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

Question 1: Community expectations

My expectations of the Triple Zero service do get met. Have had the need to use the service for Police and Ambulance a number of times. I find the operators efficient and above all calming in sometimes a challenging emotional situation

Question 2: Challenges facing the Triple Zero service

The sheer fact that we as a community have so many mobile phone will give rise to the number of calls to TZ simply because we have those communication devices readily to hand whether we are at home or out bush walking. TZ technology should be able to tap into locations of distress calls, because callers will not always know where they are when needing assistance. This is not so much a 'big brother' thing as a safety issue. However, the TZ service should not be relegated to simply a mobile type of service as many older people in the community may face difficult challenges using technology and therefore fail to access services they need if the current person to person contact through TZ is stopped. Privacy laws will need to be looked at in regards to what information is collected however it is inconceivable that a person, making a TRUE emergency call would be concerned about TZ being able to locate them. As an aside, having a locator service on emergency calls, and informing the public of this ability, may assist in cutting down on the number of hoax calls that choke the system and waste valuable services that need to be directed to a proper emergency.

Question 3: Other ways of requesting emergency assistance

Yes. For mobile phones, possibly some type a 'fast tap' button which will automatically bring up GPS location of caller and emergency service required to TZ. This would help if a person is quickly losing the ability to communicate (for instance snake bite or major incident).

Question 4: Improving information

Essential for Emergency Services: GPS Location of caller, caller number display and phone owner details. Desirable: Other contact details for the caller. For members of the public, the essential would be immediate contact with the emergency service (ambo, police, fire) required.

Question 5: The role of the national Triple Zero operator

I am unsure how to answer this other than to ensure problem free continuation of the service with a proven, reputable service operator. This is not a tender that should be decided on a 'we'll give them a go because they are cheaper' thought process.

Question 6: The role of telecommunications providers

I do not have the knowledge to answer this question.

Question 7: The role of innovators

Definitely a phone app to reach a larger mobile phone or device audience. Possibly a GPS device in vehicles that can be pressed/turned on in an emergency situation to assist in locating persons required help.

Question 8: Cooperation and decision-making

I do not have the knowledge to answer this question.

Other comments

Development of the Triple Zero service should be a living thing. As technology and the community change so must the service continue to develop and change to meet community expectations. However the service needs to be appropriate for ALL community members. While younger and middle aged people are more comfortable using more and more technology, there remains a large core of older people, and also people with disabilities who find technology difficult. The ability to call from any phone to the Triple Zero service and speak to a person on the end of the line can be crucial in calming and assisting the caller in an emergency situation, and giving the caller the comfort of knowing someone knows that help is needed. You don't get that from accessing an App.

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