



Industry Guidance

Just Culture Approach to Transport Security Incident Reporting

The Department of Home Affairs is introducing a 'just culture' approach to transport security incident reporting.

Just culture aims to create an environment where industry participants can report in the confidence that they will not face enforcement action provided: the initial incident report is made voluntarily within 24 hours of the industry participant becoming aware of the incident; and, if requested by the Department, the industry participant investigates the incident and advises the Department within 21 days of the outcomes of the investigation and what mitigations, if appropriate, have been implemented to prevent reoccurrence. The just culture approach will not be applied in circumstances where the incident was the result of recklessness on behalf of the industry participant.

Transport security regulatory philosophy

The Cyber and Infrastructure Security Centre (CISC) is guided by the following principles to ensure we improve the critical infrastructure regulatory framework:

Focus on risk

We focus our attention and resources on higher risk areas to ensure we achieve positive security outcomes.

Promote voluntary compliance

Where appropriate, we adopt a consultative approach with industry stakeholders. We solicit feedback to inform continuous improvement within the critical infrastructure sectors. Finally, we provide education and guidance to help industry partners understand their legislative obligations.

Be accountable, fair and transparent

We avoid unnecessarily impacting the efficient and effective operations of responsible entities. We make timely decisions based on legislative requirements.

Act consistently

We deliver equitable decision-making across a variety of critical infrastructure sectors and situations.

Act proportionately

When exercising enforcement powers we consider:

- security implications of the non-compliance
- seriousness of the non-compliance
- compliance history and regulatory posture of the entity
- need for deterrence
- facts of the matter at hand
- impact on Australia's reputation or Australian interests overseas.

Our vision for regulated entities is for owners and operators to voluntarily comply with the [Aviation Transport Security Act 2004](#), the [Aviation Transport Security Regulations 2005](#), the [Maritime Transport and Offshore Facilities Security Act 2003](#) and the [Maritime Transport and Offshore Facilities Security Regulations 2003](#).

Security outcomes

- Incident reporting enables the CISC to understand the transport security environment and provide regular reporting to industry participants on emerging risks and trends.
- Receiving regular incident reporting provides assurance to the CISC that industry participants are proactively managing security risks.

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The role of incident reporting

The aim of the CISC's transport security incident framework is to encourage transparency, self-regulation, and provide assurance to the CISC that incidents are being rapidly identified and addressed.

An enhanced transport security incident reporting framework will improve the quality of data available to inform national transport security settings. This will also enable the CISC to inform regulated entities about trends occurring in their operating environment.

What do I need to report?

An aviation security incident must be reported to the Department of Home Affairs under Part 6 of the *Aviation Transport Security Act 2004*.

A maritime security incident must be reported to the Department of Home Affairs under Part 9 of the *Maritime Transport and Offshore Facilities Security Act 2003*.

Industry participants are encouraged to report security incidents as soon as possible, and they must report within 24 hours of first becoming aware of the incident. Reports must be in writing and can be made by completing either:

- [aviation security incident report form](#)
- [maritime security incident report form](#).

The Department recommends that industry participants use the form as it contains all the information required for a complete report. Reports can also be made by emailing: transport.security@homeaffairs.gov.au.

An initial report may be made by telephone, but must be followed up with a written report within 24 hours:

- 1300 791 581 (in Australia)
- +61 2 5127 8995 (from outside Australia).

How incident reporting under a just culture approach will be managed

In most circumstances, the initial report will contain all of the information necessary, and will not require follow-up by the Department.

If the Department does request additional information, we request that industry participants respond within 21 days to transport.security@homeaffairs.gov.au. Information requests will typically relate to the outcomes of any investigations into the incident. This may include factors that contributed, how the incident was managed, and/or details of corrective actions that may have been taken.

The Department recognises that industry participants are best placed to identify and respond to aviation and maritime security incidents. Receiving industry reporting, including the details of investigations and corrective actions, provides the Department with assurance that industry participants are proactively identifying, managing and learning from incidents.

All incident reports will be handled in accordance with the Department's [Privacy policy](#).