



Workshop Recap

Melbourne – May 2016

KEY ITEMS

- National Operator Review
- 2nd Annual Industry Engagement Forum
- NECWG-A/NZ Website
- Sub-Committee Updates
- NZ Update
- Push MoLI
- National Training Standards

Events

June 2016

- NENA Conference – Indianapolis, USA

November 2016

- NECWG-A/NZ – Perth

April 2017

- EENA Conference – Budapest, Hungary

May 2017

- Industry Engagement Forum – Sydney
- NECWG-A/NZ – Sydney

Emergency Call Person Review Released

The final report of the National Triple Zero (000) Operator has been released by the Department of Communications and the Arts together with a draft implementation plan.

With the federal Government moving into caretaker mode just after the release of the report, further work will wait until after the results of the election are known however, the report highlights a number of key focus areas that reflect the needs of the both the community and public safety agencies.

Notably, the key recommendations include:

- The inclusion of capability to reliably receive and automatically forward more accurate location-based data from mobile emergency callers to Emergency Service Organisations
- A set of technology principles and criteria to guide a nationally agreed, and consistent, integration of future technologies across the emergency service framework
- A Triple Zero (000) Coordination Committee be established to examine and coordinate end-to-end Triple Zero (000) operational issues
- The Triple Zero (000) service should maintain a national operator delivery model for the time being, as this remains an effective and proven model
- The Commonwealth should seek to postpone the 2016 tender for the Emergency Call Person for up to two years

The initiatives are expected to be delivered and implemented on a national basis, however each State and Territory will need to assess its readiness to accept these new communications capabilities.

The NECWG-A/NZ is working closely with the Department of Communications and the Arts to ensure the operational and organizational change factors for the public safety agencies are included in the development of the projects and implementation plan/s.



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Industry Engagement Forum Focus on Hot Topics

In April 2015, NECWG-A/NZ conducted its first Industry Engagement Forum (IEF) in Sydney during which members of the emergency communications sector joined with key industry representatives to participate in the launch of the Next Generation Triple Zero (NG000) strategy.

In May 2016, the 2nd Annual IEF was conducted in conjunction with the NECWG – A/NZ workshop. Over 40 representatives of public safety focused vendors again joined with members of the emergency communications sector to hear about progress on the NG000 strategy as well as the results of the National Triple Zero (000) Operator review.

The afternoon session was focused on 5 Hot Topic areas in which the broader group divided into sub-groups to explore the scope, opportunities, and challenges for the Hot Topics.

The Hot Topics were:

- Location Identification (led by Steve Moore – QAS);
- SMS and Beyond (led by Craig Anderson – PSBA);
- Public Safety in an IP World (led by Lance Martin – WA Police);
- Smart Alerting (led by Greg Wild – NSW Fire); and
- Industry Engagement in a NG world (led by Chris Beatson – NSW Police).

Each group discussed the Hot Topic then presented their thoughts and recommended actions to the broader group.

NECWG – A/NZ is collating these into a consolidated document that will form the basis of further industry interaction in support of the NG000 strategy and progression of the National Triple Zero Operator implementation plan.

The next steps for the IEF is to continue develop of the original Hot Topics including undertaking any actions identified by the sub-groups.

Future Hot Topics to be considered for discussion at the 3rd Annual IEF include:

Emergency Call from

1. Vehicles – Telematics
2. Health devices

National Operator Implementation plan review

User profiles

Industry approach to Risk Management

Video in NG000

Analytics and Business Intelligence

Engagement model

Next Generation Control Rooms

App access to CAD

NECWG-A/NZ Now Online



The National Emergency Communications Working Group – Australia/New Zealand is now online with its own website.

Visit www.necwg-anz.org



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Sub-committee Updates

SMS to Triple Zero – noted the development of draft operational and technical workflows together with set of draft FAQ's for NECWG-A/NZ members to use in their organisations.

Governance – The NECWG-A/NZ Charter has been finalized and issued. Discussion ensued on the inclusion of an 'industry representative' to the group.

Standards – investigations continuing into systems both current and future underway in support of developing National Standards for Triple Zero (000).

Apps – Investigations into leveraging international best practice is underway including that done by EENA and NENA.

TZAWG – The Triple Zero Awareness Working Group reported on the increase in usage of the Triple Zero Kids Challenge since May 2010. Also reported that the Emergency+ App has been downloaded around 470,000 times. The TZAWG continue to look at ways of improving the App functionality and public education on the correct use of Triple Zero.

Push MoLI

Telstra advised that all of Australian ESOs have converted to Push MoLI.

Acknowledgement of the effort of Carriers in delivering Push MoLI was recognised.

Discussion has commenced among the carriers in relation to the development of GPS MoLI.

**For more information
contact your local
NECWG – A/NZ Representative**

National Call-taking Skills

Service Skills Organisation (SSO) for the Public Safety Training package has been announced as Australian Industry Standards (AIS).

Their website, <http://www.australianindustrystandards.org.au/>, is still being built, but provides basic information and an opportunity for NECWG-A/NZ members to register their interest in the SSO.

Industry Manager, Dan Winton of AIS advised that SSO's will be more strictly regulated by Fed Gov in the new VET scheme as they are contracted to providing services based on specific work tasks.

They expect to have a contract for work to be conducted on outstanding Training Packages that still require streamlining and endorsement to start in July 2016, and Cert III and IV Public Safety (ECCO) is anticipated to be one of those Qualifications to be reviewed by Dec 2016.

They have access to what they believe is all the information handed over from Government Skills Australia in relation to the work already drafted for the ECCO. They will be reviewing all works already completed by GSA to ensure the quality of training packages drafted are of a standard expected by AIS, however it is not expected new work for ECCO will commence until 2017.

New Zealand Update

New Zealand's two Fire Services are amalgamating from mid-July 2016.

NZ Fire are upgrading their Hexagon CAD system to version 9.3 in September 2016.

NZ Police are expanding their mobility roll out to include the removal of desk phones.

NZ Police discussed the concept, with common CAD, of neighbouring jurisdictions assisting during major events.

NECWG – A/NZ Overview

NECWG – A/NZ is established to address the core issues of the Emergency Call Services in both Australia and New Zealand, establish standards and policies for the interaction with the ECS, to foster the relationship between emergency and non-emergency service providers and, to ensure that the relevant issues are considered within both an individual nation and Australasian framework.