

**Senate Standing Committee on Environment and Communications**  
**Answers to Senate Estimates Questions on Notice**  
**Supplementary Budget Estimates Hearings November 2016**  
**Communications Portfolio**  
**NBN Co Limited**

**Question No: 167**

**NBN Co Limited**

**Hansard Ref: Page 20, 25/11/2016**

**Topic: Monitored alarm services**

**Senator Dastyari, Sam asked:**

**Senator DASTYARI:** How many monitored alarm services does NBN estimate are currently active in Australia?

**Mr Morrow:** I do not have the number off the top of my head. Stephen, are you aware?

**Mr Rue:** No, I am not.

**Senator DASTYARI:** Is that a number you have but do not have with you, or is it a number you do not have?

**Mr Morrow:** It is a number we have but do not have with us.

**Mr Rue:** We do not have it with us. We would have that number.

**Senator DASTYARI:** Can you take that on notice? Can you also take on notice how many non-monitored alarm systems NBN estimates are currently active? Effectively, I want both the monitored and the non-monitored alarms. I do not know if you have information broken down to that level.

**Mr Rue:** We will look at that.

**Answer:**

There are no reliable statistics on the prevalence of non-monitored autodiallers in the Australian population, due to the wide variety of devices that can be purchased through retail and online channels. nbn initiated and developed the Medical Alarm Register in 2014 and sought data from known medical alarm providers to identify as many medical alarm device/services as possible and also to assist with their migration to the nbn network. Based on our engagement with the industry peak body – the Personal Emergency Response Services Association (PERSA), our Medical Alarm Register, and data from providers that have been willing to share their data with us, our understanding is:

- Professionally monitored medical alarms: ~170,000 current/valid registrations on nbn's Medical Alarm Register
- The monitored medical alarm industry peak body, the Personal Emergency Response Services Association (PERSA), has previously advised the Joint Committee on nbn that it estimates there are 250,000 monitored alarms in field (see [http://www.apf.gov.au/Parliamentary\\_Business/Committees/House\\_of\\_Representatives\\_Committees?url=jcnbn/subsfourthreport/sub10.pdf](http://www.apf.gov.au/Parliamentary_Business/Committees/House_of_Representatives_Committees?url=jcnbn/subsfourthreport/sub10.pdf)) but has also acknowledged to nbn that its members keep their customer numbers confidential and therefore this is an estimate only.
- There is no agreed definition for the non-monitored autodiallers category, and therefore it is not possible to estimate the number of devices that might fit into this undefined category. nbn has confirmed approximately 10,000 devices registered in our Medical Alarm Register are *not* professionally monitored medical alarms.