

INDUSTRY GUIDELINE

G557.4:2025

Location Information for Emergency Calls

Part 4: Mobile Location Information (MoLI) Processes for Emergency Calls and Rescue Coordination

November 2025



G557.4:2025 LOCATION INFORMATION FOR EMERGENCY CALLS

PART 4: MOBILE LOCATION INFORMATION (MOLI) PROCESSES FOR EMERGENCY CALLS AND RESCUE COORDINATION

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INTRODUCTORY STATEMENT

The **Mobile Location Information (MoLI) Processes for Emergency Calls and Rescue Coordination** Guideline (G557.4:2025) replaces the **Mobile Location Information (MoLI) Processes for Emergency Calls and Rescue Coordination** Guideline (G557.4:2023).

G557.4:2025 is designed to:

- Gather in one place information on Mobile Carrier processes for interaction with Emergency Service Organisations (ESOs) and the Australian Maritime Safety Authority (AMSA) about the mobile location information (MoLI) of Active Mobile Customer Equipment (CE) in relation to Emergency Calls and rescue coordination; and
- Inform the ESOs and the AMSA about these processes.

The purpose of the change is to:

- Update contact information for Mobile Carriers; and
- Include editorial updates.

James Duck

Chair

MoLI Process Revision Working Committee

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1. GENERAL

1.1 INTRODUCTION

- 1.1.1 Section 23(4) of the *Telecommunications (Emergency Call Service) Determination 2019* (the Determination) sets out an obligation for a Carrier or Carriage Service Provider (CSP) to provide the most precise location information available to the Relevant Termination Point along with the Emergency Call.
- 1.1.2 Section 24 of the Determination obliges a Mobile Carrier to give an ESO the most precise mobile location information (MoLI) available about an Emergency Call that has been transferred to the ESO.
- 1.1.3 Sections 286, 287 and 288 of the *Telecommunications Act 1997* (the Act) allow the disclosure of information in certain circumstances, including:
 - a. where there is a threat to a person's life or health; or
 - b. for the preservation of human life at sea.
- 1.1.4 The development of the Guideline has been facilitated by Communications Alliance through a group comprised of representatives from Mobile Carriers in the telecommunications industry.
- 1.1.5 The Guideline should be read in the context of other relevant industry codes, guidelines and documents.
- 1.1.6 The Guideline should be read in conjunction with related legislation and regulatory instruments, including:
 - a. the Act; and
 - b. the Determination.
- 1.1.7 If there is a conflict between the requirements of the Guideline and any requirements imposed on a Carrier or CSP by legislation, the Carrier or CSP will not be in breach of the Guideline by complying with the requirements of the legislation.
- 1.1.8 Compliance with this Guideline does not guarantee compliance with any legislation. The Guideline is not a substitute for legal advice.
- 1.1.9 Statements in boxed text are a guide to interpretation only and not binding as Guideline rules.

1.2 SCOPE

- 1.2.1 The Guideline describes the proposed processes which will be used by Mobile Carriers to provide the location information of an Active Mobile Customer Equipment (CE):
 - a. to an ESO in response to an authorised request from that ESO about an Emergency Call; or
 - b. to the Australian Maritime Safety Authority (AMSA) in response to an authorised request from AMSA under section 287 or 288 of the Act to facilitate the coordination by the AMSA Joint Rescue Coordination Centre of a maritime or aviation search and rescue operation.
- 1.2.2 The Guideline does not apply to requests for Advanced Mobile Location information by ESOs or the AMSA.

NOTE: Refer to G557.6 for more information on Advanced Mobile Location.

- 1.2.3 The Guideline applies to the AMSA and ESOs.

- 1.2.4 The Guideline applies to the Carriers section of the telecommunications industry under section 110 of the Act.
- 1.2.5 The Guideline deals with the telecommunications activity “*carrying on business as a Carrier*” as defined in section 109 of the Act.

1.3 OBJECTIVES

The objectives of the Guideline are:

- a. to set out industry process(es) for Mobile Carriers to handle MoLI queries from ESOs in relation to Emergency Calls from Active Mobile CE;
- b. to set out industry process(es) for Mobile Carriers to handle MoLI queries from the AMSA in respect of an Active Mobile CE under section 286, 287 or 288 of the Act; and
- c. to include designated contact point(s) and telephone number(s) for such location queries.

1.4 GUIDELINE REVIEW

The Guideline will be reviewed after 5 years of the Guideline being published and every 5 years subsequently, or earlier in the event of significant developments that impact on the Guideline.

2. ACRONYMS, DEFINITIONS AND INTERPRETATIONS

2.1 ACRONYMS

2.1.1 For the purposes of the Guideline:

AMSA - Australian Maritime Safety Authority

CAD - Computer Aided Dispatch

CE - Customer Equipment

CSP - Carrier/Carriage Service Provider

CTP – Call Trace Portal

ESO – Emergency Service Organisation

GNSS - Global Navigation Satellite System

MoLI - Mobile Location Information

MSISDN - Mobile Subscriber Integrated Services Digital Number

2.2 DEFINITIONS

2.2.1 For the purposes of the Guideline:

Act - means the *Telecommunications Act 1997 (Cth)*.

Active Mobile CE - means a mobile CE that is turned on and has been correctly authenticated on a network used to supply a Public Mobile Telecommunications Service.

Advanced Mobile Location - means location information derived by mobile station equipment using its built-in positioning methods, including:

- a. assisted global navigation satellite system (GNSS);
- b. GNSS;
- c. Wi-Fi; or
- d. cellular.

NOTES:

1. Refer to ETSI TS 103 625 and G557.6.

2. Mobile Station Equipment is the term used in ETSI Publications to describe Customer Equipment.

Carriage Service Provider - has the meaning given by section 87 of the Act.

Carrier - has the meaning given by section 7 of the Act.

Customer Equipment - has the meaning given by section 21 of the Act.

Determination - means the *Telecommunications (Emergency Call Service) Determination 2019*.

Emergency Call - has the meaning given by the Determination.

Emergency Call Person - has the meaning given by section 7 of the Act.

Emergency Call Service - has the meaning given by section 7 of the Act.

Emergency Service Organisation - has the meaning given by section 147 of the *Telecommunications (Consumer Protection and Service Standards) Act 1999*.

Mobile Carrier - means a Carrier that owns or operates a controlled network or controlled facility used to supply a PMTS.

Public Mobile Telecommunications Service - has the meaning given by section 32 of the Act.

Relevant Termination Point - has the meaning given by the Determination.

Triple Zero - means the Emergency Call Service for calls to 000 and 112.

2.3 INTERPRETATIONS

2.3.1 In the Guideline, unless the contrary appears:

- a. headings are for convenience only and do not affect interpretation;
- b. a reference to a statute, ordinance, code or other law includes regulations and other instruments under it and consolidations, amendments, re-enactments or replacements of any of them;
- c. words in the singular includes the plural and vice versa;
- d. words importing persons include a body whether corporate, politic or otherwise;
- e. where a word or phrase is defined, its other grammatical forms have a corresponding meaning;
- f. mentioning anything after include, includes or including does not limit what else might be included;
- g. words and expressions which are not defined have the meanings given to them in the Act; and
- h. a reference to a person includes a reference to the person's executors, administrators, successors, agents, assignees and novatees.

3. OPTUS ESO/AMSA PROCESS

3.1 INTRODUCTION

At the time of publication, Optus is establishing direct connections between Optus and all ESOs and the AMSA for online requests of Mobile Location Information (MoLI) via Optus' Osprey portal.

3.2 MOLI REQUEST CONTACT DETAILS

- 3.2.1 In first instance, ESOs or the AMSA must use Optus' Osprey portal to obtain a snapshot with the location of the mobile handset (i.e. Active Mobile CE). All ESOs and the AMSA should be trained in the use of Optus' Osprey portal.
- 3.2.2 In the case that the mobile handset runs out of battery or it has been turned off, ESOs and the AMSA can decide to request "mobile handset last location information" from Optus. ESOs and the AMSA can submit a customer details request via the Optus Osprey portal.
- 3.2.3 Email can also be used as a backup option by ESOs and the AMSA when the Optus Osprey portal is unavailable.
- 3.2.4 ESO Staff or the AMSA Staff are to call the Optus (Nokia Emergency Services Support (ESS) team) on **02 8085 6661** to advise that an Osprey request has been sent.
- 3.2.5 The Optus (Nokia ESS team) will complete the Osprey request and send it back to the ESO or the AMSA.
- 3.2.6 The Optus (Nokia ESS team) is the contact point for an ESO or the AMSA seeking additional clarification on a request e.g. an update.

3.3 ADMINISTRATIVE CONTACT DETAILS

- 3.3.1 Optus (Nokia ESS team) Business hours and after hours email: ESSDropbox@nokia-vendor.optus.com.au. Optus (Nokia ESS team) does not actively monitor this email address so if an urgent response is required then an email to this address must be accompanied by a phone call. This email address is for enquiries only. No MoLI will be provided from this email address.
- 3.3.2 Optus (Nokia ESS team) Business hours and after hours phone: **02 8085 6611**.
- 3.3.3 The Optus (Nokia ESS team) emergency contacts if an ESO or the AMSA is unable to make contact on the above numbers are:
 - a. Nokia ESS team | Mobile: **0481298232**
 - b. Josh Johnston, Nokia Operations Manager | Mobile: **0431109225**
 - c. Matthew Attard Nokia Operations Director | Mobile: **0468991272**
 - d. Mark Schwarzl, Optus Sr Technical Manager | Mobile: **0411103295**

4. TELSTRA MOBILE LOCATION PROCESS

4.1 PURPOSE

The purpose of this section is to describe the Active Mobile CE Location process which will be used by Telstra to provide ESOs and AMSA with the location information of a customer mobile CE (which has been used to make an Emergency Call to Triple Zero) on the Telstra network on a 24/7 basis, the mobile number (MSISDN, FNN) of the person of interest suspected of being in a life threatening situation, the service number of the B party receiving a life threatening call or the service number of the A party causing a siege situation.

4.2 SCOPE OF THE TELSTRA PROCESS

- 4.2.1 This work process will only apply to a lawful request received from an ESO or AMSA to locate an Active Mobile CE on the Telstra Network under:
- a. section 286, 287, 288 or 315 of the Act; or
 - b. section 25 of the Determination.
- 4.2.2 Telstra will provide upon the receipt of a lawful request for Mobile Location Information (MoLI) received from an authorised requestor (i.e. ESO, AMSA) the location information of the cell tower through which a customer mobile CE made an Emergency Call to Triple Zero.
- 4.2.3 Telstra will use its OSTRAVA secure online Active Mobile CE Location platform and the Call Trace Portal (CTP) application to provide the location information of the cell tower to the ESO or AMSA.

4.3 ACTION

- 4.3.1 When a lawful request from an ESO or AMSA is received to locate a customer's Active Mobile CE in a life threatening or time critical situation, the following actions will be carried out by Telstra.

4.4 TELSTRA ACTIVE MOBILE CE

- 4.4.1 Upon receiving a lawful request from an ESO or AMSA, the Telstra system will check the Active Mobile CE's unique identifier (i.e. MSISDN, telephone or service number) (as received from the ESO or AMSA) to confirm that Telstra is the Carriage Service Provider (CSP) for that particular service number.

4.5 NON-TELSTRA MOBILE CE

- 4.5.1 If the mobile service number has been ported to another CSP or the mobile service number belongs to another CSP, Telstra will not be able to determine the location of the mobile CE. Telstra will then advise the requesting ESO or AMSA that the CSP is not Telstra and as such a location request cannot be undertaken by Telstra.

4.6 LOCATING THE ACTIVE MOBILE CE

- 4.6.1 Where Telstra is the CSP providing the mobile service, it will use a mobile positioning system process to determine the location of the cell tower through which the Active Mobile CE made an Emergency Call. The geographic location information of the tower will then be provided to the requesting ESO or AMSA.
- 4.6.2 The CTP application location system will query the mobile network via Telstra's OSTRAVA secure online Active Mobile CE Location platform to obtain the Active Mobile CE's current location and, as such, the degree of accuracy of the location information will be dependent on the capabilities of both the individual's Active Mobile CE and the mobile network to which the Active Mobile CE is connected at the time. As a minimum, Telstra will provide location information relating to latitude and longitude of the cell tower to which the Active Mobile CE is connected.
- 4.6.3 If the mobile positioning system process is unable to provide the current location of the Active Mobile CE, e.g. where the mobile CE is not active, Telstra will convey the outcome to the requesting ESO or AMSA.
- 4.6.4 Where the mobile CE is not active, the ESO or AMSA may make a further request to Telstra to undertake a second check to ascertain the location of the mobile CE based on the most recent call data on the Telstra mobile network made from the mobile CE (which may take a longer period of time). The ESO or AMSA can conduct a further check and where the check is successful; Telstra will advise the requesting ESO or AMSA of the last known location information of the mobile CE.
- 4.6.5 Telstra will not attempt to locate another CSP's mobile CE roaming onto the Telstra Network as the default CLI, MSISDN, telephone or service number provided by the network does not enable a location search.

4.7 EXCEPTIONAL CIRCUMSTANCE REQUIREMENT

- 4.7.1 This process is to be used only in exceptional circumstances where an ESO or AMSA has exhausted all other avenues in obtaining the location of the Active Mobile CE. Telstra is relying on the advice of the Australian Communications and Media Authority that mobile location information will only be required by ESOs and AMSA in exceptional circumstances.
- 4.7.2 Telstra may not be able to provide the required level of access for all ESO or AMSA requests should ESOs or AMSA not meet this 'exceptional circumstance' requirement.

4.8 HOW TO OBTAIN LOCATION INFORMATION FROM TELSTRA

- 4.8.1 ESOs or AMSA must contact both:
 - a. LELAdmin@team.telstra.com and
 - b. Telstra.calltrace@team.telstra.com
 to obtain approval and access to Telstra's OSTRAVA secure online Active Mobile CE Location platform and the CTP application.
- 4.8.2 For assistance with the online process, the following numbers can be called:
 - a. Law Enforcement Liaison Administration: **03 9654 7745**
(for Ostrava enquiries/incidents)
 - b. Telstra Trace Control Centre Telephone Number (24/7): **1300 361 674**
(for CTP enquiries/ incidents)

- 4.8.3 Telstra (LEL) will provide all successful applicants with a Call Trace Portal User Guide. The User Guide sets out amongst other things how to login to OSTRAVA platform using the VASCO token, creating a Call Trace Request, viewing results, creating updates, completing and finalising a request and an escalation process.
- 4.8.4 Pre-requisites for obtaining access:
- a. ESOs and AMSA will need to obtain from Telstra an OSTRAVA Account username and password, issued by Telstra (LELU).
 - b. A VASCO token, will then be issued by Telstra (LELU) for access to OSTRAVA platform.
 - c. ESOs and AMSA will need to have a supported web browser. Telstra (LELU) will inform the user as to which web browsers are supported.

4.9 INFORMATION REQUIRED FROM ESOS AND AMSA

- 4.9.1 Once you have logged into the OSTRAVA platform, you will be asked to provide information concerning the mobile CE that was used to make an Emergency Call to Triple Zero, the mobile number (MSISDN, FNN) of the person of Interest suspected of being in a life threatening situation, the service number of the B party receiving a life threatening call or the service number of the A party causing a Siege situation including:
- a. The mobile number (MSISDN, FNN) of the device from which the Emergency Call was made or received;
 - b. Computer Aided Dispatch (CAD) or Agency Reference Number; and
 - c. Section of the Act or the Determination which you are making the location or Call Trace request.

5. TPG TELECOM PROCESS

5.1 INITIAL ROAMING CHECK

- 5.1.1 The ESO or the AMSA is to contact the TPG Telecom (TPGT) Network Operations Centre (NOC).
- 5.1.2 The TPGT NOC will check whether the customer either is or was last known to be roaming on the Optus network.
- 5.1.3 If the TPGT NOC reports that the customer is currently or was last known to be roaming on the Optus network then the TPGT NOC will advise the ESO or the AMSA to contact Optus.

NOTE: Refer to section 3 for the process for an ESO or the AMSA to contact Optus.

- 5.1.4 If the TPGT NOC reports that the customer is not roaming on the Optus network then the ESO or the AMSA continues with the process outlined below.

5.2 DURING BUSINESS HOURS

- 5.2.1 The ESO or the AMSA is to contact TPGT Agency Liaison on **1300799129** with its request e.g. Subscriber Details/ Location Trace.
- 5.2.2 The ESO or the AMSA is to email an authorised request to the TPGT Agency Liaison team on agencyliaison@tpgtelecom.com.au.
- 5.2.3 Refer to Appendix A for an example of the ESO Active Mobile CE Location Request Form.
- 5.2.4 For subscriber details TPGT Agency Liaison will complete a subscriber request and fax it back to the ESO.
- 5.2.5 For Location Traces an ESO or the AMSA is to fax an authorised request through to TPGT Agency Liaison which will then be forwarded to the TPGT fault management team for actioning.

5.3 AFTER HOURS

- 5.3.1 The ESO is to contact the TPGT fault management team on **1300799129** with its request e.g. Subscriber Details/ Location Trace.
- 5.3.2 The ESO is to email an authorised request to the TPGT fault management Team on smc.tpg@nokia.com.
- 5.3.3 Refer to Appendix A for an example of the ESO Active Mobile CE Location Request Form.
- 5.3.4 For subscriber details the TPGT fault management team will complete a subscriber request and fax it back to the ESO.
- 5.3.5 For location traces an ESO or the AMSA is to email an authorised request to the TPGT fault management team on smc.tpg@nokia.com.

5.4 CONTACT DETAILS

- 5.4.1 Business hours and after hours phone: **1300799129**
- 5.4.2 Business hours email: agencyliaison@tpgtelecom.com.au
- 5.4.3 After hours email: smc.tpg@nokia.com
- 5.4.4 Emergency Contact Numbers if unable to make contact on the above numbers:
 - a. TPGT fault management: **02 9620 1121**
 - b. TPGT Agency liaison Manager: refer to the Life Threatening Communications industry contact list maintained by the Australian Telecommunications Alliance for contact details.

NOTE: Industry contact lists typically are not publicly available and require the relevant access permission. Please contact the Australian Telecommunications Alliance for more information.

6. REFERENCES

Publication	Title
ETSI	
ETSI TS 103 625 V1.1.1 (2019-12)	EMTEL; Transporting Handset Location to PSAPs for Emergency Calls – Advanced Mobile Location https://www.etsi.org/deliver/etsi_ts/103600_103699/103625/01.01.01_60/ts_103625v010101p.pdf
Industry Guideline	
G557.6:2021	Location Information for Emergency Calls Part 6 Advanced Mobile Location (AML) https://www.austelco.org.au/publication/g557/
Legislation	
Telecommunications Act 1997 https://www.legislation.gov.au/C2004A05145/latest/versions	
Telecommunications (Consumer Protection and Service Standards) Act 1999 https://www.legislation.gov.au/C2004A00441/latest/versions	
Telecommunications (Emergency Call Service) Determination 2019 https://www.legislation.gov.au/F2019L01509/latest/versions	
Telecommunications Numbering Plan 2025 https://www.legislation.gov.au/F2025L00409/asmade/text	

APPENDIX A – ESO ACTIVE MOBILE CE LOCATION REQUEST

ESO FORM TEMPLATE

On the next page is a template of a form for an ESO to request mobile location information associated with an Emergency Call from an Active Mobile CE.

Identification details of
Emergency Service Organisation (ESO)

ESO Logo here

Name of Carrier: _____

ESO to complete:

Please provide the following location information for the mobile Customer Equipment listed below

Emergency Calling Number (A Party) (10 digits): _____

Emergency Call: _____ Date: ____/____/____ Time: ____:____ (24 hr)

Computer Aided Dispatch (CAD) No: _____

Triple Zero Job Number: _____

ESO to complete:

I certify that this request is made for the purposes connected with a matter or matters raised in this
Emergency Call and the information will only be disclosed or used in accordance with:

Section 286 Telecommunications Act 1997 and

Section 25 Telecommunications (Emergency Call Service) Determination 2019.

Authorising Officer: _____

(Print Name)

(Rank/Designation)

Authorising Officer Contact Details:

_____/____/____ :____
(Signature) (Contact number) (Date) (Time)

Carrier to complete the response:

Date: ____/____/____ Time: ____:____

Has the mobile Customer Equipment ported to another Carrier/CSP's network? Yes ☐ No ☐

If yes, to which mobile Carrier? _____

Was Location request successful for the active call? Yes ☐ No ☐

Was a secondary check based on the last active call required? Yes ☐ No ☐

Cell Tower Location - Latitude: ____ . ____

Cell Tower Location - Longitude: ____ . ____

Attachments (MoLI map if available) or comments etc.: _____

Request Response: Date: ____/____/____ Time: ____:____ Seq No.: _____

Carrier Officer: _____
(Print Name) (Signature) (Contact number)

APPENDIX B – AMSA ACTIVE MOBILE CE LOCATION REQUEST

AMSA FORM TEMPLATE

On the next page is a template of a form for the AMSA to request from a Mobile Carrier the mobile location information associated with an Active Mobile CE where the request is under section 287 or 288 of the Act.

Identification details of
Australian Maritime Safety Authority (AMSA)

AMSA Logo here

Name of Carrier: _____

AMSA to complete:

Please provide the following location information for the mobile Customer Equipment listed below

Calling Number (A Party)(10 digits): _____

If applicable:

Call to Joint RCC: _____ Date: ____/____/____ Time: ____:____ (24 hr)

Emergency Call: _____ Date: ____/____/____ Time: ____:____ (24 hr)

Recent or last known call:

Incident No: _____

AMSA to complete:

I certify that this request is made for the purposes connected with section 287 or 288 of the **Telecommunications Act 1997** (the Act) and the information will only be disclosed or used in accordance with sections 287 or 288 of the Act.

Authorising Officer: _____
(Print Name) (Rank/Designation)

Authorising Officer Contact Details:

_____/____/____ :____
(Signature) (Contact number) (Date) (Time)

Carrier to complete the response:

Date: ____/____/____ Time: ____:____

Has the mobile Customer Equipment ported to another Carrier/CSP's network? Yes ☐ No ☐

If yes, to which mobile Carrier? _____

Was Location request successful for the active call? Yes ☐ No ☐

Was a secondary check based on the last active call required? Yes ☐ No ☐

Cell Tower Location - Latitude: ____ . ____

Cell Tower Location - Longitude: ____ . ____

Attachments (MoLI map if available) or comments etc.: _____

Request Response: Date: ____/____/____ Time: ____:____ Seq No.: _____

Carrier Officer: _____
(Print Name) (Signature) (Contact number)

APPENDIX C – LIST OF EMERGENCY SERVICE ORGANISATIONS

At the time of publication of this Guideline the list of ESOs in Australia is understood to be that in Table 1.

TABLE 1
National, State and Territory Emergency Service Organisations

Jurisdiction	Emergency Service Organisation	Website
Federal	Australian Federal Police	https://www.afp.gov.au/
ACT	A.C.T. Emergency Service Agency	https://esa.act.gov.au/
ACT	A.C.T. Police	https://www.police.act.gov.au/
ACT	A.C.T. Fire & Rescue	https://esa.act.gov.au/fire-rescue
ACT	A.C.T. Rural Fire Service	https://esa.act.gov.au/rural-fire-service
ACT	A.C.T. Ambulance	https://esa.act.gov.au/ambulance
NSW	NSW Ambulance	https://www.ambulance.nsw.gov.au/
NSW	NSW Police Force	https://www.police.nsw.gov.au/
NSW	Fire and Rescue NSW	https://www.fire.nsw.gov.au/
NSW	NSW Rural Fire Service	https://www.rfs.nsw.gov.au/
NT	NT Police Force	https://pfes.nt.gov.au/police
NT	NT Fire and Rescue Service	https://pfes.nt.gov.au/fire-and-rescue-service
NT	St John NT (Ambulance)	https://www.stjohnnt.org.au/
QLD	Queensland Police Service	https://www.police.qld.gov.au/
QLD	Queensland Fire Department	https://www.fire.qld.gov.au/
QLD	Queensland Ambulance Service	https://www.ambulance.qld.gov.au/
SA	South Australia Police	https://www.police.sa.gov.au/

Jurisdiction	Emergency Service Organisation	Website
SA	South Australian Metropolitan Fire Service	https://www.mfs.sa.gov.au/
SA	Country Fire Service	https://www.cfs.sa.gov.au/
SA	SA Ambulance Service	http://saambulance.sa.gov.au/
TAS	Tasmania Police	https://www.police.tas.gov.au/
TAS	Tasmania Fire Service	https://www.fire.tas.gov.au/
TAS	Ambulance Tasmania	https://www.health.tas.gov.au/hospitals/ambulance
VIC	Victoria Police	https://www.police.vic.gov.au/
VIC	Fire Rescue Victoria	https://www.frv.vic.gov.au/
VIC	CFA (Country Fire Authority)	https://www.cfa.vic.gov.au/
VIC	Ambulance Victoria	https://www.ambulance.vic.gov.au/
VIC	Triple Zero Victoria	https://www.triplezero.vic.gov.au/
WA	Western Australia Police Force	https://www.wa.gov.au/organisation/western-australia-police-force
WA	Department of Fire and Emergency Services	https://www.dfes.wa.gov.au/
WA	St John WA (Ambulance)	https://stjohnwa.com.au/

PARTICIPANTS

The Working Committee responsible for the development of this Guideline consisted of the following organisations and their representatives:

Organisation	Membership	Representative
Optus	Non-voting	James Dam
Optus	Voting	Monica Liem
Telstra	Non-voting	Kandiah Arulventhan
Telstra	Non-voting	Albert Chittenden
Telstra	Voting	Jane Elkington
Telstra	Non-voting	Karin Manning
TPG Telecom	Voting	Angus Clearie
TPG Telecom	Non-voting	Alexander R. Osborne

This Working Committee was chaired by James Duck of the Australian Telecommunications Alliance who also provided project management support.

