



Australian Government

National Emergency Management Agency

OSMASSCASPLAN

AUSTRALIAN GOVERNMENT RESPONSE
PLAN FOR OVERSEAS MASS CASUALTY
INCIDENTS

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1. Acronyms

AGCMF	Australian Government Crisis Management Framework
AHPC	Australian Health Protection Committee
AUSMAT	Australian Medical Assistance Team
CASP	Crisis Appreciation & Strategic Planning
CIB	Customs, Immigration and Biosecurity
CCT	Australian Government Crisis Coordination Team
DCG EMR	Deputy Coordinator General, Emergency Management and Response
Defence	Department of Defence
DFAT	Department of Foreign Affairs and Trade
DHDA	Department of Health, Disability and Ageing
DVI	Disaster Victim Identification
GWO	Global Watch Office
IDETF	Inter-Departmental Emergency Task Force
LO	Liaison Officer
NCM	National Coordination Mechanism
NCM-AUSGOV	Australian Government National Coordination Mechanism
NED	National Emergency Declaration
NEMA	National Emergency Management Agency
NHEMS	National Health Emergency Management Sub-Committee
NIC	Australian Government – National Incident Centre
NJCOP	National Joint Common Operating Picture
NSR	Australian Government National Situation Room

2. Definitions

Approved foreign national	A person who is not a citizen or permanent resident of Australia, but for whom the Department of Foreign Affairs and Trade and the Department of Home Affairs have approved repatriation into Australia.
Australian Government Coordinating Agency	The agency required to lead the coordination across the Australian Government for a significant crisis caused by an identified hazard under the AGCMF. This agency also leads the consequence management activities within its agency functions and sector-specific responsibilities.
Australian Government Crisis Communication Guidelines	Provides guidance on coordinating whole-of-Australian Government crisis communication, including development and dissemination of talking points, media holding lines and response strategies for media management and collaboration with state and territory operations centres.
Australian Government Crisis Management Framework	The Australian Government Crisis Management Framework (AGCMF) is the Australian Government's capstone policy framing Australia's national crisis management arrangements.
Australian Health Protection Committee	The National committee chaired by the Department of Health, Disability and Ageing, advises on coordination of national approaches to health emergencies and authorises the deployment of an AUSMAT.
Casualties	Injured or infected Australians or approved foreign nationals who are repatriated from a mass casualty incident.
Departure point	The point or port overseas from which casualties depart for Australia.
Early recovery	The immediate and short-term measures for the restoration and improvement of the livelihoods, health, economic, physical, social, cultural and environmental assets, systems and activities of a crisis-affected community.
Enabling Agency	An Australian Government agency that administers relevant programs, provides specialist technical, scientific, intelligence or information capabilities or conducts any other enabling activities to support consequence management activities.
Inter-Departmental Emergency Task Force (IDETF)	The peak senior officials' crisis coordination mechanism during Australian Government responses to international crises between Tiers 1 to 3. The IDETF continues to coordinate international elements in a Tier 4 crisis.
Lead Coordinating Senior Official	The designated senior official within an Australian Government Coordinating Agency who is responsible for leading the coordination of a significant crisis.

Lead Minister	The Australian Government minister responsible for leading coordination in response to a significant crisis caused by an identified hazard under the AGCMF.
Liaison Officer	Departmental officer deployed to a departure point, repatriation point or an Australian Government or state or territory coordination centre to support the coordinated action of operational arrangements.
National Coordination Mechanism (NCM)	The NCM is the peak senior officials' crisis coordination mechanism providing a national picture of crisis to governments and key stakeholders. The NCM provides the convening mechanism to bring together Australian Government, state and territory government and nongovernment representatives immediately before, during and after a crisis.
National Emergency Management Agency Liaison Officer	A NEMA officer deployed to a departure point, repatriation point, an Australian Government or state or territory coordination centre, or with a deployed Australian Government technical team to facilitate NEMA's responsibilities.
National Health Emergency Management Sub-Committee	A sub-committee of the Australian Health Protection Committee (AHPC) that enables cross jurisdictional collaboration on health emergency management in an all-hazards, all-incidents and all-consequences context with a focus on Prevention, Preparedness, Response and Recovery (PPRR).
Preparedness	Near-term and longer-term arrangements to ensure that, should a crisis occur, the required resources, capabilities and services can be efficiently mobilised and deployed.
Relief	Meeting the essential needs of food, water, shelter, energy, communications and medicines for people affected by a crisis event.
Repatriation point	The entry point within Australia at which casualties and/or deceased arrive. Operations under this plan may require multiple repatriation points. A repatriation point will usually be an airport or seaport.
Response	Actions taken in anticipation of, during, or immediately after a crisis to ensure that its impact are minimised, and that those affected are supported as quickly as possible.
Sector Lead Agency	An Australian Government agency that contributes to whole-of-Australian Government crisis coordination activities and leads the consequence management activities relevant to agency functions and sector-specific responsibilities.
Tasking	Provided by DFAT to NEMA to organise and coordinate the resources for a repatriation operation in accordance with this plan.
Task Request	Issued by NEMA to jurisdictions or Australian Government agencies, requesting assistance in order to provide repatriation and clinical operations.

3. Authorising Environment

3.1. Authority

The Australian Government Response Plan for Overseas Mass Casualty Incidents (OSMASSCASPLAN) derives its authority from the Australian Government Crisis Management Framework (AGCMF). The AGCMF outlines the roles and responsibilities of Australian Government in preparing for, responding to and recovering from crises. It is the Australian Government's capstone policy framing Australia's national crisis management arrangements.

The AGCMF is underpinned by a range of national plans that set out hazard and sector specific crisis management arrangements. OSMASSCASPLAN is one such plan.

OSMASSCASPLAN is prepared and maintained by the National Emergency Management Agency (NEMA) in consultation with the Department of Foreign Affairs and Trade (DFAT). OSMASSCASPLAN is approved by the Deputy Coordinator General of the Emergency Management and Response Group (DCG EMR) in NEMA and the First Assistant Secretary of the Consular and Crisis Management Division in DFAT.

3.2. Amendments

Recommendations for amendments or suggestions for improvement may be forwarded to:

Deputy Coordinator General
Emergency Management and Response Group
National Emergency Management Agency
EMRCoordination@nema.gov.au

3.3. Version Details

Version #	Date of Issue	Brief description of change
3.2	March 2025	Administrative review to align with the updated Australian Government Crisis Management Framework
3.1	December 2017	Administrative review
3.0	November 2017	Strategic review
2.0	2010	Strategic review
1.0	2004	OSMASSCASPLAN created

4. Introduction

4.1. Purpose

OSMASSCASPLAN is utilised following an Australian Government-led evacuation from an overseas mass casualty incident. It outlines the actions and coordination of arrangements for the repatriation of injured, infected or deceased Australian citizens, permanent residents and their immediate family members as well as approved foreign nationals to an initial repatriation point within Australia.

The arrangements set out within OSMASCCASPLAN are not dependent on, nor do they hinder, the activation of other plans and standing arrangements.

4.2. Scope

OSMASSCASPLAN applies to:

- A mass casualty incident which is defined as a major disaster, health emergency or an adverse security incident overseas, in which a significant number of Australian citizens, permanent residents and their immediate family members as well as approved foreign nationals are killed or injured and a coordinated repatriation to Australia by the Australian Government is required.
- The deployment of Australian Medical Assistance Teams (AUSMAT) into the affected country for the purposes of treating and triaging casualties in preparation for repatriation back into Australia.

4.3. Out of Scope

OSMASSCASPLAN does not apply to:

- The provision of assistance and coordination arrangements once casualties arrive at the repatriation point in Australia. Australia's Domestic Health Response Plan for All-Hazards Incidents of National Significance (AUSHEALTHRESPPLAN), in conjunction with the Australian Government Disaster Response Plan (COMDISPLAN), covers these arrangements.
- The provision of Australian Government organised physical assistance for non-repatriation operations to overseas countries. Separate plans cover these arrangements.
- The evacuation and reception of uninjured Australians and approved foreign nationals back into Australia. Separate plans cover these arrangements.
- The provision of assistance to casualties to return to the country of evacuation.

4.4. Principles

Crisis events are typically variable which require flexible responses. Therefore, a principles-based approach should be adopted, including:

1. Unity of effort will be encouraged, through a collaborative and coordinated approach, without removing individual agencies' legislative, ministerial and constitutional responsibilities.
2. Flexibility, improvisation and scalability in the system will be promoted, given the complexity and severity of overseas mass casualty crises.
3. Decentralisation of decision-making, supported by centralised strategic coordination and decentralised execution.
4. Support forward-looking decision-making and risk management with anticipatory analysis.
5. Foster interoperability and integrate civilian capabilities.
6. Be responsive and support elected officials' decision-making and crisis leadership.
7. OSMASCCASPLAN is a collaborative plan between Australian Government agencies and jurisdictional governments. Jurisdictions will be involved in decision-making and repatriation operations will be conducted as a joint operation.

8. OSMASSCASPLAN can be activated for the assessment, repatriation and provision of care for Australians, approved foreign nationals and other approved persons injured or killed overseas in mass casualty crises.
9. The Australian Government is committed to making decisions based on the best clinical health outcomes for casualties. The Australian Government respects different cultures and requirements in the management of casualties.
10. Relevant stakeholders must undertake collaborative training and exercise opportunities where possible to maintain a thorough understanding of agency roles and responsibilities under OSMASSCASPLAN.
11. OSMASSCASPLAN should be read in conjunction with the *Australian Government Guide for Financial Reimbursement*, which provides additional detail on financial arrangements.

Consideration of diverse groups

Under OSMASSCASPLAN, decisions and crisis communications need to consider the particular needs of people who may be disproportionately at risk of harm and ensure their inclusion in planning. This may include, but is not limited to:

- People with disability.
- People that are homeless or at risk of homelessness.
- First Nations communities.
- Refugee and migrant populations.
- People experiencing or at risk of gender-based violence.
- Lesbian, gay bisexual, transgender, queer, intersex, asexual and other non-binary, non-cisgender (LGBTQIA+) people.
- Culturally and linguistically diverse communities.

5. Roles and Responsibilities

Under OSMASSCASPLAN, ministers, senior officials and their agencies have clear responsibilities to ensure Australian Government coordination and response activities are well-aligned and responsive as the impacts and consequences of the crisis evolves.

The roles of the Lead Minister, the Australian Government Coordinating Agency, the Lead Coordinating Senior Official, Sector Lead Agencies and Enabling Agencies under OSMASSCASPLAN are outlined below.

5.1. Lead Minister

Under the AGCMF, the **Lead Minister** under OSMASSCASPLAN is the Minister for Foreign Affairs. The Minister for Foreign Affairs is responsible for:

- Overseeing a coordinated Australian Government response to the crisis and coordinating with Australian and jurisdictional counterparts.
- Exercising executive responsibilities and decision-making in consultation with Australian Government ministers with relevant interests.
- Providing advice to the Prime Minister, National Security Committee of Cabinet (NSC), other Committee of Cabinet or other ministerial decision-making bodies.
- Deciding to repatriate casualties and deceased to Australia under OSMASSCASPLAN and activating OSMASSCASPLAN following a recommendation (where possible) by the Inter-Departmental Emergency Task Force (IDETF).
- Supporting the Prime Minister with relevant information to inform the potential recommendation for a National Emergency Declaration (NED).
- Representing the Australian Government as the principal public spokesperson.
- Ensuring there are systems and procedures in place so that they are readily contactable.

- Ensuring the office of the Minister for Foreign Affairs maintains business continuity plans in the event that the office is affected directly by a crisis.
- Ensuring ministerial decisions and actions relevant to the crisis are recorded.

Should a crisis require Tier 4 coordination as defined by the AGCMF, the Prime Minister will become the Lead Minister. The Prime Minister may delegate some, or all responsibilities, to another minister.

5.2. Australian Government Coordinating Agency

The **Australian Government Coordinating Agency** for OSMASPLAN is DFAT. DFAT is responsible for activities both onshore and offshore.

Onshore

- Monitoring crisis events that may impact the interests and responsibilities of agencies across the Australian Government.
- Leading the whole-of-Australian Government offshore coordination of the repatriation of Australians and approved foreign nationals for an overseas mass casualty incident.
- Requesting that DCG EMR activate OSMASPLAN and, if required, other national plans.
- Convening, chairing and providing secretariat functions for the IDETF.
- Providing situational reporting, as required, to the IDETF and relevant Australian Government and jurisdictional departments and agencies.
- Providing tasking documentation to NEMA, to enable coordination and conduct of offshore departure point operations and onshore repatriation point operations.
- Advising the Department of Health, Disability and Ageing (DHDA) and NEMA of repatriation operations (including total number and composition by nationality of casualties to be repatriated, departure and repatriation points and repatriation timings) to enable coordination and conduct of onshore repatriation operations.
- Liaising with NEMA, the Department of Home Affairs, and relevant Embassies and High Commissions regarding the provision of consular assistance for approved foreign nationals and those repatriated without diplomatic representation in Australia.
- Requesting assistance from states and territories in support of Disaster Victim Identification (DVI) through the Australian Federal Police (AFP).
- Coordinating the provision of personal support to individuals or families undergoing the DVI process.
- Providing DFAT Liaison Officers (LOs) at repatriation points, if required and resources permit.
- Coordinating crisis communications, including establishing a Crisis Communication Cell in the DFAT Crisis Centre.
- Developing a crisis communication strategy and associated products such as whole-of-Australian Government talking points and media.
- Supporting crisis management capabilities by providing decision support briefing products.
- Maintaining business continuity plans to ensure the Agency can continue to perform its role if it is affected directly by a crisis.
- Maintaining records of decisions and actions relevant to the crisis.
- Conducting an after-action review and integrating lessons identified into relevant plans and processes in collaboration with relevant Australian Government agencies.

Offshore

- In conjunction with relevant agencies, coordinating the registration, stabilisation, immediate care and transport of casualties from the incident country to Australia, possibly to one or more repatriation points including immigration, biosecurity and customs clearance.
- Coordinating the repatriation of the deceased from the incident country in accordance with consular arrangements, assisted by the AFP as the DVI coordinators.

- At the point of departure, compiling passenger manifest information, including number of injured and deceased, providing clinical details of casualties to inform the Australian domestic medical response, composition by gender and age group, arrival times, and any special requirements.
- At the departure point, advising casualties, where possible, of the repatriation and ongoing support arrangements upon arrival into Australia.
- If required, arranging additional resources (military or commercial), in cooperation with other agencies as necessary, and/or access to airports or ports for military or commercial assets.
- Identifying approved foreign nationals and working with the Department of Home Affairs and relevant Australian and international governments on visa arrangements.
- Liaising with the Australian Border Force to obtain uplift approval for approved foreign nationals.
- Liaising with foreign missions about consular assistance to approved foreign nationals and arranging for consular officials to be present at departure and repatriation points.
- Issuing travel documentation to Australian citizens as necessary.

If a crisis is determined to require Tier 4 crisis coordination under the AGCMF, the Lead Coordinating Senior Official will transition Australian Government Coordinating Agency responsibilities to NEMA. DFAT will maintain responsibility for international crisis response as a Sector Lead Agency.

5.3. Lead Coordinating Senior Official

The **Lead Coordinating Senior Official** is the Deputy Secretary for consular and crisis management, DFAT who is responsible for:

- Ensuring DFAT is prepared and positioned to coordinate Australian Government actions in response to a crisis or crises caused by overseas mass casualty incidents.
- Overseeing strategic planning, consequence management and crisis coordination activities conducted under OSMASPLAN.
- Advising and supporting the Minister for Foreign Affairs to execute their responsibilities.
- Convening and chairing the IDETF and, if requested, briefing the National Security Committee of Cabinet (NSC) (or other Committee of Cabinet) as the IDETF chair.
- Assessing the level of crisis coordination required, and establishing, reviewing and adapting the appropriate tier of coordination over the course of the crisis.
- Maintaining near real time situational awareness and monitoring impacts and consequences of the crisis across all sectors.
- Facilitating shared situational awareness across the Australian Government and nationally.
- Facilitating agreement to whole-of-Australian Government coordination priorities and objectives.
- Ensuring coordination of cross-government advice to relevant ministers.
- Engaging and collaborating with counterparts in Sector Lead Agencies and Enabling Agencies.
- Coordinating development of a whole-of-Australian Government crisis communications strategy and ensuring the dissemination of crisis communications products and public information (such as whole-of-Australian Government talking points and briefing materials).
- Maintaining oversight of any requests for or offers of assistance received by Australian Government agencies from state, territory or foreign governments, and coordinating with responsible agencies, including DHDA and NEMA.
- Engaging with counterparts in international jurisdictions as required, coordinating with relevant agencies including DHDA and NEMA.
- Overseeing an after-action review and the integration of lessons identified into relevant plans and processes, in collaboration with relevant government agencies.

5.4. Sector Lead Agencies

Sector Lead Agencies and their responsibilities are outlined below.

National Emergency Management Agency

Under OSMASSCASPLAN, NEMA is the **Sector Lead Agency** responsible for:

- Activating OSMASSCASPLAN upon advice from DFAT and notifying relevant stakeholders, through the Australian Government National Situation Room (NSR).
- Participating in the IDETF and Australian Health Protection Committee (AHPC) meetings.
- Activating the Australian Government Crisis Coordination Team (CCT) to facilitate NEMA's role in the repatriation and to provide a central point of contact between Australian Government agencies, jurisdictions and other relevant organisations.
- If required, activating other relevant plans including the Australian Government Overseas Assistance Plan (AUSASSISTPLAN), the Australian Government Plan for the Reception of Australian Citizens and Approved Foreign Nationals Evacuated from Overseas (AUSRECEPLAN) and the Australian Government Disaster Response Plan (COMDISPLAN) to assist with jurisdictional and offshore operations.
- Consult with relevant jurisdictions to identify the most appropriate repatriation points.
- On request from DFAT, and advice from DHDA, providing a Task Request to relevant stakeholders and jurisdictions to undertake casualty repatriation operations under OSMASSCASPLAN.
- Deploying a NEMA LO with any deployed capability and, if required, to departure points, repatriation points, the DFAT Crisis Centre or relevant jurisdictional coordination centres.
- Continually engaging with and providing situational awareness information to relevant jurisdictions, government agencies and other organisations to support repatriation operations.
- If required, convening a National Coordination Mechanism (NCM) to assist in the development of an action plan and provide relevant operational and technical updates related to repatriation operations under OSMASSCASPLAN.
- Managing and providing financial claims and reporting to DFAT.
- Proactively contributing to the whole-of-Australian Government crisis communications strategy, dissemination of crisis communications products and public information as led by DFAT (such as whole-of-Australian Government talking points and briefing materials).
- Contributing to an after-action review led by DFAT.
- Maintaining records of decisions and actions relevant to the crisis.

Department of Health, Disability and Ageing

Under OSMASSCASPLAN, DHDA is the **Sector Lead Agency** responsible for:

- Upon the activation of OSMASSCASPLAN, determining the requirement to activate AUSHEALTHRESPLAN.
- Participating in the IDETF.
- In conjunction with relevant jurisdictional agencies and under AUSHEALTHRESPLAN arrangements, coordinating casualties within Australia including coordination of available medical resources and domestic transfer of patients.
- Convening and chairing the AHPC to assess and provide advice on the most appropriate repatriation point(s) within Australia based on clinical requirements.
- Seeking authority from the AHPC to deploy AUSMAT if required.
- Leading coordination of health arrangements in Australia by drawing on the expertise of the National Health Emergency Management Sub-Committee (NHEMS).
- Assessing the scope of clinical care requirements for repatriation operations, in consultation with jurisdictional health authorities.
- Assessing the risks to human health and safety where an infection agent is involved.
- Providing advice to DFAT and NEMA on the most appropriate repatriation point based on casualty care requirements and medical capability.

- Providing advice to DFAT and NEMA regarding the coordination of offers of international medical assistance, in compliance with World Health Organization standards.
- Coordinating the provision of health assessment/care by jurisdictional health authorities, if requested.
- Leading advice on human biosecurity issues, such as isolation and decontamination.
- Providing an LO to the DFAT Crisis Centre, the CCT, or relevant departure and repatriation points to assist with repatriation operations, if required.
- If required, providing health liaison expertise to the country in which the overseas mass casualty incident has occurred to facilitate effective triaged evacuation of casualties.
- Proactively contributing to the whole-of-Australian Government crisis communications strategy, dissemination of crisis communications products and public information as led by DFAT (such as whole-of-Australian Government talking points and briefing materials).
- Contributing to an after-action review led by DFAT.
- Maintaining records of decisions and actions relevant to the crisis.

5.5. Enabling Agencies

For the purposes of OSMASCCASPLAN, the key agencies involved in supporting the preparedness, response and early recovery processes in the event of overseas mass casualty incidents are outlined in the table below.

In general, all Enabling Agencies should participate in the IDETF and AHPC, maintain business continuity plans, maintain records of decisions and actions relevant to the crisis, contribute to the after-action review and proactively contribute to the whole-of-Australian Government crisis communications strategy, dissemination of crisis communications products and public information as led by DFAT (such as whole-of-Australian Government talking points and briefing materials).

Enabling Agency	Responsibilities
Australian Federal Police	<ul style="list-style-type: none"> • Provide coordination of law enforcement support for repatriation operations, if required. • The AFP Airport Police Commander or delegate is responsible for the command and control of AFP personnel and resources engaged in the repatriation operation. • Provide command and control of security for repatriation operations within the airport precinct. • Coordinate appropriate DVI and forensic processes in-country (with the permission of the incident country), and upon return to Australia in accordance with relevant DVI procedures (with reference to the Australian DVI Committee). • Assist DFAT with coordinating the process for the repatriation of deceased from the incident country to their home jurisdiction in Australia (as deceased Australians remain consular clients of DFAT), where the remains of the deceased will then be passed to the coronial authority for appropriate action (including investigation, if required). • Where necessary, provide support in the escort of foreign nationals. • Provide other specialist security services, as required.
Department of Agriculture, Fisheries and Forestry	<ul style="list-style-type: none"> • Undertake assessment and management of biosecurity risks associated with aircraft, passengers, goods, and associated cargo, and the assessment and management of human remains at the point of arrival and/or the nominated repatriation points.

Enabling Agency	Responsibilities
Department of Defence	<ul style="list-style-type: none"> • If resources permit, provide resources and assets to undertake overseas Aeromedical Evacuations (AME) and conduct triage and immediate care in the affected country as tasked. • Provide public affairs support to DFAT on media engagement at departure and repatriation points, if required. • In the event of a Department of Defence (Defence) assisted repatriation, assist DFAT with compiling passenger manifest information, including number of injured and deceased, clinical details of casualties for domestic medical response, composition by gender and age group, arrival times, and any special requirements. • Provide an LO to the DFAT Crisis Centre, the CCT, departure and repatriation points or relevant headquarters to assist with repatriation operations, if required. • Be prepared to receive a NEMA LO to aid in the repatriation and passage of information on casualties.
Department of Home Affairs	<ul style="list-style-type: none"> • Undertake border security and clearance processing functions for approved foreign nationals and Australian citizens at departure points (where practicable) and at repatriation points in Australia. • Work with DAFF and DHDA to clear deceased bodies arriving in Australia. • Undertake customs processing and clearances of aircraft, ships, naval vessels and their crew, passengers, goods and any associated cargo at the point of arrival and/or at the nominated repatriation points. • Grant visas or provide uplift approval for approved foreign nationals. • Provide Assisted Passage services to eligible refugee and humanitarian entrants (approved foreign nationals) to support their travel to Australia, if required. • Provide settlement support to eligible refugee and humanitarian entrants (approved foreign nationals) on arrival in Australia, if required. • Being a first point of contact to assist with the provision of interpreters or translators (via TIS National), if necessary. • Provide advice on nationalities that may represent a 'high risk' to Australian immigration.
Department of Infrastructure, Transport, Regional Development, Communications and the Arts	<ul style="list-style-type: none"> • Provide advice on transport security matters. • Liaise with the Civil Aviation Safety Authority (CASA) regarding flight approvals. • Assess curfew dispensation requests. • Assist in facilitating additional commercial airline resources or access to airports, if required.
Department of Social Services	<ul style="list-style-type: none"> • Provide advice on social security policy and services.
Department of the Prime Minister and Cabinet	<ul style="list-style-type: none"> • If required, seek concurrence from the relevant jurisdiction's Premiers/Chief Ministers to conduct repatriation operations. • Inform the Prime Minister and Cabinet of operations taking place under OSMASPLAN.

Enabling Agency	Responsibilities
Services Australia	<ul style="list-style-type: none"> • Provide services at repatriation points, as required by Australian Government or jurisdictional agencies (under their disaster/recovery plans). • Establish Centrelink services at repatriation points, as required. • Provide advice on the provision of Medicare assistance to approved foreign nationals. • Make income support payments and providing other services as appropriate. • Provide advice to DFAT on available ongoing support arrangements upon arrival in Australia.

5.6. Jurisdictions and Repatriation Point Owners and Operators

Under OSMASSCASPLAN, states and territories are responsible for:

- Providing repatriation services for both casualties and deceased in accordance with accepted Task Requests and activating their jurisdictional emergency management plans and reception plans, as appropriate.
- Being prepared to release and deploy relevant personnel in support of operations under this plan.
- Coordinating with airport/port owners to facilitate appropriate repatriation operations within their jurisdiction.
- Establishing a repatriation management team consisting of Australian Government and jurisdictional representatives, if required.

Repatriation Point owners and operators are responsible for:

- Appointing a representative to coordinate the planning for and activation of relevant jurisdictional plans.
- Coordinating activation of facilities and support staff in accordance with jurisdictional arrangements.
- Providing an LO to repatriation points to coordinate information flow between the facility and Australian Government and jurisdictional agencies.

6. Operational Activities

6.1. Overview

OSMASSCASPLAN has three phases: STANDBY, ALERT and ACTIVE.

DCG EMR or delegate has the authority to initiate phase changes under OSMASCCASPLAN based on a request from the Deputy Secretary, DFAT. The NSR will advise relevant Australian Government agencies and jurisdictions of OSMASCCASPLAN phase changes.

To expedite preparations for repatriation operations, a Task Request may be issued to a jurisdiction prior to a formal phase change to ALERT or ACTIVE. All Task Requests will be issued to jurisdictions via the CCT.

6.2. Phases and Activities

STANDBY

OSMASSCASPLAN is maintained in STANDBY phase as the default condition. Under STANDBY the following activities are undertaken by DFAT, NEMA and DHDA:

- Monitor potential situations.
- Contingency planning for potential responses, including business continuity plans.
- Undertake training and exercises in the use of OSMASSCASPLAN.
- Maintain and review OSMASSCASPLAN as necessary and work with jurisdictions to develop, review and maintain their relevant jurisdictional disaster and emergency management plans and reception plans.

ALERT

ALERT phase is declared when the assessment, repatriation and provision of care for Australians and other approved persons injured or killed overseas in mass casualty events is likely and allows for jurisdictions and agencies to be brought to an enhanced level of preparedness.

Based on a request from DFAT, DCG EMR or delegate will authorise a phase change to ALERT.

ALERT phase automatically reverts to STANDBY phase after 72 hours unless advised otherwise. Otherwise, based on a request from DFAT, DCG EMR will authorise and advise a phase change back to STANDBY.

DFAT actions

- Work with whole-of-Australian Government partners to develop implementation plans, determine timings and consider constraints.
- Provide NEMA with advice on the extent of the activities authorised and the financial delegation under this phase.
- Conduct crisis planning, using the Crisis Appreciation and Strategic Planning (CASP), or similar methodology.
- Work with whole-of-Australian Government partners to develop implementation plans, determine timings and consider constraints.
- If required, establish a Crisis Response Team and continue monitoring of the situation.
- Consider holding and co-chairing an IDETF to provide situational awareness and increase preparedness.
- Consider establishing a crisis communications cell, in line with advice provided in the Australian Government Crisis Communication Guidelines.
- Provide all stakeholders with regular updated incident information.

NEMA actions

- Advise Australian Government and jurisdictional stakeholders of phase change to ALERT via the NSR's standard email and SMS notification system.
- Establish a CCT and continue monitoring the situation.
- Support crisis planning, using CASP, or similar methodology.
- Deploy a NEMA LO to repatriation point/s, the DHDA National Incident Centre or the DFAT Crisis Centre, if required.
- Develop detailed planning for potential response options and repatriation points, in consultation with DFAT, DHDA and Defence and/or on advice from the IDETF/AHPC.
- Develop and issue Task Requests to ensure readiness for, and the conduct of, repatriation operations.
- Provide all stakeholders with regular updated incident information via the NSR.
- Provide Australian Government agencies and jurisdictions with advice on the extent of the activities authorised and the financial delegation under this phase.

DHDA actions

- Advise the AHPC of phase change to ALERT.
- Activate the National Incident Centre (NIC) when the threshold has been met for a health sector preparedness and response. This enables support to stakeholder situational awareness and preparedness.

- Be prepared to activate AUSHEALTHRESPLAN.
- On receipt of numbers and details of casualties from the incident location, seek information from AHPC as to each jurisdiction's capability and capacity to provide treatment and care for casualties.
- Provide advice concerning any public health issues.
- Provide liaison in-country to support triage and facilitate departure of injured persons from an overseas mass casualty incident, where necessary.
- Support crisis planning, using the CASP, or similar methodology.

Nominated jurisdiction/s actions

- Activate jurisdictional crisis management plans and reception plans to the relevant level.
- Undertake initial planning, in line with relevant jurisdictional plans.
- Provide advice and information to relevant stakeholders regarding repatriation operations.

ACTIVE

On request from DFAT, and where an event is imminent or has occurred, DCG EMR or delegate can authorise the activation of OSMASPLAN. DFAT will provide a written tasking to NEMA to request jurisdictional action to conduct operations at repatriation points.

Depending on the incident, the rate of repatriation will be subject to the availability and capability of the authorised response agencies and clinical needs. Due to the changing situation, there may be imprecise advice on the number of casualties to be repatriated. The rate of repatriation – and hence the rate of arrival – will depend on the situation in the incident location(s), the number of casualties available for departure, availability and capacity of aircraft/ship and clinical support requirements.

Repatriation may be by:

- Scheduled commercial flights/ships
- Flights/ships chartered by the Australian Government
- Defence aircraft/naval vessels
- Australian Antarctic Division aircraft and vessels
- Foreign military aircraft/naval vessels from the country being repatriated or a third country.

Every effort should be made to ensure that all relevant information is passed to the appropriate Australian Government and jurisdictional agencies at the repatriation point(s) prior to arrival.

DFAT actions

- Stand up a Crisis Response Team.
- Conduct a crisis planning process using the CASP, or similar methodology, developing subsequent planning products, informed by crisis intelligence assessments, to enable a uniform response.
- Provide stakeholders with regular situational awareness and ongoing monitoring and reporting, including through feeding relevant information into the CCT.
- Establish a crisis communications cell, in line with advice provided in the Australian Government Crisis Communications Guidelines.
- Act as lead agency for the offshore coordination of repatriation operations and undertake the repatriation of casualties in partnership with NEMA, DHDA and other relevant agencies.
- Provide written requests for assistance to NEMA to coordinate and conduct repatriation operations in conjunction with relevant agencies and jurisdictions.
- Provide DFAT LOs to repatriation points, if required and resources permit.
- Record information about casualties as well as deceased to assist searching for missing people.
- Provide situational reporting as required.
- Engage through diplomatic channels for requests for or offers of international medical assistance (in consultation with DHDA and NEMA).
- Respond to enquiries from the public.
- Identify and confirm when the ACTIVE phase is complete.

- Meet financial and reporting requirements and deadlines.

NEMA actions

- Advise Australian Government and jurisdictional stakeholders via the NSR's standard email and SMS notification system that OSMASSCASPLAN has been activated.
- Support a crisis planning process using the CASP, or similar methodology, developing subsequent planning products, informed by crisis intelligence assessments.
- Provide stakeholders with regular situational awareness and ongoing monitoring and reporting, including through feeding relevant information into the CCT.
- Regularly brief the Australian Government agencies and involved jurisdiction(s) on the status of Task Requests.
- Assist DFAT and other relevant agencies to coordinate the repatriation of casualties from the incident country to Australia, including through the list of activities in "DFAT actions" above.
- Deploy a NEMA LO to repatriation points, if required.
- Provide a Task Request to jurisdictions/agencies to conduct operations at repatriation points.
- Coordinate offers of international medical assistance (in consultation with DFAT and DHDA), and in line with the Australian Government Reception of International Assistance Plan (AUSRIAPLAN).
- Advise relevant Australian Government Agencies, jurisdictions and tasked capabilities when an ACTIVE phase is complete and OSMASSCASPLAN reverts to STANDBY.
- Undertake reporting and financial resolution in the agreed format and timeframe based on the *Australian Government Guide for Financial Reimbursement*.

DHDA actions

- Stand up the NIC and activate AUSHEALTHRESPLAN as required. If the NIC is already activated, review and adapt the level of health sector response required.
- Lead health sector response coordination with NHEMS and/or AHPC in Australia.
- Support a crisis planning process using the CASP, or similar methodology, developing subsequent planning products, informed by crisis intelligence assessments, to enable a uniform response.
- Establish or continue an incident-specific action plan that supports the overarching health emergency response plan, to be informed by crisis intelligence and planning.
- Provide stakeholders with regular situational awareness and ongoing monitoring and reporting, including through feeding relevant information into the CCT.
- Chair AHPC and advise on AHPC outcomes.
- Through the AHPC, advise on appropriate repatriation point/s and health facilities based on clinical requirements and the willingness of individual jurisdictions to accept the injured.
- Through the AHPC, authorise the deployment of AUSMAT, if required.
- Coordinate with NEMA, jurisdictions and other relevant agencies on casualty distribution and interstate transportation.
- Advise on human health biosecurity issues.
- Provide liaison in country to support triage and facilitate departure of injured persons from an overseas mass casualty incident, where necessary.
- Meet financial and reporting requirements and deadlines.

State and territory actions

- Advise NEMA of acceptance of any Task Requests.
- Activate their jurisdictional crisis management plans and reception plans.
- Work in conjunction with NEMA, DFAT and DHDA to achieve the outcomes agreed in the Task Requests.
- Receive deceased remains into the custody of the coronial authority for appropriate action (including investigation, if required).
- Provide intrastate ambulance transport between repatriation points and health care facilities.

- Work in conjunction with DHDA and NEMA to coordinate interstate distribution of casualties using available jurisdictional and Australian Government land and AME assets or commercial land and air ambulance service providers.
- With coronial approval, jurisdictional police services will notify and liaise with families in Australia regarding identification of deceased victims.
- Provide reporting on operational activities as required, and meet financial and reporting requirements and deadlines.

Categorisation of coordination response

As the nature of a crisis changes over time, the Australian Government may shift and adapt coordination arrangements in accordance with the severity and complexity of the crisis. The AGCMF utilises a tiered system to categorise the level of crisis coordination required in response to a given event. Tier 4 coordination may be triggered by an event where the complexity and severity of impacts and consequences requires the highest level of coordination across the full span of Australian Government interests.

If a crisis requires Tier 4 crisis coordination under the AGCMF, as agreed by relevant agencies, including DFAT, NEMA and PM&C, DFAT will transition Australian Government Coordinating Agency responsibilities to NEMA to coordinate whole-of-Australian Government preparedness, response and early recovery.

The Lead Minister role will also transition to the Prime Minister who may wish to delegate some, or all, responsibilities to another minister.

The transition does not displace portfolio specific responsibilities for responsible agencies and ministers as detailed in OSMASSCASPLAN. Should a transition occur, DFAT will become a Sector Lead Agency, and will retain, and continue to perform, its existing executive responsibilities as detailed in the plan and will coordinate and support NEMA as the Australian Government Coordinating Agency following the transition.

Deactivation and post-incident

Based on advice from DFAT that all casualties have been repatriated to an initial entry point into Australia, and upon completion of all tasks, DCG EMR will approve the deactivation of OSMASSCASPLAN, which will then revert to STANDBY.

NEMA advises appropriate stakeholders via the NSR's standard email and SMS notification system that OSMASSCASPLAN has been deactivated.

DFAT will collate and record internal and external feedback for all responses undertaken during the activation of OSMASSCASPLAN.

Lessons management processes are a critical element of OSMASSCASPLAN and ensure that opportunities for continuous improvement of the plan and its associated arrangements are identified. Following deactivation, DFAT will conduct an After-Action Review and lessons identified activity and will participate in those after-action activities conducted by other parties. For Tier 3 or Tier 4 crisis coordination, a whole-of-Australian Government evaluation process is required under the AGCMF. The outcomes of the after-action reviews will be distributed across the Australian Government and will inform updates to OSMASSCASPLAN.

6.3. Procedure

This section outlines in greater detail the procedure for repatriating casualties from overseas into Australia.

Repatriation of casualties from incident country into Australia

If required, the IDETF would task NEMA to assist DFAT in coordinating the repatriation of casualties from an incident country to Australia. To meet operational objectives, DFAT and NEMA may seek advice and assistance from:

- Other Australian Government agencies, including Defence and DHDA (via the AHPC) for medical response services including AME, air ambulance and sea-based services.
- Jurisdictional emergency management and health agencies.
- Australian-based or overseas-based commercial or NGO AME services including privately-owned air ambulance and sea-based resources.

In undertaking the repatriation of casualties, DFAT and NEMA would work with relevant agencies on activities including:

- Registration of individuals.
- Deploying appropriate personnel and resources to the affected country.
- Undertaking casualty assessment and triage.
- Providing immediate medical care.
- Decontamination.
- Stabilising casualties for transportation.
- Providing clinical details of casualties for domestic medical response.
- Transporting casualties to Australia, including maintenance of medical care during transfer.
- Facilities and resources available at receiving airport.
- Liaising with Australian domestic agencies to effect transfer to domestic medical services.
- Providing recovery and support services.
- Engaging coronial services if casualties die en route to Australia.

Reception of casualties in Australia

DHDA, under AUSHEALTHRESPLAN arrangements, will coordinate a national approach to managing available health resources and patient transfers. DHDA will seek information from AHPC on each jurisdiction's capacity to provide treatment and care for casualties. DHDA will then advise which health facilities are best placed to provide appropriate treatment and care to casualties and the willingness of individual jurisdictions to accept the injured.

Depending on the location of the incident and the number, nature and severity of the injuries, incoming casualties may need to be initially triaged and then staged through one or more repatriation points in Australia. After Customs, Immigration and Biosecurity (CIB) clearance, casualties may need to be further distributed to the hospital best placed to provide the appropriate ongoing or more specialised care and treatment.

The CIB process will not hinder the transfer of casualties to a hospital. Casualties will, where possible, be returned to their home jurisdiction for immediate and ongoing care.

Some casualties may be transported from the incident location directly to the hospitals best placed to provide the appropriate ongoing or more specialised care and treatment without passing through a centralised staging point.

Upon arrival in Australia, casualties pass from the care of the AME provider to the health agency of the respective jurisdiction that has agreed to receive the casualties. On reception, that jurisdiction will provide a range of services including, but not limited to:

- Handover/receipt processes from the AME provider.
- Triage and post-flight stabilisation.
- Transport from repatriation point to health facilities, including medical care on route.
- Immediate medical care.
- Specialist care and/or counselling services, including to families and appropriate associates of casualties.
- Coronial/mortuary services if casualties die during transport.
- Continued engagement with DFAT officials who will maintain contact with Next of Kin where there are outstanding issues.

Management and repatriation of deceased

With the permission of the incident country, the AFP will coordinate appropriate DVI and forensic processes in-country in accordance with the relevant Australian DVI processes and with reference to the Australian DVI Committee.

The Australian Government may request assistance from jurisdictions in support of DVI.

Jurisdictional police services, with coronial approval, will notify and liaise with families in Australia regarding identification of deceased victims. Australian Government agencies may also be requested to provide personal support to individuals or families undergoing the DVI process.

DFAT, assisted by the AFP as the DVI coordinators, will coordinate the process for the repatriation of deceased from the incident country to their home jurisdiction in Australia, as deceased Australians remain consular clients of DFAT. The remains of the deceased will then be passed to the coronial authority for appropriate action, including investigation, if required.

With the permission of the country involved, DFAT may engage commercial providers to provide in-country mortuary services including transport for the repatriation of deceased.

Deceased bodies arriving in Australia are released by the Australian Border Force following assessment and clearance by the Department of Agriculture, Fisheries and Forestry (DAFF). Deceased bodies must be accompanied with documentation in English stating the cause of death. Deceased bodies arriving without the required official documentation (under *Biosecurity (Managing Human Remains) Instrument 2016*) require the permission of a Human Biosecurity Officer for entry into Australia. Permission is obtained via DHDA. For all deceased bodies suspected or confirmed of having a Listed Human Disease (LHD), as declared in the *Biosecurity (Listed Human Diseases) Determination 2016*, advice is required from a Human Biosecurity Officer to manage the LHD risk. This is coordinated through DHDA.

Transport and distribution arrangements

If there is a need to move casualties, in the first instance, intrastate ambulance transport between repatriation points and health care facilities, and between health care facilities is to be provided by state and territory agencies.

Interstate distribution of the injured will be coordinated by DHDA and NEMA using available jurisdictional and Australian Government land and AME assets or commercial land and air ambulance service providers. After agreement at the AHPC, DHDA and NEMA will coordinate interstate transfer of casualties with the relevant jurisdictional agencies.

6.4. Coordination Arrangements

Under the AGCMF, DFAT leads whole-of-Australian Government coordination of responses to major overseas mass casualty incidents through the Global Watch Office (GWO) and DFAT Crisis Centre. Senior Officials inform their ministers who can then inform Cabinet and the Prime Minister if required. NEMA is responsible for coordinating domestic response efforts across whole-of-Australian Government, relevant jurisdictions and organisations, as well as supporting situational awareness through the NSR, CCT and NCM.

Strict security measures may be in force leading up to the decision to conduct repatriation. In these circumstances, planning and information sharing will be undertaken using appropriate channels.

Key mechanisms under the AGCMF that could be leveraged to respond to overseas mass casualty incidents include the below.

Crisis Communication and Public Information

To ensure consistent messaging across government during OSMASPLAN activations, DFAT is responsible for coordinating whole-of-Australian Government key messages and public communication, in alignment with the Australian Government Crisis Communication Guidelines. NEMA can provide media support to DFAT and the relevant jurisdiction(s) as required. Support may include deploying media LOs as required to the DFAT Crisis Centre and/or reception centre.

A crisis communication cell will be established to support consistent public messaging. This cell will prioritise and coordinate messages, including public safety messages and whole-of-Australian Government talking points. Agencies involved in the response will be requested to provide lead communications staff to form part of the cell. Agencies are responsible for providing timely and accurate information related to their responsibilities to support prompt updates and dissemination of crisis communication products.

The crisis communication cell will engage across governments, and with industry and stakeholders such as media outlets, to ensure information is provided to the public in a timely manner, thereby supporting safety messages and maintenance of public trust in crisis management systems. The crisis communication cell will also identify key government spokespeople and will establish a daily tempo of public information updates.

The crisis communication cell will be responsible for:

- Developing a whole-of-Australian Government crisis communications strategy.
- Coordinating crisis communications key messages and products with relevant states and territories.
- Determining products, channels and cadence of updates.
- Confirming key spokespeople and tempo of engagement.
- Liaising with media and public information officers across Australian and state and territory government, and other stakeholders including media outlets as required.
- Anticipating and resolving communication risks, including misinformation and disinformation.
- Incorporating and prioritising coordinated and consistent key messages across government, including public safety messages.
- Adjusting communications as the event, the media cycle and community needs evolve.
- Disseminating crisis communication products across whole-of-Australian Government, state and territory governments, industry and other stakeholders as required or deemed relevant.
- Supporting other areas of government that are organising media conferences.
- Supporting PM&C, PMO and any other ministers on any crisis communication requirements.

Inter-Departmental Emergency Task Force (IDETF)

The IDETF is the peak crisis coordination forum managing the whole-of-Australian Government response to overseas incidents or crises between Tiers 1 to 3 that impact or threaten to impact Australians or Australia's interests overseas. In a Tier 4 crisis, the IDETF continues to coordinate international elements and reports to the NCM.

A Deputy Secretary DFAT (or delegate) chairs the IDETF and a Deputy Secretary PM&C (or delegate) may co-chair the IDETF.

The IDETF may further recommend that an offer of Australian emergency assistance be made to the incident country. Deploying emergency responders may be facilitated through the relevant Australian Government plan, such as AUSASSISTPLAN.

Initial medical treatment of casualties will normally be conducted by the incident country's medical services. However, the IDETF may assess that local medical services are overwhelmed by the incident and cannot reasonably cope with the needs of the situation. In this case, the IDETF may consider the deployment of AUSMAT to provide medical treatment specifically for injured Australians or approved foreign nationals prior to their repatriation to Australia, where feasible.

The role of the IDETF can include:

- Maintaining near real-time shared situational awareness, including discussion of current impacts and clarifying priorities.
- Facilitating whole-of-Australian Government coordination and decision-making.
- Facilitating discussion of a whole-of-Australian Government strategic intent and agreed upon tasks.
- Informing a crisis communication strategy, including products and cadence.
- Ensuring national leadership and the maintenance of public trust in government systems.
- Recording, distributing, and tracking agreed actions.

National Coordination Mechanism (NCM)

The NCM can be used for shared situational awareness, national coordination and synchronisation of effort under OSMASPLAN. It may bring together relevant Australian, state, territory and local government officials, industry, peak bodies, NGOs and eminent individuals for coordination, communication and collaboration. NCM participation can be restricted when required, as with the Australian Government NCM (NCM-AUSGOV). The NCM's communication and coordination with stakeholders will be aligned with outcomes from the IDETF and AHPC.

NEMA is the co-chair and secretariat for the NCM. PM&C may elect to co-chair the NCM. The NCM may be informed by subsidiary sector-specific coordination forums or crisis coordination nodes.

The role of the NCM can include:

- Facilitating whole-of-Australian Government domestic coordination and decision-making.
- Facilitating discussion of a whole-of-Australian Government domestic strategic intent and agreed-upon tasks.
- Maintaining near real-time shared situational awareness, including discussion of current impacts.
- Clarifying priorities to ensure community safety and stabilise systems.
- Informing crisis communication strategy, including products and cadence.
- Ensuring national leadership and the maintenance of public trust in government systems.
- Directly engaging with industry, NGOs and the private sector in alignment with the strategic intent and agreed tasks.
- Recording, distributing, and tracking agreed actions.

Global Watch Office (GWO)

The Australian Government GWO in DFAT operates 24/7 to support the Australian Government's capacity to monitor and respond to emerging international events and crises that may have consequences for Australians or Australian interests overseas. GWO reporting and analysis provides situational awareness and informs whole-of-Australian Government messaging on evolving events, while also supporting diplomatic posts in the event of a crisis.

Crisis Centre

The DFAT Crisis Centre is the operational centre that implements and coordinates whole-of-Australian Government international crisis response. DFAT will activate the Crisis Centre in order to support its international crisis Australian Government Coordinating Agency responsibilities.

The Crisis Centre provides situational awareness to all relevant Government ministers and agencies and leads coordination of public communications during crisis. It is also the secretariat for the IDETF.

The Crisis Centre can operate 24/7. Australian Government agencies may deploy an LO into the Crisis Centre to facilitate coordination, collaboration and communication.

Australian Government National Situation Room (NSR)

The NSR provides 24/7 all-hazards situational awareness, impact analysis and decision support through its crisis operations, intelligence and planning capabilities. Australian Government agencies, states and territories may be invited to deploy an LO into the CCT (based in the NSR) to facilitate coordination, collaboration and communication between the Australian Government and affected jurisdictions.

Situation reports from the NSR could include predictive analysis, impact assessments, actions being undertaken and activities to be prioritised. The National Joint Common Operating Picture (NJCOP) provides a near real-time, all-hazards platform designed to display all active significant crisis events. It provides a shared and common understanding both nationally and across borders during crisis events.

Agencies have a responsibility to keep the NSR informed of any information relating to overseas mass casualty incidents, so that the NSR can sustain situational awareness across the Australian Government.

National Incident Centre (NIC)

The National Incident Centre (NIC) coordinates the national health sector response for health sector emergency incidents, if needed. It will convene the AHPC and NHEMS meetings (if required) and all the functions aligned to the existing national health emergency plans and the AGCMF.

6.5. Liaison Officers

Prior to or during an event the CCT may request an LO from another Australian Government agency and/or jurisdiction to be deployed to the NSR and integrated into the CCT, to assist in the coordination of the response to an overseas mass casualty incident.

6.6. Inter-Agency Communications

While initial contact and liaison on matters relating to OSMASPLAN may be made by telephone, the primary means of communication between DFAT and stakeholders will be by email. Alternative or overnight communication arrangements will be coordinated by the DFAT Crisis Centre as the situation demands. All telephone requests are to be confirmed by email as soon as possible.

Ongoing communications between the DFAT Crisis Centre/NEMA CCT/DHDA NIC and relevant agencies should be supported by the provision of regular situation reports or by the LO where deployed to the respective jurisdiction.

It is the responsibility of agencies to provide the DFAT Crisis Centre/NEMA CCT/DHDA NIC with appropriate contact details and to arrange internal distribution messages. All correspondence related to requests for non-financial assistance is documented by the DFAT Crisis Centre.

7. Requests for Assistance

7.1. Domestic

During an OSMASPLAN activation, when the total resources (government, community and commercial) of an affected jurisdiction cannot reasonably cope with the needs of the situation, the nominated official can seek non-financial assistance from the Australian Government in accordance with COMDISPLAN. For further information, see COMDISPLAN. Other national plans may also support the response.

7.2. International

The processes for offers of assistance to Australia, outgoing requests for international assistance, and coordinating the reception of international assistance are covered under the arrangements in the enabling AUSRIAPLAN. For further information, see AUSRIAPLAN.

8. Financial Arrangements

Response options developed by DFAT will include cost estimates for the repatriation operation, including extraordinary Australian Government costs associated with the operation.

Financial arrangements for tasked agencies and jurisdictions will be detailed in the formal Task Request sent to them from the CCT, and generally the purchase of assets and equipment where the life of the item extends beyond the current operation will be ineligible for reimbursement. Any ambiguity relating to costs should be clarified prior to acceptance of a task.

The *Australian Government Guide for Financial Reimbursement* details the arrangements for making a claim on the Australian Government, following the completion of a tasking under OSMASPLAN.

Please refer to Appendix A for further information on financial arrangements for OSMASPLAN.

Financial considerations for domestic operations beyond the repatriation point are detailed in AUSHEALTHRESPLAN.

9. Associated Documents

Agencies should read OSMASPLAN in conjunction with the following documents:

- Australian Government Crisis Management Framework ([Australian Government Crisis Management Framework \(pmc.gov.au\)](https://pmc.gov.au/))
- Australia's Domestic Health Response Plan for All-Hazards Incidents of National Significance (AUSHEALTHRESPLAN) ([Australia's Domestic Health Response Plan for All-Hazards Incidents of National Significance \(AUSHEALTHRESPLAN\) | Australian Government Department of Health, Disability and Ageing](#))
- Australian Government Plan for the Reception of Australian Citizens and Approved Foreign Nationals Evacuated from Overseas (AUSRECEPLAN) ([Australian Government Plan for the Reception of Australian Citizens and Approved Foreign Nationals Evacuated from Overseas](#))
- Australian Government Overseas Assistance Plan (AUSASSISTPLAN) ([Australian Government Overseas Assistance Plan](#))
- Australian Government Disaster Response Plan (COMDISPLAN) ([Australian Government Disaster Response Plan 2025 \(COMDISPLAN\)](#))
- *Interim* Australian Government Reception of International Assistance Plan (AUSRIAPLAN)
- The *National Emergency Declaration Act 2020* ([Federal Register of Legislation - National Emergency Declaration Act 2020](#)) and NED Aide-Memoire
- *Australian Government Guide for Financial Reimbursement* (available from NEMA).
- Crisis Appreciation and Strategic Planning (CASP) Guidebook ([CASP Guidebook v.1.4 \(homeaffairs.gov.au\)](#))
- Exercise in a Box (toolkit available from NEMA).
- Lessons in a Box (toolkit available from NEMA).

Appendix A: Financial Arrangements

This Appendix details the financial arrangements, responsibilities and indicative claimable expenses relating to repatriation operations under OSMASPLAN and should be read in conjunction with the *Australian Government Guide for Financial Reimbursement*.

In line with the AGCMF, the Minister for Foreign Affairs is responsible for costs incurred as a result of the direct tasking relating to the repatriation, consistent with extant policy and existing appropriations of the Australian Government agencies involved, including where that Minister has agreed to the deployment of state and territory resources. Should the costs incurred exceed existing budgets or authority, DFAT is responsible for seeking government approval for additional spending and funding if required.

Financial considerations for domestic operations beyond the repatriation point, including patient transfer and ongoing care, are detailed in AUSHEALTHRESPLAN.

Jurisdictional agencies are not authorised to incur expenditure on behalf of the Australian Government until the receipt of and acceptance by the jurisdiction of a Task Request from NEMA. Expenditure incurred without a Task Request will not be eligible for reimbursement by the Australian Government.

All agencies conducting operations under this plan are expected, in the first instance, to absorb any costs they incur. Jurisdictional agencies and repatriation point owners should maintain accurate records of costs incurred during the conduct of repatriation operations.

Australian Government and jurisdictional agencies will absorb costs associated with repatriation operations under this plan, unless prior agreements for cost recovery have been reached with DFAT. Indicative offshore claimable expenses can be found below.

A copy of the *Guide for Financial Reimbursement* will be sent with the formal Task Request. Any ambiguity relating to costs should be clarified prior to acceptance of a Task Request from NEMA. It is the responsibility of the tasked agency to ensure that claims are in line with the Guide.

The *Guide for Financial Reimbursement* details the arrangements for submitting a claim to the Australian Government, following the completion of a tasking under an Australian Government plan. All reimbursable expenditure must be claimed in the appropriate timeframe and in accordance with the current Guide.

Indicative Offshore and Repatriation Point Claimable Expenses

DFAT will reimburse jurisdictional agencies for direct costs incurred during the operation of this plan. DFAT will not reimburse jurisdictional agencies for costs associated with ordinary operating expenses. Indicative expenses that may be reimbursed include:

- Overtime, meal allowances and travel expenses (for personnel engaged in overseas repatriation operations in direct response to a tasking).
- Temporary employment costs for personnel engaged or otherwise contracted directly to supply specialist services during repatriation operations.
- Deployment of AUSMAT internationally.
- Overseas in-hospital care.
- Immediately necessary clinically-relevant ambulatory health care overseas as part of the response to the overseas mass casualty incident.
- Emergent medical, public health/safety matters, including health assessment costs.
- Transportation/charter costs for casualties.
- Mortuary services.
- Consumables associated with overseas repatriation operations (for example, bottled drinking water).
- Repatriation point venue costs, including venue and meeting or staging room hire.
- Temporary emergency accommodation costs for casualties and DFAT approved deployed Australian officials.

- Communications costs (internet/phone).
- Debrief and operational planning in direct response to a tasking.
- Other DFAT pre-approved costs directly attributable to the overseas repatriation operation.