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Submission number: 241792

Department of Communications' Review of the national Triple Zero (000) operator 2014.

Question 1: Community expectations

Yes, my opinion is that the availability of emergency assistance when required is a key responsibility of government and society generally

Question 2: Challenges facing the Triple Zero service

Question 3: Other ways of requesting emergency assistance

Increasing the range of methods of obtaining aid will benefit society. SMS would be a good option in situations where speaking maybe problematic or Mobile signal is poor and other options like phone and computer Apps may make it easier for some people to give a clear picture of their needs. Also a restricted version for Health Care Professionals and organisations like St John Ambulance's First Responders and Advanced Responders would allow us to pass on the information required to get the resources we need, in the minimum amount of time while, not minimizing the disruption to our patient care

Question 4: Improving information

Inside St John Ambulance SA we use 2 acronyms to pass on necessary information, both internally through our own comms and also when dealing with other services like 000, these are ETHANE and ISBAR. ETHANE is Exact location, Type of incident, Hazards, Access and Egress and Emergency services on site and needed. ISBAR is used by the department of health and stands for Identify, Situation, Background, Assessment and Recommendation

Question 5: The role of the national Triple Zero operator

Question 6: The role of telecommunications providers

Question 7: The role of innovators

Question 8: Cooperation and decision-making

As an Advanced Responder in St John Ambulance Service SA the most frustrating thing for me when calling for an Ambulance is the ridged structure of the call taking system. When I call I already have a provisional diagnosis for my patient and what I need to do is quickly and efficiently hand this information and the other relevant information over to get the resources my patient needs. Currently the call taker has to pass on first aid information which takes time away from my patient and is at best what I have already done or is a lower clinical standard than we provide. There is the option for the SA Ambulance call taker to switch over to a clinical screen for Health Care Professionals and it would be very useful for this option to be opened up to allow St John First Responders and Advanced Responders to access this so that we can pass the information over with a minimum of disruption.

Other comments

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