



Workshop Recap

Brisbane – November 2015

KEY ITEMS

- Emergency+ App
- ECP Review
- Qld Site Visits
- NECWG-A/NZ Elections
- Alarm Monitoring
- Industry Engagement Model
- SMS to Triple Zero (000)
- Push MoLI and Push GPS
- In-Vehicle Telematics
- Sub-Committees Expanded
- NECWG – A/NZ Strategic Planning
- NZ Update

EMERGENCY+ APP ON ALL MOBILE PLATFORMS

The Emergency+ App is now available on all mobile phone App stores with the addition of the Windows version.

Microsoft contributed their own resources to ensure the Emergency+ App was a key addition to the Windows App store.

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.



Qld Shows Off Facilities

More than 30 representatives of NECWG–A/NZ visited Qld’s Policelink, QAS, QFES, and QPS communication centres to see the latest development in centre operation and understand progress in areas such as social media and Patient Safety initiatives.

Events

April 2016

- EENA Conference – Prague, Czechoslovakia

May 2016

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

June 2016

- NENA Conference – Indianapolis, USA

November 2016

- NECWG-A/NZ – Perth

Emergency Call Person Review

With the recent change in leadership of the Federal Government, the results of the national review into the function and requirements of the National Triple Zero (000) Operator have been delayed until the Dept. of Communications has been able to brief the new Minister, Mitch Fifield.

The Department of Communications has committed to engaging with Stakeholders of the Emergency Call Service and indications are that the results of the review will be available, and stakeholder engagement will commence early in 2016.

SMS to Triple Zero (000)

The SMS to Triple Zero project continues to develop in anticipation of the ECP review.

The Ambulance Services of Australia gathered in Sydney during August to receive a demo of SMS via ProQA, and to discuss the proposed operational workflow.

At the November meeting, members were issued SMS to Triple Zero (000) information packs including briefing points for Agency Executives, an overview presentation on SMS to Triple Zero (000), and draft FAQs and responses for operations, developers and the community. Work is continuing on the technical design and standards for the service.



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Industry Engagement Model

After the success of its Industry Engagement Forum in April 2015 during which the NECWG – A/NZ presented the Next Generation Triple Zero (NG000) Strategy and discussed the opportunities it presented for collaborative development between the emergency communications sector and industry, a follow up session was conducted in Sydney with representatives of key industries to further the discussion.

The NECWG-A/NZ Executive meet with 13 representatives from 8 organisations to discuss the development of an industry engagement model and seek input from the reps on topics for future development.

All industry reps expressed a high level of enthusiasm to support the development of the NG000 strategy and to work closely with NECWG-A/NZ and ESO members to produce sustainable outcomes.

At the November meeting, the NECWG-A/NZ members identified 10 hot topics for immediate discussion and development.

These hot topics will be assessed and used as a basis for industry roundtable discussions at the May 2016 meeting in Melbourne.

ECP Review Continues

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

The results of the review will be analysed by the Department's ECP Review project team are scheduled to be presented to the Minister for Communications in March 2015.

The Tender for the provision of the National 000 Operator is planned to be released in July 2016.

NECWG-A/NZ Future Strategy Developing

NECWG-A/NZ is exploring ways to ensure its future stability and operation.

A draft paper has been developed to explore options for NECWG-A/NZ to remain as the 'go to' point for emergency communications in Australia and New Zealand.

NECWG-A/NZ Continues Stable Leadership Model

The election of the Chair and Executive Board were conducted at the November 2015 meeting.

All positions were filled and unanimously supported.

The NECWG-A/NZ looks forward to continuing the drive and advancement of the Emergency Call Service cause over the next 3 years.

The positions and their elected representatives are:

Chair	Chris Beatson – NSW Police
Ambulance	Stephen Moore – Qld Ambulance
Fire	Greg Wild – NSW Fire & Rescue
Police	Lance Martin – WA Police
Public Safety	Craig Anderson – Qld PSBA
New Zealand	Kieren Kortegast – NZ Police
ECP	Jane Elkington – Telstra ECP

In-Vehicle Telematics

The expansion of in-vehicle telematics continues with the planned introduction of an after market product supplied by Vodafone Cobra.

This will add to the current stable of telematics services that includes Ford Sync and BMW Connect.

NECWG-A/NZ and the ECP have worked with Vodafone Cobra and Emergency Service Organisations to develop the appropriate operating procedure to deal with vehicles using the Vodafone Cobra product that activate an emergency request.

Alarm Standards In Final Stage of Approval

NECWG-A/NZ together with the Australian Security Industry Association Ltd (ASIAL) has developed a set of standards for the delivery of automated alarms to Triple Zero (000).

The document is to be presented to the Police Commissioners Forum for Australia and New Zealand for endorsement in March 2016.

The Standards have also been updated in preparation for this meeting to capture the use of devices used in domestic violence / family violence situations.



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NECWG – A/NZ Sub-Committees Expanded

NECWG-A/NZ is currently supported by a number of active sub-committees that are developing projects or undertaking other activities on behalf of the NECWG-A/NZ. These include:

- Triple Zero Awareness Working Group (led by Mark Whybro – NSW Fire)
- SMS to Triple Zero (Craig Anderson – Qld PSBA)
- Governance Review (Janine Ennis – AFP)
- Standards (Ashley Morris – WA St John Amb)

At the November meeting the following sub-committees were established to progress the work of NECWG-A/NZ.

- Technical (incl Push GPS) (led by Jane Elkington – Telstra ECP)
- Industry Engagement (Chris Beatson – NSW Police)
- Emergency App (Joe Murphy – ACT ESA)
- International Liaison Officer – (Craig Anderson – Qld PSBA)

Push MoLI Successfully Implemented – Now for GPS

Push Mobile Location Identification (Push MoLI) has now been successfully implemented in all but 2 emergency service organisations at the time of the November meeting.

The Department of Communications provided positive feedback on the implementation.

The Carriers and Emergency Service Organisations are now putting their efforts toward the development of a push GPS capability that is intended to deliver the location identification of the mobile device.

Preliminary work has commenced on this initiative and will develop over the coming months.

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

Emergency+ App Development

The Emergency+ App has been downloaded over 360,000 times and has proven its value in assisting in people identify their location to guide emergency services to them in times of need.

The App has maintained a simple interface to contact Triple Zero, Policelink, and SES however with the development of initiatives such as SMS to Triple Zero (000), consideration of developing the functionality available through the App is required.

NECWG-A/NZ spent time during the November meeting exploring the options and innovation to the App that could make it an even more valuable addition to people's App library.

While considering the future of the App, the groups also determined that the App must remain simple to use, remain uncluttered, and be focused on its true purpose – to provide fast access to emergency services in times of need.

The group developed a number of concepts which have been provided to the newly formed Emergency App sub-committee to review and investigate further.

New Zealand Update

New Zealand are currently reviewing the requirements of the National Emergency Response System (NERS) including development of a proposed 111 App.

A 2013 review into the New Zealand Fire Service and how they can meet the needs of the community is to be presented to Cabinet by their Minister. It is anticipated that results will include the incorporation of NZ Rural Fire into the NZ Fire Service.

New Zealand Police have rolled out around 12,500 mobile devices (iPhone and iPad) across its workforce. They have also established their own App store on the police network. They are reporting that the mobility capability has saved 300 minutes per day per member.

NZ Police are also doing work in analytics and working with universities to improve performance with a focus on prevention of crime rather than response.