

# **LIAISON – LIVESTOCK INDUSTRY JUST-IN-TIME TRAINING PACK**

## Introduction

This just-in-time training pack has been developed by Animal Health Australia to support industry personnel entering a cost-shared response to an emergency animal disease (EAD) incident as the authorised representative of the Affected Industry (i.e. as nominated by the relevant Peak Industry Body and trained by Animal Health Australia). Its contents focus on key information relating to:

- Where industry fits into an EAD response;
- What it means to be a Liaison – Livestock Industry (LLI) representative in the State Coordination Centre or Local Control Centre; and
- What resources are available in preparing for your deployment.

Although this just-in-time training pack concentrates on the LLI functional role, it should be noted that industry personnel may also be appointed to additional functional roles. Therefore, it is important that industry personnel have a clear understanding of each functional role being performed by them, including the respective responsibilities, reporting lines and levels of authority.

Further information to the content covered in this training pack can be found in the *Liaison – Livestock Industry Information Guide* (the Information Guide) or by contacting [trainingsupport@animalhealthaustralia.com.au](mailto:trainingsupport@animalhealthaustralia.com.au).

# Where does industry fit into an emergency animal disease response?

Although government is responsible for leading an EAD response, the involvement of industry from the onset of the response is critical for providing both strategic and operational input. This is reflected through the integration of industry in the response structure at national technical and decision-making, state coordination and local operational levels. Figure 1 shows where industry is represented within the response structure, specifically the Peak Industry Body and LLI and Specialist Advice functional roles.<sup>1</sup>

## WHERE DOES INDUSTRY FIT INTO A RESPONSE?

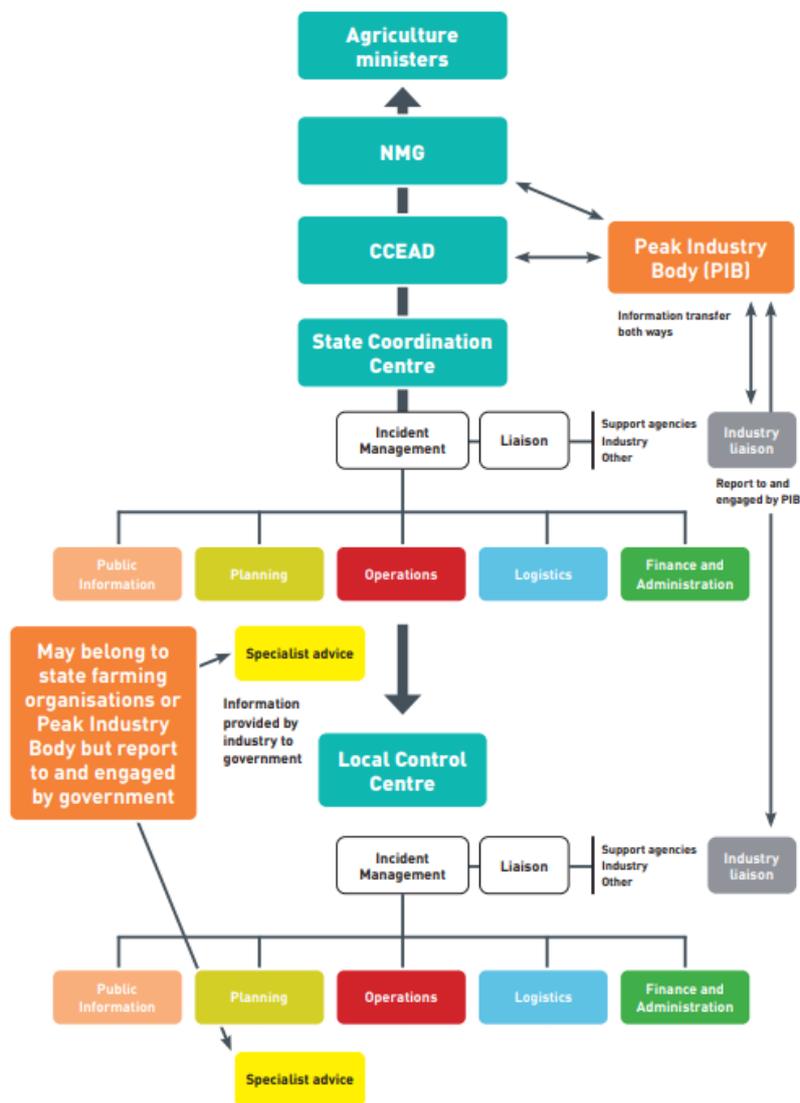


Figure 1 Response structure for and mechanisms that facilitate industry involvement during an emergency animal disease incident.

<sup>1</sup> Refer to the Information Guide for more information on the Specialist Advise – Livestock Industry functional role.

## Control centres

Control centres<sup>2</sup> are set up during an EAD response so that response personnel, including the LLI representative, can operate within an organised structure (Figure 1). Control centres comprise of functional areas (or sections), each with its own areas of responsibilities during a response (i.e. Incident/Coordination Management, Finance and Administration, Liaison, Logistics, Operations, Planning and Public Information).

General activities undertaken in control centres include:

- developing daily plans and forecasting and allocating resources
- investigating pest or disease spread
- organising field operations (e.g. surveillance and disease eradication on Infected Premises)
- collecting, sharing and reporting information
- logging data in information systems
- liaising with the SCC/LCC, industry and other emergency agencies.

## INDUCTIONS

Response personnel such as the LLI representative are inducted into the response; first at a general induction, followed by a function-specific induction (these may be combined if appropriate). These inductions are a good opportunity for the LLI representative to introduce themselves and explain what skills they bring to the Liaison functional area and control centre. Table 1 outlines what is covered at these inductions.

Table 1. Content overview of general and function-specific inductions in control centres.

General induction	Function-specific induction
<ul style="list-style-type: none"> <li>• general overview of the response</li> <li>• administration (contact details, work hours, rosters, meals and accommodation)</li> <li>• layout of the facilities (SCC/LCC)</li> <li>• amenities, biosecurity protocols, entry/exit and parking</li> <li>• workplace health and safety, emergency procedures and first aid</li> <li>• confidentiality and media policies</li> <li>• legislation and state arrangements.</li> </ul>	<ul style="list-style-type: none"> <li>• introduction to the functional role and relevant response personnel (incl. managers, supervisors and key staff)</li> <li>• responsibilities of the functional role</li> <li>• current situation of the response</li> <li>• layout of the workspace that the functional role and area will be located</li> <li>• communication and data systems</li> <li>• daily schedule for meetings and briefings etc.</li> <li>• training and workplace health and safety specific to the functional role</li> <li>• reporting, recording and sharing information.</li> </ul>

<sup>2</sup> Unless specified, 'control centres' encompasses both the State Coordination Centre and Local Control Centre.

## CONTROL CENTRE FUNCTIONS

The SCC Incident Coordinator and LCC Incident Controller (IC)<sup>3</sup> have overall responsibility for the activities of the control centre. The IC is supported by managers from each functional area which together form the SCC Coordination Management Team (CMT) or LCC Incident Management Team (IMT).

Led by the respective function manager, each functional area comprises of a number of personnel involved in carrying out the duties of that functional area (i.e. perform functional roles). Each of these response personnel have their own set of roles, responsibilities, reporting lines and authority. It is important that all response personnel, including industry representatives, are clear on what each functional role entails, especially if they are performing multiple functional roles.

### FINANCE AND ADMINISTRATION

Looks after records management, finance, human and industrial relations and procurement.

### LIAISON

Facilitates two-way communication and information flow on response matters between the control centre and external, affected agencies and organisations (e.g. provides advice and access to resources; updates on response activities and strategies; contributes to decision-making). The LLI representative sits within this functional area with other Liaison functional roles appointed by other affected or supporting stakeholder agencies and organisations (e.g. police; military; jurisdictional departments; veterinary practitioners)

The Liaison functional area (and its functional roles) works closely with the SCC CMT and the LCC IMT.

### LOGISTICS

Provides and maintains resources needed for the response (e.g. human and physical resources; facilities and accommodation; services; systems; supplies; catering).

### OPERATIONS

Implements disease control measures and conducts operational activities (e.g. investigations, surveillance and tracing; movement controls; Infected Premises operations; field operations).

### PLANNING

Collects, collates, analyses and shares information within the control centre and translates strategies and policies into operational plans.

### PUBLIC INFORMATION

Prepares and communicates information to, and manages information requests from, the media, response personnel and the public.

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<sup>3</sup> These titles may vary depending on the jurisdiction and/or agency that is leading the response. For the purpose of simplicity, these positions have been referred to as the "IC" hereon in.

# Liaison – Livestock Industry

## APPOINTMENT

Industry representatives have an important role in an EAD response by providing essential advice, guidance and industry perspective on response matters. In a cost-shared EAD response, the Lead Agency (government) must invite the Affected Industry (Peak Industry Body) to nominate an appropriately trained and authorised representative to perform the LLI functional role. Likewise, the Affected Industry must provide an appropriately trained and authorised LLI representative to enter the response.

To be considered as ‘appropriately trained’, industry personnel must have been nominated by the relevant Peak Industry Body to participate in and have attended an LLI workshop delivered by Animal Health Australia – industry personnel are recommended to attend this training at least every five (5) years. The LLI representative is responsible for acting on behalf of the Affected Industry during an EAD response. As such, the LLI representative must have been granted the power to act on behalf of the Affected Industry by the relevant Peak Industry Body to be considered ‘appropriately authorised’.

As a representative of the Affected Industry, the LLI representative will be treated as an employee of the Peak Industry Body. This being the case, the LLI representative is responsible for reporting to the relevant Peak Industry Body, and the Peak Industry Body is responsible for covering costs related to salary and wage, insurance and incidentals of the LLI representative.<sup>4</sup>

## RESPONSIBILITIES AND TASKS

Generally, the LLI representative is responsible for being the official conduit between the SCC CMT, LCC IMT and the Affected Industry (i.e. the relevant Peak Industry Body). As a response personnel, the LLI representative must:

- comply with workplace health and safety requirements
- manage and record information correctly
- maintain an appropriate level of information security and confidentiality
- provide input into control centre documentation such as the emergency animal disease response plan (EADRP)<sup>4</sup>, Situation Reports (SitReps) and Incident Action Plans (IAPs)<sup>5</sup>
- conduct and record briefings/debriefings and handovers as required.

More specifically, the responsibilities of the LLI representative include (but are not limited to):

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<sup>4</sup> For more information, refer to the most recent version of the Emergency Animal Disease Response Agreement (EADRA) and *EADRA Guidance Document – Appointment of industry personnel in an EAD response*. ([animalhealthaustralia.com.au/eadra](http://animalhealthaustralia.com.au/eadra)).

<sup>5</sup> For more information on the process of developing an EADRP and Affected Industry’s involvement in its preparation, refer to the *Guide to Developing an Emergency Animal Disease Response Plan* and *EADRA Guidance Document – Appointment of industry personnel in an EAD response*, respectively ([animalhealthaustralia.com.au/eadra](http://animalhealthaustralia.com.au/eadra)).

- providing regular and timely updates about the current response situation and control measures (actual and planned) to the Peak Industry Body (incl. their National Management Group and Consultative Committees on Emergency Animal Diseases representatives)
- providing information and advice on industry-specific policies, resources and factors to the CMT/IMT (e.g. industry practices; practicality and consequences of control measures)
- consulting industry contacts about policies, strategies and progress of the response
- commenting on and contributing to decision-making where matters affect industry
- adhering to information security and confidentiality policies – the LLI representative must have submitted a signed Confidentiality Deed Poll prior to entering a response
- having a broad understanding of the EADRA, especially sections related to cost-sharing and compensation (Schedule 3: EAD categories; Schedule 6, Section 3: Eligible costs)<sup>9</sup>
- working effectively with other control centre personnel (incl. other Liaison representatives)
- maintaining records (incl. events and conversation logs; handovers)
- using response documents, templates and information only for their intended purpose.

For more information, refer to the function descriptions located in the AUSVETPLAN Control Centres Management Manual (Part 2).<sup>6</sup> Although the LLI representative is broadly responsible for the above, specific tasks and responsibilities may vary depending on whether they are based in the SCC or LCC, the scale of the response, the disease being responded to and the industry they represent. Table 1 lists the key differences between the remits of LLI representative in the SCC and LCC.<sup>10</sup>

Table 2. Comparison of the roles and responsibilities between the Liaison – Livestock Industry representative in the State Coordination Centre and Local Control Centre.

LLI in the SCC	LLI in the LCC
<ul style="list-style-type: none"> <li>• Operates at the state level.</li> <li>• Facilitates information flow between industry and SCC activities.</li> <li>• Provides industry’s perspective on the strategic direction of the response to the CMT.</li> <li>• Contributes to the maintenance and development of EAD Response Plans.</li> <li>• Identifies, addresses and resolves urgent policy and strategic issues.</li> <li>• Monitors the implementation of the assistance policies.</li> <li>• Works with industry representatives on the Consultative Committee on Emergency Animal Diseases (CCEAD) and National Management Group (NMG)</li> <li>• Holds balanced, state-wide knowledge of industry-specific policies and factors (scientific, political, legal and economic).</li> </ul>	<ul style="list-style-type: none"> <li>• Operates at the local level.</li> <li>• Facilitates information flow between industry and LCC activities.</li> <li>• Provides industry’s perspective on the operational activities of the response to the IMT.</li> <li>• Contributes to the maintenance and development of SitReps and IAPs.</li> <li>• Identifies and raises policy issues to the SCC LLI to be addressed and resolved.</li> <li>• Monitors requests for assistance and compensation in a way that supports individual and local industry recovery.</li> <li>• Liaises with local industry and provides feedback to assist the LCC IMT with local decisions.</li> </ul>

<sup>6</sup> animalhealthaustralia.com.au/ausvetplan

## Checklist for the Liaison – Livestock Industry representative

This checklist has been developed to assist LLI representatives **entering** an EAD response. Please be mindful that there are additional considerations and activities relevant to when the LLI representative’s deployment is coming to an end, as well as those that may be unique to the response. The full checklist, along with additional supporting materials, can be found in the Information Guide.

	Submit a completed Confidentiality Deed Poll to Animal Health Australia ( <a href="mailto:trainingsupport@animalhealthaustralia.com.au">trainingsupport@animalhealthaustralia.com.au</a> ) and bring a copy to your control centre induction.
	Confirm the length of your involvement and employment, insurance and indemnity arrangements with your Peak Industry Body.
	Confirm your authority, delegations and reporting arrangements with your Peak Industry Body.
	Confirm your Peak Industry Body’s EAD response policies and access and familiarise yourself with relevant industry plan/s and resources where available.
	Familiarise yourself with the LLI functional role, as described in the <a href="#">AUSVETPLAN Control Centre Management Manual (Part 2)</a> . <sup>7</sup>
	Familiarise yourself with the most up to date version and relevant sections of the <a href="#">EADRA</a> and its guidance documents. <sup>8</sup>
	Familiarise yourself with the most up to date version of the <a href="#">relevant AUSVETPLAN disease strategy</a> . <sup>11</sup>
	Access the <i>LLI Information Guide</i> for reference.
	Familiarise yourself with the most recent SitReps from the SCC/LCC.
	Arrange a handover (if you are replacing another LLI representative).
	Confirm and familiarise yourself with key industry and control centre contacts, noting who is cleared to receive confidential information.
	Confirm your industry spokesperson for media enquiries and familiarise yourself with any previous correspondence, media releases and public resources issued by your Peak Industry Body.
	Participate in control centre and functional inductions (incl. completing any necessary documents) and attain necessary equipment and stationery (phone, laptop, chargers, notebook, events log etc.).

For more information on the LLI training pack, additional available resources and training, visit the Animal Health Australia website ([animalhealthaustralia.com.au](http://animalhealthaustralia.com.au)) or contact Animal Health Australia at [trainingsupport@animalhealthaustralia.com.au](mailto:trainingsupport@animalhealthaustralia.com.au).

<sup>7</sup> [animalhealthaustralia.com.au/ausvetplan](http://animalhealthaustralia.com.au/ausvetplan)

<sup>8</sup> E.g. Clauses 7–10 and 12 and relevant Schedules in the EADRA and *EADRA Guidance Document – Appointment of industry personnel in an EAD response* ([animalhealthaustralia.com.au/eadra](http://animalhealthaustralia.com.au/eadra)).