



Workshop Recap

Darwin – May 2019

KEY ITEMS

- NECWG-A/NZ's 5th Industry Engagement Forum
- Advanced Mobile Location
- Update to Emergency Call Service Determination
- Emergency+ Downloads

Events

June 2019

- NENA Conference – Orland, Florida, U.S.A.

November 2019

- NECWG-A/NZ – Canberra, ACT

April 2019

- EENA Conference – Riga, Latvia

May 2020

- NECWG-A/NZ and 6th Industry Engagement Forum – Brisbane, Queensland

The 5th NECWG-A/NZ Industry Engagement Forum *Artificial Intelligence in Emergency Communications*

For the 5th time, representatives of the public safety industry joined with NECWG-A/NZ members to discuss emerging capabilities in emergency communications. From 22nd and 23rd May 2019, the 5th annual Industry Engagement Forum was conducted in conjunction with the NECWG – A/NZ workshop with this year's topic of Artificial Intelligence.

Members were presented to on a range of innovative artificial intelligence initiatives that are expected to become key factors in improving services and supporting effective decision making.

During the Forum presentations were interspersed with group workshops involving members and industry to discuss the challenges, opportunities, and the potential implementation plans and considerations with a view to refreshing the NG000 Strategy.

NECWG-A/NZ would like to thank the following organisations for sharing their insights and providing a view of the opportunities available to emergency communications:

- Remi AI,
- PwC,
- Telstra,
- Alcatel-Lucent Enterprise,
- Motorola Solution,
- Microsoft,
- Corti, and
- Darwin City Council



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Advanced Mobile Location Update

Emergency Service Organisations are able to locate people in need of assistance using capabilities such as cell tower triangulation. The planned introduction of Advanced Mobile Location (AML) in Australia is closer than ever with the commitment of the Commonwealth to its delivery through the Emergency Call Person.

Advanced Mobile Location uses the GPS location of the person's smart phone to more accurately identify their location so when they call Triple Zero (000), this information can be provided to emergency services.

AML is already in operation in Europe and New Zealand and discussions have been ongoing with both Google and Apple in relation to its Australian implementation. Significant work is planned over the coming months to establish the service in the Emergency Call Person and Emergency Service Organisations.

Draft Determination Released

The Australian Communications and Media Authority has been undertaking a review of the Telecommunications (Emergency Service) Determination to ensure it is reflective of contemporary practices and can accommodate changing service needs.

A second round of consultation on the draft is due to close on 19 July 2019. For more info visit:
www.acma.gov.au

Emergency+ Downloads Pass 1.5 Million

The Emergency+ App has been downloaded more than 1.5 million times by Australians and continues to demonstrate its value by helping people identify their location when there are no other ways of doing so.

Development of the App to add additional capability is underway

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.

For more information:

contact your local
NECWG – A/NZ Representative



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