



## ONWATCH'S SUBMISSION TO THE ROYAL COMMISSION INTO FAMILY VIOLENCE

This submission is in response to the "Royal Commission into Family Violence".

With over 15 years of experience in Personal Emergency Response Solutions for Domestic Violence applications, I have met and spoken with many victims of crime about their experience and have offered technology solutions that enable 'HELP at the press of a button' by trained professionals in a Grade 1, 24 hour Central Monitoring facility. Many victims have spoken to me about the peace of mind and sense of safety knowing that in their moment if need, they can discretely or openly press a button and no matter where they are, we will immediately be able to hear, communicate (if it is appropriate) and know where they are and who to contact. Over the years, the technology solutions have improved to the point now where we can cost effectively deploy the Personal Emergency Response System within minutes, anywhere in Australia within Mobile Network coverage.

Onwatch believe that this support system for victims of crime is an issue of fundamental human rights. I strongly support the principles behind the Royal Commission and overall recommend that the mobile Personal Emergency System as described below be trialled in a pilot scheme.

The scheme can be administered through the various *Victims Support group*.

### **The Domestic Violence System**

Onwatch is focused on the existing Domestic Violence application for mobile Personal Emergency Response System (mPERS), measured at just under half a million Australian women reported that they had experienced physical or sexual violence or sexual assault in the past 12 months. The vast majority of dangerous, abusive and violent behaviour that occurs in the privacy of people's homes is committed by men against women.

*Our system will provide a response whether at home or away from the home.*

### **The Onwatch app**

The operators of our online-portal have deep roots in the security industry and proven track records in security products design, manufacturing and marketing, wireless and video products as well as central station and alarm company operations experience.

The Onwatch SmartAlert is designed to provide mobile personal protection to our customers wherever they are located. Once the Onwatch SmartAlert app is loaded onto the user's iPhone or Android device, the service works just like a traditional in-home panic button—with two activation modes: Virtual Button - Simply touch the virtual "Help" button on the smartphone display or the optional AlertBadge that integrates seamlessly with the Onwatch SmartAlert, the



only wearable personal SOS communicator for iPhone and Android. When paired to a smartphone via bluetooth, after pressing the button on the CommBadge, users can speak and listen to our Control Room operators hands- and eyes-free.

Originally designed as a wearable communications device with voice command, the CommBadge now includes Family Violence mobile emergency communications and location. The Onwatch This is delivered to end users via the Onwatch Central Monitoring Service through a web-based Application Service Provider (ASP) model.

Onwatch differs from traditional Emergency alarm and location monitoring solutions by:

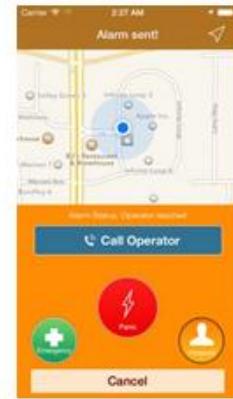
- Providing full web-based functionality and transparency for both our Partner Companies and end users, eliminating the problematic 'Chinese wall' encountered with existing outsourced monitoring providers.
- Automating the alarm notification process thereby delivering a responsive service to end users, and eliminating the operator intensive nature of traditional monitoring services. This delivers Onwatch a significant operational cost advantage over competitors.

Co-designed by the Onwatch principals and Business Management team with many years security and telecommunications industry experience, Onwatch completed extensive industry trials prior to commercial release during November 2014.

Please view our video: <http://www.mpers.com.au/>

We also provide Domestic Violence systems and services for various 'wearable' mPERS solutions including the Safety Watch. See video:

<https://www.youtube.com/watch?v=JMP5SLi0yWo&feature=youtu.be>



(Orange) Personal this mode provides a virtual safety companion service. An operator will stay with you on your Smartphone, communicating with you until you are safe and feel secure, standing ready to summon help if needed

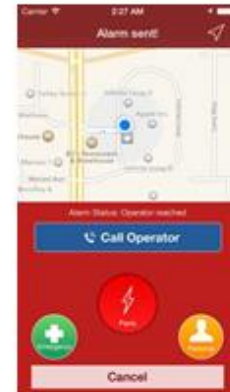
When the Orange 'Personal' button is pressed, a phone call is automatically made to our 24 hour Central Monitoring Station that gives us the ability to identify the user, automatically open 2 way voice communication with our Monitoring Specialists and locate the position of the mobile phone from which the call was made.

With Mobile Safety Companion, **your subscriber's existing mobile phone becomes an anywhere, anytime life protection service.**

- This service works with any existing smartphone, on any mobile network, eliminating any additional hardware or mobile costs and eliminating the need to carry multiple devices.

Mobile Safety Companion is valuable for situations such as:

- The subscriber may be in a dangerous situation, but is not sure and therefore does not want help if unnecessary. We will locate the subscriber and stay on the line, ready to dispatch help.

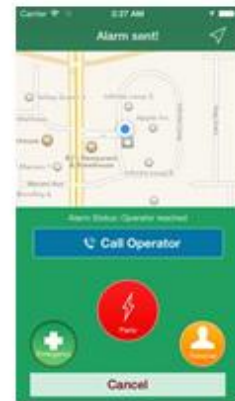


(RED) This mode provides a Panic Alert service.

We will locate the subscriber, communicate in 2 way hands free and dispatch help if required. If the mobile Personal Emergency Response System App is used in a Domestic Violence application, the Monitoring Specialists will listen in ONLY while the event is being recorded and will only respond verbally if requested using a passcode.







(Green) This mode provides a Medical Alert service.

We will locate the subscriber, communicate in 2 way hands free and if required, dispatch Medical help. The Monitoring Specialist will have a record in the system of any Medical conditions that the subscriber had previously advised in the instructions.

An operator will stay with you on the open telephone line, communicating with you until assistance arrives and you are safe.





**Sometimes** reaching for a Home Phone or Mobile Phone in a stressful situation is unrealistic when it is needed the most.

The Onwatch Mobile Safety Companion also integrates seamlessly with CommBadge, the world's first wearable communications device for iPhone and Android. When paired to a smartphone via bluetooth, users can press the CommBadge button to initiate a discrete Personal Emergency call via their smartphone app and speak, listen to the Onwatch Central Monitoring Operator hands- and eyes-free. CommBadge allows immediate activation and two-way voice communication even when a phone is locked or out of reach.

For more information about Onwatch mobile Personal Emergency Response System, visit [www.mpers.com](http://www.mpers.com).

To download the Onwatch app, visit Google Play or iTunes, then to activate please contact OnWatch Central Station on 1300 732 262.



## **Onwatch Company Profile**

### *Board of Directors / Areas of Expertise*

David Sweet	- Managing Director
Jason McCrea	- Chief Operations Officer/ Director
Barry Pearce	- CIO

### *Company Ownership*

Onwatch is a privately owned Pty Ltd company registered ABN 14 110 557 090.

### *Human Resources*

Onwatch Pty Ltd currently employs 43 Staff.

### *Monitoring station Vision*

Onwatch Pty Ltd and the 11 Onwatch Partner Companies across Australia who contribute to a unified goal of providing our customers superior service and peace of mind through honesty and integrity in our business dealings.

To become the largest multiple service provider of Personal and Property Alarm Monitoring and Response Services, to always have available the most effective Technology and to develop a team of competent people capable of maintaining the highest level of service in the best interests of our customers.

### *Company Philosophy*

It is the Companies philosophy that a customer focus will sustain our customers loyalty over price driven competition. By creating and maintaining an income opportunity for all Onwatch Partners this will continue to attract individuals and organisations alike to subscribe to **Onwatch Central Alarm Monitoring Station** Services.

### *Mission Statement*

Onwatch will identify and capture markets that are logical, niche and innovative, acquiring and developing supportive resources and strategic alliances to facilitate the timely implementation of our ongoing signature reward and loyalty programmes.

### *Sales & Marketing*

To oversee and control the Onwatch company, to win and consistently sustain customer loyalty with an expanding range of telecommunications based technology and services. To create the largest Network of Security Service Provider Partners in Australia through acquisition and strategic alliances with existing or niche infrastructures.

### *Operations - Customer Service*

To provide Onwatch customers with a level of service that is seen as the industry standard for responding to and resolving any security needs or enquiries. To provide the Best of Breed telecommunications based technology that reflect the needs of the Monitored customers.



## The Business

Onwatch has been operating since August 2004 and is a privately owned Accredited Central Alarm Monitoring Centre located in Double Bay, Sydney's Eastern Suburbs and our 11 service partners located in NSW, VIC, QLD and SA.

Onwatch is a future proofed state-of-the-art 24/7 Alarm Monitoring Service provider looking after thousands of commercial properties all over Australia, catering from basic to the most extensive security systems.

We pride ourselves on fully licenced and authorised operators, who have been trained to deliver supreme customer service, ensuring you are always our highest priority. To ensure one of the fastest response to Alarm time, Onwatch has 1 operator per 3,000 monitored alarm lines as opposed to the industry status quo of 1 operator per 10,000 lines.

Onwatch is now one of Australia's premier and most technologically advanced alarm monitoring service providers with a soft and hardware technology roadmap for property and Personal emergency communications, Visual, Audio and location based solutions that offers:

- Flexible payment options and value for money pricing means less cash out of your pocket whilst still receiving a premium level of service.
- Services cover Patrol response, Fire response, Panic/Police response and Ambulance response. Complete home safety as well as security
- State of the art equipment & software means we can personalise our control room responses to meet your individual needs and requirements.
- Our Control Room systems are configured with full back up in the event of computer, power or telecommunications outages. Back up includes built in uninterrupted power supply (UPS), external generator and 3rd party grade A1 control room.
- Flexible, hassle free monitoring packages with choice of service agreement periods - 12, 24, 36 months or NO contract
- For 24 month agreements and above, customers receive a bonus 3 months free

Unlike other similar businesses, Onwatch rarely offer Bureau Monitoring Services to the Alarm Industry as our business model is to acquire small to medium size Security Alarm Companies that have a customer base of Monitored Alarms and that have a strategic fit with Onwatch.

Our core principle is to align ourselves with Security Alarm Companies that have a reputable name in the market for customer service and professional conduct.

Often we find that these operators hit a wall with being under resourced both financially and operationally and we facilitate these businesses to leverage from Corporate expertise and financial stability. This also allows us to cross feed service and maintenance business throughout Australia and gives us the ability to service National Corporate and Government opportunities.