

To: Regional Telecommunications Review Board

From: [REDACTED]

Address: [REDACTED]

INCIDENT REPORT

Location of Incident: [REDACTED]

Reported by: [REDACTED]

Ph: [REDACTED]

Reported to: Emergency Services 000

Date & Time of Incident 25/12/2023 4:00am

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TYPE OF INCIDENT

Medical emergency involving member of the public
Failure of community emergency services number 000 reception

INCIDENT DETAILS – Full description of incident

THE INCIDENT

At 4am on 25th December 2023 I was unable to reach 000 from inside my son's house in [REDACTED]. I made two attempts to call 000, but it would not connect.

It was necessary for me to leave my husband and go outside to call 000 for an ambulance. It connected immediately.

Having to leave your loved one to go outside the house to make an emergency call and / or ask for help or advice is a risk.

Although this problem I have raised did not contribute, my husband passed away in hospital 6 days later, New Years Eve.

FOLLOW UP ACTION

I contacted the City of Busselton for their help. As they were not in control of Telecommunications Systems, they have written to NBN, Telstra, The Federal Minister and local member for Forrest to share their concern about the poor coverage.

At the City of Busselton's advice, I contacted the Ombudsman. The Ombudsman's reply was that they cannot investigate complaints about private individuals or organisations. They recommend contacting my (Telstra) telecommunications provider directly.

I contacted Telstra. In a phone conversation, I was told that they cannot control what coverage you have inside the home. In an email, Telstra stated that they can confirm coverage issues in [REDACTED] is recognised as a mapped black spot for indoor coverage. Telstra states that there were no outages showing on 25/12/23.

MY CONCLUSIONS/ COMMENTS

Therefore, it was not a glitch in the system that I was unable to get 000 from inside the house.
My son and family JUST live in a mapped black spot area that is not good for indoor coverage.

Telstra also stated that 112 is a globally recognised emergency number that can also be dialled from mobile phones in Australia. How many people are aware of this? Where is the advertising that makes people aware of this?

One of Telstra's recommendations is to use phones with Blue Tick coverage to ensure better coverage for country areas. My phone is a Galaxy s21 and deemed a Blue Tick device. Other recommendations other than getting a landline is to purchase a Telstra GO Repeater which "may assist to improve indoor coverage".

Telstra's closing comments in the email says:

"While it's disappointing that we were unable to resolve your complaint at this time, Telstra are constantly looking at new ways we can deliver needs-based servicing to our rural and diverse customer bases.

We are confident that our investigation and proposed resolution are appropriate and therefore not able to do anything further to resolve this matter for you."

I have been in contact with City of Busselton who have kept me up to date with progress made. It is from their suggestion that I have forwarded this submission to you.

REQUEST TO THE REVIEW BOARD

With Respect,

The people in [REDACTED] have a dangerous gap in communication to seek emergency help.

Imagine if I needed assistance in how to do CPR or help to save a choking child. Or a person living on their own with a broken hip after a fall cannot call for help. Calls to Fire or Police not being able to be made.

Please try and prevent the next incident where someone is unable to reach Emergency Assistance for Ambulance, Police or Fire from within their own home.

The consequences could be deadly.

