



Transport Security Coordination Centre (TSCC) 24 Hour Point of Contact

The TSCC duties include but are not limited to the following:

- Responding and reporting Transport Security incidents;
- Answering general Transport Security queries;
- Supporting Transport Security industry participants;
- Risk-profiling of foreign regulated vessels; and
- Processing requests for airport curfew dispensations, aviation cabotage, screening exemption requests and approves persons-in-custody travel applications.

TSCC Contact Details:

Address: GPO Box 594, CANBERRA ACT 2601
E-mail: Transport.Security@infrastructure.gov.au
Transport Security Telephone No.: 1300 307 288
Telephone from outside Australia: +61 2 6274 8187
Facsimile: 02 6274 6089

Transport Security Incidents Reports require immediate and serious attention:

Transport Security Incidents require immediate and serious attention and they will receive priority in the TSCC, including the escalation to senior management as necessary. There are obligations on Transport Security regulated industry participants to advise the Department of Infrastructure on “security incidents” as defined in the relevant legislation.

These incidents may impact on the speed on which all other general transport security queries are managed.

General Transport Security Queries:

Your correspondence will be dealt with as quickly as possible unless a Transport Security Incident takes priority by the following:

- Phone calls will be answered by a TSCC Officer; and
- Facsimile and emails will be reviewed by a TSCC.

There are many types of queries received by the TSCC, some do not relate to Transport Security and some raise difficult questions of policy or legal interpretation:

1. If the TSCC Officer judges they cannot give a correct answer, the TSCC Officer will indicate so and advise the correspondent by phone, facsimile or email and follow up on the query;
2. If the TSCC Officer cannot answer the query, it will ascertain whom the query should best be referred too and advise the correspondent by phone, facsimile or email; and
3. If the query is time critical, the TSCC Officer will do their utmost to ensure that other departmental officers reply, including escalating the query up through senior management who are available on a 24/7 basis if necessary.

Please note: All phone calls will be recorded and written correspondence will be kept on file at the TSCC.