques IP public address system can broadcast live announcements to one, selected or all PA zones within a police station including waiting areas, access points and cells. Intercom terminals located in cells can act as PA speakers allowing police officers to make an announcement to all detainees at once.

Detailed system reporting aids in the successful management of any police station or watch house. Jacques systems provide complete event logging of all call activity and fault conditions for incident reporting or maintenance in alignment with detainee statutory duty-of-care requirements. Results from intercom tamper detection tests, device status, microphone and speaker tests are made available as alarms visible on master stations or in system reports.

System reliability is vitally important in police stations and watch houses and, as such Jacques offers ultimate system reliability via our high availability packages. Police stations can operate a redundant controller set up with automatic controller switch-over. High availability configuration eliminates single points of system failure ensuring system robustness and the continued reliability demanded in these security environments.



**Jacques systems provide complete event logging of all call activity and fault conditions for incident reporting or maintenance in alignment with detainee statutory duty-of-care requirements.**

### **MEDIUM & SMALL POLICE STATIONS**

Local, regional or rural police stations may only have two or three police officers running the station. It is therefore important their communications systems support their daily activities resulting in the smooth, hassle-free running of their stations.

The front door of small police stations may remain locked until access to visitors is granted. Jacques IP video intercom terminals located at entrances allow for calling within. Police officers can view and communicate with the caller on the monitor station. If access to the station is required, the officer can activate the door relay associated with the intercom and unlock the door. Entrance intercoms allow for small police stations to have an un-manned front desk, allowing for the officers to proceed with their police work and grant access to the station if and when the need arises.

Medium size police stations may only have a small number of holding cells. Communication between

those being held and police officers is simplified with in-cell intercom terminals offering one touch, hands free calling (once call is established) if required.

Jacques systems are extremely adaptable and flexible allowing for any number of intercom and master station endpoints on a system. From a small police station with only three cells to an inner city watch house with many, Jacques IP communications system will easily adapt to suit the requirement.

Integration to third party systems such as CCTV and access control is an integral offering of the Jacques IP communication system. Audio and video integration allows for police station managers to listen and see, insuring a 360 degree perspective on a situation. CCTV integration allows for video to be displayed on the video management system in conjunction with call audio triggered at an intercom terminal.



## PROJECT REFERENCES

- Arlaparra Police Station, NT
- Ayr Police Station, QLD
- Belconnen Police Station, ACT
- Blackwater Police Station, QLD
- Boondal Police Station, QLD
- Brisbane City Watch House, QLD
- Brisbane Police Headquarters and Watch House, QLD
- Capalaba Police Station, QLD
- Carnarvon Police and Justice Complex, WA
- Carseldine Police Station, QLD
- Cardwell Police Station, QLD
- Charleville Police Station, QLD
- Charlotte St Police Station, QLD
- Childers Police Station, QLD
- Christies Beach Police Station, SA
- Clermont Police Station, QLD
- Coober Pedy Police Station, SA
- Coolum Police Station, QLD
- Dalby Police Station, QLD
- Dutton Park Police, QLD
- Elizabeth Police Station, SA
- Fortitude Valley Police Station and Beat, QLD
- Gatton Police Station, QLD
- Goodna Police Station, QLD
- Holden Hill Police Station, SA
- Henley Beach Police Station, SA
- Hervey Bay Police Station, QLD
- Holland Park Police Station, QLD
- Hughenden Police Station, QLD
- Illawarra Police Station, NSW
- Innisfail Police Station, QLD
- Kalgoorlie Courthouse, WA
- Kuranda Police Station, QLD
- Loganholme Police Station, QLD
- Longreach Police Station, QLD
- Mareeba Watch House and Police Station, QLD
- Maroochydore Police Station, QLD
- Miriamvale Police Station, QLD
- Mt Isa Police Station, QLD
- Mundingburra Police Station, QLD
- Murray Bridge Police Station, SA
- Murgon Police Station, QLD
- Narellan Police Station, NSW
- Newcastle Police Station, NSW
- Perth CBD Courthouse, WA
- Port Adelaide Police Station, SA
- Port Augusta Police Station, SA
- Port Douglas Police Station, QLD
- Riverstone Police Station, NSW
- Roebourne Police & Court House, WA
- Russell Island Police Station, QLD
- Salisbury Police Station, SA
- Sandgate Police Station, QLD
- Sarina Police Station, QLD
- Sherwood Police Station, QLD
- Sippy Downs Police Station, QLD
- Smithfield Police Station, QLD
- Southport Police Station, QLD
- Springfield Police Station, QLD
- Stuart Police Station, QLD
- Toowoomba Police Station, QLD
- Tully Police Station, QLD
- Wee Waa Police Station, NSW
- Whyalla Police Station, SA
- Windsor Police Station, NSW
- Woorabinda Police Station, QLD
- Wujal Wujal Police Station, QLD
- Wynnum Police Station, QLD
- Doomadgee Police Station, QLD
- Kowanyama Police Station, QLD
- Wyong Police Station, NSW



p | +61 7 3846 8400  
e | [sales@jacques.com.au](mailto:sales@jacques.com.au)  
www | [jacques.com.au](http://jacques.com.au)

