



Australian Government

**Department of Broadband,
Communications and the Digital Economy**

Future of emergency services

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www.dbcde.gov.au

Australia's emergency call service

- > Triple Zero - primary emergency service number from any fixed line or mobile phone in Australia
- > 112 - emergency service number from GSM mobile phones
- > 106 - dedicated text emergency call service for people who are deaf, or who have a hearing or speech impairment, through the National Relay Service using a fixed line TTY

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Mobile text-based emergency service

- > Deaf, hearing impaired and speech impaired Australians are embracing new technologies, such as internet relay.
- > There is community frustration about limited access to emergency services for people who are deaf, hearing impaired or speech impaired when away from home or work.
- > The department has been exploring different ways to provide mobile text-based access to emergency services.



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What are we trying to achieve?

- > A mobile emergency service that is accessible and meets the needs of the deaf, hearing impaired and speech impaired communities.
- > An emergency service that is reliable, intuitive and easy to use.
- > A service that can be implemented quickly.
- > A service that is built for the future which can be updated and expanded easily.



Smartphone take up and affordability

- > Last year shipments of smartphones exceeded traditional mobile handsets for the first time.
- > Currently approximately 46 per cent of Australian mobile owners have a smartphone.
- > Forecasts predict this will increase to 90 per cent by 2015.
- > A range of pre-paid smartphone handsets is available for less than \$100 and expected to reduce further over time.

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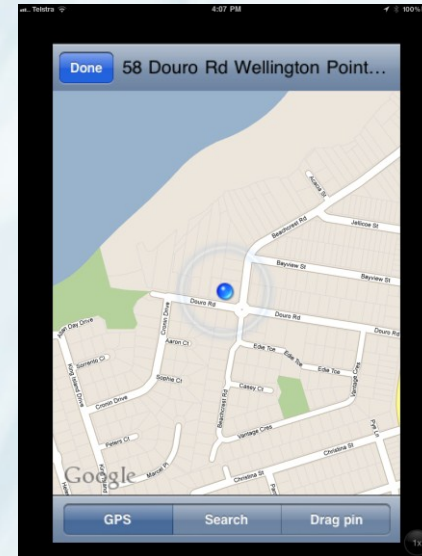
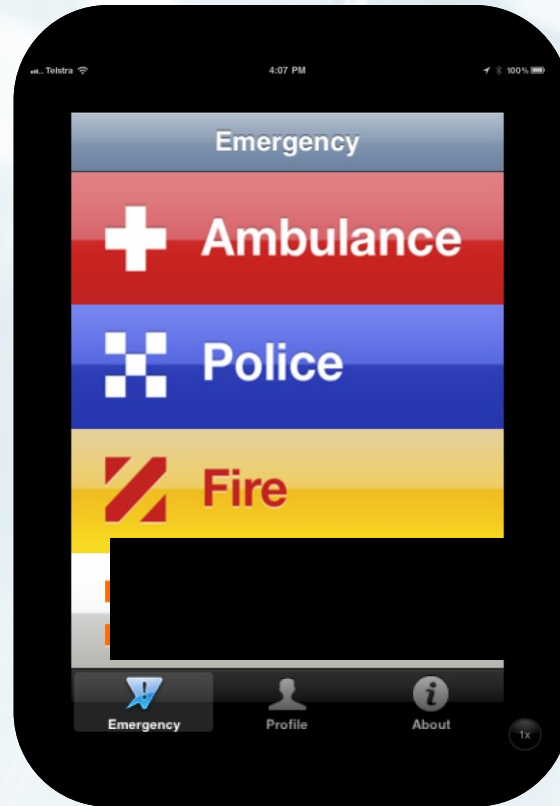
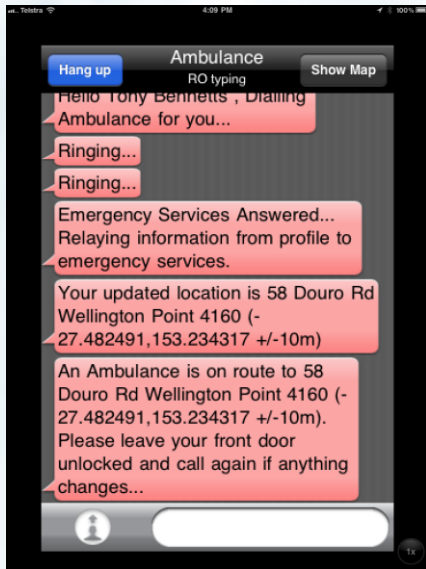
Benefits of a smartphone solution

- > GPS location information automatically sent
- > Pre-stored personal information automatically sent
- > Real time communication with a relay operator
- > Very easy to use – Three clicks to initiate a call
- > Significant improvements in time taken to complete an emergency call
- > Ability to add other features in the future

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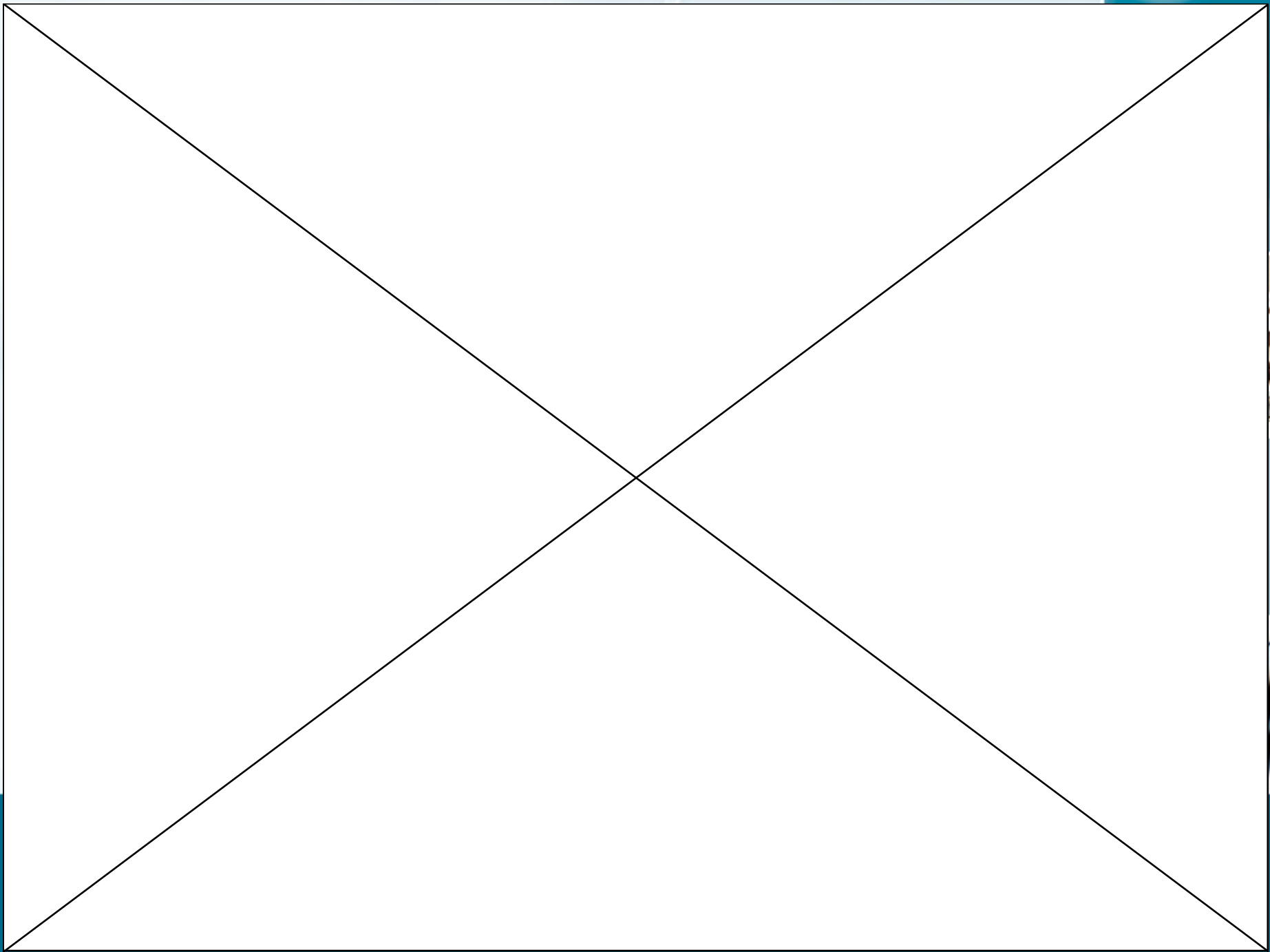


The emergency smartphone prototype



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Future of emergency services



New and emerging technologies

- > New and emerging technologies can enhance service delivery and the choice available to consumers.
- > The Attorney-General has announced the development of a smartphone application to improve access to disaster information and help reduce call volumes to Triple Zero during natural disasters.
- > The NBN will play an important role in providing access to new and innovative services into the future.

