Government of **Western Australia**
Department of **Fire & Emergency Services**

DFES
Department of Fire &
Emergency Services

ONLINE C8 MANUAL

Fire Agent User Guide

Overview:
A guide to completing C8's via the new online portal

Fire Alarm Monitoring Services
FAMSMNGT@CHUBB.COM.AU

Contents

Online C8 System - Fire Agent User Guide V 1.0

1. Creating an account

To create an account please send an email with the subject C8 ONLINE PORTAL - ACCOUNT CREATION REQUEST to FAMSMNGT@chubb.com.au with the following information:

- Organisation:
- First Name:
- Surname:
- Email Address (This will be your username):
- Contact Number:

An account will be set up and details emailed to your address within 48 business hours

2. C8 Creation

The online C8 portal works best with Google Chrome

Go to https://portal.firealarmmonitoringservices.com.au

Enter your username / password to access the portal

On entering the website, you will come to the dashboard page, this is where you can create new C8's and view/manage all existing submissions

Forms

C8 Form

Request to make, change, modify, or amend an existing fire system connected as a DFES Direct Brigade Alarm.

[Begin]

Entries

Pending ▾	My Entries ▾	Search Case or DBA #

Case #	Compliance Date	DBA Number	Behalf Of	Status

Items per page: 10   0 of 0   ‹ ›

2.1 How to create a new C8

Click the Begin button on the Dashboard, this takes you through to the first stage (Scope) of the C8 creation process

2.1.1 Scope

This is the Scope section of the C8 creation process

C8 Form

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1 Scope ——————— **2** Property ——————— **3** References ——————— **4** Details

Scope of Works

Clearly describe the extent of work covered by the application.

Scope of works *

Intended Practical Completion Date

Select Date * 📅

Approximate

Intended Compliance Submission Date

Select Date * 📅

Approximate

Save & Continue

Enter a description of the works in the scope of works text box. Please use as much detail as possible as DFES will use this to differentiate between major / minor works

Enter an intended practical completion date for the works

Enter an intended compliance submission date – this is for all completion documents

Click Save & Continue to move to the next section (Property Details)

2.1.2 Property Details Section

This is the property details section of the C8 creation process

C8 Form

Draft

Property Description

The description must identify all land the subject of the application. The lot & plan details (e.g. SP/RP) are shown on title documents or a rates notice. If the plan not registered by title, provide previous lot and plan details.

DBA Number *

Address *

Suburb *   Postcode *

Lot & Plan Details *

eg. SP/RP

Local government / Authority having Jurisdiction (AHJ) *

Doesn't look right? Click here to look it up.

Building Description Classification (BCA)

View the building class list

Description *   Class *

E.g. Level 1 - Offices   E.g. Class 5

Add

Go Back   Save & Continue

Enter the DBA number for the site in question, if you are unsure please contact the Customer Service Centre on 1300 793 722 to confirm the DBA # with the details you currently have.

Enter the Address, Suburb & Post Code of the site

Enter the Lot & Plan details

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Enter the Local Government / AHJ for the site if unsure this can be looked up by either clicking the link under the data entry field or going to https://walga.asn.au/home

Enter the building description classification, you can look up the classification list by clicking the link below the heading or going to https://www.commerce.wa.gov.au/building-and-energy/building-classes

Click save & continue to go to the Reference section of the C8 creation process

2.1.3 Reference Section

This is the reference section of the C8 creation process

This is where you can upload all relevant reference documentation – please ensure any documents listed in the scope of works are uploaded here

Please enter the Building Certifier and Permit number

Click Save & Continue to go the Agent Details section of the C8 creation process

2.1.4 Agent Details Section

This is the agent details section of the C8 creation process – this is the last section of the process

These details are pre-filled from your profile – if any of these are incorrect please send an email to FAMSMNGT@CHUBB.COM.AU

If all details are entered correctly and you are not submitting the form on behalf of someone else in the organisation check the box for "I confirm that all the details provided in this form are correct" and click the submit button

You will get a pop up stating the C8 has been submitted for approval

Record submitted

Your entry is now awaiting approval.

Okay

2.2 Submitting on behalf of someone else

If you are submitting the form on behalf of someone else within the organisation please check the box for I am submitting this form on behalf of someone else – once you have checked the box an additional section will appear (Their Details Section)

Their Details

Select User

Alternatively, enter their details below:

Full Name

Email

☐ I confirm that all the details provided in this form are correct.

Go Back

Submit

Click the select user box, this will drop down a list of users within your organisation, select the user you are submitting the form on behalf of;

Alternatively, you can enter their full name and email address in the section below

Once you have done that and ensured the details are correct, select the check box to confirm that all the details provided in this form are correct and click submit

You will now get a pop up stating the C8 has been submitted for approval

Record submitted

Your entry is now awaiting approval.

Okay

2.3 Post Submission Dashboard

Once you have submitted a C8 you will now have an entry in the Dashboard section of the portal

Case #	Compliance Date	DBA Number	Behalf Of	Status	
30	20/03/2021	a		Awaiting Approval (FAMS)	View

From here you can see the current status of your C8 submissions, view the submission by clicking the view button and search your current listing.

2.4 Filtering the Dashboard

You are able to filter the dashboard by your entries and by all C8's listed against your organisation. To do this select the filter from My Entries and select your organisation from the list

Entries

Pending   My Entries   earch Case or DBA #
                 Chubb Fire

Case #	Compliance Date	DBA Number	Behalf Of	Status

Items per page: 10   0 of 0   <   >

2.5 Deleting a C8 submission prior to approval

To do this go to your dashboard and click the view button next to the C8 you want to delete, this will take you into the C8

At the top of the screen there is a delete button (next to view history) click this, you will be asked to confirm you want to delete the C8 entry

Are you sure you want to delete this entry?

OK   Cancel

Click ok

An alert will now appear to confirm that the entry has been deleted

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Success

The entry has been deleted.

Okay

When you click okay you will be taken back to the dashboard and the relevant C8 will have been removed

3. Approval Process

3.1 Document flow

The C8 approval process is as per the below:

3.1.1 Awaiting Approval (FAMS):

Once the C8 is submitted Fire Alarm Monitoring Services will go over the C8 from an administrative standpoint, ensuring that the details in the C8 match those in the system I.e. address details, DBA number etc Once FAMS are satisfied that the C8 is correct they will approve it and DFES will be notified of the C8 submission for review, if the details are incorrect FAMS will reject the C8 back to the Fire Agent

3.1.1A Submission Rejection

If the submission is rejected there will be a message for the rejection reason, you can find this by going to your dashboard and clicking view, the status will read "Amendment Required" - you will also receive an email stating the submission has been rejected along with the reason,

Entries				Status ▼	Search
Case #	Compliance Date	DBA Number	Behalf Of	Status	
33	30/04/2021	01/070		Amendment Required	View

Once you have amended the C8 as requested go through the save process and submit as you would a new C8. You will receive an alert stating your record has been resubmitted

Record resubmitted

Your entry is now awaiting approval.

Okay

3.1.2 Awaiting Approval (DFES):

Once FAMS have approved the C8, DFES will be notified of the submission. DFES will go through the C8 submission to ensure the technical details are correct, scope of works attached documentation etc. DFES will then either approve or reject the C8 for more details

3.1.3 C8 Approved by DFES

On approval the C8 will be approved as either major or minor works based on the scope of works.

3.1.3A DFES approved minor works

You will receive a notification from DFES to your nominated email address and your dashboard will also reflect the approval

The email looks like:

Hi Test,

DFES have received the C8 requests for DBA 01/070 and have Authorised it as Minor Works.

Please complete C8 application online by indicating your completion of compliance and commissioning tasks associated with the works. All documentation associated with these works should be provided to the building owner, operators or customer responsible for your engagement.

DFES reserves the rights to withdraw this C8 Authority if a Building Permit (subject to WA Building Regulations) has not been obtained or if the Permit Authority advises DFES to do so.

If the conditions on which the C8 Approval have been issued cannot be complied with, you are then not authorised to make any changes and should contact DFES immediately to discuss the issues.

Please pay special attention to the requirement for professional drawings to be supplied, where required, in either CAD or some other drawing application. Hand amended drawings for completed As Builds will not be accepted.

NOTE:
Due to the consistent generation of false alarms by fit out contractors, DFES have stipulated that ANY false alarms generated by contractors within the fit out areas will result in the immediate OFFLINING of the alarm till such time as all works are completed OR the area where the works are being conducted is configured out of the FIP configuration. There will be no tolerance shown on this issue. Please advise your staff of this requirement and ensure the appropriate isolations and management in use procedures are adhered to.

Please contact DFES if we can be any further assistance on this matter.

Click here to view your C8 application.

The dashboard will update to reflect the approval as per the below:

Case #	Compliance Date	DBA Number	Behalf Of	Status	
32	23/04/2021	01/070		Completion Required	View

To view C8 close out requirements, click on the view button of the corresponding case #, this will bring up the following screen that displays the required documentation. On completion you will need to tick the relevant check boxes to confirm you have provided the documents to building owner, operator or customer responsible for the work.

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C8 Form

Case #32   Pending   Completion Required

① Scope ——— ② Property ——— ③ References ——— ④ Details ——— ⑤ Completion

Please confirm the following

AS 1670.1 Commissioned & Tested - Fire Detection	☐
AS 1670.1 Commissioned & Tested - Occupant Warning	☐
AS 1670.1 Battery Load/Capacity Tested	☐
AS 1670.4 Commissioned & Tested - Emergency Warning / WIP	☐
AS 1670.4 Battery Load/Capacity Tested	☐
AS 2118 Commissioned & Tested Fire Sprinkler/Drencher	☐
AS 2118 Third Party Certification	☐

TCA1 Details

Name	License	●
TCA1 name	License no.	

Add

Third Party Details

Name	Certificate	●
Third party name	Certificate no.	

Add

Go Back   Resubmit

You will need to add in the TCA1 provider and / or the Third Party Details on by entering their name and license number then clicking the add button

TCA1 Details

Name	License
TCA1 name	License no.

Add

Third Party Details

Name	Certificate
Third party name	Certificate no.

Add

3.1.3B. DFES approved major works

You will receive a notification from DFES to your nominated email address and your dashboard will also reflect the approval.

The email looks like:

Hi Test,

DFES have received the C8 requests for DBA aa/aaa and have Authorised it subject to the comments shown below, given by Local Government/Permit Authority as required.

Please provide the following completion documents:

- Installer compliance certificates (inc. AS 3013)
- TCA1 form
- Cause & effect mattrix
- Aspiring detection calculations

Approved - subject to compliance to AS1670.1, & DFES DBA requirements upon completion, AS1670.1 Appendix F, Battery Log, TCA1 form, updated As Builds (affected area only) inclusive SPLs, and Zone Plan (if applicable) to be supplied to DFES. Where ASD is fitted supply drawings and calculation for ASD.

DFES reserves the rights to withdraw this C8 Authority if a Building Permit (subject to WA Building Regulations) has not been obtained or if the Permit Authority advises DFES to do so.

If the conditions on which the C8 Approval have been issued cannot be complied with, you are then not authorised to make any changes and should contact DFES immediately to discuss the issues.

Please pay special attention to the requirement for professional drawings to be supplied, where required, in either CAD or some other drawing application. Hand amended drawings for completed As Builds will not be accepted.

NOTE:
Due to the consistent generation of false alarms by fit out contractors, DFES have stipulated that ANY false alarms generated by contractors within the fit out areas will result in the immediate OFFLINING of the alarm till such time as all works are completed OR the area where the works are being conducted is configured out of the FIP configuration. There will be no tolerance shown on this issue. Please advise your staff of this requirement and ensure the appropriate isolations and management in use procedures are adhered to.

Please contact DFES if we can be any further assistance on this matter.

Click here to view your C8 application.

The dashboard will update to reflect the approval as per the below:

26	31/05/2021	aa/aaa		Completion Required	View

To view the documentation that is required at close out, click on the view button of the corresponding case #, this will bring up the following screen that displays the required documentation. On completion you will need to upload all the relevant documentation for review by DFES.

4. Completing a C8

4.1 Minor Works Completion

To close out a minor works C8 – first click on the view button on the dashboard of the C8 that you wish to close (the status will be set as Completion Required)

26	31/05/2021	aa/aaa	Completion Required	View

Once you click view this takes you to the completion section for the C8

To complete a minor C8 you will need to confirm the documents have been completed and provided the documents to building owner, operator or customer responsible for the work.

Please confirm the following

AS 1670.1 Commissioned & Tested - Fire Detection	☑
AS 1670.1 Commissioned & Tested - Occupant Warning	☑
AS 1670.1 Battery Load/Capacity Tested	☑
AS 1670.4 Commissioned & Tested - Emergency Warning / WIP	☑
AS 1670.4 Battery Load/Capacity Tested	☑
AS 2118 Commissioned & Tested Fire Sprinkler/Drencher	☑
AS 2118 Third Party Certification	☑

You will then need to add the TCA 1 & Third Party Details to do this enter the Name and License details in the fields for the TCA 1 and click add

TCA1 Details

Name	License	
JB Enterprises	204875	⊖
TCA1 name	License no.	

Add

Then enter the Name and Certificate details in the Third Party Details and click add

Third Party Details

Name
MB Fire Systems
Third party name

Certificate
222039/A
Certificate no.

Add

Once you have completed the entries click on the resubmit button to send to DFES for close off

Resubmit

4.1.1 Completion Documents rejected by DFES (Minor Work)

If you have not supplied all the correct documentation or DFES require further documentation they will reject the completion submission. You will receive an email detailing what DFES require for completion

Hi Test,

Your C8 application Case #26 for DBA aa/aaa has been rejected for the following reasons:

Please supply updated Cause & effect matrix

Please contact DFES if we can be any further assistance on this matter.

Click here to view your C8 application and make the necessary amendments.

Once you have the required documents go into the dashboard and upload the document(s) as previously outlined

4.1.2 Completion Approval (Minor Work)

When DFES have reviewed all required documentation and completion has been satisfied they will approve the completion submission. Once done you will receive a completion email

Hi Test,

Your C8 application Case #26 for DBA aa/aaa has been completed.

Please contact DFES if we can be any further assistance on this matter.

Click here to view your C8 application.

The status of the case in the dashboard will now show "completed" you can still view the submission if required by clicking "view"

Case #	Compliance Date	DBA Number	Submitted By	Behalf Of	Status	
26	31/05/2021	aa/aaa	Test Agent		Completed	View

Minor work example

If you have not supplied all the correct documentation or DFES require further documentation they will reject the completion submission. You will receive an email detailing what DFES require for completion

Hi Test,

Your C8 application Case #32 for DBA 01/070 has been rejected for the following reasons:

Please provide TCA1 & Third Party Details

Please contact DFES if we can be any further assistance on this matter.

Click here to view your C8 application and make the necessary amendments.

Once you have the required documents go into the dashboard and upload the document(s) as previously outlined

32	23/04/2021	01/070	Test Agent	Completed	View

4.2 Major Works Completion

To close out a major works C8 – first click on the view button on the dashboard of the C8 that you wish to close (the status will be set as Completion Required)

26	31/05/2021	aa/aaa	Completion Required	View

Once you click view this takes you to the completion section for the C8

To view the required documents to close out the C8 scroll to the top of the completion section, where a list of required documents will be displayed

Please complete the following.

1. Installer compliance certificates (inc. AS 3013)	2. TCA1 form
3. Cause & effect mattrix	4. Aspiring detection calculations

Comment

Approved - subject to compliance to AS1670.1, & DFES DBA requirements upon completion, AS1670.1 Appendix F, Battery Log, TCA1 form, updated As Builds (affected area only) inclusive SPLs, and Zone Plan (if applicable) to be supplied to DFES. Where ASD is fitted supply drawings and calculation for ASD.

To complete a major works C8 you will need to upload the required documents and then submit to DFES. To do this either click in the upload document field and navigate to the document you wish to upload and click ok – then click the add button, repeat this for each document as required. Alternatively, you can enter a URL for the document then click add, again repeat this as necessary.

Completion Documentation

Clearly identify any relevant dococumentation, e.g. fire specification, tender drawings.

Upload File

Click to upload   OR   http://_____   ⊖

Add

Go Back   Resubmit

Once you have uploaded all the documents as required click on the resubmit button to send these to DFES for review.

4.2.1 Completion Documents rejected by DFES (Major Work)

If you have not supplied all the correct documentation or DFES require further documentation they will reject the completion submission. You will receive an email detailing what DFES require for completion

Hi Test,

Your C8 application Case #26 for DBA aa/aaa has been rejected for the following reasons:

Please supply updated Cause & effect matrix

Please contact DFES if we can be any further assistance on this matter.

Click here to view your C8 application and make the necessary amendments.

Once you have the required documents go into the dashboard and upload the document(s) as previously outlined

4.2.2 Completion Approval (Major Work)

When DFES have reviewed all required documentation and completion has been satisfied they will approve the completion submission. Once done you will receive a completion email

Hi Test,

Your C8 application Case #32 for DBA 01/070 has been completed.

Please contact DFES if we can be any further assistance on this matter.

Click here to view your C8 application.

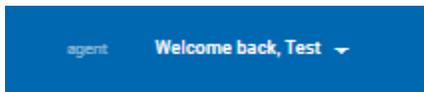The status of the case in the dashboard will now show "completed" you can still view the submission if required by clicking "view"
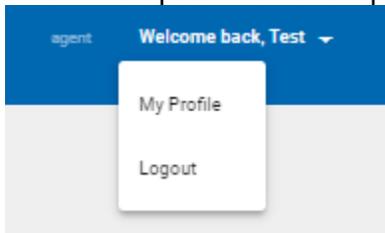
5. Maintaining your profile

5.1 Update Profile Information

To update your profile, click on the dropdown menu at the top right of the dashboard screen (welcome back,)

This will dropdown a list of options, My Profile or Logout. Click on My Profile

This will bring up your profile screen and list of details held in the system

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Profile

Agent

Username *
famsmngt@chubb.com.au

This cannot be changed.

First Name *
Test

Last Name *
Agent

Phone no. *
1300 793 722

Mobile no.

Fax no.

Business hours

Address *
120 CUTLER ROAD

Suburb *
Jandakot

Postcode *
6164

Organisaton ▼

Change your password (optional)

New Password

Confirm Password

[Update]

You can update all the fields barring Username and Organisation, once you have made your necessary edits click the update button to save, a message will appear near the top of the profile page to state this has been successful. *If the organisation field is blank please send an email to FAMSMNGT@chubb.com.au and advise of the organisation your profile should be added to.*

Profile

✓ Profile has been updated successfully.

Agent

6. Exiting the system

6.1 Logout process

To logout of the portal click on the dropdown menu at the top right of the dashboard screen (welcome back,) and click logout. This will take you back to the login screen and end your current session

7. Passwords

7.1 How to Reset your Password

If you have forgotten your password to login to the system, go to the login screen then press forgot your password

Login

Email *

Password *

Login

Forgot your password?

This will bring up the forgot password dialog box

Forgot Password

Please enter your email address

Username *

luke.griffiths@chubb.com.au

Send reset email

Enter your username and click the send reset email button, a message will appear stating that an email has been sent, if you have not got the email you can click the send reset email button again

Forgot Password

ℹ An email has been sent to luke.griffiths@chubb.com.au with a reset link.

Please enter your email address

Username *

luke.griffiths@chubb.com.au

Send reset email

Go to your email system for the address you entered and an email containing a reset link will be there

DIRECT BRIGADE ALARM (DBA) C8 Online Platform
[External]DIRECT BRIGADE ALARM (DBA) C8 Online Platform - Forgot Password

Click on the reset password link within the email, this will take you to the C8 portal

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Hi Luke,

A password request has been made on DIRECT BRIGADE ALARM (DBA) C8 Online Platform.

Username: Luke.Griffiths@chubb.com.au

Please click here to reset your password.

www.firealarmmonitoringservices.com.au

This will take you the reset password screen on the portal, enter your desired password in both the New Password and Confirm Password and then click reset password

The password must comply with the below requirements:

Your password is not strong enough.

- Must be at least 6 characters long
- Must contain at least one uppercase letter
- Must contain at least one lowercase letter
- Must contain at least one number
- Must contain at least one special character

If the passwords do not match a red notification will appear above the reset password button

Please enter a new password

New Password

●●●●●●●●●

Confirm Password

●●●●●●●●●●

Passwords do not match.

Once you have entered in a password the meets the requirements in both fields click the reset password button to set this as your new password

You will receive an email confirming that your password has been changed successfully

DIRECT BRIGADE ALARM (DBA) C8 Online Platform
[External]DIRECT BRIGADE ALARM (DBA) C8 Online Platform - Password Reset

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Hi Luke,

Your password has been reset on DIRECT BRIGADE ALARM (DBA) C8 Online Platform

Username: Luke.Griffiths@chubb.com.au

You can now login here.

7.2 How to update your password

If you have not forgotten your login password but wish to change it you can do so through the My Profile are. To access this please refer to the section on maintaining your profile

8. Appendix

8.1 Contact List

New Accounts & General Enquiries – FAMSMNGT@CHUBB.COM.AU

Completion Document Queries – DBA@DFES.WA.GOV.AU

DBA # Queries – 1300 793 722 (option 1) or WACSC@CHUBB.COM.AU

8.2 List of status

Awaiting Approval (FAMS)

Awaiting Approval (DFES)

Amendment Required (FAMS)

Amendment Required (DFES)

Awaiting PC Extension Approval (DFES)

Approved

Completion Required

Completed