



Australian Government

Department of Infrastructure, Transport,
Regional Development, Communications and the Arts

OFFICIAL

Triple Zero Coordination Committee (TZCC) meeting

Date/time: Thursday, 18 April 2024

Time: 10:30am to 12:30pm (AEST)

Venue: Teleconference (Webex)

Chair: Sam Grunhard, Acting Deputy Secretary, Communications and Media Group, DITRDCA

Attendees: See attached Agenda and Attendee list

Meeting Minutes

Agenda Item 1 – Role of TZCC

- The Chair welcomed all invitees to the meeting of the re-formed Committee.
- The Chair made opening remarks and outlined the Department's role in relation to the National Emergency Call Service (Triple Zero) including the following points:
 - the Department manages the contract with Telstra to deliver Triple Zero and provides advice to the Minister for Communications about that service
 - the TZCC's purpose is to facilitate a cohesive, national policy direction and to provide a structure across the Triple Zero service environment with representation across government jurisdictions as well as industry and consumer groups.


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Action item 1: TZCC members to provide written comments on the draft Terms of Reference to the TZCC Secretariat by Friday, 10 May 2024.

To be actioned by: TZCC Members

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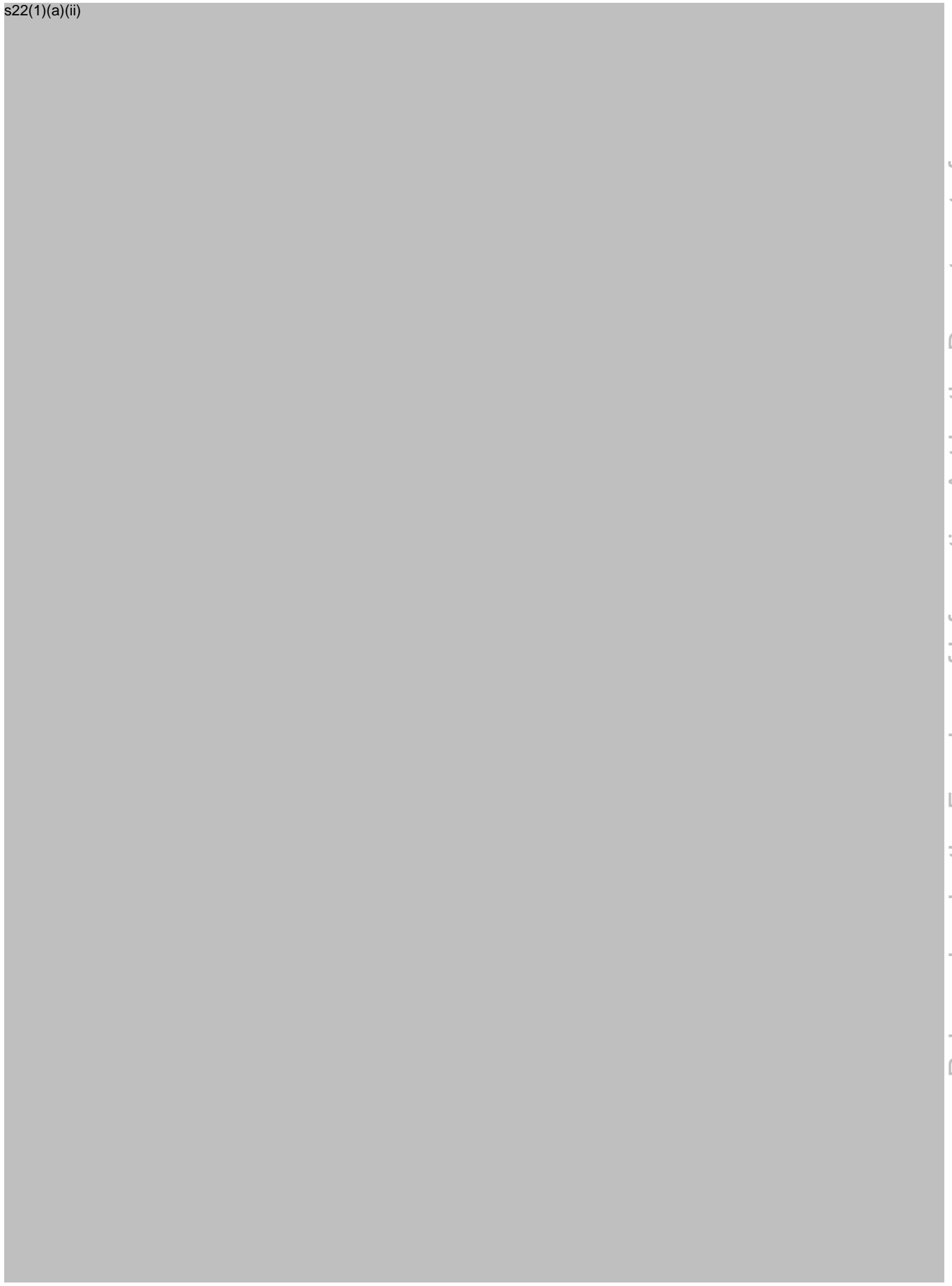


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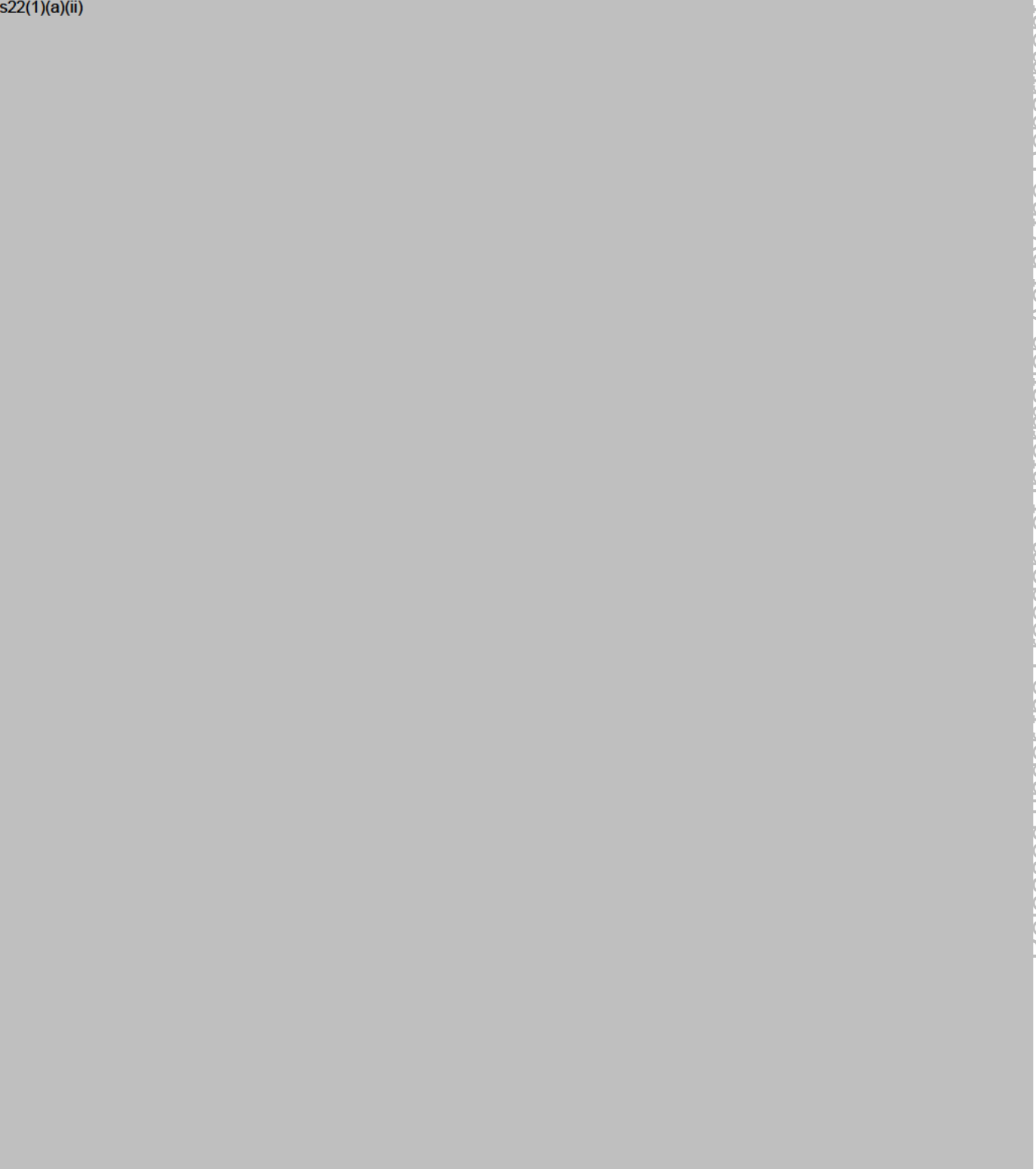
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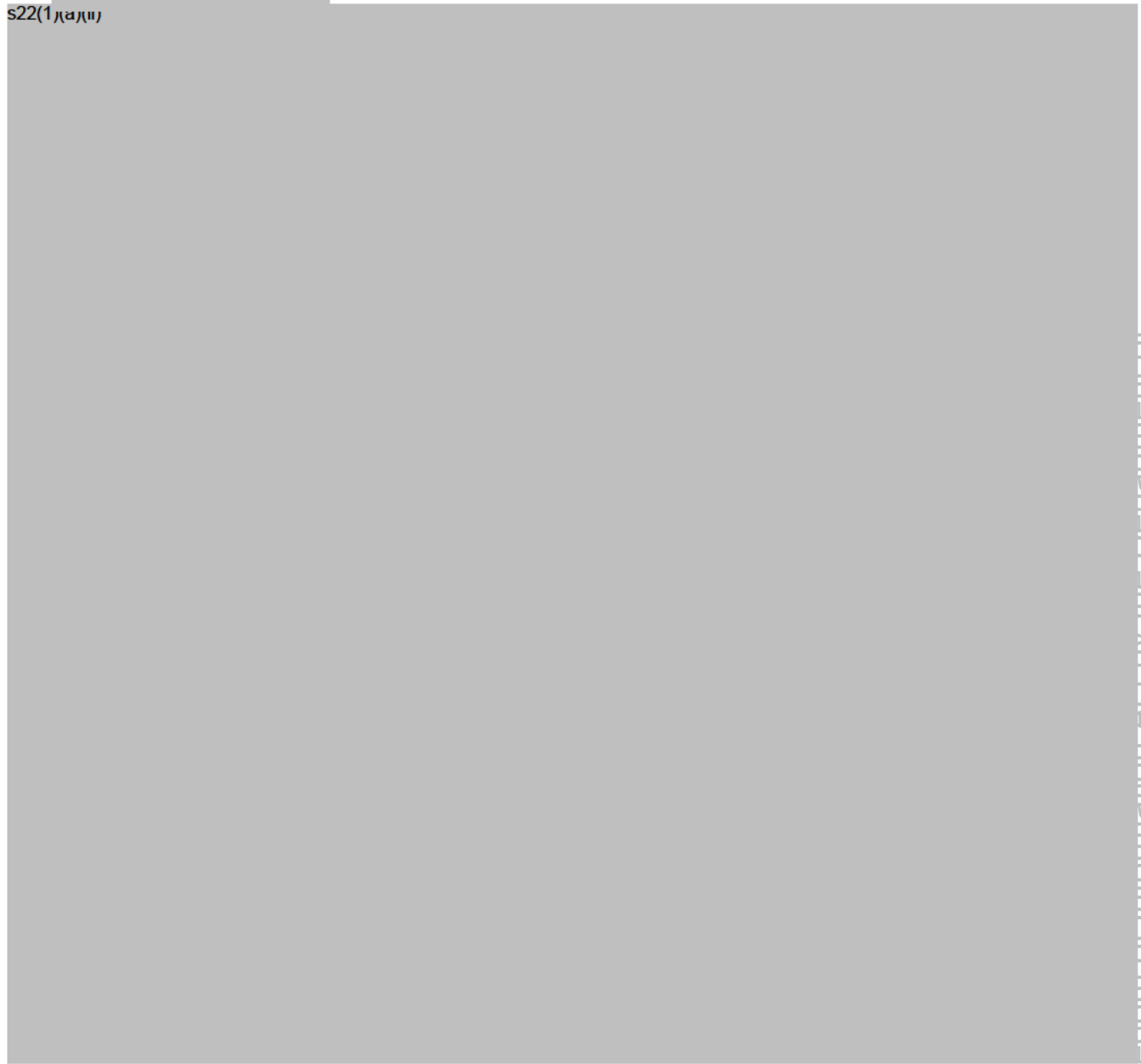


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Agenda Item 6 – Other Business

- s47F (Optus) asked if there had been an update to the proposal on SMS messaging to Triple Zero service.
- Kath Silleri (DITRDCA) advised that a driver to the reformation of this committee was establishing an appropriate forum for the consideration of the risks and benefits of a messaging (SMS) to Triple Zero channel. Given the passage of time, the original proposal would likely need to be refreshed and reconsidered. The timeframe for this work will be subject to other priorities, including responding to the Report into the Optus outage. An update will be provided at the next meeting.

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Action item 7: An update will be provided at the next meeting on the future consideration of matters such as a potential SMS to Triple Zero channel, with a focus on how this committee can assist in the analysis of the risks and benefits of new initiatives.

To be actioned by: DITRDCA

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List of Action Items

s22(1)(a)(ii)

Action item 7: An update will be provided at the next meeting on the future consideration of matters such as a potential SMS to Triple Zero channel, with a focus on how this committee can assist in the analysis of the risks and benefits of new initiatives.

To be actioned by: DITRDCA



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Department of Infrastructure, Transport,
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OFFICIAL

Triple Zero Coordination Committee (TZCC) meeting

Date/time: Wednesday, 30 October 2024

Time: 10:30am to 12:30pm (AEST)

Venue: Teleconference (Webex)

Chair: Sam Grunhard, First Assistant Secretary, Communications Services and Consumer, DITRDCA

Attendees

Name	Position/organisation
Sam Grunhard	Chair – First Assistant Secretary, Communications and Consumer Division, DITRDCA
Kath Silleri	Assistant Secretary, Consumer Safeguards Branch, DITRDCA
Tanya Farrell	Executive Manager, ACMA
Paul Nicholas	ACMA
s47F	NEMA
Rich Breiner	Superintendent, ACT Police
Stacey Maloney	Assistant Commissioner, NSW Police
Craig Anderson	Director, QLD Police/NECWG
Peter Sinclair	Director, SA Attorney-General's Department
Jordan Emery	Chief Executive, Ambulance Tasmania
Deb Abbott	Chief Executive Officer, Triple Zero Victoria
Greg Italiano	Deputy CEO, WA Department of Premier and Cabinet
s47F	Deputy CEO, ACCAN
s47F (NBN Co)	Telecommunications industry representative
s47F	National Manager, Triple Zero, Telstra
s47F	Operations Manager, Concentrix, Ballarat


Apologies: John Atkin (NT Police), s47F (Concentrix) – s47F to stand in.

Meeting Minutes

Agenda Item 1 – Welcome

- The Chair welcomed all invitees to the meeting.
- The meeting then moved to Agenda item 2 where action items from the 18 April 2024 meeting were accounted for.


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Agenda Item 4 – Technology Developments - impacts and opportunities

- It was previously agreed to retain a standing item on technology developments relevant to the delivery of emergency call taking.


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Agenda Item 8 – Other Business

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SMS to Triple Zero

- The Chair provided a summary/background of the SMS to Triple Zero issue and prompted members for their views on the subject.
- Telstra referenced its earlier proposal which had suggested a phased approach and that proceeding to the discovery phase, could be a useful next step.
- NECWG noted that the technology has moved on since the original SMS to Triple Zero proposal was submitted. NECWG noted that the original proposal was for SMS to triple zero, whereas developments in the messaging space have broadened such that SMS may not be the most suitable messaging platform to consider.
- One of the significant challenges with the original proposal was that it was pitched at whether it was technically feasible rather than whether it was operationally feasible, or desirable.
- The Chair noted the TZCC might retain the item on the agenda for future consideration and that the Department would consider a broader piece of work on the feasibility and desirability of a messaging to Triple Zero development.

- This would be a significant piece of work with implications for policy settings and numerous operational and legislative matters within each jurisdiction.
- It was also noted that there would likely be a significant budgetary impact to the jurisdictions from any decision to proceed with this work, and as such respective Ministerial consideration would likely be required.
- It was suggested that certain “at risk” groups may benefit from messaging services to triple zero, specifically those affected by deafness.
- The NRS representative advised that the National Relay Service, as well as being the Emergency Call Person for TTY-106 calling, provides various messaging options to contact emergency services

Action item 4: The department to further consider issue and scope a feasibility/desirability process, and report to the next TZCC meeting.

To be actioned by: DITRDCA

List of Action Items

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Action item 4: The department to further consider issue and scope a feasibility/desirability process.

To be actioned by: DITRDCA



Australian Government

Department of Infrastructure, Transport,
Regional Development, Communications and the Arts

OFFICIAL

Triple Zero Coordination Committee (TZCC) meeting

Date/time: Wednesday, 23 April 2025

Time: 10:30am to 12:30pm (AEST)

Venue: Teleconference (Webex)

Chair: Sam Grunhard, First Assistant Secretary, Communications Services and Consumer, DITRDCA

Attendees

Name	Position/organisation
Sam Grunhard	Chair – First Assistant Secretary, Communications and Consumer Division, DITRDCA
Kath Silleri	Assistant Secretary, Consumer Safeguards Branch, DITRDCA
Paul Nicholas	ACMA
s47F	NEMA
Joseph Thorn	Superintendent, ACT Police
Malcolm Searle	NSW Police
Craig Anderson	Director, QLD Police/NECWG
Peter Sinclair	Director, SA Attorney-General's Department
Charles Wendell Smith	Ambulance Tasmania
Byron Crawford	Acting CEO, Triple Zero Victoria
Greg Italiano	Deputy CEO, WA Department of Premier and Cabinet
s47F	Deputy CEO, ACCAN
s47F	Telecommunications industry representative (TPG)
s47F	National Manager, Triple Zero, Telstra
s47F	A/NZ Account Manager, Concentrix

Apologies: Tanya Farrell (AMCA), Michelle Searle (TAS), Deb Abbott (VIC)

Meeting Minutes

Agenda Item 1 – Welcome

- The Chair welcomed all invitees to the meeting. The Chair noted that the Government is in caretaker period, limiting the department's ability to speak to the policy positions of a future government.
- The meeting then moved to Agenda item 2 where action items from the 30 October 2024 meeting were addressed and it was noted were being discussed in detail in later agenda items.

Agenda Item 2 – Action items and responses from Meeting 2

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- **Action Item 4** – Department to further consider SMS to Triple Zero and report to the next TZCC meeting (DITRDCA) – **included in Agenda Item 4 and referenced in Agenda Item 5**

Agenda Item 3 – Triple Zero Custodian

- Kath Silleri gave a presentation on the background and status of the Triple Zero Custodian.
- Members asked a number of questions relating to the ultimate role of the Custodian, including what authority it would have to take actions on particular issues.
- The response to the questions, as outlined in the presentation, is that the role and legislative authority of the Custodian is a work in progress and further details will be available (likely to be available at our next meeting) once further briefing and decision are made at the Ministerial level.

Action item 1: Triple Zero Custodian to be retained as an ongoing agenda item for Members to be updated with further details as decisions are made at the Ministerial level. To be actioned by: **DITRDCA**


Agenda Item 4 – Universal Outdoor Mobile Obligation (UOMO)

- Kath Silleri gave a brief summary of the department's activity in relation to the Uomo.
- The Uomo will allow D2D services in remote areas that are not served by terrestrial mobile - 'wherever you can see the sky'.
- The Minister has asked the department to explore being able to provide an expanded messaging access to Triple Zero.
- D2D has been operating in New Zealand for a while and they have found that the D2D service is also being used in urban areas which has been an interesting anecdote to come from their experience.
- Mobile operators are in conversation with some of our colleagues in the department. The department is in listening mode as we are in caretaker.
- Peter Sinclair noted the text capability limits that will need to be addressed.
- s47F asked if we will be ramping up our discussion of SMS to Triple Zero as he considers that it will need to be universal - that is, not just for D2D satellite.
- The department noted that it will be examining options and briefing the Minister following the election.


Action item 2: Universal Outdoor Mobile Obligation (UOMO) to be retained as an ongoing agenda item for Members to be updated with further details as decisions are made at the Ministerial level that have an impact on the delivery of the Triple Zero service. To be actioned by: **DITRDCA**

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Agenda Item 7 – Technology Developments – Impacts and Opportunities

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b. Emergency Plus App (Kath Silleri - DITRDCA)

- The department has been managing the maintenance and administration of the Emergency Plus App via a contract with 360 Entertainment, since April 2022.
- The department have recently extended the contract with 360 Entertainment through to April 2028.
- The department considers that it's now time to think about the purpose of the Emergency Plus App and whether it might be better placed outside the department for its future development, or whether it still serves a purpose.


- The department doesn't think it is something for the department to own, but it is still in use for the next three years given the contract extension. We will be seeking advice in the coming months.
- Peter Sinclair noted that in its current form there are doubts about its value, however, as we move to a new next generation triple zero service, it will need development. It could have some value in a brave new world but not currently.
- Sam Grunhard advised that the department will further consider if there is additional functionality to be pursued with the Emergency Plus App and inform members of any outcomes.

Action item 4: The department to further consider if there is additional functionality to be pursued with the Emergency Plus App and inform members of any outcomes.
To be actioned by: **DITRDCA**


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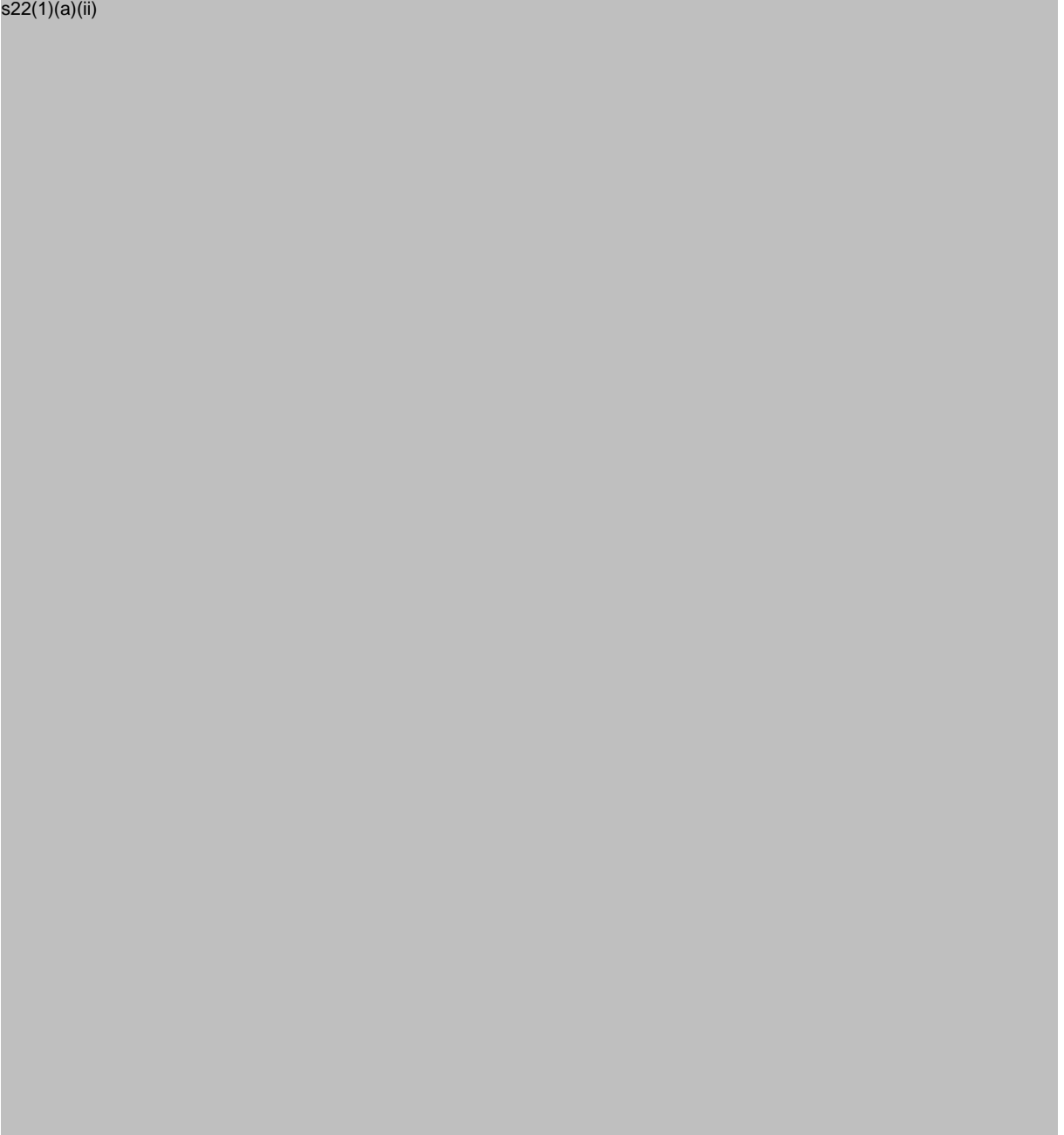
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List of Action Items

Action Item 1: Triple Zero Custodian to be retained as an ongoing agenda item for Members to be updated with further details as decisions are made at the Ministerial level. To be actioned by: **DITRDCA**


Action Item 2: Universal Outdoor Mobile Obligation (UOMO) to be retained as an ongoing agenda item for Members to be updated with further details as decisions are made at the Ministerial level that have an impact on the delivery of the Triple Zero service. To be actioned by: **DITRDCA**

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Action Item 4: The department to further consider if there is additional functionality to be pursued with the Emergency Plus App and inform members of any outcomes. To be actioned by: **DITRDCA**

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