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Workflows

Online / Offline	Online
Full Name	Wayne Jones
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Organisation	Emergency Services Volunteers Association
Confidentiality	No
Submitted at	8/9/2014 9:40 PM
Foreign id	242710
Question 1	<p>I do expect this service to be a 24/7 all year round service.</p> <p>The service must remain free to call without exception now and into the future.</p> <p>The service must be dedicated to emergency call taking only.</p>
Question 2	<p>Some of these challenges are the price of the emergency services business. Fundamental cost cutting is not an option in my view.</p> <p>It is time though the service be enhanced to utilise mobile device GPS tracking.</p> <p>The challenges to be able to establish call line user (CLI) or other caller ID must be fully explored and adopted.</p>
Question 3	<p>I see the voice call system as the primary method now and into the future regardless of the platform use to initiate the call.</p> <p>Video calling should also be an option and could be used as the norm if the caller has the facility. This would enable easy video capture of the caller plus provide valuable incident information, especially if the caller is a very young child trying to call for help.</p> <p>No device should be able to disable GPS locating, video calling or caller ID when calling 000</p>
Question 4	<p>As mentioned above I believe video calling can offer exceptional opportunities if the technology is s they harnessed.</p> <p>Caller ID GPS Location Video calling</p> <p>Any 000 calls where the caller is seeking information on an incident should immediately be transferred to the state emergency services information lines.</p> <p>Any hoax calls should have mandatory penalties that substantially increase for repeat offenders with imprisonment an option.</p>

Question 5

The service MUST remain within Australia. Irrespective of how good people speak English or other languages nothing can replace specific knowledge or experience that comes from being in the country.

The service should be in government hands. The corporate is more interested in making money and service provision is cut in some way to achieve this.

Question 6

I believe that anything that has to do with the provision of emergency services has to be regulated. This includes the telecommunication industry who frankly struggle to provide normal services that is customer focused service. For them to have less or no regulatory responsibility when it comes to call to the 000 service would disastrous and it will cost lives.

Question 7

Innovation must be fully supported and all options explored. However the introduction of such innovations must value add to the service, not be seeking to be a money maker via secondary on costing.

Any new innovation must be able to be properly evaluated while at the same time not a long drawn out process. This might be a job for a select government committee or group with representatives for the emergency services sector and the Telco industry plus co-opted , personnel as deemed necessary.

Question 8

I believe as mentioned above I believe the 000 services should be run through the Federal Government to ensure the service has national continuity, but the emergency services from each state has an important role in ensuring the service remain relevant. Other stakeholders would be Defence.

The Federal Government should ensure that it also has the capacity to initiate National, State and Territory fail safe/redundancy capabilities

Question 9

Group Government


Postcode 6984

Workflow Outcome

**Approval Status** Approved

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