



# Workshop Recap

ACT – May 2015

## KEY ITEMS

- Emergency+ App on Windows
- ICEMS
- SMS to Triple Zero
- ECP Review
- ESTA Perception Results
- Next Generation Triple Zero
- NG000 Industry Engagement Forum
- International Standards
- NECWG – A/NZ Strategic Planning

## Events

### June 2015

- NENA Conference – Denver, USA

### November 2015

- NECWG-A/NZ – Brisbane, Queensland

## EMERGENCY + APP ON WINDOWS

The popular Emergency+ App has recently been approved for use of Windows phones.

It has already been downloaded more than 260,000 times and has proven its value on a number of occasions.

The link for Windows phone users is:

<http://www.windowsphone.com/en-us/store/app/emergency/67badfb5-5cd6-4924-833d-1df4a1214f67>

The Emergency+ App allows people to contact the major Australian public safety services and use the on-board GPS data to let emergency services know where you are in times of crisis.

The Emergency+ App is also available from the Apple Store and Google Play

## ICEMS Expands Its Reach

The Inter-agency CAD Emergency Messaging System (ICEMS) is about to be extended to include NSW SES. This will mean ICEMS now connects police, fire ambulance, traffic management centre, and SES to share critical incident information without the need to call. In NSW the implementation of ICEMS has resulted in a reduction of more than 12,000 phone calls per month between the Public Safety Agencies.

Queensland and ACT are also looking to introduce ICEMS into their jurisdictions and initial discussions have also commenced in relation to connecting agencies via ICEMS across borders.

## ICEMS' International Expansion Opportunity

During the NG000 Industry Engagement Forum (more info below) the President of NENA was so impressed with the ICEMS protocol and its benefits, that she is looking to promote ICEMS across the United States.

This would be a tremendous outcome for ICEMS and demonstrates the contribution that Australia can make to the global emergency communications sector

## SMS to Triple Zero (000)

NECWG – A/NZ continues to develop to concept for SMS to Triple Zero (000) including the development of draft process flows and operational interactions. A technical design concept has also been developed that is intended to provide SMS to 000 with a high priority in the carrier network at no cost to the community, agencies, or carriers for the receiving and transmission of SMS messages.



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### Next Generation Triple Zero Update

The final report for the Next Generation Triple Zero (NG000) Strategy was presented to the Australia and New Zealand Emergency Management Committee for noting in May 2015, after first being endorsed by the Capability Development Sub-Committee (CDSC).

As a result of this action, the NG000 strategy is progressing and has commenced an industry engagement strategy (see below) to progress the concepts and ideas of the future of Triple Zero (000) services in Australia.

The NG000 strategy finding in relation to a gap in national governance has also contributed to a review of the Attorney-General's Department of Public Safety Communications National Governance Arrangements. A consultation paper has been released for comment by mid-June 2015.

### International Alliance

The President and Chief Executive Officer attended the NG000 Industry Engagement Forum in person and via Skype in April.

Two members of NECWG-A/NZ are attending the NENA conference at the end of June and are visiting the North Central Texas region to view the PSAP operations and in particular their implementation of SMS to 9-1-1.

The relationship between NECWG-A/NZ and NENA continues to develop and is already starting to generate benefits. For example, after seeing ICEMS in action, the President of NENA is interested in promoting its capability in the United States.

### NG000 Industry Engagement Forum

As part of the NG000 Strategy, an increased engagement framework involving industry partners was identified as a key outcome.

In April, a full day NG000 Industry Engagement Forum was conducted in Sydney at which over 100 participants from industry, emergency service organisations, and federal government gathered to hear about the Next Generation Triple Zero (NG000) strategy and workshop how industry could engage more actively in its development.

The President of NENA gave a key note speech on the development of NG9-1-1 and its impact on emergency communications service delivery in the United States. The Chief Executive Officer of NENA also joined the Forum via Skype to discuss how NENA has connected with industry to continually strive for improvement through active partnership, and with the federal government to advocate for legislative changes to strengthen the 9-1-1 service provision to the community.

During the forum groups representing all sectors discussed how to better engage with industry, and what industry saw as valuable in terms of staying engaged with NG000.

Following on from this successful day, 14 organisations requested an opportunity to present to NECWG-A/NZ at its May meeting in relation to how they saw they could contribute to the NG000 journey. These organisations ranged from app development houses, the international systems developers, to consultants, to telecommunications companies, and system integrators.

Each company was given 1 hour to present and discuss what they saw as the opportunity from NG000 and how they believed they could contribute.

An important criteria for these presentations provided to the companies before they arrived was that this opportunity was not a sales pitch. It was an opportunity for them to present their strategic consideration of NG000 and its alignment to their own strategies.

Both the Industry Engagement Forum and the company presentations were very successful. In fact the Industry Engagement Forum was noted by various presenters at the APCO Australasia conference in Melbourne the following week.

This activity has highlighted an appetite in industry to get more involved in the emergency communications sector and has generated an enthusiasm that NECWG-A/NZ are looking to leverage for the improvement of the sector capabilities.



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### Public Perception of ESTA

The Emergency Services Telecommunications Authority (ESTA) in Victoria recently conducted a survey of the Victorian public to understand their perception of the ESTA service.

Some statistics of the report include:

Overall Reputation 61% (rated ESTA as very good or better)

Empathy with the Caller 55% (very high or better)

Control of the Call 73% (very high or better)

Feelings about experience 76% (very positive or better)

Operator Attributes 66% or higher (very good or better) These attributes included:

- manner of speech
- Understanding the situation
- Attitude and manner
- Suitability of information and instructions

### See you in Brisbane

The November meeting of NECWG-A/NZ is to be held in Brisbane between the 10th and 13th.

It is being conducted at the Pullman Hotel at the corner of Ann and Roma Streets.

The Brisbane event for the first time being extended to 4 days to provide agency representatives to visit the state of the art emergency communications centres in Kedron, Zillmere, and Police HQ on the 10th before settling into the meeting proper on the 11th.

This is a great opportunity to highlight the advances Queensland is making in relation to emergency and non-emergency communications, particularly in areas of focus in NG000 such as social media.

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

### International Standards

The European Emergency Number Association (EENA) has released a program to develop a series of standards for items impacting emergency communications. These include: SMS to 112, Emergency Apps, Next Generation ecall, and GIS.

They are releasing draft documents for review before finalising them.

Members of NECWG-A/NZ are contributing to these drafts were appropriate and are looking to adopt these standards and guidelines for use in Australia and New Zealand.

[www.eena.org](http://www.eena.org)

### NECWG-A/NZ Preparing for the Future

NECWG-A/NZ was formed in 1996 and has been very successful in supporting the development of the emergency communications service since then.

In preparing for the future of emergency communications and NECWG-A/NZ's role in its development through strategies such as NG000, the group are currently reviewing its charter to ensure the group it reflects these future requirements.

In addition, the Chair and Executive Board positions (two of which are currently held by Stephen Moore and Craig Anderson) have been opened for nominations to fulfil these roles for the next three years.. The election of these officers will be held at the November NECWG-A/NZ meeting in Brisbane (see left).

### ECP Review Continues

NECWG-A/NZ has responded to the Department of Communications ECP review.

The results of the review have been analysed by the Department's ECP Review project team and presented to the Minister for Communications.

We are waiting the determination of the Minister of this analysis and the recommendations of the review.

The Tender for the provision of the National Triple Zero (000) Operator is scheduled to be released in July 2016.