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

Question 1: Community expectations

These are my expectations, although as technology changes I can foresee that there will be a time when community expectations may change in the way that it is possible to make a 000 call, the type and mode of information that can be transmitted, such as a photo or video of a crime, fire or car crash etc, however I think the current expectations will remain and these will expect to be retained. At present I believe that expectations are largely being met, however whenever the expectations are not met it seems to become newsworthy, so I think that the accuracy of the system and the robustness of the system needs to be a priority along with the changes due to expanded capability that technology brings because there is also a community expectation that the system is infallible.

Question 2: Challenges facing the Triple Zero service

I think there probably needs to be clear protocols around how these challenges are dealt with, and these clearly communicated to the community. There are known problems with VOIP calls, so users need to be aware of the limitations and what the more reliable modes of communication are. I think the post incident analyses that are conducted should allow for review of how well extreme call volumes have been managed will inform decision makers as to what needs to be achieved, and that this is probably the best way to continue. I think that one challenge is that personal communication devices are changing rapidly, and organisational infrastructure is much slower moving. This may well create challenges, especially in expectations that funding will always be made available for upgrading emergency systems, when the reality is that choosing the right systems is fraught with difficulty and the rate of change means that if every system was upgraded there would never be the time to beda system in and have it working well before it needed to be changes again.

Question 3: Other ways of requesting emergency assistance

I think the only other way of making a call should be automated, such as from a monitoring device a person is wearing or an emergency monitor for car crash. I think there may well be a use for other forms of communication to more fully inform a call that has been by phone, such as a video or a photograph. A photograph of an ofender for instance could be sent to the 000 centre which is then sent dirrectly to a police car attending the scene. The placards on a truck could be photographed and sent to the Fire Service so that are prepared for a chemical spill before they get to the scene, or a video of a fire could inform a station officer that they need to upgrade to a 2nd or thirsd alarm even before they arrive at the fire.

Question 4: Improving information

I think there may well be a use for other forms of communication to more fully inform a call that has been by phone, such as a video or a photograph. A photograph of an ofender for instance could be sent to the 000 centre which is then sent dirrectly to a police car attending the scene. The placards on a truck could be photographed and sent to the Fire Service so that are prepared for a chemical spill before they get to the scene, or a video of a fire could inform a station officer that they need to upgrade to a 2nd or thirsd alarm even before they arrive at the fire.

Question 5: The role of the national Triple Zero operator

Accuracy, timeliness, communication skills, robustness of system, HR processes to support call takers.

Question 6: The role of telecommunications providers

Question 7: The role of innovators

Expanding the capability to accomadate evolving technology - such as SMS, MMS, automatic device monitoring such medical monitoring or car crash monitors. As there is already a medical monitoring industry, this would be likely to to need industry and community consultation as there could be a risk if there was a muisunderstanding regarding the service demarkations. What ever is done, the reliability and a ribust system are going to be paramount.

Question 8: Cooperation and decision-making

Other comments

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