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25 November 2025

Committee Secretary  
Senate Standing Committees on Environment and Communications  
PO Box 6100  
Parliament House  
Canberra ACT 2600

Via email: [ec.sen@aph.gov.au](mailto:ec.sen@aph.gov.au)

Dear Committee Secretary,

**RE: Triple Zero Service Outage**

Standards Australia supports the Committee's review of the regulatory, legislative and policy frameworks governing access to emergency telecommunications assistance.

As the Committee has correctly identified in its Terms of Reference, when it comes to the protection of the most vulnerable in our community, responsibility does not lie with a single entity. Instead, it requires a whole of government, coordinated approach.

As Australia's national standards body, we recognise our role in supporting this objective, working collaboratively with government, industry and consumers to develop and adopt fit-for-purpose technical standards that aim to ensure products and services are safe, efficient, and benefit the Australian community.

Standards Australia seeks to draw the committee's attention to an international service management standard that may be implemented by an organisation regardless of size, type or sector to align its IT service management with international best practice.

The ISO/IEC 20000 series of standards is a comprehensive framework for IT service management that provides organisations with the necessary guidelines to establish, implement, maintain and continually improve their service management systems (SMS).

Australian experts have been instrumental in developing this series of standards and setting the international best practice for SMS. Further, an Australian technical committee made up of industry, government and community experts has reviewed, considered and supported the adoption of this standard as appropriate for the Australian market when considering the management of IT systems here in Australia.

Standards Australia tenders this information to the Committee for consideration as it works towards supporting better incident response management for the Australian community.

Thank you for the opportunity to provide this information. If the Committee would like a copy of the standard for consideration or wishes to discuss this matter in any further detail, please do not hesitate to contact me.

Yours sincerely,

**Rod Balding**  
Chief Executive Officer  
Standards Australia