

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?**

Since the call centre was established.

- a. **Please provide details of the instruction, including who gave the instruction.**

The instructions are placed in a manual. Call centre operators were instructed by the responsible Executive Director.

- b. **Please provide a copy of any written instruction provided to operators.**

See attachment A.

2. **What is the purpose of collecting the first name, last name and phone number of callers to the NT COVID-19 hotline?**

Verification of a person's identity to discuss confidential information.

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.**

As per Question 2.

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?**

All data is stored in line with the *Information Act 2002*.

- 5. Who is able to access the first name, last name and phone number of callers to the NT COVID-19 hotline?**

Authorised NTG employees.

- 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?

A caller has the option to remain anonymous if asking for general information on COVID-19 or the Chief Health Officer Directions.

The only instance this would occur is if the caller would like information of a confidential nature.

Incoming Calls

When an incoming call is received a pop up box will appear on your screen – this will show the incoming number and duration of the call.

On the desktop phone display, there is a button labelled "HSET". Simply press this button to answer the incoming call. In the event the headset is not working, you can simply pick up the handset to answer with the incoming call.

Suggested Scripts for answering incoming calls and callbacks –
[Opening](#)

*Welcome to the Northern Territory COVID-19 Hotline. My name is ***NAME***.*

May I please start with your full name and contact number

*Thank you ***Name***, how may I assist you today*

Call Backs:

*Hello ***NAME*** (if known), you're speaking with ***NAME***, from the Northern Territory COVID-19 Hotline. I am responding to your request for a callback.*

Firstly, may I please start with your full name and contact number please?

At the completion of the call simply hang up or press HSET (if using a headset) on the desktop phone display to disconnect.

