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Department of Communications' Review of the national Triple Zero (000) operator 2014.

Question 1: Community expectations

Although it wouldn't classed as a life threatening emergency I had trouble dialing Triple Zero on my Huawei Android mobile phone to contact local police.

Question 2: Challenges facing the Triple Zero service

There was one occasion a few years ago when I was up late at night and I heard a report of a house on fire at Indigo Upper in North East Victoria and the local CFA fire brigade was requested. Apparently the call was intercepted by a Telstra Triple Zero call taker in Sydney and when told the location was in Indigo Upper the call taker wanted to know where that was and apparently the caller who happened to be in a big panic as their house was burning down didn't give exact details such as in North East Victoria between Beechworth and Wodonga on the Beechworth Wodonga road. The Triple Zero call taker then transferred the caller through to the Bendigo fire station and the Bendigo fireies were out on a wild goose chase looking for a house on fire at Bendigo upper. Finally somebody must have realised that the fire was at Indigo Upper and then they called out the wrong fire brigades, not the closest brigade but brigades from a long distance away and by the time they all arrived the house was burnt to the ground. Many years ago we had Telstra Triple Zero call takers based at Wangaratta with local knowledge, but things had changes with the closing down of locally operated exchanges

Question 3: Other ways of requesting emergency assistance

Question 4: Improving information

Street address, number and town or RMB number, nearest crossroads or nearest local identity.

Question 5: The role of the national Triple Zero operator

I'm not familiar how ESTA dispatch operators receive information but wouldn't it be better (in Victoria) to have all Triple Zero Calls go direct to ESTA. It would be much quicker and they have the local knowledge and up to date maps in their computers.

Question 6: The role of telecommunications providers

Having two separate receiving centres seems a bit extravagant and could be confusing with disseminating directions to a second party.

Question 7: The role of innovators

Question 8: Cooperation and decision-making

Other comments

Have noticed on my scanner when a serious accident with persons trapped or unknown injuries the police are always the first ones to respond. I would think that they would be the last agency that are needed to respond for traffic control. It is all very fine if they have a highway patrol car in the immediate vicinity, otherwise the first response should be fire brigade, ambulance and road rescue. This could save critical time and perhaps save many lives.

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