



AUSTRALIAN COMMUNICATIONS INDUSTRY FORUM

INDUSTRY GUIDELINE

COMMUNICATION SUPPORT FOR
EMERGENCY RESPONSE

ACIF G596:2002

Guideline – *Communication Support for Emergency Response*

First published as ACIF G596:2002

ISBN: 1 74000 186 9

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Explanatory Statement

The Communication Support for Emergency Response Industry Guideline (“Guideline”) is intended to assist in ensuring optimal communications support in Emergency situations.

Direct involvement by the providers of telecommunications services in supporting the work of Emergency Services Organisations (ESOs) in Emergency situations is critically important. This involvement encompasses the provision of Pre-planned services and so called ‘Ad hoc’ services.

Pre-planned services are those services that are identified and often Pre-provisioned to defined areas for use in Emergency situations. The provider of Pre-planned services is typically the telecommunications provider that is contracted to meet the day to day telecommunications service requirements of the ESO.

Ad hoc services are those communication services additional to the Pre-planned services which may be required to support management of an Emergency situation on a case by case basis.

Telstra has historically fulfilled the role of key Emergency communications planning partner in respect to both pre-planned and ad hoc services.

Following the introduction of competition in the telecommunications market in Australia, the supply arrangements for telecommunications services have been more complex. Total reliance on Telstra for Emergency communications response support is no longer considered necessary. While Telstra remains a major provider of telecommunications services to many ESOs other providers may appropriately be involved in the provision of pre-planned services where they are providing telecommunications services to an ESO. Further, it is important that in the provision of Ad hoc services, ESOs have access (via their Pre-planned Service Provider) to the full range of telecommunications that may be available to meet an Emergency situation – whether or not they are directly available from the Pre-planned Service Provider.

It is envisaged that to effectively put the Guideline into operational effect, ESOs and Pre-planned Service Providers will enter into commercial contractual relationships in respect to Pre-planned services as part of their general telecommunications service supply arrangements. In respect to Ad hoc services, it is expected that the relevant providers will enter into commercial arrangements and develop protocols to ensure optimal operation.

A range of statutory and contractual requirements apply to Carriers and Carriage Service Providers in the provision of telecommunications services to customers. This Guideline does not seek to over-ride these requirements. Consequently unless ESOs resort to statutory powers pursuant to Part 16 of the Telecommunications Act, there may be instances where the level of support under the Guideline is restricted.

The Guideline is intended to facilitate maximum achievable cooperation.

BENEFITS TO INDUSTRY

The Guideline will provide the following benefits to industry:

- (a) Pre-Planned Service Providers will have defined procedures to adopt where it seeks assistance from Secondary Service Providers to supply Ad hoc services when requested by ESOs in the case of an Emergency.
- (b) Secondary Service Providers will have a clear understanding of their responsibility to assist the Pre-Planned Service Provider where the Pre-Planned Service Provider seeks assistance in the case of an Emergency;

INDUSTRY GUIDELINE

- (c) Pre-Planned Service Providers and Secondary Service Providers will have guiding principles for use in resolving commercial matters regarding the supply of Ad hoc services in the case an Emergency;
- (d) Pre-Planned Service Providers and Secondary Service Providers which adopt the procedures and processes outlined in this document may be able to substantiate the reasonableness of their actions in any legal or procedural review of actions taken when supplying communications services during an Emergency, by reference to this Guideline;
- (e) The industry will be encouraged by this document to formalise procedures and relationships between industry participants to facilitate the response of the industry in the case of an Emergency;
- (f) A greater confidence by ESOs and the public that appropriate communication facilities can be provided in the case of an Emergency.

COSTS TO INDUSTRY

The costs to industry of the procedures, principles and processes contained in this Guideline are:

- (a) Initial and ongoing costs of procedures and processes required by operation teams to deliver an appropriate response in the case of an Emergency;
- (b) Initial and ongoing costs of any facilities required for the performance of a service supplier's responsibilities in the case of an Emergency;
- (c) Initial and ongoing training costs of staff to ensure that an adequate response is made by the relevant service supplier in the case of an Emergency;
- (d) The costs of testing the procedures used to supply Ad hoc services in the case of an Emergency;
- (e) Costs of formalising agreements and commercial arrangements between service suppliers in maintaining preparedness for Emergencies.

TABLE OF CONTENTS

1.	SCOPE AND OBJECTIVES	1
1.1	Introduction	1
1.2	Scope	1
1.3	Objectives	1
2.	PARTICIPANTS	3
3.	DEFINITIONS AND ABBREVIATIONS	5
4.	EMERGENCY RESPONSE GUIDELINE	7
4.1	Guideline Principles	7
4.2	Handling of Communications Support for Emergency Response	7
4.3	ESO to Pre-planned Service Provider	7
4.4	Pre-planned Service Provider to Secondary Service Provider	8
4.5	Impacts on Regulatory Requirements	8
4.6	Routine maintenance and testing of communication support for emergency response	8
5.	GUIDELINE ADMINISTRATION AND COMPLIANCE	9
A.	APPENDIX – AUSTRALIAN EMERGENCY MANAGEMENT ARRANGEMENTS	11
B.	APPENDIX – PROCEDURE FOR COMMUNICATIONS SUPPORT FOR EMERGENCY RESPONSE	17
C.	APPENDIX – ESO REQUEST FOR COMMUNICATIONS SUPPORT UNDER EMERGENCY RESPONSE ARRANGEMENTS	21
D.	APPENDIX – INTER-CARRIER/CSP REQUEST FOR SUPPORT TO PROVIDE COMMUNICATIONS SUPPORT UNDER EMERGENCY RESPONSE ARRANGEMENTS	23

1. SCOPE AND OBJECTIVES

1.1 Introduction

- 1.1.1 The purpose of this Guideline is to provide a standard procedure for the cooperative handling by Carriers and Carriage Service Providers of incidents that require the coordination and communication support of Emergency response.
- 1.1.2 This Guideline represents agreed best practice for the provision of communications support for Emergency response.

1.2 Scope

- 1.2.1 The Guideline does not apply to Pre-planned services commercially negotiated by the Pre-planned Service Provider and the relevant Emergency Service Organisation.
- 1.2.2 This Guideline covers the provisions of Ad hoc services, where Pre-planned services are inadequate, and augmentation of communications support is requested.

1.3 Objectives

- 1.3.1 This Industry Guideline sets out the nature and extent of responsibilities between Carriers and Carriage Service Providers where coordination support is required for Emergency response.
- 1.3.2 The objective of the Guideline is to put a framework in place where the Pre-planned Service Provider acts as the single point of contact to provide, in an efficient and effective manner, the Ad hoc services to meet the needs of the Emergency situation.
- 1.3.3 It also provides a framework for outlining how other Carriers and Carriage Service Providers should interact with each other to meet the needs of Emergency Service Organisations where the Pre-planned Service Provider cannot efficiently supply the requisite services.
- 1.3.4 The Guideline relates to the provision of Ad hoc services in support of response operations and is predicated on the existence of pre-existing commercial arrangements and operational protocols between Emergency Service Organisations, Pre-planned Service Providers and Secondary Service Providers.

2. PARTICIPANTS

The group that developed this Industry Guideline consisted of the following organisations and their representatives:

Representative	Organisation	Membership
Peter Bull (Chairman)	Optus	Voting
Robert Tozer	AAPT	Voting
Mark Sullivan	Emergency Management Australia	Voting
Ian Joscelyne	Hutchison Telecommunications	Voting
Paul Teng	PowerTel	Voting
Tony Gates	State Emergency Management Committee (NSW)	Voting
John Biagini	Telstra	Voting
Phil Kalogeras	South Australia Internet Association	Voting
Peter Ferguson	Victoria Police	Voting
Julian Gorman	Vodafone	Voting
Mary-Jane Salier	WorldCom	Voting
Bridget Nagle	Australian Communications Authority	Non-Voting
Andrew Bedogni	Optus	Non-Voting

Margaret Fleming of ACIF supplied project management support.

3. DEFINITIONS AND ABBREVIATIONS

For the purposes of this Industry Guideline, the following definitions and abbreviations apply:

ACIF means the Australian Communications Industry Forum.

Act means the *Telecommunications Act 1997*.

Ad hoc service means communication services which are beyond the capacity of the Pre-planned services.

Carrier (C) means the holder of a Carrier licence granted under section 56 of the Act.

Carriage Service Provider (CSP) means a carriage service provider defined in subsections 87(1) and (2) of the Act.

Disaster has the same meaning as Emergency.

Emergency means an actual or imminent interaction between a hazard and the community that requires a significant and coordinated multi-agency response. It may necessitate the activation of a local/regional/state Emergency plan. For the purposes of this Guideline, 'Emergency' will be taken to refer also to 'disaster', the same definition applying to both.

Emergency Service Organisation (ESO) means the lead agency responsible for coordinating the Emergency response.

Nominated point of contact (NPC) means the nominated C/CSP organisational element responsible for providing 24 hour 7 days a week Emergency communications assistance to ESOs in accordance with this Guideline.

Pre-planned service means a service provisioned in advance (usually a Public Switched Telephone Network line with call control features) to be used by an ESO in an Emergency.

Pre-planned Service Provider (PSP) means a C/CSP with a contractual arrangement to provide an ESO with Pre-planned services.

Secondary Service Provider (SSP) means the C/CSP that responds to a PSP request to provide an ESO with Ad hoc services.

4. EMERGENCY RESPONSE GUIDELINE

4.1 Guideline Principles

- 4.1.1 Communication support for Emergency response demands immediate, predictable and coordinated action on the part of all C/CSPs involved in supporting Emergency response.
- 4.1.2 C/CSPs need to recognise that the handling of communications support for Emergency response requires trained and suitably equipped staff and a commitment from the organisation.
- 4.1.3 C/CSPs should have internal policies and procedures for handling communication support for Emergency response.
- 4.1.4 Each C/CSP should appoint one organisational element, the NPC, to be the Pre-planned services point of contact for the management of communications support. The NPC should be available 24 hours a day 7 days per week.
- 4.1.5 The contact details of the NPC for each C/CSP should be kept up to date and available through ACIF.
- 4.1.6 Request for communications support for Emergency response should originate from an authorised ESO contact (as required by Appendix C).
- 4.1.7 The PSP must use its best endeavours to respond to all requests without unreasonable delay.
- 4.1.8 Communications between the PSP and the SSP should be through the NPC.
- 4.1.9 The SSP should initially respond only to the PSP. However, if the SSP needs to liaise with the ESO or vice versa, the PSP should provide the relevant contact details to each party.
- 4.1.10 To work efficiently the Emergency communications process needs to involve a minimum number of SSPs. SSPs should only be involved where the PSP cannot efficiently supply the requisite services.
- 4.1.11 C/CSPs should maintain an audit trail for commercial and legal reasons.

4.2 Handling of Communications Support for Emergency Response

- 4.2.1 The NPCs nominated by C/CSPs should ensure the contact number is answered and the request is acted upon without unreasonable delay.
- 4.2.2 To ensure prompt and appropriate response, a communication support request by a PSP to SSP should be made through the other party's NPC.
- 4.2.3 A request form for communications support for Emergency response should be provided by facsimile (or some other agreed medium) but dispatch of this form can be accompanied by a telephoned request where immediate action is required. In such a case the form is required for confirmation of the oral request.

4.3 ESO to Pre-planned Service Provider

- 4.3.1 All C/CSPs should handle requests in accordance with the procedure set out in this Guideline. This procedure is illustrated at a flow chart in Appendix B.

- 4.3.2 The ESO, through the authorised ESO contact, is responsible for initiating a request to the Pre-planned Service Provider using the form shown in Appendix C (or similar).
- 4.3.3 Initial communication between the ESO and the PSP is to be written, faxed or otherwise transmitted using Appendix C (or similar).
- 4.3.4 The ESO will liaise with the PSP on a ‘best endeavours’ basis or in accordance with any agreements in place.

4.4 Pre-planned Service Provider to Secondary Service Provider

- 4.4.1 The PSP should make its request for services to the SSP as considered appropriate, using the form shown in Appendix D (or similar).
- 4.4.2 Initial communication between the PSP and the SSP is to be written, faxed or otherwise transmitted using Appendix D (or similar). The PSP shall be able to make requests for assistance from other C/CSPs as the PSP judges to be appropriate.
- 4.4.3 The PSP will liaise with relevant SSPs on a ‘best endeavours’ basis or in accordance with any agreements in place on a commercial basis.

4.5 Impacts on Regulatory Requirements

- 4.5.1 Carriers are not required to follow Guideline if a breach of legislative or contractual obligations will occur.
- 4.5.2 Where legislation provides for a ‘State of Disaster’ or equivalent to be declared, the affected ESOs will have access to a wide range of powers, including the right to take possession of property. In such cases, the legal framework within which the Guideline is intended to operate is fundamentally altered and the operation of the Guideline must be reassessed according to the prevailing situation.

4.6 Routine maintenance and testing of communication support for Emergency response

- 4.6.1 A register of PSPs should be maintained and housed at ACIF.
- 4.6.2 The contact list should be kept up to date and reviewed every 6 months with the onus being on the C/CSP to advise the relevant parties of any details that have changed.
- 4.6.3 C/CSPs should be prepared to participate in an Emergency training exercise to test procedures between ESOs and PSPs and between PSPs and SSPs, once every three years, per state and major territory (unless the procedure has been in operation, and operated successfully in the preceding period for a state and major territory).
- 4.6.4 C/CSPs are not required to coordinate the test procedures referred to in section 4.6.3.
- 4.6.5 Following a training exercise or actual Emergency situation, the PSP should conduct, or participate in, a post incident review with ESOs and SSPs involved in the incident. A debrief might include relevant feedback and a review to ascertain whether the procedures currently in place are adequate.
- 4.6.6 Outcomes of the debrief may be incorporated into the review referred to in section 5.3.

5. GUIDELINE ADMINISTRATION AND COMPLIANCE

- 5.1 The Guideline is based on the premise that a commercial agreement will be in place between the ESO (individually or on a collective per State basis) and a PSP for the supply of Pre-planned services and the supply of Ad hoc services. This agreement should include arrangements on the range of available services, delivery time frames and cost recovery mechanisms.
- 5.2 The lack of a suitable pre-arranged commercial agreement to supply Pre-planned and Ad hoc services will render the provisions and obligations of this Guideline ineffective.
- 5.3 Review of the Guideline will be conducted after 12 months from date of publication and every two years subsequently.

A. APPENDIX – AUSTRALIAN EMERGENCY MANAGEMENT ARRANGEMENTS

1. Introduction

The following overview of Australia's Emergency management arrangements which are applicable to telecommunications Emergency management planning are based on the agreed State and Territory arrangements outlined in *Australian Emergency Management Arrangements, Manual 2, Part 1* (Emergency Management Australia, 2000).

2. Australia's Emergency management arrangements

2.1 Overview

The States and Territories have a constitutional responsibility for the protection of life and property, supported, in terms of developing Emergency management capabilities, by the Commonwealth.

As a rule, Australian Emergency management arrangements broadly reflect the three levels of government, that is, Local, State/ Territory and Commonwealth. However, each State and Territory's Emergency management arrangements reflect subtle differences. These will be expanded upon in the following paragraphs. Notwithstanding, a key element of Australia's Emergency management arrangements is sustainability and resilience at a local community level.

2.2 Peak Emergency Management Bodies

In each State and Territory, there exists a peak Emergency management body, which is tasked with Emergency management at a State level. A representative of these bodies represents his or her State or Territory's interests on the Australian Emergency Management Committee (AEMC).

An overview of State/ Territory-level arrangements is provided in the table overleaf.

2.3 Emergency Management Australia

Emergency Management Australia (EMA) is the Commonwealth agency responsible for reducing the impact of natural and human-caused disasters on the Australian community. It is also the lead agency for coordinating Commonwealth disaster response.

It is important to note that there is no Federal Emergency management legislation, nor is EMA mandated to dictate the course of Emergency management within the States and Territories. Rather, EMA seeks to facilitate a national approach to Emergency management through maintaining a constructive dialogue between the States and Territories on Emergency management issues of national importance. The AEMC is fundamental to this goal.

TABLE 2.1
Overview of Australian Emergency Management Arrangements

State/ Territory	Peak Body	Telecomms Planning Committee	Emergency Management Levels	Legislation Y/N	Preferred Term
Queensland	State Counter Disaster Organisation	N	3	Y	Disaster
New South Wales	State Emergency Management Committee	Y	3	Y	Both
Australian Capital Territory	Emergency Management Committee	N	1	Y	Emergency
Victoria	Emergency Management Council	Y	3	Y	Emergency
Tasmania	State Disaster Committee	N	3	Y	Both
South Australia	State Disaster Committee	N	2	Y	Disaster
Western Australia	State Emergency Management Committee	N	3	N	Emergency
Northern Territory	Counter Disaster Council	N	3	Y	Disaster
Cocos Island	Counter Disaster Committee	N	1	N	Disaster
Christmas Island	Counter Disaster Committee	N	1	N	Disaster
Norfolk Island	Emergency Management Committee	N	1	N	Emergency
Jervis Bay Territory	Emergency Management Committee	N	1	N	Emergency

As can be seen from the table, there is significant diversity between States and Territories in terms of the way they structure their Emergency management arrangements.

2.4 *Queensland Arrangements*

Disaster management in Queensland is governed by the State Counter-Disaster Coordination Act 1975 and is administered by the Minister for Emergency Services.

For the purposes of coordinating Emergency telecommunications, there will be three levels of coordination, depending on the scale of the event. Ranging from small to large-scale events, disasters will be coordinated at Local, District or State levels by Local, District or State coordinators. These are the individuals with whom the responsibility for coordinating higher-level assistance rests. Responsibility for managing the impact of disasters on communities rests ultimately with Local Government

The Department of Innovation and Information Economy, Sport and Recreation, Queensland facilitate strategic communications planning. In carrying out this role, they rely on existing departmental mechanisms and structures. Further, operational advice and services at District level is coordinated through the Queensland Department of Public Works.

2.5 *New South Wales Arrangements*

Emergency management in New South Wales is governed by the State Emergency and Rescue Management Act 1989 (Amended 2000) and is administered by the Minister for Emergency Services.

For the purposes of coordinating Emergency telecommunications, responsibility for the coordination of Emergency operations involving a multiple agency response rests with specific combat agencies according to the type of Emergency. Non-operational support is coordinated by Emergency operations controllers who also coordinate operations in which no lead combat agency has been identified. Coordination will occur at local regional or state level with one coordinator identified for each event.

The State Emergency Management Committee has a number of Functional Areas, one of which is Communications. This Functional Area was reformed about 2 years ago partly in response to the need to coordinate the State's relationship with a de-regulated market. It has responsibility for communications and information sharing. The Chair is the Department of Information Management and Technology.

2.6 *Australian Capital Territory Arrangements*

Emergency management in the ACT is governed by the Emergency Management Act 1999 and is administered by the Executive Director, ACT Emergency Services Bureau.

There is only one level of coordination in the ACT for Disasters. Consequently, the Territory Controller, who is a member of the Australian Federal Police is the individual with whom the responsibility for coordinating higher-level assistance rests.

The ACT does not have a specific communications committee, preferring to refer such matters to the ACT Emergency Management Committee. A Telstra representative is a member of this Committee.

2.7 *Victorian Arrangements*

Emergency management in Victoria is governed by the Emergency Management Act 1986 and is administered by the Minister for Police and Emergency Services.

For the purposes of coordinating Emergency telecommunications, there will be three levels of coordination, depending on the scale of the event. Ranging

from small to large-scale events, disasters will be coordinated at Local, Regional or State levels by a single Local, Regional or State coordinator. These are the individuals with whom the responsibility for coordinating higher-level assistance rests and will be a Police officer in all cases. Again, it is important to note that for any event there will only be one coordinator.

Victoria maintains a State Emergency Response Planning Committee to which a Communications Sub-committee reports. This Communications Sub-committee meets every three months to address any communications issues relating to Victorian Emergency response.

2.8 *Tasmanian Arrangements*

Disaster management in Tasmania is governed by the Emergency Services Act 1976 and is administered by the Minister for Police and Public Safety.

For the purposes of coordinating Emergency telecommunications, there will be three levels of coordination, depending on the scale of the event. Ranging from small to large-scale events, disasters will be coordinated at Local, Regional or State levels by a single Local, Regional or State coordinator. These are the individuals with whom the responsibility for coordinating higher-level assistance rests. Again, it is important to note that for any event there will only be one coordinator.

Tasmania does not maintain a specific telecommunications planning committee. However, three ESLOs represent Telstra at Region Disaster Planning Group meetings. In addition, a Government Radio Users Group addresses radiocommunications issues. This group meets every three to six months.

2.9 *South Australian Arrangements*

Disaster management in South Australia is governed by the State Disaster Act 1980 (Amended 1995) and is administered by the Minister for Justice.

For the purposes of coordinating Emergency telecommunications, there will be two levels of coordination, depending on the scale of the event. Ranging from small to large-scale events, disasters will be coordinated at Divisional or State levels by a single Divisional or State coordinator. These are the individuals with whom the responsibility for coordinating higher-level assistance rests. Again, it is important to note that for any event there will only be one coordinator.

In South Australia, there is no Displan communications committee per se. However, the South Australian Disaster Plan identifies the Functional Service (Communications), which is an element of the State Disaster Plan, as being responsible for telecommunications during declared disasters and emergencies. The State Controller (Communications) is responsible for this function.

2.10 *Western Australian Arrangements*

Emergency management in Western Australia is governed by the Western Australian Emergency Management Policy and administered at State, District and Local Levels, all ultimately responsible to State Government.

For the purposes of coordinating Emergency telecommunications, there will be three levels of coordination, depending on the scale of the event. Ranging from small to large-scale events, disasters will be coordinated at Local, District or State levels by a single Local, District or State coordinator who will work out of an Operations Coordination Group. These are the individuals with whom the responsibility for coordinating higher-level assistance rests. Again, it is important to note that for any event there will only be one coordinator.

At the time this guideline was produced, Western Australia does not have an active State Communications Committee. WA had a State Communications

Emergency Committee (SCEC) for many years. Its role was to detail arrangements for the coordination of communications support during emergencies. The SCEC has been inactive over the past couple of years because the chairing agency, Telstra, did not feel it was appropriate for them to continue to take responsibility for managing the communications support function after the telecommunications market was opened up to other providers. The State Emergency Management Committee is considering whether the SCEC should be retained and, if so, which agency will take responsibility for the communications function. Currently, responsibility for communications arrangements is undertaken by individual Hazard Management Agencies.

2.11 Northern Territory Arrangements

Disaster management in the Northern Territory is governed by the Northern Territory Disaster Act 1982 and is administered by the Minister for Police, Fire and Emergency Services.

For the purposes of coordinating Emergency telecommunications, there will be three levels of coordination, depending on the scale of the event. Ranging from small to large-scale events, disasters will be coordinated at Local, Regional or State levels by a single Local, Regional or State coordinator. These are the individuals with whom the responsibility for coordinating higher-level assistance rests. Again, it is important to note that for any event there will only be one coordinator.

There is no Northern Territory communications committee per se. However, there is a Counter Disaster Region 1 Communications Group based in Darwin which would arrange ad-hoc services in the Northern Territory except in larger centres such as Alice Springs. This committee is chaired by the Police, Fire and Emergency Services and includes a Telstra representative. In places such as Alice Springs, ad hoc services would be arranged by the regional or local counter-disaster committee.

2.12 Cocos Island Arrangements

There is no Emergency management legislation applicable to the Cocos Islands. However there does exist a Disaster Plan, administered by the Territory Controller. The Cocos Islands administration is responsible for Emergency management arrangements within the Cocos Islands.

There is only one level of coordination in the Cocos Islands for Disasters. Consequently, the Territory Controller is the individual with whom the responsibility for coordinating higher-level assistance rests.

2.13 Christmas Island Arrangements

There is no Emergency management legislation applicable to Christmas Island. However there does exist a Disaster Plan, administered by the Territory Controller. The Christmas Island administration is responsible for Emergency management arrangements on Christmas Island.

There is only one level of coordination on Christmas Island for Disasters. Consequently, the Territory Controller is the individual with whom the responsibility for coordinating higher-level assistance rests.

2.14 Norfolk Island Arrangements

There is no Emergency management legislation applicable to Norfolk Island. However there does exist a Disaster Plan, administered by the Emergency Controller. The Norfolk Island Government is responsible for Emergency management arrangements on Norfolk Island.

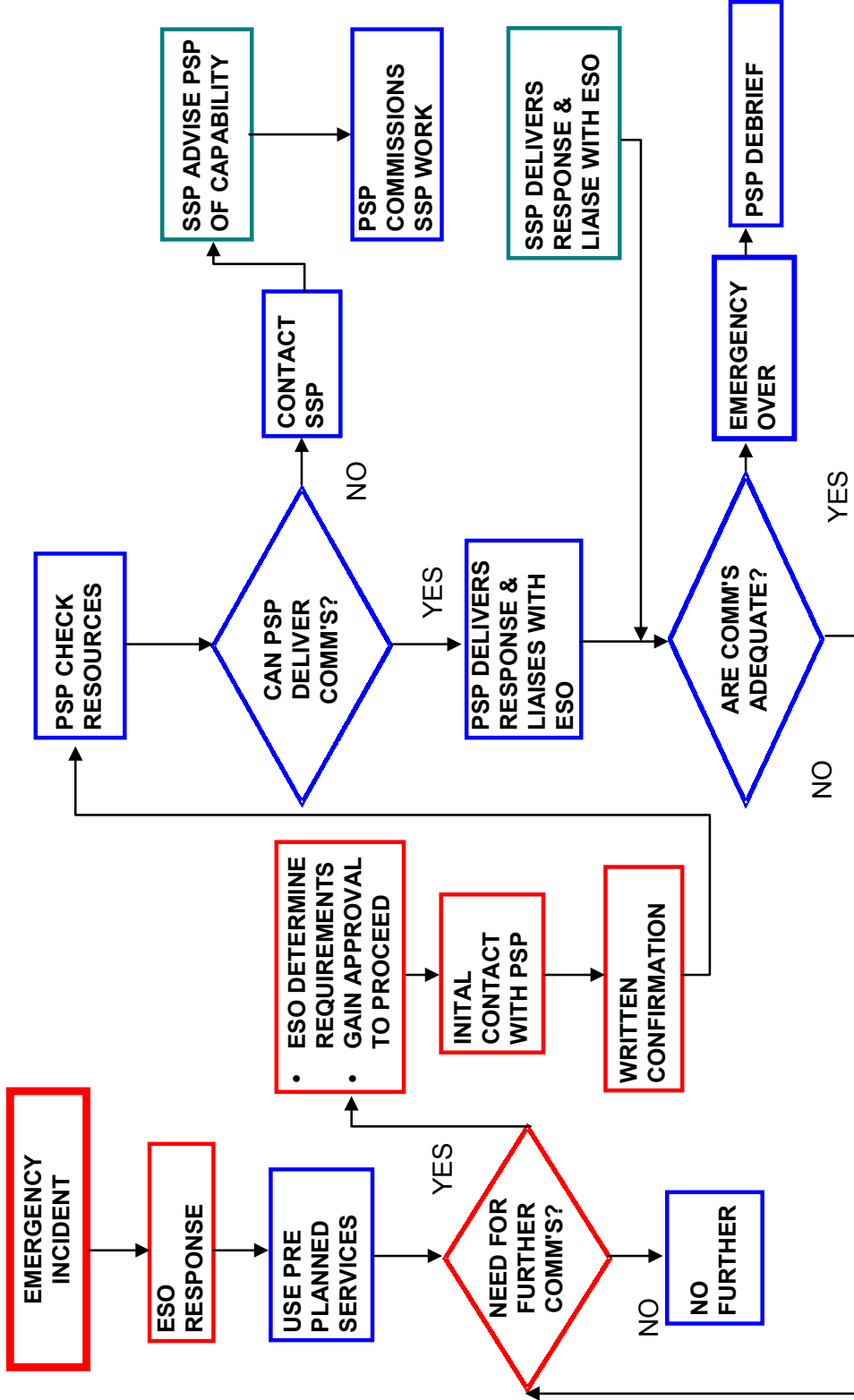
There is only one level of coordination on Norfolk Island for Disasters. Consequently, the Emergency Controller is the individual with whom the responsibility for coordinating higher-level assistance rests.

2.15 *Jervis Bay Territory Arrangements*

There is no Emergency management legislation applicable to Jervis Bay. However there does exist a Disaster Plan, administered by the Counter-Disaster Controller. The Commonwealth Minister for Regional Services, Territories and Local Government is responsible for Emergency management arrangements at Jervis Bay.

There is only one level of coordination on Jervis Bay for Disasters. Consequently, the Counter-Disaster Controller is the individual with whom the responsibility for coordinating higher-level assistance rests.

B. APPENDIX – PROCEDURE FOR COMMUNICATIONS SUPPORT FOR EMERGENCY RESPONSE



**C. APPENDIX – ESO REQUEST FOR COMMUNICATIONS
SUPPORT UNDER EMERGENCY RESPONSE
ARRANGEMENTS**

Identification details of ESO

ESO Logo here

To Pre-planned Service Provider (PSP): _____

PSP Contact Name: _____ **Contact Number:** _____

Verbal Request Time: _____ **Fax Confirmation Time:** _____

ESO Contact Name: _____ **Contact Number:** _____

Rank/Designation: _____ **Station/Unit:** _____

Date: / / **Signature:** _____

(Certify that all communications (including pre-planned) available have been expended and communications support is required to respond to this Emergency. No duplicated request for support has been made in relation to this Emergency.)

Please Supply Communications Support Under Emergency Response Arrangements:

Type of Emergency: _____

Location of Emergency: _____

ESO's Incident No. or reference: _____

Date & Time by which service is required: _____

Exact location communication services are required to be supplied:

ESO employee authorising request: _____

(Must certify the need for communications support and have authority within the ESO to commit to the funding obligation of the request in line with pre-determined pre-planned arrangements and aware that the PSP may seek assistance of other C/CSP to provide the requested service and that such assistance may be subject to additional costs)

Account Number for Billing/Purchase Order Number: _____

Brief Details Of Communications Support Requested:

(Note: PSP will advise as to the best technological and logistical solution to deliver communications support)

PSP Received Request at: **Date** / / **Time** _____

PSP Delivered Service at: **Date** / / **Time** _____

**D. APPENDIX – INTER-CARRIER/CSP REQUEST FOR
SUPPORT TO PROVIDE COMMUNICATIONS SUPPORT
UNDER EMERGENCY RESPONSE ARRANGEMENTS**

ACIF is an industry owned, resourced and operated company established by the telecommunications industry in 1997 to implement and manage communication self-regulation within Australia.

ACIF's role is to develop and administer technical and operating arrangements to foster a thriving, effective communications industry serving the Australian community through

- the timely delivery of Standards, Codes and other documents to support competition and protect consumers;
- driving widespread compliance; and
- the provision of facilitation, coordination and implementation services to enable the cooperative resolution of strategic and operational industry issues.

ACIF comprises a Board, an Advisory Assembly, seven standing Reference Panels, various task specific Working Committees, a number Industry Facilitation/Coordination Groups and a small Executive.

The ACIF Standards and Codes development process involves the ACIF Board, Reference Panels, Working Committees and the ACIF Executive. The roles and responsibilities of all these parties and the required operating processes and procedures are specified in the ACIF Operating Manual.

ACIF Standards, Codes and other documents are prepared by Working Committees made up of experts from industry, consumer, government and other bodies. The requirements or recommendations contained in ACIF published documents are a consensus of views of representative interests and also take into account comments received from other stakeholders.

Care should be taken to ensure that material used is from the current version of the Standard or Industry Code/Guideline and that it is updated whenever the Standard or Code/Guideline is amended or revised. The number and date of the Standard or Code/Guideline should therefore be clearly identified. If in doubt please contact ACIF.



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