

**PUBLIC COMMENT DRAFT**  
**DRAFT INDUSTRY GUIDELINE**  
**DR G596:2026**

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Communication Support for Emergency Response

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# DR G596:2026 COMMUNICATION SUPPORT FOR EMERGENCY RESPONSE

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## FOREWORD

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### General

This Guideline was revised by the Australian Telecommunications Alliance WC131 **Operations Guidelines Revision** Working Committee.

The G596:2026 **Communication Support for Emergency Response** industry guideline (the Guideline) replaces the G596:2013 **Communication Support for Emergency Response** industry guideline.

The Guideline is designed 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.

### 2026 Revision

In 2026, the following amendments were made:

- align with contemporary national emergency management arrangements (including NEMA and AGCMF);
- incorporate national coordination requirements (including NCM participation and situational awareness);
- modernise communication and request processes; and
- clarify roles, responsibilities and coordination across Carriers and Carriage Service Providers.

### Guideline revision

Industry Guidelines developed by Australian Telecommunications Alliance (previously Communications Alliance) are updated according to the needs of the industry, by amendments or revision. Users of these Guidelines should make sure that they possess the latest amendments or editions. Representations concerning the need for a change to this Guideline should be addressed to:

The Project Manager  
Operations Reference Panel  
[info@austelco.org.au](mailto:info@austelco.org.au)



## **PUBLICATION HISTORY**

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## 1. GENERAL

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### 1.1 INTRODUCTION

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- 1.1.1 The development of the Guideline has been facilitated by Australian Telecommunications Alliance through a working committee comprised of representatives from the telecommunications industry.
- 1.1.2 The Guideline should be read in conjunction with related legislation including:
  - a. the *Telecommunications Act 1997* (the Act); and
  - b. state or territory legislation for Emergency management (See section 4 References for a list of examples of relevant state and territory legislation).
- 1.1.3 The Guideline should be read in the context of other relevant standards, codes, guidelines and documents (see section 4 References).
- 1.1.4 If there is a conflict between the requirements of the Guideline and any requirements imposed on a Carrier or Carriage Service Provider (CSP) by statute, the Carrier or CSP will not be in breach of the Guideline by complying with the requirements of the statute.
- 1.1.5 Compliance with this Guideline does not guarantee compliance with any legislation. The Guideline is not a substitute for legal advice.
- 1.1.6 Statements in boxed text are a guide to interpretation only and not binding as Guideline rules.

### 1.2 SCOPE AND OBJECTIVES

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- 1.2.1 The Guideline deals with the provision of Ad hoc services in responding to an Emergency, where:
  - a. Pre-planned services are inadequate; and
  - b. Additional communications support is requested by an Emergency Service Organisation (ESO).
- 1.2.2 The Guideline does not apply to Pre-planned services commercially negotiated by the Pre-planned Service Provider (PSP) and the relevant ESO.
- 1.2.3 The objectives of the Guideline are to:
  - a. set out the nature and extent of responsibilities between and a standard procedure for the cooperative handling among Carriers and CSPs where coordination and communication support is required for Emergency response;
  - b. provide a framework where the PSP acts as the single point of contact to provide the Ad hoc services to meet the needs of the Emergency situation;
  - c. provide a framework for how other Carriers and CSPs should interact with each other to meet the needs of ESOs where the PSP cannot efficiently supply the required services; and
  - d. the provision of Ad hoc services in support of Emergency response operations and is based on the existence of commercial arrangements and operational protocols between ESOs, PSPs and Secondary Service Providers (SSPs).

- 1.2.4 The Guideline relates to the provision of Ad hoc services in support of response operations and is based on there being commercial arrangements and operational protocols between ESOs, PSPs and SSPs.

**NOTES:**

- 1. Such agreements should include arrangements on the range of available services, delivery time frames and cost recovery mechanisms.*
- 2. The lack of a suitable pre-arranged commercial agreement to supply Pre-planned services and Ad hoc services will render the provisions and obligations of this Guideline ineffective.*

- 1.2.5 The Guideline will be reviewed every 5 years, or earlier in the event of significant developments that affect the Guideline or a chapter within the Guideline.

## 2. ACRONYMS, DEFINITIONS AND INTERPRETATIONS

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### 2.1 ACRONYMS

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|             |                                      |
|-------------|--------------------------------------|
| <b>CSP</b>  | Carriage Service Provider            |
| <b>ESO</b>  | Emergency Service Organisation       |
| <b>NBN</b>  | National Broadband Network           |
| <b>NEMA</b> | National Emergency Management Agency |
| <b>NPC</b>  | Nominated Point of Contact           |
| <b>PSP</b>  | Pre-planned Service Provider         |
| <b>SSP</b>  | Secondary Service Provider           |

### 2.2 DEFINITIONS

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**Act** – means the *Telecommunications Act 1997*

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

**Carriage Service Provider** – has the meaning given by section 87 of the Act.

**Carrier** - has the meaning given by section 7 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’ i.e. the same definition applies to each.

**Emergency Service Organisation** – means the lead agency responsible for coordinating the Emergency response.

**Real estate Development Project** – has the meaning given by section 372Q of the Act.

**Nominated Point of Contact** – means the nominated Carrier or 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** – means a Carrier or CSP with a contractual arrangement to provide an ESO with Pre planned services.

**Secondary Service Provider** - means the Carrier or CSP that responds to a PSP request to provide an ESO with Ad hoc services.

## 2.3 INTERPRETATIONS

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### 2.3.1 In the Guideline, unless the contrary appears:

- a. headings are for convenience only and do not affect interpretation;
- b. a reference to a statute, ordinance, code or other law includes regulations and other instruments under it and consolidations, amendments, re-enactments or replacements of any of them;
- c. words in the singular includes the plural and vice versa;
- d. words importing persons include a body whether corporate, politic or otherwise;
- e. where a word or phrase is defined, its other grammatical forms have a corresponding meaning;
- f. mentioning anything after include, includes or including does not limit what else might be included;
- g. words and expressions which are not defined have the meanings given to them in the Act; and
- h. a reference to a person includes a reference to the person's executors, administrators, successors, agents, assignees and novatees.

### 3. EMERGENCY RESPONSE GUIDELINE

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#### 3.1 GUIDELINE PRINCIPLES

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##### 3.1.1 Carriers and CSPs should:

- a. recognise that communication support for Emergency response requires:
  - (i) immediate, predictable and coordinated action on the part of all Carriers and CSPs involved in supporting Emergency response;
  - (ii) trained and suitably equipped staff from the organisation; and
  - (iii) a commitment from the organisation to provide support;
- b. have internal policies and procedures for handling communication support for Emergency response;
- c. appoint one organisational element, the NPC, to be the Pre planned services point of contact for the management of communications support;
- d. have a NPC available 24 hours a day, 7 days per week; and
- e. keep up to date the contact details of the NPC and make them available through the Australian Telecommunications Alliance (ATA).

##### 3.1.2 Request for communications support for Emergency response should originate from an authorised ESO contact (as required by Appendix C).

##### 3.1.3 The PSP should use its best endeavours to respond to all requests without unreasonable delay.

##### 3.1.4 Communications between the PSP and the SSP should be through the NPC.

##### 3.1.5 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.

##### 3.1.6 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.

##### 3.1.7 Carriers and CSPs should maintain an audit trail for commercial and legal reasons.

#### 3.2 HANDLING OF COMMUNICATIONS SUPPORT FOR EMERGENCY RESPONSE

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##### 3.2.1 The NPCs nominated by Carriers and CSPs should ensure the contact number is answered, and the request is acted upon without unreasonable delay.

##### 3.2.2 To ensure a prompt and appropriate response, a communication support request by a PSP to a SSP should be made through the other party's NPC.

##### 3.2.3 A request form for communications support for Emergency response should be provided by facsimile, online (or some other agreed medium).

*NOTE: Dispatch of this form can be accompanied by a telephoned request where immediate action is required. In such a case the form or online request is required for confirmation of the oral request.*

### 3.3 ESO TO PRE-PLANNED SERVICE PROVIDER

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- 3.3.1 All Carriers and CSPs should handle requests in accordance with the procedure set out in this Guideline. This procedure is illustrated at a flow chart in Figure 1 in Appendix B.
- 3.3.2 The ESO, through the authorised ESO contact, is responsible for initiating a request to the PSP via online systems or by using the form shown in Appendix C (or similar).
- 3.3.3 Initial communication between the ESO and the PSP is to be via online systems, written, or otherwise transmitted using the form in Appendix C (or similar).
- 3.3.4 The ESO will liaise with the PSP on a 'best endeavours' basis or in accordance with any agreements in place.

*NOTES: 1. In an NBN Real Estate Development Project site (i.e. greenfield estate) there is typically a nominated Carrier for the site.*

*2. When an ESO wants to install Ad hoc services during times of natural disaster in a greenfield estate and a PSP arrangement is not in place with the nominated Carrier then the ESO should rely on existing arrangements with Carriers and CSPs.*

*3. With the establishment of the NBN the PSP or a SSP may or may not own the access network(s) in use.*

### 3.4 PRE-PLANNED SERVICE PROVIDER TO SECONDARY SERVICE PROVIDER

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

### 3.5 IMPACTS ON REGULATORY REQUIREMENTS

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- 3.5.1 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.
- 3.5.2 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.

### 3.6 ROUTINE MAINTENANCE AND TESTING OF COMMUNICATION SUPPORT FOR EMERGENCY RESPONSE

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- 3.6.1 A contact list of PSPs and NPCs is maintained by ATA. Access to the industry contact list for Life Threatening Communications and for Emergency Communications is available to Carriers and CSPs that are on the list and to Emergency Service Organisations that request access to it. Contact ATA ([info@austelco.org.au](mailto:info@austelco.org.au)) for more information on the list.

- 3.6.2 Carriers and CSP should inform ATA and other relevant parties when there is a change of contact details.
- 3.6.3 Carriers and CSPs should be prepared to participate in an Emergency training exercise to test procedures between ESOs and PSPs and between PSPs and SSPs.
- 3.6.4 Carriers and CSPs are not required to coordinate the test procedures referred to in clause 3.6.3.
- 3.6.5 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 may include relevant feedback and a review to ascertain whether the procedures currently in place are adequate.

### 3.7 NEMA NATIONAL COORDINATION MECHANISM (NCM)

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- 3.7.1 During significant emergencies, NEMA may convene a National Coordination Mechanism (NCM) under the Australian Government Crisis Management Framework.
- 3.7.2 Where requested, CSPs are expected to attend and provide concise briefings on network status, including impacts, service disruptions, and restoration timeframes.

*NOTE: This supports national situational awareness and coordinated decision-making.*

*More details are covered in section 4.*

## 4. AUSTRALIA'S EMERGENCY MANAGEMENT ARRANGEMENTS

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### 4.1 INTRODUCTION

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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 the Australian Emergency Management Arrangements (see the References section for a link).

### 4.2 OVERVIEW

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Under Australia's constitutional arrangements, state and territory governments have primary responsibility for emergency management within their jurisdictions. The Australian Government supports states and territories to build capacity and provides assistance when requested or when impacts exceed jurisdictional capability.

At the national level, emergency management is supported by the National Emergency Management Agency (NEMA), which leads and coordinates a whole-of-government, all-hazards approach across prevention, preparedness, response and recovery. This approach is underpinned by the Australian Government Crisis Management Framework (AGCMF), which outlines roles and responsibilities for Commonwealth ministers, agencies and coordination arrangements during crises.

### 4.3 NATIONAL EMERGENCY MANAGEMENT AGENCY (NEMA)

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The National Emergency Management Agency (NEMA), established on 1 September 2022, is the Australian Government's lead agency for disaster and emergency management. NEMA was formed through the merger of Emergency Management Australia and the National Recovery and Resilience Agency to create an end-to-end national capability spanning risk reduction, preparedness, response and recovery.

### 4.4 ARRANGEMENTS IN STATES AND TERRITORIES

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In each State and Territory, there is an emergency management authority responsible for coordinating arrangements within its jurisdiction. Representatives of these authorities contribute to national governance through the National Emergency Management Ministers' Meeting (NEMMM), supported by the Australia–New Zealand Emergency Management Committee (ANZEMC).

The NEMMM brings together Commonwealth, state and territory ministers to drive national cooperation, set strategic policy direction, and address cross-jurisdictional emergency management issues. ANZEMC, comprising senior officials from all jurisdictions, New Zealand and

local government, supports NEMMM by developing national policy, frameworks and capability initiatives across the emergency management continuum.

An overview of State and Territory level arrangements and references is provided in Appendix A

There is no specific emergency management legislation applicable to the Cocos (Keeling) Islands, Christmas Island, Norfolk Island or the Jervis Bay Territory. Consequently, local controllers hold responsibility for coordinating higher-level assistance when required.

For more information on national emergency management plans and arrangements, refer to:

<https://www.nema.gov.au/emergency-response/emergency-response-plans>

NEMA provides national leadership and coordination across the emergency management continuum. Its key functions include:

- Coordinating Australian Government support to states and territories during emergencies, including through national plans such as COMDISPLAN
- Providing whole-of-government situational awareness and coordination through the National Situation Room
- Leading national policy, capability development, and resilience initiatives
- Administering disaster recovery and resilience funding programs
- Supporting implementation of the Australian Government Crisis Management Framework (AGCMF)

Under the AGCMF, NEMA performs key roles including acting as the Australian Government Coordinating Agency for natural hazards and supporting whole-of-government crisis response arrangements.

NEMA works in partnership with states, territories, local government, industry and the community to strengthen national preparedness, enhance resilience, and support effective response and recovery from emergencies.

## 4.5 NATIONAL GOVERNANCE ARRANGEMENTS

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Australia's national emergency management governance arrangements are structured across three levels:

- Ministerial level: The National Emergency Management Ministers' Meeting (NEMMM) sets strategic direction, national priorities and policy settings, and reports to National Cabinet.
- Senior officials level: The Australia–New Zealand Emergency Management Committee (ANZEMC) provides leadership across all hazards, develops national frameworks and capabilities, and supports the delivery of NEMMM priorities.
- National coordination: The National Emergency Management Agency (NEMA) delivers national capability, coordinates Commonwealth support, and provides operational and policy leadership.

These arrangements collectively support a coordinated, all-hazards and whole-of-government approach to emergency management across Australia.

**COMDISPLAN – Australian Government Disaster Response Plan (NEMA)**

<https://www.nema.gov.au/sites/default/files/2025-07/Australian%20Government%20Disaster%20Response%20Plan%202025%20%28COMDISPLAN%29.pdf>

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**Australian Government Crisis Management Framework (AGCMF) – Main Page**

<https://www.pmc.gov.au/resources/australian-government-crisis-management-framework-agcmf>

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**Australian Government Crisis Management Framework (AGCMF) – Direct PDF**

<https://www.pmc.gov.au/sites/default/files/resource/download/agcmf-framework.pdf>

## 5. REFERENCES

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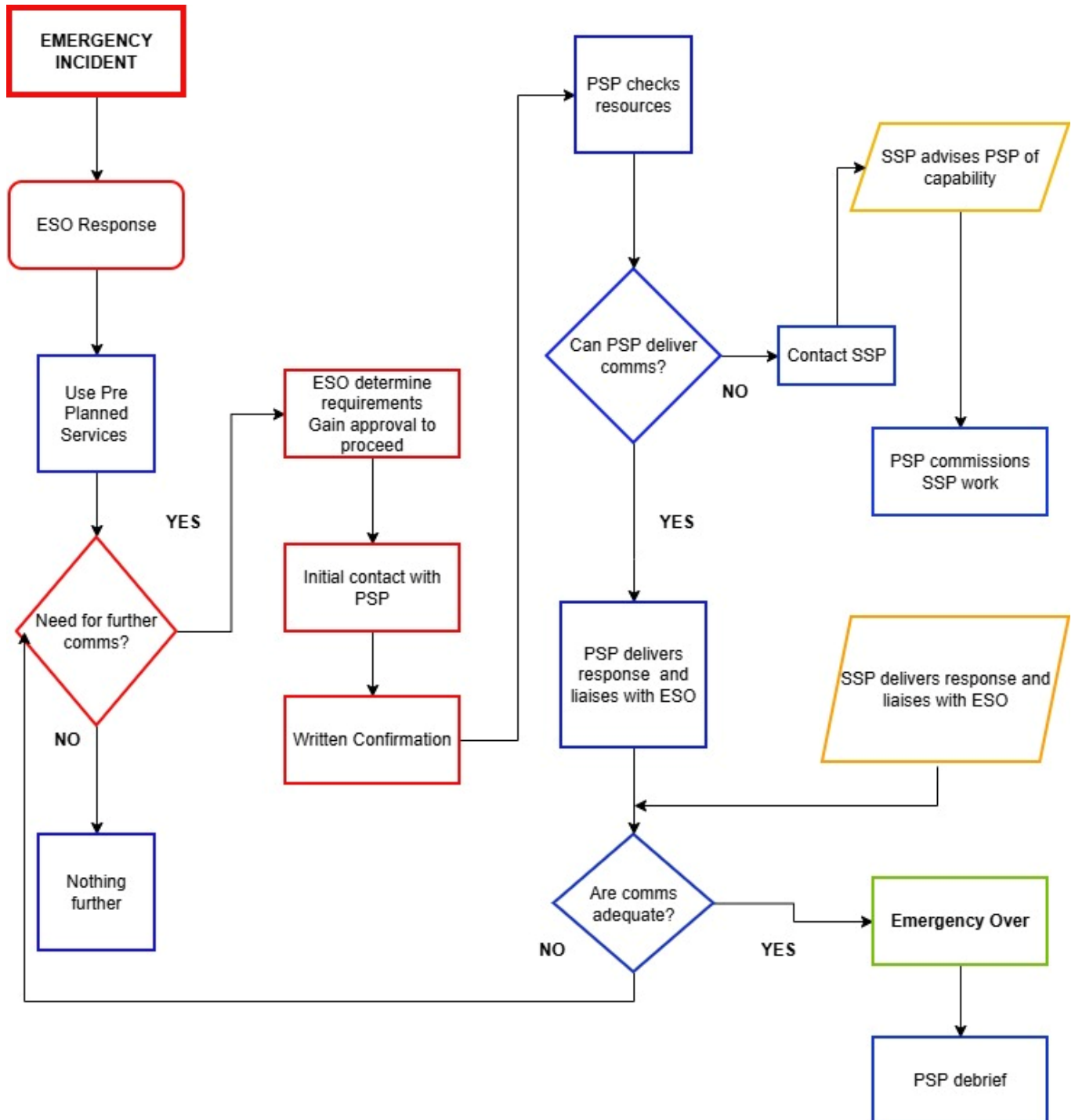
| Publication                                                 | Title                                                                                                                                                                                           |
|-------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Emergency Management Documents</b>                       |                                                                                                                                                                                                 |
| Australian Emergency Management Arrangements                | <a href="https://www.nema.gov.au/emergency-response/emergency-response-plans">https://www.nema.gov.au/emergency-response/emergency-response-plans</a>                                           |
| <b>State and Territory Legislation</b>                      |                                                                                                                                                                                                 |
| <i>Disaster Management Act 2003 (Qld)</i>                   | <a href="https://www.legislation.qld.gov.au/view/html/inforce/current/act-2003-091">https://www.legislation.qld.gov.au/view/html/inforce/current/act-2003-091</a>                               |
| <i>State Emergency and Rescue Management Act 1999 (NSW)</i> | <a href="https://legislation.nsw.gov.au/view/whole/pdf/inforce/2025-07-22/act-1989-165">https://legislation.nsw.gov.au/view/whole/pdf/inforce/2025-07-22/act-1989-165</a>                       |
| <i>ACT Emergencies Act 2004 (ACT)</i>                       | <a href="https://www.legislation.act.gov.au/a/2004-28/current/default.asp">https://www.legislation.act.gov.au/a/2004-28/current/default.asp</a>                                                 |
| <i>Emergency Management Act 1986 (Vic)</i>                  | <a href="https://www.legislation.vic.gov.au/in-force/acts/emergency-management-act-1986">https://www.legislation.vic.gov.au/in-force/acts/emergency-management-act-1986</a>                     |
| <i>Emergency Management Act 2006 (Tas)</i>                  | <a href="https://www.legislation.tas.gov.au/view/html/inforce/current/act-2006-012">https://www.legislation.tas.gov.au/view/html/inforce/current/act-2006-012</a>                               |
| <i>South Australian Emergency Management Act 2004 (SA)</i>  | <a href="https://www.legislation.sa.gov.au/lz?path=%2Fc%2Fa%2FEMERGENCY%20MANAGEMENT%20ACT%202004">https://www.legislation.sa.gov.au/lz?path=%2Fc%2Fa%2FEMERGENCY%20MANAGEMENT%20ACT%202004</a> |
| <i>Emergency Management Act 2005 (WA)</i>                   | <a href="https://www.legislation.wa.gov.au/legislation/statutes.nsf/main_mrtile_294_homepage.html">https://www.legislation.wa.gov.au/legislation/statutes.nsf/main_mrtile_294_homepage.html</a> |
| <i>Disasters Act 2013 (NT)</i>                              | <a href="https://legislation.nt.gov.au/api/sitecore/Act/PDF_History?id=20432">https://legislation.nt.gov.au/api/sitecore/Act/PDF_History?id=20432</a>                                           |
| <b>Legislation and Determinations</b>                       |                                                                                                                                                                                                 |
| <i>Telecommunications Act 1997 (Cth)</i>                    | <a href="https://www.legislation.gov.au/C2004A05145/latest">https://www.legislation.gov.au/C2004A05145/latest</a>                                                                               |

## APPENDIX A – LINKS TO STATE AND TERRITORY EMERGENCY MANAGEMENT BODIES AND PLANS

| State / Territory                   | State or Territory Body                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Emergency Management Plan / Disaster Plan                                                                                                                                                                                                                       |
|-------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Australian Capital Territory</b> | Security and Emergency Management Committee<br><a href="https://esa.act.gov.au/emergency-management">https://esa.act.gov.au/emergency-management</a>                                                                                                                                                                                                                                                                                                                                                                                                                | <a href="https://esa.act.gov.au/be-emergency-ready/emergency-arrangements">https://esa.act.gov.au/be-emergency-ready/emergency-arrangements</a>                                                                                                                 |
| <b>Christmas Island</b>             | Counter Disaster Committee<br><a href="https://www.directory.gov.au/portfolios/infrastructure-transport-regional-development-communications-sport-arts/department-infrastructure-transport-regional-development-communications-sport-and-arts/christmas-island-emergency-management-committee">https://www.directory.gov.au/portfolios/infrastructure-transport-regional-development-communications-sport-arts/department-infrastructure-transport-regional-development-communications-sport-and-arts/christmas-island-emergency-management-committee</a>           | <a href="https://www.infrastructure.gov.au/sites/default/files/documents/christmas-island-emergency-management-plan-june-2024.pdf">https://www.infrastructure.gov.au/sites/default/files/documents/christmas-island-emergency-management-plan-june-2024.pdf</a> |
| <b>Cocos (Keeling) Islands</b>      | Counter Disaster Committee<br><a href="https://www.directory.gov.au/portfolios/infrastructure-transport-regional-development-communications-sport-arts/department-infrastructure-transport-regional-development-communications-sport-and-arts/cocos-keeling-islands-emergency-management-committee">https://www.directory.gov.au/portfolios/infrastructure-transport-regional-development-communications-sport-arts/department-infrastructure-transport-regional-development-communications-sport-and-arts/cocos-keeling-islands-emergency-management-committee</a> | <a href="https://www.infrastructure.gov.au/sites/default/files/documents/cki-emergency-management-plan-2024-signed_0.pdf">https://www.infrastructure.gov.au/sites/default/files/documents/cki-emergency-management-plan-2024-signed_0.pdf</a>                   |
| <b>Jervis Bay Territory</b>         | Emergency Management Committee<br><a href="https://www.legislation.gov.au/F2015L00774/2024-10-15">https://www.legislation.gov.au/F2015L00774/2024-10-15</a>                                                                                                                                                                                                                                                                                                                                                                                                         | Note: Heavily integrated with NSW arrangements. Relies on NSW agencies (SES, RFS, Police) for delivery                                                                                                                                                          |
| <b>New South Wales</b>              | State Emergency Management Committee<br><a href="https://www.nsw.gov.au/emergency/rescue-and-emergency-management/emergency-management-governance">https://www.nsw.gov.au/emergency/rescue-and-emergency-management/emergency-management-governance</a>                                                                                                                                                                                                                                                                                                             | <a href="https://www.nsw.gov.au/departments-and-agencies/nsw-reconstruction-authority">https://www.nsw.gov.au/departments-and-agencies/nsw-reconstruction-authority</a>                                                                                         |

|                           |                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                       |
|---------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Norfolk Island</b>     | Emergency Management Committee<br><a href="https://www.nirc.gov.au/Your-council/Council-services/Emergency-management">https://www.nirc.gov.au/Your-council/Council-services/Emergency-management</a> | <a href="https://www.nirc.gov.au/files/assets/public/v/3/your-council/documents/nordisplan_june_2018.pdf">https://www.nirc.gov.au/files/assets/public/v/3/your-council/documents/nordisplan_june_2018.pdf</a>                                                                                                         |
| <b>Northern Territory</b> | Counter Disaster Council<br><a href="https://pfes.nt.gov.au/emergency-service/emergency-management">https://pfes.nt.gov.au/emergency-service/emergency-management</a>                                 | <a href="https://pfes.nt.gov.au/file/download/406">https://pfes.nt.gov.au/file/download/406</a>                                                                                                                                                                                                                       |
| <b>Queensland</b>         | Emergency Management Queensland<br><a href="https://www.qld.gov.au/emergency">https://www.qld.gov.au/emergency</a>                                                                                    | <a href="https://www.disaster.qld.gov.au/plans">https://www.disaster.qld.gov.au/plans</a>                                                                                                                                                                                                                             |
| <b>South Australia</b>    | State Emergency Management Committee<br><a href="https://www.safecom.sa.gov.au/emergency-management/">https://www.safecom.sa.gov.au/emergency-management/</a>                                         | <a href="https://www.dpc.sa.gov.au/responsibilities/security-emergency-and-recovery-management/state-emergency-management-plan">https://www.dpc.sa.gov.au/responsibilities/security-emergency-and-recovery-management/state-emergency-management-plan</a>                                                             |
| <b>Tasmania</b>           | State Emergency Management Committee<br><a href="https://www.ses.tas.gov.au/emergency-management-2/">https://www.ses.tas.gov.au/emergency-management-2/</a>                                           | <a href="https://www.ses.tas.gov.au/emergency-management-2/tasmanian-emergency-management-arrangements-tema/">https://www.ses.tas.gov.au/emergency-management-2/tasmanian-emergency-management-arrangements-tema/</a>                                                                                                 |
| <b>Victoria</b>           | Victoria Emergency Management Council<br>Emergency Management Victoria<br><a href="https://www.emv.vic.gov.au/">https://www.emv.vic.gov.au/</a>                                                       | <a href="https://www.emv.vic.gov.au/responsibilities/emergency-management-planning/emergency-management-planning-resource-library/emergency-management-plans">https://www.emv.vic.gov.au/responsibilities/emergency-management-planning/emergency-management-planning-resource-library/emergency-management-plans</a> |
| <b>Western Australia</b>  | State Emergency Management Committee<br><a href="https://www.wa.gov.au/organisation/state-emergency-management-committee">https://www.wa.gov.au/organisation/state-emergency-management-committee</a> | <a href="https://www.wa.gov.au/government/publications/state-emergency-management-plan">https://www.wa.gov.au/government/publications/state-emergency-management-plan</a>                                                                                                                                             |

## APPENDIX B – PROCEDURE FOR COMMUNICATIONS SUPPORT FOR EMERGENCY RESPONSS



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

Paper template form for an ESO to request 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: \_\_\_\_\_

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 Carrier(s) or CSP(s) 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        \_\_\_\_\_

## APPENDIX D - EMAIL TEMPLATE FORM FOR AN ESO TO REQUEST COMMUNICATIONS SUPPORT UNDER EMERGENCY RESPONSE ARRANGEMENTS.

---

**Subject:** URGENT – [Insert ESO Name] to request communications support under Emergency response arrangements

**To Pre-planned Service Provider (PSP):** [Insert PSP Name]

**PSP Contact Name:**

**Contact Number:**

**Verbal Request Time:**

**ESO Contact Name:**

**Contact Number:**

**Rank/Designation:**

**Station/Unit:**

**Date:** [DD/MM/YYYY]

I 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 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 Carrier(s) or CSP(s) to provide the requested service and that such assistance may be subject to additional costs)

**Account Number for Billing / Purchase Order Number:**

---

Email template form acknowledging the request

---

**PSP Acknowledgement of Receipt via email:**

**Acknowledged by:**

**Organisation:**

**Position:**

**Date:**

**Time:**

**Confirmation of PSP's Ability to Supply Support as Requested: YES / NO**

---

## APPENDIX E – INTER CARRIER / CSP REQUEST FOR SUPPORT TO PROVIDE COMMUNICATIONS SUPPORT UNDER EMERGENCY RESPONSE ARRANGEMENTS

Paper template form for a request between Carriers or CSPs for communications support under Emergency response arrangements.

Identification details of PSP

PSP Logo here

|                                                                                                                                                                                   |  |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| <b>To Support Carrier/CSP:</b> _____                                                                                                                                              |  |
| <b>Carrier/CSP Contact Name:</b> _____ <b>Contact Number:</b> _____                                                                                                               |  |
| <b>A request has been received from the ESO below to provide communications support for Emergency response. Assistance of your organisation is sought.</b>                        |  |
| <b>Verbal Request Time:</b> _____                                                                                                                                                 |  |
| <b>PSP Contact Name:</b> _____ <b>PSP Contact Number:</b> _____                                                                                                                   |  |
| <b>Position:</b> _____ <b>Location/Branch:</b> _____                                                                                                                              |  |
| <b>Date:</b> /        / <b>Signature:</b> _____                                                                                                                                   |  |
| <b>Account Number for Billing/Purchase Order Number:</b> _____                                                                                                                    |  |
| <b>I certify Pre-planned/Ad hoc communication support available to this ESO has been assessed and your organisation's assistance is required for timely and effective support</b> |  |
| <b>Type of Emergency:</b> _____                                                                                                                                                   |  |
| <b>Location of Emergency:</b> _____                                                                                                                                               |  |
| <b>ESO's Incident No. or reference:</b> _____                                                                                                                                     |  |
| <b>Date &amp; Time by which service is required:</b> _____                                                                                                                        |  |
| <b>Exact location communication services are required to be supplied:</b><br>_____                                                                                                |  |
| <b>ESO requesting assistance:</b> _____                                                                                                                                           |  |
| (ESO has certified responsibility for financial implications of this request in line with the pre-planned service agreement)                                                      |  |
| <b>ESO Contact Name:</b> _____ <b>ESO Contact Number:</b> _____                                                                                                                   |  |
| <b>Support Requested:</b><br>_____                                                                                                                                                |  |
| <b>Support Carrier/CSP received request at:</b> <i>Date</i> /    / <i>Time</i> _____                                                                                              |  |
| <b>Confirmation of Support Carrier/CSP's Ability To Supply Support As Requested: YES / NO</b>                                                                                     |  |
| <b>PSP advised of confirmation of support:</b> <i>Date</i> /    / <i>Time</i> _____                                                                                               |  |
| <b>Support Carrier/CSP service delivered at:</b> <i>Date</i> /    / <i>Time</i> _____                                                                                             |  |

## APPENDIX F - EMAIL TEMPLATE FORM FOR A REQUEST BETWEEN CARRIERS OR CSPs TO REQUEST COMMUNICATIONS SUPPORT UNDER EMERGENCY RESPONSE ARRANGEMENTS.

---

**Subject:** URGENT – [Insert Carrier or CSPs Name] to request communications support under Emergency response arrangements

**To Support Carrier/CSP:** [Insert Organisation]

**Carrier/CSP Contact Name:**

**Contact Number:**

A request has been received from the ESO below to provide communications support for emergency response. Assistance of your organisation is sought.

**Verbal Request Time:**

**PSP Contact Name:**

**PSP Contact Number:**

**Position:**

**Location/Branch:**

**Date:** [DD/MM/YYYY]

Account Number for Billing / Purchase Order Number:

I certify pre-planned/ad hoc communication support available to this ESO has been assessed and your organisation's assistance is required for timely and effective support.

---

**Type of Emergency:**

**Location of Emergency:**

**ESO Incident No. or Reference:**

**Date & Time by which service is required:**

**Exact location communication services are required to be supplied:**

**ESO requesting assistance:**

(ESO has certified responsibility for financial implications of this request in line with the pre-planned service agreement)

**ESO Contact Name:**

**ESO Contact Number:**

---

**Support Requested:**

---

---

Email template form acknowledging the request

---

**Carrier/CSP Acknowledgement of Receipt via email:**

**Acknowledged by:**

**Organisation:**

**Position:**

**Date:**                      **Time:**

**Confirmation of Support Carrier/CSP's Ability to Supply Support as Requested: YES / NO**

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## 6. PARTICIPANTS

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The Working Committee responsible for the revision of this Guideline consisted of the following organisations and their representatives:

| Organisation | Membership  | Representative    |
|--------------|-------------|-------------------|
| Optus        | Voting      | David Haigh       |
| Optus        | Non -voting | Matthew Scott     |
| Symbio       | Voting      | Fionola O’Keefe   |
| Telstra      | Voting      | David Fabbian     |
| TPG Telecom  | Voting      | Alexander Osborne |
| TPG Telecom  | Non -voting | Kirrilea Kaye     |

Craig Purdon of the Australian Telecommunications Alliance provided project management support.

