



Crisis Management Resources for Tourism

These Australian Government links may provide guidance for the tourism industry in managing a crisis:

Emergency Management in Australia

- This website is an online access point for emergency management information from the Australian Government. It provides information about Australian and regional emergency management, in a national security context, including content on policy formulation, national emergency operations and development of national and international capability. For further information:
 - Visit <http://www.em.gov.au/>

The Natural Disaster Relief and Recovery Arrangements (NDRRA)

- Under the joint Commonwealth-State Natural Disaster Relief and Recovery Arrangements (NDRRA), assistance is provided to alleviate the financial burden on states and territories. It also supports the provision of urgent financial assistance to disaster affected communities.
- For further information:
 - Visit Disaster Assist at <http://www.disasterassist.gov.au/www/disasterassist/disasterassist.nsf/>

National Tourism Incident Communication Plan

The NTICP provides an overarching framework for State and territory tourism organisations to develop and maintain incident communication plans for their jurisdictions. For more information:

- Visit <http://www.ret.gov.au/tourism/policies/nltts/workinggrps/industry/Pages/default.aspx>

Tourism Industry Resilience Kit

- A guide to help the tourism industry manage risk and build industry sustainability despite market shock.
 - Coming soon

State and Territory Government links:

Queensland

Queensland Disaster Management:

- For accessing links, information and administrative forms to help prepare for, respond to and recover from disasters:
 - Visit www.disaster.qld.gov.au/

Tourism Queensland:

- Tourism Queensland provides a Resource Centre for industry information on a variety of tourism topics, including a directory of Tourism Queensland and industry contacts, special interest information and a section on sustainability and climate change. For further information:
 - Visit www.tq.com.au

New South Wales

Sydney Alert:

- A communication tool that is used to provide information to the community during emergencies, including direct advice from emergency services personnel. For further information:
 - Visit www.sydneyalert.nsw.gov.au/

Destination NSW:

- Destination NSW provides industry information and business development resources for the NSW Tourism Industry. For more information:
 - Visit www.destinationnsw.com.au/

Victoria

CFA Alerts Victoria

- For information about bushfire alerts and what they mean:
 - Visit www.cfa.vic.gov.au/warnings-and-incidents/index.htm

Tourism Victoria

- Tourism Victoria provides information and resources for the Tourism Industry, including the *Crisis Communications Handbook for Regional and Local Tourism*: Information and step-by-step guidance to assist local and regional tourism bodies in developing and implementing a crisis communications plan. For further information:
 - Visit the [Crisis Communication Handbook](#)

South Australia

Alert SA

- The Alert SA website brings together social media messages from South Australia's emergency services via Twitter, Facebook and RSS in one place. For more information:
 - Visit www.alert.sa.gov.au/

South Australian Tourism Commission

- South Australian Tourism provides industry information and industry development resources for the SA Tourism Industry. For more information:
 - Visit www.tourism.sa.gov.au/

Western Australia

StateAlert – Emergency Warning System for Western Australia

- StateAlert automatically delivers emergency warnings direct to Western Australians when lives may be in danger in your neighbourhood. For more information:
 - Visit statealert.wa.gov.au/optin/welcome.jsf

Tourism WA

- Tourism WA provides industry information and industry development resources for the Tourism Industry in Western Australia. For more information:
 - Visit www.tourism.wa.gov.au/Industry_Resources/

Tasmania

State Emergency Services – Community Alert

- The Tasmanian State Emergency Services provides community alerts and guidance for responding to emergencies. For more information:
 - Visit www.ses.tas.gov.au/role_of_ses/operations/alerts.htm

Tourism Tasmania

- Tourism Tasmania provides industry information and industry development resources for the Tourism Industry in Tasmania. For more information:
 - Visit www.tourismtasmania.com.au/

Australian Capital Territory

ACT Emergency Services Alerts

- For information on incidents and emergency management arrangements in the Australian Capital Territory
 - Visit esa.act.gov.au/

Australian Capital Tourism

- Australian Capital Tourism provides services to industry by implementing programs that assist stakeholders and partners to enhance their businesses through partnership programs, advertising opportunities and marketing collateral. For more information:
 - Visit www.tourism.act.gov.au/

Northern Territory

NT Emergency Services

- The NT Emergency Services provide local emergency warnings and information about incidents occurring in the Northern Territory. For more information:
 - Visit www.pfes.nt.gov.au/

Tourism NT

- Tourism NT provides information and assistance for the NT tourism industry. For more information:
 - Visit www.tourismnt.com.au/