ITU/ESCAP Regional Workshop on Disaster Communications

12-15 December 2006
Bangkok, Thailand

Telecommunications: Preventing Service Disruption

Trevor Jenner
Manager Capability Policy – Transport and Communications
E-Mail: Trevor.Jenner@ema.gov.au
Australia’s Emergency Management Philosophy

• Emergency management is a partnership between all levels of government and the community;

• Prevention, Preparedness, Response and Recovery (PPRR) from the local level up;

• Self-help at the local community level in the early stages of a disaster; and

• Managing risk appropriately.
Government Responsibilities

- **Local Government**
  - Major role in mitigation, planning, and response.

- **State and Territory Governments**
  - Prime responsibility for the protection of life and property; and
  - The key players in emergency management in Australia.

- **Australian Government**
  - Provides assistance and support.
Australian Government Responsibilities

- Support for States & Territories in developing emergency management capabilities;
- Provision of physical assistance;
- Provision of financial assistance;
- Preparedness support;
- Overseas assistance; and
- Support in developing emergency management capabilities and awareness in Australia’s region.
Emergency Management Australia (EMA)

- Lead Australian Government agency dedicated to emergency management aspects of community safety and sustainability; and

- Promotes a national approach to emergency management through comprehensive measures which embrace:
  - risk assessment,
  - risk treatment,
  - coordination of disaster response, and
  - community recovery activities
Planning Framework

• EMA Sponsored Australian Government Disaster Response Plans:
  – AUSASSISTPLAN,
  – AUSCONPLAN-SPRED,
  – CAVDISPLAN,
  – COMARRPLAN,
  – COMDISPLAN,
  – COMRECEPLAN, and
  – OSMASSCASPLAN
Australian Government Disaster Plan (COMDISPLAN)

- Provides the framework for addressing State/Territory requests for Australian Government physical assistance arising from any type of disaster or emergency;

- Normally activated when Australian Government emergency or disaster response or short-term recovery assistance is requested or is likely to be requested; and

- May also be activated when pre-disaster measures are taken or to support the provision of longer-term recovery and reconstruction assistance.
The plan lists some of the advisory, analysis and liaison resources that Australian Government agencies can also provide to support emergency response operations.

These resources may be called upon by EMA under COMDISPLAN to support the Australian Government role or to provide assistance to the States.

The range of resources available changes as technology and responsibilities change but includes:
COMDISPLAN (continued)

- **Australian Federal Police**
  Access to national police communications networks for transmission of urgent traffic;

- **Department of Communications, Information Technology and the Arts (DCITA)**
  Emergency broadcasting arrangements and advice on broadcasting and communications;

- **Department of Immigration and Multicultural Affairs**
  Radio (except Western Australia) and mobile telecommunications networks in all States; and

- **Commonwealth Scientific and Industrial Research Organisation**
  Advice on communications.
Disaster Coordination

‘safer sustainable communities’
Role of EMA

National Emergency Management Coordination Centre (NEMCC)

- Develop and maintain Australian Government disaster plans
- Monitor current and emerging sources of risk
- Provide disaster information
- Process requests for disaster assistance
- Coordinate Australian Government assistance
- Inform senior decision makers
Telecommunications Act (1997)

• **Part 16 – Defence Requirements and Disaster Plans**

  • Places obligations on carriers and carriage service providers to supply carriage services to Defence organisations or for the management of natural disasters;

  • To cooperate with Defence authorities in planning for network survival and operational requirements in times of crisis;

  • Crisis is defined within the Act as being:
  - war, war-like conflict or war-like operations; or
  - civil disturbance; or
  - terrorism; or
  - earthquakes, floods, fire, cyclones, storms or other disasters (whether natural or resulting from the acts or omissions of humans).
Telecommunications Act (1997) (continued)

**Part 16 – Defence Requirements and Disaster Plans (continued)**

- Carriers or Carriage Service Providers (CSPs) must supply the service unless the Australian Communications and Media Authority (ACMA) considers it unreasonable to do so;

- Defence may prepare a draft agreement about planning for network survival and/or operational requirements in times of crisis;

- ACMA may certify the agreement if it is of the opinion it is reasonable; and

- Carriers or carriage service providers must comply with a notice from ACMA to enter into an agreement and, once entered into the agreement, comply with it.
Australian Communications Industry Forum (ACIF) Standard

  
  Provides a standard procedure for the cooperative handling by Carriers and CSPs of incidents that require the coordination and communication support of emergency response.
ACIF Standard (continued)

- **ACIF G596:2002 Communication Support for Emergency Response (continued)**

**Objectives:**

- Framework where a Pre-planned Service Provider (PSP) acts as single point of contact to provide ad hoc services to meet the emergency situation;

- Outlines how other Carriers and CSPs interact with each other to meet the needs of Emergency Service Organisations (ESOs) where the PSP cannot efficiently supply the requisite services; and

- 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 ESOs, PSPs and Secondary Service Providers.
B. APPENDIX – PROCEDURE FOR COMMUNICATIONS SUPPORT FOR EMERGENCY RESPONSE

EMERGENCY INCIDENT

ESO RESPONSE

USE PRE PLANNED SERVICES

YES

NEED FOR FURTHER COMM'S?

NO

NO FURTHER

ESO DETERMINE REQUIREMENTS

GAIN APPROVAL TO PROCEED

INITIAL CONTACT WITH PSP

WRITTEN CONFIRMATION

CAN PSP DELIVER COMM'S?

NO

CONTACT SSP

SSP ADVISE PSP OF CAPABILITY

YES

PSP DELIVERS RESPONSE & LIAISES WITH ESO

ARE COMM'S ADEQUATE?

NO

EMERGENCY OVER

PSP DEBRIEF

YES

PSP COMMISSIONS SSP WORK

SSP DELIVERS RESPONSE & LIAISE WITH ESO

EMA 'safer sustainable communities'
Protection of Australia’s Critical Communications Infrastructure

• Australian Government recognises health, safety and prosperity of the nation is dependent on uninterrupted availability of key services and supporting infrastructure to industry and the community;

• Telecommunications infrastructure has been identified as critical infrastructure that the nation is reliant on;

• Communications extends across many areas of the country and of the economy, and Australia's communications capabilities are a key contributor to the nation's security and economic welfare;
Protection of Australia’s Critical Communications Infrastructure (continued)

• The Attorney-General's Department is responsible for coordinating the whole of government approach to critical infrastructure protection;

• Much of Australia's critical infrastructure is privately owned or operated, protection cannot be carried out solely by governments or by individual companies; and

• Initiatives have been taken to raise awareness of security risks and build cooperative arrangements, such as the Trusted Information Sharing Network for Critical Infrastructure Protection.
What is Critical Communications Infrastructure?

- Those physical facilities and those information technologies and communication networks which would, if destroyed, degraded or rendered unavailable for an extended period, impact on the social or economic well-being of the nation, or affect Australia's ability to conduct national defence and ensure national security.

- Critical infrastructure extends many sectors including communications and key government services and national icons.

- DCITA coordinates and provides secretariat support for the Communications Sector Infrastructure Assurance Advisory Group that was established in June 2003.
Questions?

www.ema.gov.au