



Workshop Recap

Canberra – November 2019

KEY ITEMS

- Advanced Mobile Location – Arriving Soon
- New Chair for NECWG-A/NZ
- Opening and Keynotes
- Canada NG9-1-1
- Planning for NG000 Version 2.0
- Focus on Communities
 - NBN Sky Muster – Supporting Recovery
 - Triple Zero (000) network monitoring

Events

April 2020

- EENA Conference – Riga, Latvia

May 2020

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

June 2020

- NENA Conference – Long Beach, California, U.S.A.

November 2020

- NECWG-A/NZ – Victoria

Advanced Mobile Location – Arriving Soon

Advanced Mobile Location (AML) is a capability available on Android and Apple smartphones that allows for the identification of GPS location of the device to be sent to the Emergency Call Person when someone calls Triple Zero (000). The introduction of AML will provide access to more accurate location information to allow PSAs to better direct resources to an incident.

The Emergency Call Person, telecommunications carriers, commonwealth government, PSAs and their vendors are working together to implement the AML capability by May 2020.

New Zealand have been using AML, they call it Emergency Caller Location Information (ECLI) for a number of years and have made some enhancements to its use including the ability to track or breadcrumb location data for incidents that involve a person in transit. Australia is also looking to introduce these capabilities in future releases.

Representatives of the Emergency Call Person, and the Police, Fire, and Ambulance agencies discussed current progress and are all positive of the benefits of AML and their commitment and readiness to implement AML.

New Chair for NECWG-A/NZ

Assistant Commissioner Ian Parrott of South Australia Police was voted as the next Executive Chair of NECWG-A/NZ. Mr Parrott will formally take up the role at the next meeting in May 2020 on the retirement of current Chair, Chris Beatson of NSW Police Force.

Mr Beatson congratulated Mr Parrott and also thanked Craig Anderson of Queensland Public Safety Business Agency for nominating noting that Mr Parrott will continue to be supported by Mr Anderson as Chair of Policy and Support.

With Mr Parrott's appointment, Mark Stiles of Queensland Police Service will assume the Executive member role on behalf of the Police Agencies.

Queensland is strongly represented on the NECWG-A/NZ Executive with Stephen Moore (Queensland Ambulance) and Bevan Moore (Queensland Fire and Emergency Services) continuing in their roles as Executive member on behalf of the Ambulance and Fire Services respectively.

Mr Beatson also announced Kate Jennings of Wellington Free Ambulance as the Executive member on behalf of the New Zealand members after the resignation of Kieren Kortegast of the NZ Police.



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Opening and Keynotes

Auntie Violet Sheridan led the Welcome to Country. Violet is a Ngannawal Elder who grew up in her mother's country of Yass. Violet passes on the knowledge she learnt of the history and stories of the Ngannawal people, the traditional owners of the lands on which the meeting was held

Hon Paul Fletcher MP – Minister for Communications, Cyber Safety and the Arts and Member for Bradfield opened the meeting touching on the rapid technological change transforming the economy with significant implications for productivity, competition and innovation. The speed and success with which certain sectors, and the economy, can adopt these technologies is of increasing importance nationally.

Mr Fletcher noted that pervasive technology is rapidly being adopted by the community which is in turn increasing the expectations of citizens that they will want the technology available to them at every opportunity. He indicated the work to better coordinate end to end systems is vital and is a challenge in a country with six states and two territories.

Mr Fletcher indicated the Dept will continue to promote an innovative and competitive communications sector, through policy development, advice and program delivery allowing citizens to realise the full potential of digital technologies and communication services and expressed his gratitude to NECWG-A/NZ for leading the way in providing a platform for the community to contact Emergency Services during a life threatening or time critical emergency.

Commissioner Georgeina Whelan, ACT Emergency Services Agency addressed the meeting on the importance of a group such as NECWG-A/NZ and the impacts the achievements of the group have on keeping the community safe.

Commissioner Whelan discussed some of the achievements of NECWG-A/NZ in the past 22 years and noted the importance of the group to continually look forward and drive improvement and positioning of emergency services to meet the needs of the community and respond to more large-scale events.

Next Generation Triple Zero – Messaging to Triple Zero

The Triple Zero Coordination Committee has supported Messaging to Triple Zero as the next target for the implementation of the Next Generation Triple Zero (NG000) strategy.

A working group, led by Craig Anderson (PSBA) and Jane Elkington (ECP), is being formed to develop the principles, design considerations, requirements in relation to Messaging, operational and technical constructs, and prepare report / presentation to NECWG-A/NZ meeting in May 2020.



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Canada NG9-1-1

An update on Next Generation 9-1-1 was provided to the NECWG-A/NZ meeting noting that NG9-1-1 will ensure enhancement to public safety communications services in an increasingly wireless mobile society with new broadband network capabilities. NG9-1-1 is not just about new technology, it will provide enhancements and benefits that include:

- Enhanced situational awareness and new opportunities to fundamentally change 9-1-1 services and emergency services operations - Emergency Incident Data Object (EIDO) established to share incident information amongst NG9-1-1 entities and systems
- Enhanced interoperability between local jurisdictions interacting with any NG9-1-1 PSAP in Canada - PSAP-to-PSAP; and eventually between Canadian PSAPs and US PSAPs.

The Canadian Radio-television and Telecommunications Commission (CRTC) has established the CRTC Emergency Services Working Group (ESWG) which addresses issues that relate to the provisioning of 9-1-1 services and is composed of Telecommunication Service Providers (TSPs), Public Safety Answering Points (PSAPs), and 9-1-1 Industry specialists.

Ongoing “Tasks” for Canada include deliver RTT-based NG9-1-1 Text Messaging Technical Specifications; NG9-1-1 Additional Data Considerations and NG9-1-1 Voice Trial Logistics.

Planning for NG000 – Version 2.0 Information, Intelligence, Automation

The Next Generation Triple Zero (NG000) Strategy has underpinned current development (AML, Messaging to Triple Zero) and has informed redevelopment of national policy (ECS Determination 2019) and negotiations for the revised contract for the ECP.

The original strategy, released in 2014, is to be refreshed to ensure it reflects development over the past 5 years but also provides objectives and input into future emergency communications capabilities.

Over the course of the meeting of NECWG-A/NZ, the review of the current NG000 strategy and consideration of content for a refreshed document was a predominant focus of the agenda.

The members worked in groups to consider;

- potential opportunities arising from a presentation by the ECP on a potential roadmap
- the drivers for change and how they may have evolved since the original strategy
- strategic pillars and vision for the future, and
- key enablers

Based on the feedback of members, the NG000 2.0 strategy document will be developed out of session to be brought back to the May 2020 meeting.

NZ – Next Generations Critical Comms Initiative

New Zealand has developed a Next Generation Critical Communications (NGCC) initiative encompassing Ambulance, Police and Fire. The aim of the NGCC is to provide a modern, sustainable, mobile communications service, where and when needed to ensure the safety of all staff, and those in the community.

The current communications infrastructure is 20-30 years old and replacing like for like will not equip Emergency Services for future challenges.

The detailed business case has been presented to Cabinet for approval. If approved Agencies will progressively migrate to the new Mission Critical Capabilities through to 2025 with Wellington Free Ambulance set to be the first agency to move to the NGCC capability in late 2023.



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Focus on Communities

NBN Sky Muster – Supporting Recovery

NBN provided an overview of Australia's broadband network and resilient communities.

They discussed the impacts on the NBN network in a power outage or large scale event resulting in the disruption to emergency communications services and the provision of or access to information with respect to the isolation of communities during these outages.

Emergency management liaison officers will be placed into Emergency Operations Centres during an incident and the deployment of temporary network infrastructure will occur.

NBNCo has developed portable temporary network infrastructure to get services back into the community quickly including a fleet of 10 Road Muster satellite dish equipped vehicles that can provide temporary solutions in disaster impacted areas such as; Wi-Fi hot spot for impacted community members to utilise at evacuation centres or other community hubs and assist emergency services with communications (via VOIP or Wi-Fi hot spot).

Triple Zero(000) Network Monitoring

Telstra provided an overview of their dedicated Triple Zero E2E operational support including alarm monitoring, detection, response and prompt action when Triple Zero (000) issues rise.

The E2E operational support will provide a single point of Telstra internal contact for the Triple Zero Answer Points (i.e. call centres), TUSOPA contract team, Regulatory Affairs and Telstra senior management for immediate investigation of Triple Zero (000) incidents.

Operational support will also carry the responsibility for the generation, coordination and internal reporting of Welfare Check Call Lists and manage the activation of the Triple Zero Disruption Protocol as and when required.

They will be the key internal Telstra contact point for Extreme Event call management strategies, coordinate with Telstra technology and Major Incident Management teams to ensure shortest possible resolution time for Triple Zero (000) incidents

A state-of-the-art surveillance and monitoring program for the Triple Zero (000) service will provide access to a Triple Zero dashboard using intelligence to identify the actual or potential isolation of communities due to communications outages.

This will allow PSAs to make operational decisions on how to support isolated communities for emergency requests for assistance during these outages.

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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