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## Submission

**26 March 2024**

Craig Purdon  
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Communications Alliance  
Level 12/75 Miller Street  
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**Re: Document review of G596:2013 Communications Support for Emergency Response Industry Guideline**

The Australian Communications Consumer Action Network (**ACCAN**) thanks Communications Alliance for the opportunity to provide comment on the document review of the G596:2013 Communications Support for Emergency Response Industry Guideline (**The Guideline**).

ACCAN is the peak body that represents consumers on communications issues including telecommunications, broadband, and emerging new services. ACCAN provides a strong unified voice to industry and government as consumers work towards communications services that are trusted, inclusive and available for all.

The Guideline provides a procedure that facilitates cooperation between Pre-planned Service Providers (**PSP**), Secondary Service Providers (**SSP**), and Emergency Services Organisations (**ESO**) in circumstances where pre-planned services are inadequate, and ad-hoc additional communications supports are requested by an ESO.

Consumers have consistently told ACCAN that they expect organised, timely and transparent responses and resolutions to communications issues before, during and after disasters and emergencies. ACCAN recognises the role that industry coordination and cooperation plays in the achievement of this objective, particularly in circumstances where infrastructure is damaged, inoperable, or where additional resources are required beyond capacity.

ACCAN recommends:

- That the Guideline be subject to a broader review, including reviewing the usage and effectiveness of The Guideline over the last decade from the perspective of Emergency Services Organisations (**ESO**), Carriers, and Carriage Service Providers (**CSP**), in light of contemporaneous conversations with respect to information sharing arrangements.
- That the review occurs with a view toward turning The Guideline into an industry code due to the importance of the subject matter.

We thank Communications Alliance for the opportunity to provide comments on a review of The Guideline. Should you wish to discuss any of the issues raised in this submission further, please do not hesitate to contact me at [david.swayn@accan.org.au](mailto:david.swayn@accan.org.au).

Yours Sincerely,

David Swain  
Disability Policy Officer

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*The Australian Communications Consumer Action Network (ACCAN) is Australia's peak communication consumer organisation. The operation of ACCAN is made possible by funding provided by the Commonwealth of Australia under section 593 of the Telecommunications Act 1997. This funding is recovered from charges on telecommunications carriers.*

*ACCAN is committed to reconciliation that acknowledges Australia's past and values the unique culture and heritage of Aboriginal and Torres Strait Islander peoples. [Read our RAP](#)*

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