Part A: Personal information

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- Please choose the category that best describes you or your organisation: Other

Part B: Questions

- Question 1: Community expectations :

Australian's rightfully expect that the Triple Zero emergency service be contactable anytime, anywhere – quickly, easily and free of charge. However, we believe that there are opportunities to enhance the current Triple Zero service model using extensions of modern communication technologies. The advent of the now ubiquitous smartphone has made available a wealth of potential information that would not only enhance any required emergency response, but could also provide vital information to Australia's Triple Zero service at the time of first contact. Access to geolocation, video, photographic imagery and even personal medical data would all enhance the planning and implementation of an emergency response to anything from a single person accident to a multi-victim disaster scene.

- Question 2: Challenges facing the Triple Zero service:

The community will rightly continue to expect improvements in the response capabilities of our emergency services. Modern technology currently enables accurate location information to be accessed along with visual imagery, available as either video or still images. Modern Computer Aided Dispatch [CAD] protocols can also enable the review of smartphone location data [in the form of incident clustering to make geographic assessments of incidents] combined with geolocation and visual imagery available in real time to respondent services. Additionally, it is also possible for individual medical data, securely stored on smartphones, to be delivered directly to the CAD operator at the time of a reported incident. This would enable a more complete picture of an event to be constructed, signifcantly adding to the scope of incident data available for critical review and decision making.

- Question 3: Other ways of requesting emergency assistance:

Triple Zero has traditionally been a voice to voice service, and in the time of crisis, it is only human to wish to talk to another person. This preferred methodology will no doubt continue. While there are clear limitations to the use of SMS, social media, web forms and email in emergency settings, these are becoming a preferred method of communication for many users, particularly the younger

demographic. As such, these forms of communication and the technologies that support their use must be considered in future planning and development. To support the primary method of voice to voice communication in the immediate future, access to ubiquitous devices that enable the supply of video, still images, text and even personalised medical data to the CAD operator would be beneficial to both the individual in need of emergency assistance and any subsequent emergency response.

- Question 4: Improving information:

The essential information required by Emergency Service Organisations appears reasonably straightforward – location (geo-coded address data) and incident details. Technological advances will potentially enhance the availability of desirable information such as personal details, including next of kin; medical data and video or still imaging. Our own organisation's developmental focus remains the dissemination of information from a locked smartphone. Currently, whilst an emergency call can be made from a locked smartphone, no other smartphone functionality can be accessed without unlocking the device. Technology that enables the functionality of a locked smartphone to be accessed and for a responder to not only call the Triple Zero service, but also provide that service with additional data not limited to: video, still images and personalised encrypted patient medical data would be advantageous to both the individual placing the emergency call and the responding emergency services operator. This additional information, relevant to the reported incident, will enable the CAD operator to optimise their situational awareness, response actions and overall level of service, resulting in benefits for the victims, the reporter and the emergency responders. A protocol of this nature would significantly contribute to the scope and range of incident data available to the emergency services.

- Question 5: The role of the national Triple Zero operator:

International benchmarking and the adoption of World's best practices would seem wholly appropriate, especially with consideration of the challenges that face our emergency response teams due in no small part to Australia's unique geography and vast population spread.

- Question 6: The role of telecommunications providers:

Our organisation has no specific comments

- Question 7: The role of innovators:

Numerous technological advances have been made in recent years to the way in which calls to an emergency call centre are processed for improving the provision of emergency services. Modern call centres typically employ advanced computer/voice platforms that provide intelligent call distribution. Such computer systems also provide call evaluation functionality which has the capability to determine a physical location of an inbound call (originating from a fixed landline), for use by the operator in issuing appropriate dispatch instructions and resources. While these advances have improved the way in which emergency services are provided, the call centre operator is still heavily reliant on the information

provided by the caller in order to give the most appropriate and timely response. For example, in an accident scenario, a bystander placing the call may be unable to provide the operator with victim identification information. Also, depending on the nature of the emergency, the caller may be quite distressed and unable to clearly and quickly convey relevant information to the operator. Technology that enables the functionality of a locked smartphone to be accessed and for a responder to not only call the Triple Zero service, but to also provide that service with additional data not limited to: video, still images and personalised encrypted patient medical data would be advantageous to both the person making the emergency call and the emergency services respondent. This additional information relevant to the reported incident would enable the CAD operator to optimise their situational awareness, response actions and overall level of service, resulting in benefits for the victims, the reporter and the emergency responders. The 2012 research performed by the Department of Broadband, Communications and the Digital Economy exploring community views in relation to Triple Zero provide preliminary evidence that the majority of the Australian public recognise that personal data, including medical data, during an emergency incident should be provided to the CAD operator. Technological advances that streamline the two-way transfer of that valuable data should be explored and supported. Innovation in the emergency response arena will be driven jointly by: 1. improvements in CAD protocols 2. information sharing and 3. smartphone technology and its proliferation in the community. To support innovation and ensure that technological advances are addressing the true needs of the Emergency Services and the public, information sharing across industry and government is critical. Provision of Emergency Services, and in particular the Triple Zero emergency call service, is highly complex. Innovators, industry and government need to work collaboratively to ensure that workable solutions are developed to build enhanced services and ultimately improve health outcomes for the Australian public.

- Question 8: Cooperation and decision-making:

  Our organisation has no specific comments.

- Other comments:

  We would welcome the opportunity to engage with government and industry to significantly and positively contribute to the scope and range of incident data available to the emergency services, and in so doing improve the Triple Zero service and the outcomes of the Australian people, who the service is intended to assist.

- *I would like my submission to remain confidential::

  No