



**DFES General Circular No: 139/2019**

File: D10497

**6 September 2019**

**13 DFES Replacement**

The 13 DFES (13 33 37) telephone line is a valuable source of emergency information for the Western Australian public, helping those impacted to make informed decisions for their own safety. The line, which has already attracted more than 10,000 calls this year, provides the community with an important alternative to the warnings information published on Emergency WA.

People dial 13 DFES to access information on current Warnings, Total Fire Bans and Fire Danger Ratings which are delivered in an audio format. During major incidents, they may also have the option of speaking to a DFES Call Taker.

13 DFES was upgraded in 2017, from manual voice recording to a fully automated workflow, taking live feeds from Emergency WA and converting the text to speech. This year, Telstra advised DFES of the withdrawal of the platform powering 13 DFES, prompting Media and Corporate Communications to seek a replacement. The 13 DFES replacement contract was awarded to ATOS, a GovNext partner.

**Phase 1** of the new 13 DFES will launch in mid-September and provide the core call flow and integration with Emergency WA.

**Phase 2** will follow in mid-October and provide the ability for the public to enter their postcode and hear alerts and warnings relevant to their location.

The new 13 DFES will provide the following significant benefits:

- Improved resilience and quality assurance of input feeds;
- A more advanced, natural voice;
- Business continuity measures to ensure the telephone line remains operational in the event of feed failure;
- Ability to hear alerts and warnings relevant to callers' postcode; and
- SMS alerts to DFES internal stakeholders when call volumes exceed predetermined thresholds.

Go live is scheduled for Monday 16<sup>th</sup> September pending successful completion of final User Acceptance Testing. For more information, please contact Tim Vella, Project Manager on [tim.vella@dfes.wa.gov.au](mailto:tim.vella@dfes.wa.gov.au).

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