

Update on EAD Hotline and NAHIP Role**RECOMMENDATION****2. That NAHIP Advisory Committee NOTE:**

- a. The update on EAD Hotline and the proposal sent to AHC on including the management of the EAD Hotline within the remit of the Program

BACKGROUND

2. In 2019, Animal Health Australia (AHA) undertook a review of the EAD hotline. Each jurisdiction was assessed using the criteria in the Nationally Agreed Standard Operating Procedure for the EAD Hotline. The review report made 12 recommendations to improve the functionality of the EAD Hotline, including that the management be included within the NAHIP.

DISCUSSION**Objectives:**

- To be a forum to monitor the EAD Hotline to confirm that it is continuing to function as expected
- To inform AHA's management of the provision of the EAD Hotline on behalf of its members
- To assist AHA members in making decisions about funding for the EAD Hotline
- To provide a platform to inform AHA members about the EAD Hotline

Roles and responsibility of NAHIP Coordinators in relation to EAD Hotline management:

- Provide a short report (using the template in Attachment A) on behalf of their jurisdiction on the operation (including testing) of the EAD Hotline within their agency as part of the annual NAHIP Advisory Committee Meeting.
- Act as a connector with AHA to help direct internal agency enquiries on the national management of the EAD Hotline e.g., directing requests on changes to the jurisdictional answer point number that the EAD Hotline redirects to, to AHA.
- Reporting on issues or vulnerabilities of the service that they become aware of and escalating any issues that are outside of the jurisdictional responsibility for servicing incoming calls i.e., those issues that require action at a national level.

Role and responsibility of AHA:

- Extraction and collation of call statistics from the Telstra analyser within the NAHIS (or equivalent database)
- Manage service arrangements with Telstra
- Update call answer points as requested by jurisdictions

- Escalate matters to AHC as required and provide an annual report on the performance of the hotline

EAD Hotline issues outside of the scope of the NAHIP Advisory Committee:

- Servicing incoming calls to the number designated by their jurisdiction
- Training of personnel who are responsible for managing diversions, and rostered to answer calls to the EAD Hotline 24 hours per day, 7 days a week
- Funding of the operation of the EAD Hotline operations within jurisdictions
- Detailed analysis of EAD Hotline call nature beyond the information already available from the Telstra analyser

FINANCIAL IMPLICATIONS

3. NA

CONSULTATION/COMMUNICATION

4. A working group of jurisdictional representatives has considered the recommendations and AHA is currently consulting with Animal Health Committee.

NEXT STEPS/ACTIONS

5. Pending AHC endorsement, AHA will include the EAD Hotline management within the remit of the NAHIP Advisory Committee and update the business plan accordingly and an annual report on the EAD Hotline will be incorporated into the NAHIP Annual Meeting process.

Attachment A: *Annual EAD Hotline reporting template for jurisdictions*

Annual EAD Hotline reporting template for jurisdictions

This template is designed to be completed annually by each jurisdiction. Reports and any additional insights regarding the operation of the EAD Hotline will be included as an agenda item at the annual meeting of the National Animal Health Information Program Advisory Committee.

Jurisdiction	
1. Calls received on EAD Hotline for 12 months ending 31/12/xx	
During business hours	
After hours	
Total	
2. Number of EAD Hotline calls resulting in a field investigation and/or submission of samples	
3. Monthly testing of EAD Hotline to ensure it is working correctly is undertaken	YES/NO
4. Percent of EAD Hotline callers reporting suspicion of an EAD event who are acknowledged by a duty officer within 1 hour of calling.	