

**Infrastructure, Transport, Regional Development, Communications, Sport and the Arts
Committee Inquiries Question on Notice
Environment and Communications References Committee
Inquiry into Triple Zero Services Outages**

IQ26-000017

Division/Agency: DIV - Triple Zero Custodian

Hansard Reference: Spoken, Page No. 2 (26 March 2026)

Topic: Triple Zero Legislative and Regulatory Review Terms of Reference

Sarah Hanson-Young asked:

CHAIR: The Bean report, a number of years ago, recommended a review into triple zero, but it's taken till now?

Ms Chapple: Yes. As part of forming the report and its 18 recommendations, Mr Bean recommended that there was time to implement the first 17, to put in place changes and do that quickly, and then at that point it would be the right time to initiate the review.

CHAIR: When was the first terms of reference drafted for the review?

Ms Chapple: I would have to get back to you with a date.

Answer:

The Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts commenced drafting the terms of reference for the Triple Zero Legislative and Regulatory Review in late December 2025. This work was finalised on 26 February 2026.

Infrastructure, Transport, Regional Development, Communications, Sport and the Arts
Committee Inquiries Question on Notice
Environment and Communications References
Inquiry into Triple Zero Services Outages

IQ26-000018

Division/Agency: DIV - Triple Zero Custodian

Hansard Reference: Spoken, Page No. 4 (26 March 2026)

Topic: Call numbers to Emergency Call Person

Sarah Hanson-Young asked:

CHAIR: Do you know how many calls were made to triple zero and failed in the last 12 months?

Ms Chapple: I don't know about failed. I can say in 2025 there were 14.6 million calls to triple zero. Of those, 11.7 million were answered—and I'll give you some more detail about the difference between those two figures—and nine million of the 11.7 million were transferred to state and territory emergency service organisations. The difference between 14.6 million and 11.7 million is not failed calls. It might be a pocket dial. There might be a number of very legitimate reasons why that call hasn't transferred through.

CHAIR: But you don't know the percentage of that difference?

Ms Chapple: I would need to check that and see the level of granularity we've got in that reporting. There are distinctions. Telstra uses language about ungraceful and graceful dropping of calls. It's strange language, I think.

....

CHAIR: So really what we don't know is the percentage of the calls between the 14.6 million and the 11.7 million—how many of them just failed.

Ms Chapple: I don't have the breakdown with me right now. We do have a pretty good indication of the kinds of reasons why they drop off, but I don't have that detailed breakdown. I can get it for you."

Answer:

In 2025, 14.8 million calls were “offered” to the Emergency Call Service and 11.7 million of these calls were “answered” by the Emergency Call Person (ECP). The 3.1 million delta between the “offered” and “answered” categories, are calls that are largely made up of accidental calls or test calls. This is consistent with historical data and is within the expected range for accidental and non-genuine calls to the Emergency Call Service. It is part of the ECP’s role to identify calls that are not required to be connected to Emergency Services.

Of the 11.7 million calls that were answered by the ECP, 8.7 million were connected to Emergency Services for response.

An “ungraceful” call may arise in a range of scenarios where a voice call is terminated unexpectedly, rather than through an orderly or user-initiated release.

Telstra has identified 4,558 call attempts in 2025 that were classified as “ungraceful”. The ECP conducted welfare checks on 1,682 of these calls. Welfare checks were not undertaken if the ECP could establish the call was successfully reattempted, for calls with default calling line identification where there was insufficient information to undertake a welfare check and inter-carrier test calls.

Infrastructure, Transport, Regional Development, Communications, Sport and the Arts
Committee Inquiries Question on Notice
Environment and Communications References
Inquiry into Triple Zero Services Outages

IQ26-000019

Division/Agency: DIV - Triple Zero Custodian

Hansard Reference: Spoken, Page No. 5 (26 March 2026)

Topic: ACMA investigation into September 2025 outage

Sarah Henderson asked:

Senator HENDERSON: How are you assisting ACMA in their inquiry?

Senator HENDERSON: I would have thought that as the Triple Zero Custodian you would know whether the regulator had approached the department about the triple zero inquiry.

Ms Chapple: About their investigation into the Optus outage?

Senator HENDERSON: That's right.

Ms Chapple: We talk incredibly regularly to ACMA, and we have a good flow of information regardless, but I would need to check if they had specifically and formally requested information to aid them in their inquiry.

Senator HENDERSON: I'm not worried about whether it's formal or informal. What information has ACMA requested from the department in relation to its inquiry into the triple zero outages?

Ms Chapple: We have shared the information that we have that is relevant to the outage with ACMA.

Senator HENDERSON: Could we please have a copy of that on notice.

Ms Chapple: Certainly. I believe most of the documentation will have already been provided to this committee, but we can certainly check if there's anything outstanding.

Senator HENDERSON: To the extent that we haven't received documents, if you could share those documents with the committee. Sorry, Chair.

Ms Chapple: If they came to us requesting information, we would, of course, provide it.

Senator HENDERSON: Have they done so?

Ms Chapple: I would need to check.

Answer:

The Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts engaged with the Australian Communications and Media Authority (ACMA) following the 18 September 2025 Optus outage. ACMA has not requested information from the department on the outage since it initiated its investigation on 22 September 2025.

Infrastructure, Transport, Regional Development, Communications, Sport and the Arts

Committee Inquiries Question on Notice

Environment and Communications References

Inquiry into Triple Zero Services Outages

IQ26-000020

Division/Agency: DIV - Triple Zero Custodian

Hansard Reference: Spoken, Page No. 6 (26 March 2026)

Topic: Previous work undertaken regarding the role and responsibility of ACMA

Ross Cadell asked:

Senator CADELL: Your answer was very specific that there's no current work being done. Has there been work done in the previous six months?

Mr Mackay: I would need to take that on notice.

Answer:

The Communications & Media Group routinely holds discussions with a range of stakeholders, including the Australian Communications and Media Authority (ACMA), the Minister's Office and others, about ACMA's role and responsibilities as the regulator for the communications and media sectors. In the last six months, this has included consideration of the recommendations of the 2024 statutory review of the *Online Safety Act 2021*. As the eSafety Commissioner is part of the ACMA, and the review made recommendations relating to eSafety's governance, this has included work on future options for ACMA's governance.

Infrastructure, Transport, Regional Development, Communications, Sport and the Arts
Committee Inquiries Question on Notice
Environment and Communications References
Inquiry into Triple Zero Services Outages

IQ26-000021

Division/Agency: DIV - Triple Zero Custodian

Hansard Reference: Spoken, Page No. 5-6 (26 March 2026)

Topic: Roles and responsibilities of ACMA

Sarah Hanson-Young asked:

CHAIR: Is there any work being done by the department as to whether the regulator is fit for purpose?

Mr Mackay: No, there's no work underway at present on that question.

CHAIR: Is there any work underway around the structure of ACMA?

Mr Mackay: I think the structure of an independent entity is really a question for that authority, not for the department.

...

CHAIR: Is there any discussion happening within the department or between the department and the minister's office in relation to any other roles or responsibilities of ACMA?

Mr Mackay: Outside triple zero?

CHAIR: Yes.

Mr Mackay: I will take that on notice.

Answer:

The Communications & Media Group routinely holds discussions with a range of stakeholders, including the Australian Communications and Media Authority (ACMA), the Minister's Office and others, about ACMA's role and responsibilities as the regulator for the communications and media sectors.

Outside Triple Zero, this has included consideration of the recommendations of the 2024 statutory review of the *Online Safety Act 2021*. As the eSafety Commissioner is part of the ACMA, and the review made recommendations relating to eSafety's governance, this has included work on future options for ACMA's governance.

OFFICAL

Infrastructure, Transport, Regional Development, Communications, Sport and the Arts

Committee Inquiries Question on Notice

Environment and Communications References Committee

Inquiry into Triple Zero Services Outages

IQ26-000022

Division/Agency: DIV - Triple Zero Custodian

Hansard Reference: Spoken, Page No. 6 (26 March 2026)

Topic: Appointment term of ACMA Chair

Sarah Hanson-Young asked:

CHAIR: When does the current chair position for the ACMA expire?

Mr Mackay: I'll need to confirm that on notice. I don't have that in my head.

Answer:

13 October 2027.

Infrastructure, Transport, Regional Development, Communications, Sport and the Arts

Committee Inquiries Question on Notice

Environment and Communications References

Inquiry into Triple Zero Services Outages

IQ26-000023

Division/Agency: DIV - Triple Zero Custodian

Hansard Reference: Spoken, Page No. 6-7 (26 March 2026)

Topic: Outage notification email address

Ross Cadell asked:

Senator CADELL: In our first hearing we were talking about the email address and monitoring the email address for complaints. What email address was the complaint originally sent to? Was the notification of the outage sent to you or to ACMA?

Ms Chapple: It was a departmental email.

Senator CADELL: Is that email address still active?

Ms Chapple: I don't believe so. We have a separate mailbox. We have a separate processing system that has been set up.

Senator CADELL: A telco has told me they received notification late last year that the original email address that you said was not to be sent to was updated by your department, and that in fact it is active, and it is for lower-tier faults. Is that not true?

Ms Chapple: I would need to confirm that specific claim, but we do not use that for triple zero notifications. We have a—

Mr Mackay: From memory, and we will confirm on notice, as Ms Chapple has said—

Senator CADELL: It was all telcos that were notified to continue using that email address.

Mr Mackay: I understand. I'm going from memory—this predates my time in this role—but my recollection is that some of our earlier evidence was that we had gone from, if you like, a mailbox being used for a number of purposes to separating out an address specifically for outages of this nature. In earlier evidence, I think we already covered that the original mailbox in question did have an ongoing purpose, but we will—

Ms Chapple: Yes, I think that's right. It was for natural disasters, for example.

Mr Mackay: We will confirm that

Senator CADELL: I have to correct something: I did say 'telcos'; it was telco consultants. So I have to withdraw a little of something I said on that one.

I would like a copy of the communication from late last year given to the telcos, if one does exist, that the mailbox used is still active, because what was put to me is the initial failure wouldn't have reached the scope, and it should have gone to that email address under the new definitions.

Mr Mackay: We will come back to you on that on notice.

Senator CADELL: What I'd really like to know is, under the current definitions, would the first failure still go to that email address and how is that monitored? That's the thing.

Mr Mackay: Right. We will come back on all of that on notice

Answer:

1. The Optus notification on 18 September 2025 was sent to the Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts critical incident alerts mailbox. This mailbox remains active for national emergency management and natural disaster-related communications.
2. Under current arrangements, all notifications made to satisfy the Telecommunications (Customer Communications for Outages) Industry Standard 2024 must be emailed to OutageNotifications@infrastructure.gov.au (the outage notification mailbox). The department commenced using this mailbox on 11 September 2025. Please refer to Senate Environment and Communications Legislation Committee, 2025-26 Supplementary Budget Estimates, 8 October 2025 for tabled correspondence.

Also on 11 September 2025, the department advised stakeholders that all outage notifications intended for the department should be directed to the outage notification mailbox. The department's contact email for outage notifications was also updated on the Australian Communications and Media Authority website.

3. The critical incident alerts mailbox is used to meet obligations with respect to natural disasters outlined in the 2022 Voluntary Protocol for Notification of Major Service Disruptions and referred to in the industry Telecommunications - Emergency Communications Protocol. This is a separate reporting obligation and does not negate the notification requirements under the Telecommunications (Customer Communications for Outages) Industry Standard. Notification obligations with respect to natural disasters did not apply in relation to the Optus notification sent to the critical incident alerts mailbox on 18 September 2025.

Infrastructure, Transport, Regional Development, Communications, Sport and the Arts
 Committee Inquiries Question on Notice
 Environment and Communications References Committee
 Inquiry into Triple Zero Services Outages

IQ26-000024

Division/Agency: DIV - Triple Zero Custodian

Hansard Reference: Spoken, Page No. 8 (26 March 2026)

Topic: Telstra Universal Service Obligation Performance Agreement

Sarah Hanson-Young asked:

Mr McGowan: The Telstra Universal Service Obligation Performance Agreement, as it's called—the TUSOPA for short—commenced in 2012, and its 20-year period runs through to 2032.

CHAIR: That's a 20-year contract through to 2032.

Mr McGowan: Correct.

CHAIR: Are there review periods in that? Or is it just that the contract's done, and it's only when things like this happen that—

Mr McGowan: There are provisions in module A of the TUSOPA. There are a number of different modules. There is provision for review, and I believe one was undertaken a few years back, but I'd have to check when that was and the exact—

CHAIR: Could you? To be really clear, it would be good to know how many reviews have occurred with this contract since 2012, when they were and whether that resulted in any alteration of the contract.

Mr Mackay: We'll take that on notice.

Answer:

Since 2012, the Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts has undertaken three reviews relevant to Module E of the Telstra Universal Service Obligation Performance Agreement (TUSOPA). Module E of the TUSOPA contract governs delivery of the Emergency Call Person (ECP).

Date of review	Result
2015	No variation to TUSOPA
2018	<u>Variation 8 of TUSOPA</u> – introduction of arrangements to implement upgraded Triple Zero call handling platform and Advanced Mobile Location capability.
2024	<u>Variation 12 of TUSOPA</u> – Recommendation 8 of the Bean Review sought improved reporting on conflict of interest and operational performance.

While additional, broader, reviews of the universal service obligation have also occurred, these did not consider the Emergency Call Service and did not result in variations to Module E.

Infrastructure, Transport, Regional Development, Communications, Sport and the Arts
Committee Inquiries Question on Notice
Environment and Communications References Committee
Inquiry into Triple Zero Services Outages

IQ26-000025

Division/Agency: DIV - Triple Zero Custodian

Hansard Reference: Spoken, Page No. 9-10 (26 March 2026)

Topic: Telstra Universal Service Obligation Performance Agreement - Module E costs

Sarah Hanson-Young asked:

CHAIR: Okay. That's not my question. When you send the invoice out to Telstra to determine how much it is, what causes it to change?

Mr McGowan: That's based on an assessment of the costs that Telstra presents annually. We go through those costs.

CHAIR: Okay.

Ms Chapple: So there would be an element which would involve the number of calls, if you'd seen a massive spike, but that might not be the only factor.

Mr McGowan: That would be part of the costs.

CHAIR: For interest's sake—I'm sorry if this information is already public, but we haven't got to this level of detail in this committee yet, and today is the right day to do it—could we have a copy of the invoices for the last five years?

Ms Chapple: We'll take that on notice. We may just need to check contractually, but, yes, we will share.

...

CHAIR: Has Telstra ever requested or asked for that \$20 million cap to be reassessed?

Mr McGowan: Yes.

CHAIR: They have?

Mr McGowan: They have. We're doing that right now. For the most recent financial year the figure proposed by Telstra exceeds the cap, and our team's going through a process now of validating those costs to assess whether it's a reasonable request from Telstra.

CHAIR: How often have we paid in excess of the cap?

Ms Chapple: We'll give that to you in our answer on notice.

CHAIR: What was the excess for the cap last year?

Mr McGowan: It was somewhere between \$1.5 million and \$2 million at first cut. When I say at first cut, there has been some back and forth between the team, and some of the costs have been adjusted. I'd have to get the exact figure to answer that question for you.

Answer:

Copies of the last five year's invoices for the Module E Annual Fee are provided in Attachments A – E.

The Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts has not paid Telstra more than the \$20 million (GST exclusive) annual fee cap for the provision of the Emergency Call Person in any financial year since the Telstra Universal Service Obligation Performance Agreement (TUSOPA) commenced in 2012.

Telstra is seeking to recover approximately \$1.6 million above the annual fee cap for the 2024-25 financial year. The department is undertaking a process to validate these costs, a final figure cannot be settled until this concludes .

Attachments

- Attachment A: 2020-2021 Module E Annual Fee Invoice
- Attachment B: 2021-2022 Module E Annual Fee Invoice
- Attachment C: 2022-2023 Module E Annual Fee Invoice
- Attachment D: 2023-2024 Module E Annual Fee Invoice
- Attachment E: 2024-2025 Module E Annual Fee Invoice

Telstra Corporation Ltd

ABN 33 051 775 556



Tax Invoice

Invoice No.

45135500

Date of Issue

01 Dec 2021

Attn: Ms Kathleen Silleri
Assistant Secretary, Consumer Safeguards Branch
Department of Infrastructure, Transport, Regional Development and Communications
Level 4, 360 Elizabeth St
Melbourne VIC 3000

Bill Enquiries

Telstra Corporation Ltd
242 Exhibition Street
Melbourne
VIC 3000
Telephone: 131 313
E-mail: enquiries@telstra.com.au

Module E - Emergency Call Service annual fee for 2020-2021

Purchase Order No: 45135500
Invoice/Contact officer: Paul Nicholas
Project Officer: Kath Silleri

	Excl GST \$	GST \$	Incl GST \$
Module "E" Annual Payment (GST inclusive costs)	\$ 15,501,267.00	\$ 1,550,126.70	\$ 17,051,393.70
Module "E" Annual Payment (GST exclusive costs)	\$ 1,198,170.00		\$ 1,198,170.00
Total of this invoice (including GST)	\$ 16,699,437.00		\$ 18,249,563.70

Invoice No

45135500

Telstra Corporation Ltd
242 Exhibition Street
Melbourne
VIC 3000

Total Amount Due

\$18,249,563.70

Payment should be made by EFT to:

[Redacted EFT details]

Payment to be made by

29 Dec 2021

Telstra Corporation Ltd

ABN 33 051 775 556

Tax Invoice



Invoice No.

45135500

Date of Issue

19 Dec 2022

Bill Enquiries

Telstra Corporation Ltd
242 Exhibition Street
Melbourne
VIC 3000
Telephone: [REDACTED]
E:mail: [REDACTED]

Attn: Ms Kathleen Sillieri
Assistant Secretary, Consumer Safeguards Branch
Department of Infrastructure, Transport, Regional Development, Communications and the Arts.
Level 41, 360 Elizabeth St
Melbourne VIC 3000

Module E - Emergency Call Service annual fee for 2021-2022

Purchase Order No: 45135500

Invoice/Contact officer: Andrew Mitchell

Project Officer: Kath Sillieri

	Excl GST \$	GST \$	Incl GST \$
Module "E" Annual Payment (GST Inclusive costs)	\$ 17,100,472.74	\$ 1,710,047.27	\$ 18,810,520.01
Module "E" Annual Payment (GST exclusive costs)	\$ 966,175.92		\$ 966,175.92
Total of this invoice (including GST)			\$ 19,776,695.93

Invoice No

45135500

Telstra Corporation Ltd
242 Exhibition Street
Melbourne
VIC 3000

Total Amount Due

\$19,776,695.93

Payment should be made by EFT to:

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Payment to be made by

31 Dec 2022

Telstra Limited

ABN 64 086 174 781

Tax Invoice



Invoice No.

45147889

Date of Issue

01 Dec 2023

Bill Enquiries

Telstra Limited
242 Exhibition Street
Melbourne
VIC 3000
Telephone: [REDACTED]
E.mail: [REDACTED]

Attn: Ms Kathleen Sillari
Assistant Secretary, Consumer Safeguards Branch
Department of Infrastructure, Transport, Regional Development, Communications and the Arts.
Level 41, 360 Elizabeth St
Melbourne VIC 3000

Module E - Emergency Call Service FY2023 annual fee
Invoice/Contact officer: Andrew Mitchell
Project Officer: Kath Sillari

	GST exclusive Amount \$	GST \$	Incl GST \$
Module "E" Annual Payment (GST inclusive costs)	\$ 15,988,534.50	\$ 1,598,853.45	\$ 17,587,387.95
Module "E" Annual Payment (GST exclusive costs)	\$ 1,004,994.19	-	\$ 1,004,994.19
Total of this invoice (including GST)			\$ 18,592,382.14

Invoice No

45147889

Telstra Limited
242 Exhibition Street
Melbourne
VIC 3000

Total Amount Due

\$18,592,382.14

Payment should be made by EFT to:

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Payment to be made by

31 Dec 2023

Telstra Limited

ABN 64 086 174 781



Tax Invoice

Invoice No.

45135500FY2024

Date of Issue

02 Dec 2024

Bill Enquiries

Telstra Limited
242 Exhibition Street
Melbourne
VIC 3000
Telephone: [REDACTED]
E:mail: [REDACTED]

Attn: Ms Kathleen Sillieri
Assistant Secretary, Consumer Safeguards Branch
Department of Infrastructure, Transport, Regional Development, Communications and the Arts.
Level 41, 360 Elizabeth St
Melbourne VIC 3000

Module E - Emergency Call Service FY2024 annual fee
Invoice/Contact officer: Andrew Mitchell
Project Officer: Kath Sillieri

	GST exclusive Amount \$	GST \$	Incl GST \$
Module "E" Annual Payment (GST inclusive costs)	\$ 18,413,571.54	\$ 1,841,357.15	\$ 20,254,928.69
Module "E" Annual Payment (GST exclusive costs)	\$ 944,162.94	\$ -	\$ 944,162.94
Total of this invoice (including GST)			\$ 21,199,091.63

Invoice No.

45135500FY2024

Telstra Limited
242 Exhibition Street
Melbourne
VIC 3000

Total Amount Due

\$21,199,091.63

Payment should be made by EFT to:

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Payment to be made by

31 Dec 2024

Telstra Limited

ABN 64 086 174 781

Tax Invoice



Invoice No.

45147889

Date of Issue

01 Dec 2025

Bill Enquiries

Telstra Limited
242 Exhibition Street
Melbourne
VIC 3000
Telephone: [REDACTED]
E-mail: [REDACTED]

Attn: Ms Kathleen Silleri
Assistant Secretary, Consumer Safeguards Branch
Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts.
Level 41, 360 Elizabeth St
Melbourne VIC 3000

Module E - Emergency Call Service FY2025 annual fee
Invoice/Contact officer: Baxter Norman
Project Officer: Kath Silleri

	GST exclusive Amount \$	GST \$	Incl GST \$
Module "E" Annual Payment (GST inclusive costs)	\$ 18,723,337.98	\$ 1,872,333.80	\$ 20,595,671.78
Module "E" Annual Payment (GST exclusive costs)	\$ 1,276,662.02	\$ -	\$ 1,276,662.02
Total of this invoice (including GST)			\$ 21,872,333.80

Invoice No.

45147889

Telstra Limited
242 Exhibition Street
Melbourne
VIC 3000

Total Amount Due

\$21,872,333.80

Payment should be made by EFT to:

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Payment to be made by

31 Dec 2025

OFFICIAL
Infrastructure, Transport, Regional Development, Communications, Sport and the Arts
Committee Inquiries Question on Notice
Environment and Communications References Committee
Inquiry into Triple Zero Services Outages

IQ26-000026

Division/Agency: DIV - Triple Zero Custodian

Hansard Reference: Spoken, Page No. 8 (26 March 2026)

Topic: Telstra Universal Service Obligation Performance Agreement

Sarah Hanson-Young asked:

CHAIR: Is there any work being done within the department to consider reviewing the full contract prior to its exhaustion in 2032?

Ms Chapple: I think there is early-stages work. We will do a thorough review, and some of the issues that I was talking about with Senator Cadell in terms of what a future triple zero could look like and future technologies will be part of that thinking. It's early work, but, yes, we would look to be well ahead of the end of that contract date.

CHAIR: I look forward to seeing some of those details. If we can get some copies of what it is, that would be very helpful. In 2012, when this contract was first done, did it go to auction? What was the process for it being given to Telstra? I know it's a long time ago.

Mr McGowan: I don't really know for sure. We'll confirm on notice.

Ms Chapple: We'll confirm on notice

Answer:

The Telstra Universal Service Obligation Performance Agreement (TUSOPA) was established in 2012 as part of broader telecommunications reforms. The arrangement was not subject to an open tender or auction process. The Australian Government entered into a contractual agreement with Telstra having regard to Telstra's existing statutory role, national telecommunications infrastructure and capacity to deliver universal service outcomes, including support for emergency communications.

Consideration of arrangements beyond the contract period is in the early stages and will be informed by the current review of legislative and regulatory settings for Triple Zero, in particular the impact of emerging technologies.

Committee Inquiries Question on Notice

Environment and Communications References

Inquiry into Triple Zero Services Outages

IQ26-000028

Division/Agency: DIV - Triple Zero Custodian

Hansard Reference: Spoken, Page No. 12 (26 March 2026)

Topic: Timing of Recommendation 18, Bean Review

Sarah Henderson asked:

Senator HENDERSON: Sorry, can you just point me to the report? Are you suggesting the Bean review recommended a review should not start for two years? I am absolutely certain that was not what he was saying.

Ms Chapple: The intention at the time was that those recommendations get implemented. Once that was the case and those changes had been implemented, what was left would then be reviewed through this process.

Senator HENDERSON: I don't accept that. I don't accept that the Bean review was ever foreseeing that a review of the triple zero regulatory framework would commence two years after he made that recommendation. Can you point me to the part of the report that says that?

Ms Chapple: I would need to check. I can certainly have a look

...

Senator HENDERSON: I know we haven't got a representative of the minister here today, so I'm not asking you to speak for the minister. But the minister had every opportunity, prior to September but certainly after this catastrophic outage, to announce the review. We saw some improvements to triple zero regulations announced on 1 April 2025, including a mandatory notification to emergency services. That took six months to be implemented. Those enhanced regulations were not implemented until 1 November 2025. We've heard in evidence that was a decision of the minister. I'm wondering: did the department make any recommendations that the minister should announce this review at an earlier point in time? Were there any discussions or recommendations to the minister?

Ms Chapple: I don't believe so, but if that's not the case, we'll take it on notice.

...

Senator HENDERSON: I'm not characterising it; I'm asking you a question: did the department not make any recommendation or remind the minister that this was a critical part of the Bean review recommendations?

Ms Chapple: We will take that on notice, Senator.

Answer:

On 19 December 2025, the Department of Infrastructure, Transport, Regional Development, Communications, Sport and the Arts briefed the Hon Anika Wells MP, Minister for Communications, recommending she write to the Prime Minister to commence the Triple Zero Legislative and Regulatory Review, as the legislative and regulatory changes made in implementing the other Bean Review recommendations had been undertaken.