

# Submitted by M Skipper

Submission number: 241749

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

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## **Question 1: Community expectations**

The Triple Zero service is as good as technology allows it to be. The problem is that the Triple Zero operator does not know where the call is coming from when the call is made from a rural / farm phone and a mobile phone. In rural areas, many addresses are Lot numbers or the nearest reference is a road, many hundreds of metres or kilometres away. (Limitations in the White Pages Listing accentuate this). This is useless for Emergency Services. I RECOMMEND that every rural landline have precise GPS coordinates and additional detailed address / access information, so emergency services can be despatched direct to the precise location. The technology exists to do this. Australia is a wide and open area and mobile phone coverage is weak in many areas. Additionally, people get confused when trying to explain where they are. The Government should insist that GSP coordinates are sent with Triple Zero or 112 calls, so again Emergency operators know exactly where the calls are coming from. Both suggestions will help Ambulance, Fire, Police and aerial emergency services, especially in rural areas, where the current methods are life threatening and sub standard.

## **Question 2: Challenges facing the Triple Zero service**

Non Emergency Calls should be immediately transferred to a non Triple Zero call centre.

## **Question 3: Other ways of requesting emergency assistance**

Email is too slow, as is social media. If you can do either of these, you can call 000 or 112.

## **Question 4: Improving information**

Precise GPS Coordinates of every call. This will save lives and stop nuisance calls.

## **Question 5: The role of the national Triple Zero operator**

## **Question 6: The role of telecommunications providers**

## **Question 7: The role of innovators**

## **Question 8: Cooperation and decision-making**

## **Other comments**

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