



National Emergency Communications Working Group –  
Australia and New Zealand (NECWG-A/NZ)




# CHARTER



NECWG - A/NZ Charter  
Version 8.2  
22 June 2022

Prepared By:  
National Emergency Communications Working Group - Aus/NZ



## 1. Document Change Record

### Amendment History:

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Version 3	3/6/11	Removal of draft. NECWG-A/NZ adopted charter on 11 May 2011	May 2011 NECWG-A/NZ minutes	C Beatson
Version 4	2/8/2012	Amendment to Purpose see page 1 and 2.	May 2012 NECWG-A/NZ minutes	C Beatson
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Version 7	16/11/2017	Changes to: <ul style="list-style-type: none"> <li>Section 4 – Officers, Committees, and Duties</li> <li>Section 5 – Election of Officers</li> </ul>	November 2017 NECWG-A/NZ Governance Review Sub Committee	Governance Review Sub-Committee: J Enniss J.Vernon

				J. Oxley K.Kortegast C. Anderson
Version 8	24/02/2022	Revision	NECWG-A/NZ Executive meeting 22- 23/02/2022	C Anderson B Moore K Walters S Moore J Blamires K Meilink
Version 8.1	12/05/2022	Accept changes for NECWG meeting		C Anderson
Version 8.2	22/06/2022	Revisions based on comments from NECWG meeting		C Anderson S Moore I Parrott

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## 2. Definitions

Title	Definition
ECS	The Emergency Call Service relative to Australia or New Zealand. It comprises the end to end service of receiving, handling, and responding to requests for emergency and non-emergency assistance.
ECP	The Emergency Call Person. The first receiver of Triple Zero contacts in Australia.  For the purpose of this document the term ECP includes all primary receivers of emergency contacts in Australia and/or New Zealand.
EENA	European Emergency Number Association
ESO	The Emergency Service Organisations. As represented by Police, Fire, and Ambulance. Responsible for the response to emergency and non-emergency requests for assistance in Australia and/or New Zealand.
ESTSG	NZ Emergency Services Telecommunications Steering Group
ICAP	The Initial Call Answering Point. The first receiver of Triple One voice contacts in New Zealand.
NENA	National Emergency number Association (USA)
Non-Emergency	Includes other public safety related services not operated through the ECP but have a relationship with or interface to an ECP or ESO. Examples include 131444 in Australia or 105 in New Zealand.
PSA	Public Safety Agency. Often used term by some state jurisdictions in lieu of ESO. Traditionally Police, Fire or Ambulance service providers.
PSO	Public Safety Organisations. Those Organisations other than those represented by Police, Fire, and Ambulance. Responsible

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	for, or supporting the response to emergency and non-emergency requests for assistance in Australia and/or New Zealand.
Triple One (111)	The national emergency number for New Zealand
Triple Zero (000)	The national emergency number for Australia
TZAWG	Triple Zero Awareness Working Group
TZCC	Triple Zero Coordination Committee.

### 3. Executive Summary

In today's modern and dynamic societies, people within Australia and New Zealand have an expectation that the ability to request urgent assistance is always there.

There is also an expectation that a person will get access to the most appropriate person to assist them, whether for urgent or non-urgent assistance, at first contact.

Demand for urgent and non-urgent assistance, and access to timely information is challenging providers of emergency communications services to both manage the volume and respond to community expectations.

The National Emergency Communications Working Group – Australia/New Zealand (NECWG-A/NZ) is officially recognised and respected nationally and globally for its professional leadership and advisory functions that support Australia and New Zealand's emergency communications sectors.

This Charter defines the purpose, goals and objectives, membership, governance, relationships, meetings, decision-making and reporting processes for the NECWG-A/NZ.

### 4. Purpose

The purpose(s) of the NECWG-A/NZ is to improve community safety outcomes through:

- Advocating, and/or influencing change, for the ECS of Australia and New Zealand in a timely manner to support planning and the impacts of more immediate challenges
- Enabling and promoting innovation and collaboration across ESO's, ECPs, government, industry, and stakeholders of the ECS
- Being a trusted advisor to ESO's, ECPs, government, industry, and stakeholders of the ECS
- Promoting and supporting community, executive, and industry education and awareness of the ECS
- Coordinating and supporting development of guidelines, positions, and strategic documents to engender consistent and appropriate interaction with the ECS
- Supporting professional development
- Monitoring and researching innovation and evolution related to emergency communications
- Establishing and participating in international emergency communications forums
- Maintain and enhance the robust and engaged network of ECS stakeholders through leveraging the group's collective experience, knowledge and skills



## 5. Scope

While primarily focussed on the primary emergency contact numbers (000, 111) and their associated services, it is recognised that the ecosystem of emergency communications encompasses requests for both urgent and non-urgent assistance.

One cannot operate efficiently without the other, and as such the scope of activity the NECWG-A/NZ will have an investment in will also be broader than the primary emergency contact numbers.

In respect of the scope of activity, the NECWG-A/NZ will focus on:

- strategic issues and opportunities
- education and awareness
- resilience and redundancy
- interoperability and integration
- consistent and repeatable processes
- national and international development
- policy, technology, and people

## 6. Key Relationships

The NECWG-A/NZ consists of Australia and New Zealand representatives of ESO's; the ECP's, Government, and Carriers.

The NECWG-A/NZ has established a solid reputation as an effective working group that is able to provide independent analysis and advice on critical matters impacting on the ECS.

The NECWG-A/NZ works within a framework of informal relationships which enables it to contribute to policy, regulatory, and operational determinations with regard to the ECS.

Through this framework, in particular, the NECWG-A/NZ is a member of and provides timely advice to key decision makers in government through the Triple Zero Coordination Committee within the Dept of Infrastructure, Transport, Regional Development, Communications and the Arts (DITRDCA).

The NECWG-A/NZ also has key relationships with the following bodies and groups:

- Australian Communications and Media Authority (ACMA)
- Emergency Management Australia
- Triple Zero Coordination Committee (TZCC)
- NZ Emergency Services Telecommunications Steering Group (ESTSG)
- Convention of Ambulance Authorities (CAA)
- Australia and New Zealand Police Advisory Association (ANZPAA)



- Australasian Fire and Emergency Service Authorities Council Ltd (AFAC)

## 7. Membership

Membership Category	Description	Voting Member	Organisation
<b>Emergency Call Person</b>	Defined as the authorised provider of the national emergency call service and answering point and/or as an emergency service organisation with responsibility for emergency response.	Yes	Telstra Spark Concentrix Fire Police Ambulance Vic - ESTA ACT - ESA
<b>Public Safety Operator</b>	Defined as an organisation that has direct operational or strategic interest in the ECS and/or is responsible for policy, legislation, or regulation associated with the provision and/or operation of an ECS	No	Telstra Optus TPG Telecom NBN Co Spark DITRDCA ACMA EMA MBIE
<b>Observer or Visitor</b>	With the approval of the Executive Chair and/or Executive Group, Observer or Visitor status can be granted for attendance at a NECWG-A/NZ meeting. This shall be available to representatives of organisations who have an interest in the ECS.	No	

### A. Emergency Call Person Member

Are representatives from organisations defined as an Emergency Call Person for Australia or New Zealand or an emergency service organisation with responsibility for emergency responses, i.e. Ambulance, Fire, Police, ESTA, ACT Emergency Services Agency (ESA).

Each agency is able to nominate up to **two** members.

Each agency will have the equivalent of **one** vote where required.

An agency may request additional attendees which will be assessed and determined by the NECWG-A/NZ Executive Group. Any additional attendees will be provided with observer status only.



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***For the benefit of Emergency Call Person members, it is expected that at least one nominated member will hold a position that is able to represent the position of their agency for decisions of the NECWG-A/NZ with an appropriate level of authority.***

## **B. Public Safety Operator (PSO) Member.**

Public Safety Operator Membership shall be open to representatives of organisations who have a direct operational or strategic interest in the ECS. For example: licenced telecommunications carriers and carriage service providers, and government departments.

These members **do not** have voting rights.

## **C. Observer or Visitor.**

With the approval of the Executive Chair and/or Executive Group, Observer or Visitor status can be granted for attendance at a NECWG-A/NZ meeting. This shall be available to representatives of organisations who have an interest in the ECS.

These members **do not** have voting rights.

They can include but are not limited to:

- Associated Agencies that have an indirect relationship to the ECS (e.g. State Emergency Services, Australian Maritime Safety Agency, Lifesaving, HealthDirect)
- International Partners (i.e. NENA/ EENA)
- Private Companies (i.e. Vehicle manufacturers, CAD manufacturers)
- Those persons with an interest in ECS and are in attendance for a specified purpose (i.e. presenters for specified topics).
- Government Organisations other than DITRDCA, EMA, and MBIE.

## **8. New Members.**

Organisations or individuals seeking to participate in NECWG-A/NZ shall outline their case with assistance from the Executive Officer prior to the next regular meeting of the NECWG-A/NZ.

The Executive Officer will provide information to the Executive Group who will decide whether the organisation or individual can attend the next regular meeting to address the meeting. The NECWG-A/NZ will then vote to accept the organisation or individual as a member of NECWG-A/NZ.

A copy of this charter will be provided to new members on joining the NECWG-A/NZ.

## **9. Quorum**

A quorum of membership for voting purposes shall be reached when 2/3rds of the voting members are present.

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## 10. Officers, Committees, and Duties

### A. Officers.

The officers of the NECWG-A/NZ shall be: Executive Chair, Chair-Operations, and Chair-Policy and Governance, and Executive Officer. The Executive Officer's position is filled by appointment of the Executive Chair.

### B. Duties.

#### I. Executive Chair (The Chair)

The Executive Chair is the principal representative of the NECWG-A/NZ and will be called on to attend meetings and provide advice to a number of inter and intra government forums. The Executive Chair is responsible to ensure all stakeholders, particularly Chief Executives of ESO's, are consulted and regularly engaged on NECWG-A/NZ matters.

The Executive Chair's role is to utilise the interests as well as the potential energies of all the members to see that the NECWG-A/NZ develops a common view and works towards its purpose and shared responsibility.

In regard to meetings, the duties are (but not confined to):

- Consulting beforehand with the Executive Officer on all the business to be discussed at meetings.
- Supervising and preparing, together with the Executive Officer, the agenda for the meeting.
- Checking any papers and minutes accompanying the agenda are sent out to members in sufficient time before the meeting (outlined at 8C).
- Be acquainted with any reports, correspondence, business etc. which is to be presented to the meeting.
- Work with the Executive Officer to ensure action items to be completed between meetings are completed.
- Opening the meeting and checking for quorum.
- Conducting the business of the meeting in the order of the agenda unless it is altered with the consent of the meeting.
- Confining discussion to the item actually before the meeting and ensuring it is dealt with and settled before moving to the next item.
- Allowing free and formal debate.
- Give all those wishing to speak an opportunity to do so. Ensure their remarks are addressed to the Executive Chair. Allow no private discussion or personal matter to be introduced in a negative way.
- Make every effort to let members at any meeting over which they preside understand the reasons for and purpose of their rulings/decisions.
- Ensure minutes and papers from the meeting are issued within three weeks of the meeting occurring.



- Closing the meeting when all matters are attended to.

The Executive Chair is supported by Chair-Operations and Chair-Policy and Governance

## II. Chair–Operations / Chair–Policy & Governance

The Chair-Operations & Chair-Policy & Governance will support the Executive Chair in providing advice and decision for relevant matters as appropriate.

In the event of the Executive Chair’s absence, the Chair-Operations &/or Chair-Policy & Governance (or other delegate as authorised by the Executive Chair) will assume all responsibilities of the Executive Chair.

The Chair-Operations & Chair-Policy & Governance will be identified by and from elected Executive Group members.

## III. Executive Officer

The Executive Officer shall provide all secretariat services to the NECWG-A/NZ. Responsibilities include but are not restricted to:

- circulating agenda and relevant papers prior to meetings
- keeping and circulating minutes of meetings
- retaining records and liaising with the Executive Chair and Chair-Operations & Chair-Policy & Governance as required.

## C. Committees.

- I. **Permanent committees** – of the NECWG-A/NZ include the NECWG-A/NZ Executive Group (Executive Group) and the Triple Zero Awareness Working Group (TZAWG).
- II. **Non-Permanent committees** – are committees or working groups established by the NECWG-A/NZ to address a specific issue or function requiring a dedicated group to ensure appropriate development and submission.

## D. Membership and Duties.

### I. Executive Group

The Executive Group exists to discuss issues that occur between regular meetings and set the strategic direction of the NECWG-A/NZ. As NECWG-A/NZ is a large working group, the Executive group will act on behalf of the working group between regular meetings. The Executive Group is required to report back to NECWG-A/NZ with the decisions that are agreed upon at their meetings.

The membership will consist of the Executive Chair, Chair-Operations, Chair-Policy and Governance and one representative each from Police; Fire, Ambulance; PSOs, ECPs; and New Zealand.

The NECWG-A/NZ may engage consultant on an as needs basis or on an ongoing basis to support planning, strategy development, and industry engagement.

### II. Triple Zero Awareness Working Group (TZAWG).



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The TZAWG is a permanent working group of the NECWG-A/NZ.

Reporting through the NECWG-A/NZ Executive Group, the TZAWG is responsible for:

- Developing and providing advice on a National Triple Zero Marketing and Communications Strategy for consideration and adoption by DITRDC, ECS, ESO etc
- Assisting to coordinate the ongoing national promotion of the Triple Zero (000) number and Emergency Call Service,
- Supporting the processes to assist with education of the Australian community and visitors to Australia in Triple Zero and the ECS process.

The membership is comprised of representatives from State and Territory Police, Fire and Ambulance, ECP, government agencies and telecommunications industry partners.

### III. Non-Permanent Committees

Non-permanent committees and working groups work collaboratively to develop initiatives as identified by the NECWG-A/NZ.

These committees will:

- Only exist for an agreed period of time to undertake the task set for them by the NECWG-A/NZ.
- Address a specific issue or function as identified by the NECWG-A/NZ for development.
- Reflect the terms of reference in the Minutes of the NECWG-A/NZ.
- Provide timely updates to the NECWG-A/NZ to report on progress to enable Chief Executives of ESO's and other stakeholders to be kept informed.
- Provide the final product within the identified timeframe for the endorsement of the NECWG-A/NZ.
- The membership will include a member of the NECWG-A/NZ Executive and comprise representatives from State and Territory Police, Fire and Ambulance, ECP, government agencies and telecommunications industry partners.

## 11. Election of Officers

### A. Elected Office Bearers

The elected office bearers for the NECWG-A/NZ are:

- Executive Chair – elected by the NECWG-A/NZ members
- Chair-Operations and Chair-Policy and Governance – elected by the Executive Group
- Agency Representative (Police, Fire, Ambulance, PSO) – elected by the respective agency representatives of each agency stream.



### **B. Term of Office.**

The term of office for all elected office bearers shall be three years from the date of the meeting the election occurs. The term of office for the Executive Chair shall not exceed two consecutive terms (six years).

### **C. Nominations.**

Nominations shall take place 30 days prior to the last meeting of the current term of office.

### **D. Voting.**

Votes shall be taken at the last meeting of the current term of office.

### **E. Installation.**

Installation of new officers shall take place at the first meeting of the new term with handover occurring in the intervening six months.

### **F. Special Elections.**

Special elections shall be used if a vacancy of an elected office bearer position occurs during the term of office. The elections should take place within 30 days of the vacancy. Members shall be notified by email for nominations to be made and the new officer installed following counting of the votes by the Executive Officer.

## **12. Meetings**

### **A. Regular NECWG-A/NZ Meetings.**

Meetings shall be held regularly twice a year. The first meeting shall generally be held in the month of May and the second in the month of November.

Meetings should be scheduled so hosting rotates between jurisdictional capital cities, or as otherwise nominated.

A copy of this Charter will be prominently displayed throughout the meeting for the attention of members.

### **B. NECWG-A/NZ Executive Group Meetings.**

Meetings shall be held up to four times per year or at other times as agreed by the Executive Group. The date for each meeting will be confirmed (at the latest) four weeks before the meeting. While it is preferred that Executive Group meetings will be held in person, they may also be conducted by tele or video conference. Decisions of the Executive Group will be recorded by way of minutes. Members of NECWG-A/NZ working groups may be invited to join the meeting as required.

### **C. Ambulance/Fire/Police Sub-Committee Meetings.**

Will be held up to four times per year or at the discretion of the executive lead of the Sub-Committee. The date for each meeting will be confirmed (at the latest) four weeks before the meeting and will be conducted via tele or video conference. Minutes of the meeting will be recorded and distributed to attendees.



#### **D. TZAWG Meetings.**

Meetings shall be a minimum of 4 times per year or at other times as deemed necessary. The date for each meeting will be confirmed (at the latest) two weeks before the meeting. Unless otherwise specified, meetings will be by tele or video conference. Decisions of the TZAWG will be recorded by way of minutes.

#### **E. Special Meetings.**

Meetings to address specific requirements may be called by the Executive Chair, Chair-Operations &/or Chair-Policy & Governance or Executive Officer. These meetings, if called, do not replace regular meetings and notice should be given to all members in the most timely manner possible, but not less than one week. Where possible tele or video conferencing facilities should be organised to ensure maximum participation and minimum cost to the sector.

#### **F. Voting and Decisions.**

While the members shall vote on actions and resolutions as per normal meeting procedure, the NECWG-A/NZ exists to collaboratively and transparently discuss issues concerning and/or impacting on the ECS. The ideal is to reach unanimous agreement. However, the expectation is to achieve a mutual understanding of Member's circumstances and position. Therefore, open and frank discussion is encouraged, and members are obliged to properly inform their organisation of NECWG-A/NZ decisions. These decisions do not bind Member agencies to any action outside of the member's authority and are always subject to an agency's proper process.

Decisions are taken during the meeting provided the meeting comprises a minimum of eight organisations with voting rights. They are made by consensus as much as possible; else they are based on majority of 70% plus one of the participating members present in person or by nominated proxy.

The Executive Chair may decide whether a vote is necessary. If in doubt, or where there is a lack of consensus, the Executive Chair may decide if the matter should be deferred to a later meeting.

Where a decision is required to be made 'out of session' it must comprise a minimum of eight organisations with voting rights. They should be made by consensus as much as possible; else they are based on a majority of 70% plus one of the participating members involved.

### **13. Amendments**

#### **A. Adoption.**

Amendments to this Charter shall be adopted by a two-thirds vote of the members present at a regular NECWG-A/NZ meeting or via out of session correspondence as directed by the Executive Chair.

#### **B. Approval.**

Once approved, amendments will be submitted to the Executive Officer who will incorporate them into an updated version of the Charter.





### **C. Formalisation.**

Once finalised the final Charter document will be signed by the Executive Chair and Chair-Operations & Chair-Policy & Governance to show it has been accepted.

## **14. Rules of Order**

### **A. Attendance at Meetings.**

Members need not be physically present at a meeting in order to participate in a decision of the Working Group or Committee. For purposes of voting, they may tender their vote through a proxy.

### **B. Secretariat.**

Secretariat services will be provided by the Executive Officer. Funding for secretariat services during NECWG-A/NZ meeting and workshops will be charged to the NECWG-A/NZ.

### **C. Agenda and Papers.**

The Executive Officer or designated Committee representative will circulate an agenda and relevant papers two weeks prior to any meeting. Submission of papers for inclusion at any meeting should be submitted to the Executive Officer at least three weeks prior to any meeting to enable review by the Executive Chair. This time period can be shortened with approval from the Executive Chair.

### **D. Minutes.**

Minutes will be kept of all meetings. They will be circulated to each member of the Working Group or relevant Committee in draft no more than two weeks after the meeting date and approved with such modifications as are necessary at the next meeting of the Working Group or Committee.

### **E. Retention of Records.**

The NECWG-A/NZ minutes and records shall be retained and be the responsibility of the Executive Officer. Should the Executive Officer change as a result of a change to the Executive Chair, meeting minutes and records will be handed over (in electronic form) to the new Executive Officer to ensure complete history of the NECWG-A/NZ meetings and actions are maintained.

Records will be maintained in a central repository for a period of 7 years.

### **F. Task Forces and Sub-Committees.**

Task forces or sub-committees may support the NECWG-A/NZ as required. These groups will be established by the NECWG-A/NZ and assigned specific Terms of Reference.

### **G. Conflict of Interest.**

If a member of the NECWG-A/NZ believes a conflict of interest exists in relation to commercial exploit or would be perceived to exist in respect of any matter placed before the NECWG-A/NZ,

that member should declare their interest and not take any part in the discussions or decisions in respect of that matter.

#### H. Confidentiality of Deliberations and Decisions.

The NECWG-A/NZ members are bound by the various Acts and Regulations concerned with probity, privacy and security that exist within their Country, State or Territory. Members will keep confidential the deliberations of the NECWG-A/NZ including the positions adopted by individual members of the NECWG-A/NZ. It is the responsibility of members presenting the information to advise the level of confidentiality. Decisions of the NECWG-A/NZ will be recorded in the minutes. If a member has a particular opinion they wish to have recorded in the minutes then the member will need to request this.

### 15. Administration

The NECWG-A/NZ will maintain the following as part of its administrative processes:

- Document management and access
- Membership register
- Decision's register
- Audit and compliance (Financial)

**NECWG-A/NZ – EXECUTIVE CHAIR**

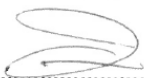
**NECWG-A/NZ – CHAIR OPERATIONS**


**NECWG-A/NZ – CHAIR POLICY & GOVERNANCE**

Name: **Ian Parrott**.....

Name: **Bevan Moore**.....

Name: **Craig Anderson**.....

Signature: .....

Signature: .....  
Digitally signed by Bevan Moore  
Date: 2022.07.20 14:19:51 +1000

Signature: .....

Date: **20/07/2022**.....

Date: **20/7/2022**.....

Date: **22/7/2022**.....