

Emergency Services Telecommunications Authority Service Delivery

Dear Delegates, HSRs and Deputy HSRs,

As you may be aware, all (former) Country D24s have now closed. All non-metropolitan police radio communication now emanates from the Emergency Services Telecommunications Authority (ESTA) complex located within the grounds of Ballarat University at Mt Helen.

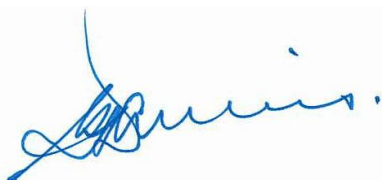
The Police Association continues to receive complaints from members, Delegates and Occupational Health and Safety Representatives and Deputies (HSRs) about SMR radio congestion occurring at particular times. ESTA staff and the Force's "Integrated Statewide Emergency Communications (ISEC) Project" have been very receptive and cooperative when discussing members' concerns with the Association.

In a further effort to improve ESTA service delivery the Association, ESTA and the ISEC Project team are coordinating a forum especially for Delegates and HSRs. Amongst other things the forum will consider members' issues including complaints that at certain times they have been unable to access ESTA operators. However, no police radio communications subject will be off-limits.

Accordingly, you are invited to attend this forum which will be held at Ballarat University on the 24th of April between 1130 and 1400 hours.

For catering purposes we need your RSVP no later than the 10th of April – however please confirm your attendance as soon as you get official permission to attend.

Forward your RSVP to the Association's Occupational Health and Safety Officer, Michael Clark on 03 9468 2600 or general@tpav.org.au - We also welcome any agenda items for this forum. Please contact Michael if you have any other queries.

A handwritten signature in blue ink, appearing to read 'Greg Davies'.

GREG DAVIES

Secretary