

LEGISLATIVE ASSEMBLY OF THE NORTHERN TERRITORY

WRITTEN QUESTION

Mr Yan to the Minister for Health:

NT COVID-19 hotline

The following questions relate to the NT COVID-19 hotline 1800 490 484:

1. When were operators of the NT COVID-19 hotline first instructed to collect the first name, last name and phone number of callers?
 - a. Please provide details of the instruction, including who gave the instruction.
 - b. Please provide a copy of any written instruction provided to operators.
2. What is the purpose of collecting the first name, last name and phone number of callers to the NT COVID-19 hotline?
3. Have the first name, last name and phone number of any caller to the NT COVID-19 hotline been used for any purpose? Please provide details.
4. Where is the data relating to the first name, last name and phone number of callers to the NT COVID-19 hotline being kept, and for how long is it stored?
5. Who is able to access the first name, last name and phone number of callers to the NT COVID-19 hotline?
6. Have operators of the NT COVID-19 hotline been instructed not to proceed with a caller's query if the first name, last name and phone number of a caller is not provided?
 - a. If so, why?
 - b. If not, are you aware that some operators will not proceed with a caller's query if their first name, last name and phone number are not provided?