

When Triple Zero isn't the problem

The last mile of emergency communications

Fire and Rescue NSW |
Operational Communications



000 is the front door — not the fireground

000

CALL FOR HELP

01

**Emergency
Call
Person**

CONNECTS

02

**FRNSW
ComCen**

INTERPRETS

03

Truck

RECEIVES

04

Crew

ACTS



**Receiving the call is essential. Moving
the job is operational.**

A ringing phone doesn't put water on a fire.

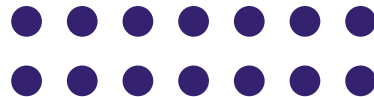
FRNSW: statewide response, two centres

2 COMMUNICATION CENTRES
Sydney + Newcastle

3 SUPERVISORS



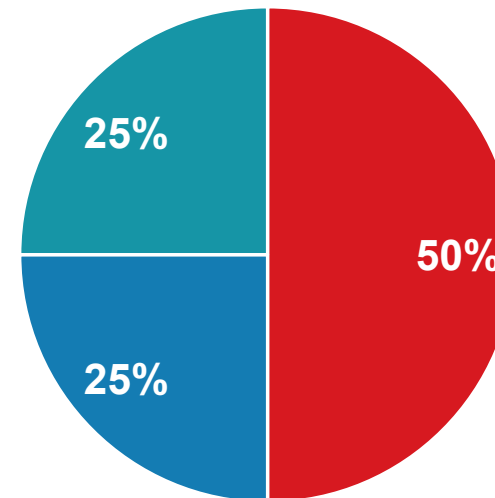
14 OPERATORS



ALL FIREFIGHTERS

Operational experience at every console

≈260k emergency requests for assistance



- Triple Zero
- ICEMS
- Automatic fire alarms

FRNSW protects the irreplaceable — before, during and after an emergency

A NSW Government agency providing fire, rescue and hazardous materials services in cities and towns across the state — 24 hours a day, seven days a week.

90%

of NSW's population protected from fire, rescue and other dangerous situations

01

PREVENT

Fire safety, building advice and community education

100%

statewide coverage for hazardous materials emergencies and building collapse

02

PREPARE

Plan, train and build community and operational readiness

140,827

emergency incidents responded to in 2023–24

03

RESPOND

Fire, rescue, hazmat, medical and major emergencies

04

RECOVER

Protect the environment and support communities and partners

Eight core capabilities: prevention + education • fire • rescue • hazmat • environment • counter-terrorism • natural disasters + humanitarian relief • medical response

Sources: FRNSW Who we are; What we do; Annual Report 2023–24; Fire and Rescue NSW Act 1989

8 July 2026: the Telstra fault was fixed. The effects continued.

45%

of mobile call + data
sessions
at peak



Maintenance → time server restarted with the wrong date → intermittent voice and data disruption

OPERATIONAL RESPONSE OUTLASTED THE TECHNICAL FIX

The core worked. Access still failed.

CONNECTED CALLS

**Core Triple Zero
flowed as expected**

170

welfare-check referrals

0

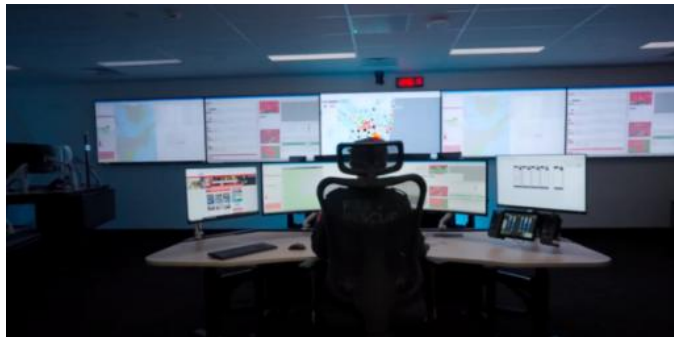
SOME CALLERS

**Could not reach the
Emergency Call Person**

adverse outcomes

7

people needed
assistance

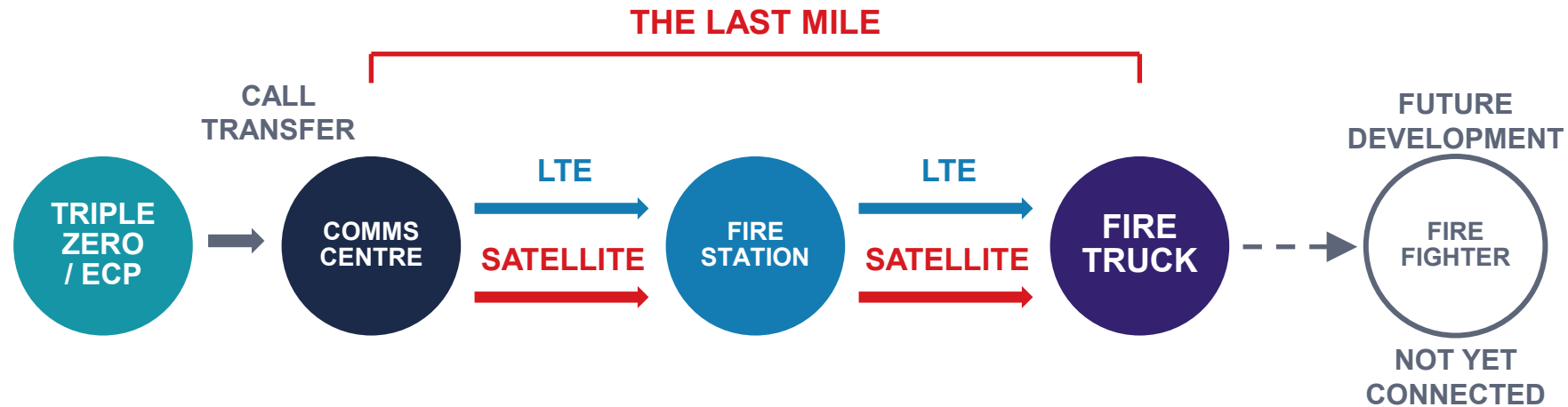


**Same emergency system. Different failure
point.**

Sources: Minister for Communications, 8–13 Jul 2026; ACMA, 8 Jul 2026

The last mile begins at the Control Room

Triple Zero gets the call in. Resilience gets the job out.



**Dual paths to station.
Dual paths to truck.**

Today: LTE + satellite resilience • Next:
extending it to the connected firefighter



Resilience is a portfolio, not a product

CARRIER DIVERSITY • BEARER DIVERSITY • TECHNOLOGY DIVERSITY

Carrier A • 4G/5G

Carrier B • 4G/5G

Public Safety Network (voice)

Satellite

COMCEN

CONTROL

CREW

FIELD

Diversity only counts when the failure domains are genuinely independent.

The bearer changes. The user doesn't.

01

MONITOR

Device continuously watches LTE, satellite and radio paths

02

DECIDE

On-device policy engine selects the best available path

03

SWITCH

Traffic moves automatically — the workflow keeps going

END-USER EXPERIENCE

Anywhere. Anytime. Zero user action.

The technology chooses the bearer — the firefighter just uses the device.



The appliance and station becomes part of the network

CRITICAL COMMUNICATION TECHNOLOGY

Satellite Connectivity
"NOW Available"

- ✓ Installed in over 900+ vehicles
- ✓ Upgraded AVL
- ✓ MDT-over-Satellite
- ✓ Fixed (vehicle-mounted) SmartConnect
- ✓ Wi-Fi calling over Satellite



Design for failure before it arrives

01	SEPARATE	independent carriers, power and routing
02	AUTOMATE	failover before humans improvise
03	OBSERVE	know which path is actually carrying the job
04	EXERCISE	test under load, not only in a lab
05	OPERATE	train the fallback as normal business



The call is only complete when the crew has the job.

Thank you

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