Submitted by Wave Digital Pty Ltd

Submission number: 241770

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

Question 1: Community expectations

Yes, these are my expectations now, and yes, they are being met.

Question 2: Challenges facing the Triple Zero service

Our company, Wave Digital, built the VicTraffic website for VicRoads, so we're well used to experiencing surges in volume in times of emergencies. I feel that utilitising web and mobile technologies could offer huge benefits to the Triple Zero service. In my mind, there are number of benefits a mobile app could offer: - Allow you to choose which service you need, or multiple, from the app (Will reduce call volume within Triple Zero) - Perhaps allow you to describe the situation from the app (E.g. your house is being broken into, you may not want to let the intruder know you're aware they are there - you could type the situation or choose from a dropdown list) - Provide your location - using the phone's GPS (if you are calling an ambulance from a road traffic incident, you may not know where you actually are, but your phone will) - Provide the caller with details of how far away the service is (Currently, many taxi companies can provide estimates of when your cab will arrive. This could be utilised by Triple Zero so the caller knows how far away the service providers are) Reduce phone bottleneck in emergencies (Will share the load between people using the app vs those who are calling). Is also useful so people can get through to the emergency services and not feel as frustrated.

Question 3: Other ways of requesting emergency assistance

As mentioned above, I think using an app would be the next logical step. Challenges - Setting up the right infrastructure so the app doesn't crash in times of high volume - Areas that are out of cover for 3G / 4G - Issues with dual system of phone and app utilisation - Ability for app to sync and integrate with current backend system of Triple Zero

Question 4: Improving information

Essential - Choose service type - Short time to receive response - Ability to describe emergency situation adequately - Ability to know that the service provider (police, ambulance, fire etc) are on their way Desirable - What options are there if it's not an emergency (Particularly medical)

Question 5: The role of the national Triple Zero operator

- What's a tech trend and what's a tech fad - What is using tech for the sake of it, and what is truly innovative - How often will the system need to be updated - Who are the true stakeholders in this project - What are the biggest risks - What are the biggest pain points with this current process and how will technology overcome them

Question 6: The role of telecommunications providers

Question 7: The role of innovators

See answers to Question 1 where I have outlined our role as an innovator (App Developer)

Question 8: Cooperation and decision-making

Other comments

Please feel free to contact me if you would like to discuss the suggestions I have made in more detail.