

Media release

22 October 2018

Victoria's triple zero service appoints new CIO

The Emergency Services Telecommunications Authority (ESTA) has appointed Graeme Dunn as its new Chief Information Officer (CIO).

Mr Dunn spent seven years as a CIO in telecommunications, where he also had responsibility for improved customer management through systems and technology.

His most recent role was with the newly formed Australian Health Practitioner Regulation Agency, building an enabling digital capability, allowing the organisation to transform its operating model. He has also built data warehousing and business intelligence capabilities.

For these efforts, Mr Dunn won the 2014 Victorian CIO of the Year Award.

In his new role, he will oversee management of ESTA's call-taking and dispatch systems, information technology and infrastructure – working to enable ESTA's strategic vision.

Mr Dunn said he was “excited by the multitude of opportunities presented at ESTA, especially as the emergency services sector is experiencing a once in a generation digital transformation”.

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ESTA provides the critical link between the Victorian community and the state's emergency services agencies. It provides Victoria's 24-hour emergency call-taking and dispatch services for police, fire, ambulance and VICSES.

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