

JOINT SELECT COMMITTEE ON ROAD SAFETY

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Insurance Australia Group – Questions on Notice

<p>Q1 Hansard p 2</p>	<p>CHAIR: To be specific, there's a requirement you have service on your phone for that to work—correct?</p> <p>Ms Warren : I can get more specific technical details to you. I might take on notice the more technical components of this and send them through to you. We could even arrange to have some sort of demonstration for you of the tag and how it all works.</p> <p>CHAIR: That would be good. It's fairly simple and I would have thought you'd know the answer. We have a lot of mobile telephone black spots around regional and rural Australia. Do they work or do they not where there is a black spot?</p> <p>Ms Warren : I'll take that question on notice, if you don't mind, Chair.</p>
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ANSWER:

The Safer Journeys service enables us to detect and respond to collisions in real time. Participants have a tag device in the vehicle which can sense the change in movement in the car through GPS, motion and force detection. When the tag detects a collision however big or small, we call the customer three times and if there is no answer contact emergency services to get support to the scene.

The app and tag connect together via low energy Bluetooth. Accordingly, Bluetooth is required to enable the transfer of data between the tag and the Safer Journeys app.

The app also requires mobile data or WI-FI to enable it to send a report of an incident post detection which means it relies on the telecommunications network for coverage. Our belief is that it is better to give as much opportunity as we can to help reduce the impact of collisions on the road, and commence with what we can offer.

The service requires customers to set location permissions to be 'always allowed'. This enables us to detect when a trip starts and to commence protecting the occupants. However, users are often prompted by the operating system to change this feature with some doing so without thinking of the subsequent impact.

We are working to solve the issue of the capability of this app whilst keeping customer privacy as a central goal.

Q2 Hansard p 5	<p>Mr THISTLETHWAITE: Thank you. Finally, you mentioned a study from UNSW. If you could provide the details of who is doing that work to the committee secretariat, that would be helpful.</p> <p>Ms Warren : Yes, will do. It's Professor Mike Regan, and I'll provide the details.</p> <p>Mr THISTLETHWAITE: Thank you</p>
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ANSWER:

The article I referred to is - Mobile phone conversation distraction: Understanding differences in impact between simulator and naturalistic driving studies. We have attached a copy of the study to this email.

The full reference is;

Wijayaratna, K. P., Cunningham, M.L., Regan, M.A., Jian, S., Chand, S., Dixit, V.V.(2019). Mobile phone conversation distraction: Understanding differences in impact between simulator and naturalistic driving studies. *Accident Analysis and Prevention*. P108-118

The Professor I referenced is a world expert on driver distraction, and has a wealth of insight to contribute in this area:

Prof. Michael Regan, PhD

Professor - Human Factors

Research Centre for Integrated Transport Innovation ([rCITI](#))
 School of Civil and Environmental Engineering

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Yours sincerely,

Cecilia Warren
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 IAG