

NECWG A/NZ Workshop Agenda

Geelong

11-14 May 2026

DAY 1: Monday, 11 May 2026

Time	Presenter	Activity
12:00-16:00		SILO Meeting / Site Visits
18:00-19:00		Attendee Mixer and Welcome to New Attendees <ul style="list-style-type: none">- FarmDog Brewing- 2/5 Dennys Place, Geelong



DAY 2: Tuesday, 12 May 2026

Time	Presenter	Activity
8:15-8:30	Craig Anderson	Welcome Acknowledgement to Country
8:30-9:00	Triple Zero Victoria CEO – David Clayton	Keynote speaker - opening
9:00-9:15	Craig Anderson	Introduction to the purpose of conference
9:15-10:30	Damien Batey -	Motorola– Australia and New Zealand Emergency Call Handling Research Findings of market research followed by table discussion
10:30-11:15	MORNING TEA/ Engagement/Networking	
11:15-11:20	Craig Anderson	Introduction to session
11.20- 12.50	Facilitator- Ana Tabacman	Accessing Emergency Services Panel session- understanding lived experience, barriers, needs, and future opportunities from Communities with Challenging Communication Needs
12.50-13.00	Table Discussion	Key themes/Core Messages/Takeaways
13:00-14.00	LUNCH	
14:00- 15.00	Facilitator - Craig Anderson	Frontline Emergency Call-Takers and Dispatch Panel session
15.00-15.10	Craig Anderson	Acknowledgement of Emergency Call- Takers and Dispatchers
15.10-15.20	Table Session	Key themes/Core Messages/Takeaways
15:20-15:50	AFTERNOON TEA	
15:50-16:20	Craig Anderson / Kristy Walters / Mike Higgle	Executive Chair Handover NECWG-A/NZ Future Directions Workshop Outcomes Vision, Mission and Strategic Role
16.20-16.30	Craig Anderson	Wrap up Day 2 and introduction to Day 3



DAY 3: Wednesday, 13 May 2026

Time	Presenter	Activity
8:15-8:30	Gather at Venue / Coffee / Tea	
8:30-9:00	Triple Zero Custodian / Facilitator	<p>Capability Review Exercise Welcome and context setting</p> <ul style="list-style-type: none"> • Introductions • Purpose and scope of the exercise • What success looks like for the exercise • Run through of the session • Focus on practical recommendations across the entire system
9:00-9:30	Triple Zero Custodian / Facilitator	<p>Capability Review Exercise – cont. Survey insights overview</p> <ul style="list-style-type: none"> • Key findings and themes
9:30-10:30	Triple Zero Custodian / Facilitator	<p>Capability Review Exercise – cont. Table discussions.</p>
10:30-11:00	MORNING TEA	
11:00-12:30	Triple Zero Custodian / Facilitator	<p>Capability Review Exercise – cont. Thematic review</p> <ul style="list-style-type: none"> • Discussion of recommendations and key themes that emerged from the table discussions.
12:30-13:30	LUNCH	
13:30-13:55	Triple Zero Custodian / Facilitator	<p>Capability Review Exercise – cont. Key priorities and actions – live Slido survey</p> <ul style="list-style-type: none"> • What does good look like with respect to the triple zero ecosystem in five words or less? • Based on trends and key themes from the table discussions, rank the top five most important key priorities to work on.

		<ul style="list-style-type: none"> Based on what you have learned and discovered today, what are three key actions you will take away?
13:55-14:00	Triple Zero Custodian	Capability Review Exercise – cont. Exercise closure and next steps
14.00-15.30	Facilitator- Michael Higgie	Industry Delegates Panel Session and Discussion Session Applying Technology and Services to Communities with Challenging Communication Needs
15.30 – 15:50	AFTERNOON TEA	
15:50-16:25	Craig Anderson / Kristy Walters/Mike Higgie	Desktop Discussion Session <ul style="list-style-type: none"> NECWG reflections on: <ul style="list-style-type: none"> Research survey considerations End User experience session Capability Review Exercise. What are the things identified that NECWG can advocate for? What can NECWG do to assist conversations? How do these align to the TZ Custodian forward plan?
16:25-16:30	Craig Anderson	Wrap up Day 3
17:30	Pre-dinner gathering	Pre dinner drinks
18:00	OFFICIAL CONFERENCE DINNER AND 30 YEAR ANNIVERSARY CELEBRATION	Dinner and Guest Keynote Speaker/s

