



# Workshop Recap

Adelaide – November 2017

## KEY ITEMS

- Solacom Demo NG000 Capability
- NBN Focus on Public Safety
- ICEMS Architecture Redesign
- Emergency Communication Centre of the Future – Leadership Paper
- Australian Update
- New Zealand Update

## Events

### April 2018

- EENA Conference – Ljubljana, Slovenia

### May 2018

- NECWG-A/NZ – Christchurch, New Zealand

### June 2018

- NENA Conference – Nashville, Tennessee, U.S.A.

### November 2018

- NECWG-A/NZ – Hobart, Tasmania

## Solacom Demonstrated NG000 Capability

Solacom, a provider of communications capability to public safety, demonstrated the opportunity to deliver NG000 outcomes of Advanced Mobile Location integration, and SMS to Triple Zero (000).

Solacom have been engaged to upgrade the Telstra ECP communications infrastructure to accommodate NG000 requirements as they are developed.

They demonstrated how advanced mobile location could be integrated with the Telstra ECP for provision to emergency services.

They also presented on the opportunity to integrate SMS to Triple Zero (000).

## NBN Focus on Public Safety

NBN presented to members on their service provision and their focus on ensuring public safety are not impacted by the rollout of the NBN network.

The discussed the opportunity for all ESOs to engage with NBN in a tripartite (end user, RSP, NBN) arrangement to determine the most appropriate solution design based on their requirements and service construct.

Within the discussion, NBN covered both terrestrial and satellite capabilities and how they might best be used to support mobile communications requirements such as that provided by current CoWS.

## ICEMS Redesign On The Cards

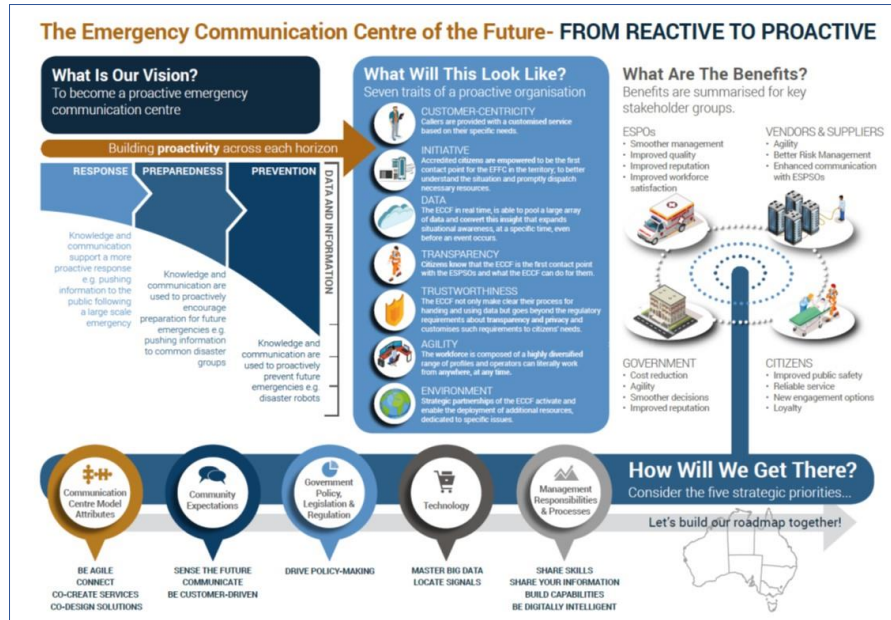
With the continued rollout of ICEMS in Queensland, impending implementation in the ACT, and opportunities for expansion into Victoria, the Australian Maritime Safety Authority, and power companies, the underpinning architectural framework of the ICEMS protocol testing environment is under review to provide easier access to test environments.

In addition, with this expansion the governance model is also under review to ensure it remains agile for end users but also retains a national coordination perspective for the protocol.



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## The Emergency Communications Centre of the Future From Reactive to Proactive a NECWG-A/NZ thought leadership paper

In May 2017, the 3<sup>rd</sup> Annual Industry Engagement Forum 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 participate in a Queensland University of Technology (QUT) facilitated workshop on the Smart Communications Environment of 2027.

As a result of this collaboration, and in support of the NG000 strategy, a thought leadership paper entitled the Emergency Communication Centre of the Future – From Reactive to Proactive has been developed and released.

At the November NECWG-A/NZ workshop, members considered the implications, challenges, opportunities, and priorities associated with the five focus areas in transitioning emergency communication centres from reactive to proactive.

The focus areas under review were:

- Communication Centre Attributes
- Community Expectations
- Government Policy, Legislation & Regulation
- Technology, and
- Management Responsibilities & Processes.

Members developed considerations and approaches to these focus areas for further consultation and incorporation into the NG000 Strategy.

A copy of the Emergency Communication Centre of the Future – From Reactive to Proactive paper and the summary graphic is available from the NECWG-A/NZ website [publications](#) page.



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## Australian Update

**DoCA** – noted the RFT for the ECP service is with the Minister and are looking to progress ASAP.

Advised of continuing negotiations with Google re the provision of Advanced Mobile Location and also continuing discussions with Apple in relation to their mobile location offering.

A review of national governance arrangements is to be presented to the ECSAC and includes a proposal to replace ECSAC with a Triple Zero Coordination Committee to provide a leadership role in the sector, focus on education, NG000, and strategic planning.

**ACMA** - The ACMA registered the Handling of Life Threatening and Unwelcome Communications Code C525:2017 on 23 February 2017. The Code is intended to provide a standard procedure for the cooperative handling of communications connected with life threatening communications or a pattern of unwelcome communications. The ACMA was advised by Communications Alliance on 14 October 2017 of a proposal to amend the code to include discretionary qualifiers regarding unwelcome communications to helplines.

**ACE** – The Australian Communications Exchange – operators of the 106 National Relay Service – advised that in Q1 2017, 86% of contacts were received via new technology with TTY continuing to present less than 10% utilization.

## New Zealand Update

New Zealand Police are a new contact number called Police Connect 24 implemented in 2019.

Advanced Mobile Location is operating well in NZ.

Police, Fire, and Ambulance communication centres will be colocated in Christchurch with the completion of the Emergency Services Precinct.

New Zealand Fire advised the amalgamation between NZ Fire and NZ Rural Fire has been completed.

### For more information:

contact your local  
NECWG – A/NZ Representative

## 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.



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