

# Guideline Rail Emergency Management Planning



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## Document Control

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## Referenced Documents

Item	Title	Issued By	Doc No	Issue
1	Australian Capital Territory Emergency Plan	ACT Emergency Services Agency < <a href="http://www.esa.act.gov.au">www.esa.act.gov.au</a> >	version 5	2012
2	Business continuity management	SAI Global < <a href="https://infostore.saiglobal.com/">https://infostore.saiglobal.com/</a> >	HB 221	2004
3	Developing and Maintaining Emergency Operations Plans	Fema (USA) < <a href="http://www.fema.com">www.fema.com</a> >	N/A	2010
4	Planning for emergencies in facilities)	SAI Global < <a href="https://infostore.saiglobal.com/">https://infostore.saiglobal.com/</a> >	AS 3745 Amdt2	2018
5	National strategy for disaster resilience	Emergency Management Australia < <a href="https://www.homeaffairs.gov.au/about/emergency-management/em-australia">https://www.homeaffairs.gov.au/about/emergency-management/em-australia</a> >	Manual I	2004
6	Emergency Management Guide for Business and Industry	FEMA (USA) < <a href="http://www.fema.com">www.fema.com</a> >	N/A	1993
7	Emergency Management Manual Victoria	Emergency Management Victoria (EMV) < <a href="https://www.emv.vic.gov.au/">https://www.emv.vic.gov.au/</a> >	N/A	2015
8	Reporting Requirements for Notifiable Occurrences	The Office of the National Rail Safety Regulator (ONRSR) < <a href="http://www.onrsr.com.au">www.onrsr.com.au</a> >	Version 1	2017
9	Management system integration	SAI Global < <a href="https://infostore.saiglobal.com/">https://infostore.saiglobal.com/</a> >	AS/NZS 4581	1999
10	Rail Safety National Law	Office of the National Rail Safety Regulator < <a href="https://www.onrsr.com.au/about-onrsr/legislation">https://www.onrsr.com.au/about-onrsr/legislation</a> >	N/A	
11	Rail Safety National Regulations	Office of the National Rail Safety Regulator < <a href="https://www.onrsr.com.au/about-onrsr/legislation">https://www.onrsr.com.au/about-onrsr/legislation</a> >	N/A	
12	Preparation of a Rail Safety Management System guideline	Office of the National Rail Safety Regulator <a href="http://www.onrsr.com.au">www.onrsr.com.au</a>	N/A	2013
13	New South Wales STATE DISASTER PLAN (DISPLAN)	State Emergency Management Committee < <a href="http://www.emergency.nsw.gov.au">www.emergency.nsw.gov.au</a> >	N/A	2006
14	Northern Territory Emergency Management Plan	Northern Territory Emergency Services < <a href="http://www.pfes@nt.gov.au">www.pfes@nt.gov.au</a> >	2	2009
15	Multi Agency Plans, Policies and Practice Notes	Emergency Management Victoria (EMV) <a href="https://www.emv.vic.gov.au/">https://www.emv.vic.gov.au/</a>	N/A	2009
16	Railway Accident Investigation Guidelines for Rail Transport Operators Police and Emergency Services Personnel	Australian Transport Safety Board < <a href="http://www.atsb.gov.au">www.atsb.gov.au</a> >	Edition 3	2010
17	Risk Management – Principle and Guidelines	SAI Global < <a href="https://infostore.saiglobal.com/">https://infostore.saiglobal.com/</a> >	AS/NZS ISO 31000	2009
18	Security Handbook – Volume 1 and 2	Rail Industry Safety and Standards Board < <a href="http://www.rissb.com.au">www.rissb.com.au</a> >	N/A	2009
19	Security Risk Management	SAI Global < <a href="https://infostore.saiglobal.com/">https://infostore.saiglobal.com/</a> >	HB 167	2006
20	Societal security – Guideline for incident preparedness and operational continuity management	SAI Global < <a href="https://infostore.saiglobal.com/">https://infostore.saiglobal.com/</a> >	ISO/PAS 22399	2007
21	Queensland state disaster management plan	Queensland State Disaster Management <a href="https://www.dpc.sa.gov.au">https://www.dpc.sa.gov.au</a>	N/A	2008

22	The South Australian State Emergency Management Plan (SEMP)	State Emergency Management Committee < <a href="http://www.safecom.sa.gov.au">www.safecom.sa.gov.au</a> >	1.1	
23	Tasmanian Emergency Management Plan (TEMP)	State Emergency Management Committee < <a href="http://www.ses.tas.gov.au">www.ses.tas.gov.au</a> >	Issue 8	
24	The Australasian inter - service Incident management system (AIIMS) – A management system for any emergency	National Council for Fire and Emergency Services < <a href="http://www.afac.com.au">www.afac.com.au</a> >	3rd Edition	2004
25	STATE HAZARD PLAN FOR PTA RAIL CRASH (WESTPLAN – PTA RAIL CRASH)	<a href="https://www.oem.wa.gov.au/">https://www.oem.wa.gov.au/</a>	N/A	2016
26	STATE HAZARD PLAN FOR BROOKFIELD RAIL CRASH EMERGENCIES (WESTPLAN - BROOKFIELD RAIL CRASH EMERGENCIES)	<a href="https://www.oem.wa.gov.au/Public%20transport%20authority">https://www.oem.wa.gov.au/Public transport authority</a> < <a href="http://www.pta.gov.wa.au">www.pta.gov.wa.au</a> >	N/A	2016

## Glossary

For this national guideline, rail emergency management terms have been drawn from national emergency management practices and adapted for the Australian rail industry. They are additional to terms used in current versions of the Rail Safety National Law and the RISSB glossary and they are generic.

Variations exist between the states (the jurisdictions) and specific meanings for terms should be checked in the all-hazard plans for the relevant area (see Table 3 in Section 3.3).

In some jurisdictions the term ‘disaster’ is used to describe situations that generate broad/community-wide consequences requiring whole-of-government support. In other jurisdictions ‘emergency’ and ‘disaster’ are used interchangeably. The preferred term used in this Guideline is ‘emergency’ to maintain consistency with the Rail Safety National Law and Regulations.

## Rail emergency management terms

**Command** - The internal direction of an organisation’s resources in an emergency. Command operates vertically within each organisation.

**Comprehensive spectrum/approach** - A nationally agreed way of thinking about emergency management by considering prevention and mitigation, preparedness, response and recovery (PPRR) aspects of emergencies and their consequences. Refer to EMA’s Emergency Management - Concepts and Principles in Referenced Documents.

**Control** - The overall direction and management of response/recovery activities for an emergency which usually involves coordinating other organisation’s resources to meet the needs of the situation (i.e. control operates horizontally across organisations).

**Control agency** - A generic term used to identify the organisation with overall responsibility for response to the emergency.

**Coordination** - The systematic acquisition and application of resources (workers, equipment, goods and services). Coordination can operate vertically within an organisation (as a function of command), as well as horizontally across organisations (as a function of control).

**Crisis** - A generic term for any situation that threatens the core assets and/or mission-critical activities of the organisation. Core assets include critical intangibles (e.g. reputation/brand, relationships, corporate knowledge, organisational/safety culture, capabilities) and tangibles (e.g. people, contracts, physical assets, e.g. infrastructure, rolling stock, sites, equipment).

**Crisis management team** - A generic term for the group of senior rail managers who deal with the crisis aspects of emergencies, as part of broader business continuity arrangements. In this Guideline this is broadly referred to as 'strategic response'.

**Debrief** - A meeting to review the effectiveness of the response/recovery operation.

**Emergency** - See 'rail emergency'.

**Emergency services** - A generic term for Police, Fire, Ambulance and the State Emergency Service agencies in each jurisdiction. This term is more specific than 'emergency services organisation' which includes other organisations which also have response and recovery duties.

**Incident** - Any event/breach that is dealt with by rail transport operators without assistance from non-rail organisations and does not evolve into a rail emergency, e.g. 'near misses', signal failures, partial derailments etc.

**Incident response coordinator (IRC)** - A generic term for a rail transport operators' first point of contact for rail incidents and emergencies, responsible for initiating the rail transport operator's response.

**Interoperability** - The capacity of organisations to work together in a compatible and efficient way.

**Lessons identified** - A generic phrase for things identified in operations or exercises that represent opportunities for improving emergency management arrangements and/or acknowledging excellence or innovation.

**Liaison officer** - A worker nominated to represent his or her organisation for emergency management. Liaison officers provide advice about their organisation and its capabilities and may be authorised to commit resources.

**Logistics function** - The acquisition and provision of human and physical resources, facilities, services and materials to support the operation's function for an emergency.

**Operation** - Planned and coordinated measures that resolve a genuine emergency (i.e. not a simulated activity). Can also be known as 'response'.

**Operations function** - The tasking/application of human and physical resources, facilities, services and materials for an emergency.

**Operations management/response (rail)** - A generic phrase used in this Guideline for rail middle-senior management activities mainly dealing with the reinstatement of train services following a rail emergency.

This includes but is not limited to:

- temporary re-allocation of current resources/priorities;
- addressing contractual matters with customers;
- resolving internal protocol matters for revised paths/schedules/access etc;
- resolving issues emerging from tactical response activities;
- liaising with strategic response.

**Planning function** - The collection, analysis and distribution of information about an emergency and the development of plans to resolve it (which are implemented by the operations function).

**PPRR** - Another way of describing the 'comprehensive approach'. PPRR is the acronym for - prevention and mitigation, preparedness, response and recovery.

**Preparedness** - Planned and coordinated measures so safe and effective response and recovery can occur.

**Prevention and mitigation** - Planned and coordinated measures that eliminate or reduce the frequency and consequences of emergencies.

**Rail Commander** - The recommended term for the worker undertaking the rail command function. In a rail emergency the rail commander is:

- accountable to the rail infrastructure manager and the control agency at the site;
- responsible for eliminating or mitigating rail hazards at the site, managing/coordinating the rail response and arranging expert rail advice to be provided to the control agency/any other commander;
- authorised to commit/second resources and give directions to rail workers on- site.

**Rail command function** - A generic phrase for the management and/or coordination of the rail response, whether emergency services are in attendance or not. The rail command function is usually undertaken by a trained rail worker and it can change during response.

In the first instance, when rail workers are at the emergency site, the most able worker will usually assume this role. When rail workers are not at the emergency site, the rail infrastructure manager is usually broadly responsible for this function.

**Rail emergency** - Any event when loss of life, property and/or damage to the environment occur or are imminent requiring the immediate deployment and coordination of additional resources which are beyond the affected rail transport operators' capabilities.

Rail emergencies are more complex and have more serious consequences than incidents. They require a multi-agency response and a designated Control Agency provides overall coordination at the emergency site. In most jurisdictions' emergency services perform this role.

**Rail emergency management** - The managerial function and framework used to reduce the frequency and consequences of rail emergencies; and respond to and recover from them. It draws on accepted rail practices and priorities and current State/Territory emergency arrangements.

**Rail emergency management plan** - A document that is the agreed record of roles, responsibilities, arrangements and strategies for managing rail emergencies.

**Rail emergency procedures** – Documented instructions for use in rail incidents and emergencies.

**Rail response team** - The team of rail workers who deal with the rail response at the emergency at site.

**Recovery** - In the rail context, recovery means planned and coordinated measures, so services can be resumed as soon as possible with safer, improved or renewed systems in place. It includes but is not limited to supporting emergency-affected individuals, asset repairs, reinstating train services, managing commercial environmental impacts. By agreement, it can also include coordinated activities with government agencies with recovery responsibilities.

**Response** - Planned and coordinated measures that resolve emergencies. Can also be known as an 'operation'.

**Site Control** - A place at the rail emergency site that the control agency nominates as the main meeting point for all commanders. Also, be known as forward/command post or control point.

**Site controller** - In this guideline this is a generic term for the control agency worker at the emergency site who oversees and coordinates response activities. All commanders report to the site controller. Most jurisdictions have specific terms for this role and reference and this can be checked in the State/Territory emergency plan) e.g. in NSW, site controller is a specific term and is defined in the NSW DISPLAN.

**SITREPS** - Situation reports.

**SMEAC** - An acronym for a basic briefing structure that includes the following points: situation, mission, execution, administration, control/coordination.

**Strategic management/response** - A generic phrase used in this guideline for senior management activities focused on resolving or mitigating crisis aspects of the emergency, usually managed by the crisis management team i.e. organisation-wide matters or matters that are likely to affect the direction of the organisation, e.g. criminal investigations or safety/security policy matters.

**Tactical management response** - A generic phrase used in this guideline for activities managed by the rail response team at the site (coordinated by the rail commander) and off-site by the rail infrastructure manager.

**Test/testing** - An activity that is conducted to validate (confirm or otherwise) emergency management arrangements. Standard 'testing' activities include but are not limited to: exercises, workshops, site-based activities and debriefs for operations.

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Rail Emergency Management Planning  
Preview



## 1 Introduction

### 1.1 Purpose of the guideline

This guideline provides a national rail emergency management resource for the Australian rail industry. It clarifies the legislative rail emergency management requirements in the Rail Safety National Law and regulations to enhance rail emergency management capability and organisational resilience.

**NOTE** - All legislative references in this guideline are related to the Rail Safety National Law and Regulations. Rail transport operators should check how these references have been incorporated into relevant state-based legislation/regulations.

This guideline is not a rail emergency plan or procedure and it is not intended to be used for response and recovery operations.

For this guideline, incidents (e.g. signal failures, 'near misses', partial derailments) are not addressed in any detail, because they are managed 'in-house'. However, incident management processes should be compatible with rail emergency arrangements, so a common approach is used for all situations.

#### 1.1.1 How to use this guideline

This guideline is presented in five sections:

**Section 1** - Introduction sets the context for the guideline.