

**Senate Standing Committee on Economics**

**ANSWERS TO QUESTIONS ON NOTICE**

Resources, Energy and Tourism Portfolio  
Additional Budget Estimates 2009  
26 February 2009

**Question:** AR-10  
**Topic:** NTIRP Review and Recommendations  
**Proof Hansard Page:** E49/E50

**Senator Ronaldson asked:**

**Ms Madden**—There was an internal review of the effectiveness and value of NTIRP in 2007. I am just confirming that.

**Senator RONALDSON**—What was the outcome of that internal review?

**Ms Madden**—I would have to take the details of that on notice as well.

**Senator RONALDSON**—Did you think it was worth while continuing with? Was that the outcome of the internal review?

**Ms Madden**—I understand that to be the case, yes.

**Dr Tucker**—There were a number of recommendations that arose from the review, and we are in the process of implementing those now.

**Senator RONALDSON**—What were those recommendations?

**Dr Tucker**—The recommendations had to do with streamlining some of the processes.

**Senator RONALDSON**—Would you provide that on notice, because clearly the response planned to a major event is a matter of national interest. Could you also provide the committee with those recommendations.

**Ms Madden**—Yes, we can.

**Answer:**

The National Tourism Incident Response Plan (NTIRP) was reviewed in April 2006. The outcome of the review, in a broad sense, was that the NTIRP is an effective framework for developing and coordinating government responses to an incident and was worth continuing with. The recommendations made in the review were taken into consideration and resulted in revision of the NTIRP, dated January 2007. During this review, NTIRP processes were streamlined and communication channels improved.

Below are the recommendations resulting from the 2006 review, all of which were accepted and actioned.

### **Recommendation 1 – NTIRP amendments**

- 1) That the secretariat consider the following:
  - the addition of draft meeting agendas for each group with role and responsibility summaries as appendices;
  - clarifying the timing of the Tourism Communicator's Network meetings; and
  - later in the year, in the light of anticipated developments such as the scheduled national exercise to test preparations for the management of an influenza pandemic, reviewing protocols for attendance at PAG meetings by industry.
- 2) That a recommendation be made to TMC that minor changes that improve the operation of the NTIRP are able to be made by DITR in consultation with ASCOT members.

### **Recommendation 2 – Communications procedures**

- 1) That the secretariat:
  - develop and implement procedures for confirming the receipt of e-mailed communications;
  - investigate back-up communication channels for use in the event of email and or website outages; and
  - improve document posting procedures for the website and investigate whether it should be made more secure so that sensitive information can be posted.
- 2) That the secretariat send an insert detailing the NTIRP website address to all participants for the NTIRP folder and update contact details regularly.
- 3) That NTIRP participants advise the NTIRP secretariat of changes in contact details of NTIRP participants.
- 4) That the secretariat explore the possibility of creating a secure 'room' within the existing website, thereby allowing industry access to general website information.

### **Recommendation 3 – Alternate representatives**

That all participating governments and organisations:

- nominate alternative representatives of appropriate senior management status and authority;
- ensure the NTIRP secretariat is provided with updated names and contact details of these alternative representatives;
- ensure that nominated representatives have had opportunity to familiarise themselves with their roles in the NTIRP; and
- ensure that nominated representatives have also had opportunity to familiarise themselves with any complementary incident management strategies within their jurisdiction.

**Recommendation 4 – Additional NTIRP information and awareness raising**

- 1) That the NTIRP secretariat develops summary explanatory documents to improve understanding of aspects of the NTIRP and places these on the website.
- 2) That all participating organisations, including DITR:
  - continue to promote awareness of the NTIRP, particularly among senior managers likely to participate in NTIRP operations in the absence of CEOs; and
  - provide participants in the NTIRP with summary advice of incident management strategies operating in other jurisdictions and their likely interaction with the NTIRP.

**Recommendation 5 – Monitor incident response strategies globally**

That the NTIRP secretariat investigates tourism incident response strategies currently underway in those countries currently experiencing impacts on tourism as a result of avian influenza and communicate any results to NTIRP participants.