



Australian Government

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

# Triple Zero Custodian—Progress Report—March 2025 to 31 January 2026

February 2026

This report outlines the Triple Zero Custodian’s (the Custodian) activities since its administrative establishment in the Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts (the department) in March 2025 to 31 January 2026. It is the Custodian’s first progress report, with future reports to be published on the [department’s website](#).

## The Triple Zero Custodian

The Custodian oversees the Triple Zero ecosystem to ensure it is operating effectively, and that it is coordinated, connected and responsive. Information about the Custodian’s role, responsibilities and legislative powers are published on the [department’s website](#).

## Custodian Activities (March 2025 to 31 January 2026)

### Drafting of legislation

The *Telecommunications Legislation Amendment (Triple Zero Custodian and Emergency Calling Powers) Bill 2025* (the Custodian Bill) was prepared by the Custodian during mid-2025 to amend the [Telecommunications \(Consumer Protection and Service Standards\) Act 1999](#) (the Act). It was introduced to Parliament on 7 October 2025, passed both Houses of Parliament on 28 October 2025 and commenced on 31 October 2025.

In addition to formally establishing the Custodian, including its establishment within the department, the Custodian Bill raised the maximum penalty amount for a contravention of the Telecommunications (Emergency Call Service) Determination 2019 (ECS Determination).

Further information about the Bill is published on the [Australian Parliament House website](#).

### Establishment of the Triple Zero Custodian Division

A new Triple Zero Custodian Division was established within the department in October 2025 to support the new legislative function. The Secretary has delegated the Custodian’s functions and powers to relevant senior officials within the Division.

## Device testing

The Custodian, with the assistance of University of Technology Sydney (UTS), set up the National Telecommunications Resilience Centre (NTRC) to facilitate testing of mobile devices within and across networks and to undertake associated emergency calling and research. For further information visit the [NTRC website](#).

The first device testing campaign began on 5 November 2025 and will run through the first quarter of 2026. Testing is undertaken biannually, with the next campaign scheduled to commence in May 2026.

## SMS to Emergency Services Relay pilot

The Custodian is procuring a pilot for SMS to Emergency Services Relay. The pilot will enable emergency services contact by text message using a relay intermediary to convert text to a voice call to the Emergency Service Answering Points. This complements the Australian Government's policy priority to strengthen access to emergency services.

The approach to market to engage a provider for the pilot closed on 10 September 2025, and the Custodian is reviewing responses.

## Simulation exercises

On 20 October 2025, the department hosted a simulated outage exercise to strengthen emergency response to outages impacting calls to Triple Zero by identifying gaps, testing coordination, assessing alternatives, addressing impacts on vulnerable groups, and considering restoration barriers. The exercise was facilitated by the National Emergency Management Agency (NEMA) and was overseen by the Hon Anika Wells MP, Minister for Communications and the Hon Kristy McBain MP, Minister for Emergency Management. It was attended by over 130 representatives from the telecommunications sector, emergency services, and Commonwealth, state and territory governments. A summary of the exercise and actions has been published on the [department's website](#).

## Engagement and consultation

Since its establishment in March 2025, the Custodian has actively engaged with stakeholders across the Triple Zero ecosystem to clarify roles and establish effective working arrangements. Key stakeholders include major telecommunications carriers (such as Telstra, Optus and TPG Telecom), the Emergency Call Person (ECP, operated by Telstra), state and territory Emergency Service Operators (ESOs), consumer groups, as well as other government agencies. The Custodian's engagement is conducted through meetings, as well as forums, such as the Triple Zero Coordination Committee (TZCC) and the [National Emergency Communications Working Group](#) (NECWG).

## Emergency Call Service (ECS) Directions and Information Requests

The Custodian has issued the following information requests and ECS Direction, detailed in the table 1.

**Table 1**

Date	Information request
10 Sep 2025	The Custodian issued an information request to Telstra, Optus, TPG Telecom, NBN Co and Vocus on communication and notification processes for outages, welfare check policies, post-incident prioritisation, business continuity plans, outage testing and wargaming. The Custodian is considering this information to develop options to improve the ECS ecosystem.
3 Nov 2025 (with minor revisions on 7 Nov 2025)	The Custodian issued a request to the ACMA to make an ECS Direction under section 151L of the Act. The request sought information from Optus on its outage response policies and procedures, including those relating to notification, welfare checks, and recovery, as well as its outage testing prior to system changes. The ACMA issued the ECS direction to Optus on 14 November 2025, and Optus provided the information to the ACMA on 28 November 2025. The Custodian received the information from the ACMA on 1 December 2025 and is considering this information.
19 Nov 2025	The Custodian sought information from Telstra, Optus, TPG Telecom, NBN Co and Vocus on their processes on handling of dropped Triple Zero calls. Information received through this request was used to inform the development of a draft Triple Zero call failure notification protocol.
21 Nov 2025	The Custodian sent a follow up set of questions to the information request of 10 September 2025 to Optus, Telstra and TPG Telecom. The Custodian is considering this information to develop options to improve the ECS ecosystem.

## Network outages register

On 8 December 2025, the Minister for Communications issued the [Telecommunications \(Customer Communications for Outages Industry Standard Amendment\) Direction 2025](#), which requires the ACMA to make new rules to mandate telecommunication providers to maintain public registers of their network outages. The ACMA is required to make the new rules by 31 March 2026, with compliant outage registers to be in place by 30 June 2026. The Custodian supported the development and implementation of this direction and is monitoring implementation.

## Custodian priorities

On 13 November 2025, the Custodian wrote to the ACMA outlining its six priorities for late 2025 and 2026. Table 2 provides an update on the Custodian's progress to date on these priorities and next steps.

**Table 2**

Priority	Action to date	Next step
<b>Device Compliance Register</b>	The Custodian is working with the ACMA as part of its consultation with mobile network operators, equipment suppliers and other relevant stakeholders on how a device compliance database might be introduced.	ACMA to report back to the Minister following consultation.
<b>Triple Zero Disruption Notifications</b>	In November 2025, the Custodian sought information on Triple Zero notification protocols from carriers to better understand gaps in the current outage notification framework related to Triple Zero-specific outages. In December 2025 the Custodian provided carriers with a Triple Zero call failure notification protocol.	The Custodian will continue to consider information provided in the first quarter of 2026 to inform system improvement option development.

Priority	Action to date	Next step
<b>Transparency of Information held by the Emergency Call Person</b>	In November 2025, the Custodian sought information from carriers, and Telstra in its capacity as the ECP. There is no current requirement on the ECP to provide information to other stakeholders in the Triple Zero ecosystem.	The Custodian will continue to review information provided and engage with subject matter experts to understand the current issues and potential solutions.
<b>Mutual Assistance Arrangements</b>	The Custodian is monitoring the progress of mutual assistance arrangements being progressed by industry. Telecommunications carriers and carriage service providers have advised the Custodian they are collaborating to progress this work.	The Custodian will continue to engage with industry to measure progress and will take additional steps to progress the issue if required.
<b>Network Testing</b>	In November 2025, the Custodian sent information requests to all carriers regarding changes to networks and testing done in advance of and following changes. This was followed up with meetings with industry representatives in December 2025.	The Custodian will continue to meet with industry and subject matter experts to ascertain the best path forward on this matter.
<b>Welfare Check Procedures</b>	The Custodian is gathering information from the carriers and ESOs on their welfare check processes, to explore the merits of a standardised approach. This topic was discussed at the November 2025 meeting of the National Emergency Communications Working Group (NECWG).	The Custodian will continue to explore limitations and variance in welfare check procedures to propose improvement and the best path forward, balancing issues of public safety and the capability and capacity of industry and ESOs.