



**Australian Government**

**Department of Infrastructure, Transport,  
Regional Development and Local Government**

## **Office of Transport Security - Transport Security Coordination Centre 24 Hour Point of Contact Responsibilities**

**The Transport Security Coordination Centre (OTS Coordination Centre) provides a 24 hour, seven day a week point of contact.**

The OTS Coordination Centre is the focal point for

- aviation and maritime security incident reporting;
- risk-profiling of foreign regulated vessels;
- the provision of transport security information and support to maritime and aviation industry participants;
- the issuing of coastal trading permits to foreign vessels wishing to carry domestic cargo along the Australian coast; and
- the processing of requests for airport curfew dispensations, aviation cabotage, and persons-in-custody travel applications.

You can contact the OTS Coordination Centre by e-mail, facsimile or telephone (as shown below). Callers can expect:

### Their communication to be acknowledged.

- If the person calls one of the 1300 numbers their call will be answered by one of the Operators on duty.
- If the person sends a facsimile or uses email then one of the Operators on duty will review that communication and respond to it.

### Their communication to be dealt with as quickly as it can be.

- If the answer to the query can be provided by the Operator it will be. There are many types of queries received by the Coordination Centre, some do not relate to Transport Security and some raise difficult questions of policy or legal interpretation. If the Operator judges that they can not be sure of giving a correct answer they will say so or reply via email or facsimile.
- If the Operator judges that they can not answer the query for any reason they will ascertain to whom the query should best be referred and do so and advise the caller.
- If the query is time critical the Operator will do their utmost to ensure that other officers reply, including escalating the query up through senior management who are available on a 24/7 basis.

Reports of transport security incidents require special treatment.

There are obligations on security-regulated industry participants to advise the Department of Infrastructure “security incidents” (defined in the relevant legislation). Some of these incidents may require immediate and serious attention and they will receive priority in the Coordination Centre, including escalation to senior management as necessary. These incidents may impact on the speed with which other queries are managed.

**E-mail**

[Transport.Security@infrastructure.gov.au](mailto:Transport.Security@infrastructure.gov.au)

**Telephone**

Security: 1300 307 288. From outside Australia: +61 2 6274 8187

Cabotage: 1300 307 761. From outside Australia: +61 2 6274 8189

**Facsimile**

(02) 6274 6089