

# AEIMN ANZ Meeting Highlights

May 6/7 University of Melbourne, Werribee Campus [aeimanz.org](http://aeimanz.org)





# A+EIMN

Animal Emergency Incident Management Network  
(Australia & New Zealand)



# My take home quotes

‘Governments like unified purpose, unified voice, single point of contact’

‘Anything is possible with the right people and the right network’

‘What I thought was never achievable has been achieved and beyond’

‘How you do things determines how you are seen by others’

‘Faster, faster = Danger, danger’

‘Local – Regional – National – Global’

‘Be prepared to fail’

‘Safety first – keep calm and controlled’

‘We are just another stressor to animals in incidents’

# My take home quotes

'Be patient and calm even if you are thinking *Holy shit, Batman!*'

'Need common language, common understanding, common ethos'

'Animals come with people, people come with animals'

'All of a sudden people starting taking notice'

'Just plug in and you know how to work in that system'

'At any incident there can only be one person in control'

'You don't want to be sorting out who is in control by paper, scissors, rock'

'Bring event to safe conclusion and restore normality'

'Decide intent, delegate and brief, monitor and adjust'

'Have a proper sequenced plan, clarity on job roles and who is doing what'

# My take home quotes

'Adrenalin, panic and confusion – animals and humans'

'A person is smart, people are not (herd mentality)'

'Never buy and orphan'

'3,2,1 – Sleep!'

'Go hard and go heavy with sedation'

'83% of pet owners will risk their life to save their animal'

'Emergency response is 80% training, 20% equipment'

'Involve me and I will learn'

'We all own this Network and what it does'

# Main themes

- One Health/One Welfare
- Right people
- Frameworks
- Social Licence to Operate
- Future directions



# One Health/One Welfare

- Joining up – unified approach
- Interdependency - humans, animals and the environment
- Animals integrated into all aspects of planning, preparation, response and recovery – all agencies, all situations (animals as cross cutters)
- Animals as conduits into the community; and as conduits between stakeholders and the community
- Human animal bond and its wide-reaching impact on safety, health and outcomes (safety, physical health, mental health of everyone)
- Understanding animal behaviour; understanding human behaviour (safety, willingness to engage, outcomes, health)

# Right people, right place, right time

- Common standards, common understanding, common ethos
- Role descriptors and purpose: clarity and mutual understanding
- The 3 T's: Training, training, training
- Learning culture, learning together
- After action reviews, sharing information and experiences (learning by doing)
- Interagency, multiagency, transagency (One Health/One Welfare)
- Outcomes focus: workplace safety, animal welfare, protecting livelihoods



# Frameworks

- Taking control – AIIMS and other IC systems (responder frameworks)
- Risk – understanding hazards and assessing risk, managing risk
- Speaking the same language in the integrated team
- Awareness and understanding for all stakeholders
- Training for vets as key members of the team, working under the direction of the IC and advising the IC (competent vets)
- Training of other stakeholders and translation to other (non-emergency services led) scenarios (racetracks, equestrian, saleyards)

# Social Licence to Operate

- We work in the public eye/in full view of the public
- Casualty centered approaches to animals *and* humans
- Humans, animals and the environment (One Health/One Welfare)
- Perceptions – *how* we do things as well as *what* we do
- Communication – appropriate, relevant, accessible language (no barriers)
- Actions – appropriate training, data capture and review, continuous improvement (and explaining what we do to stakeholders)



# Where next for the Network?

1. **Barriers for responding agencies:** How do we engage all emergency services in all states and overcome fears of corporate risk?
2. **Barriers to vets:** How do we fully engage vets with emergency response so they can fulfill their role at incidents (safety and welfare?)
3. **Barriers to translation:** How do we translate best practice (guidelines, protocols, training, command structures, response) to non emergency services settings (racing, equestrian, transporters, stockyards)
4. **Barriers to engagement:** How do we foster and promote engagement by all stakeholders (including Government) with our Network (unified purpose, unified voice, single of point of contact etc)

**Barriers for responding agencies:** How do we engage all emergency services in all states and overcome fears of corporate risk?

- Legislation (limits mandate, scope, authority, funding)
- Funding
- Animals not part of core business
- Paradox of corporate risk management
- Not hearing a community voice on the subject

**Barriers to vets:** How do we fully engage vets with emergency response so they can fulfill their role at incidents (safety and welfare?)

- Training (don't always have the knowledge)
- Training (don't always know what is expected)
- Training (don't always understand IC, roles and responsibility)
- Financial (concerns about not being paid for attendance)
- Business (concerns about not being able to service regular clients)
  - Time taken to attend
  - Travel time
  - Time on scene
- Legislative, professional and ethics concerns – risk and liability

**Barriers to translation:** How do we translate best practice (guidelines, protocols, training, command structures, response) to non-emergency services settings

- Knowing who we need to train
- Stakeholders knowing that we want to train them
- Understanding their training needs
- Working out how to contextualise training for their settings (relevance)
- Train the trainer as a key strategy (sustainability)

**Barriers to engagement:** How do we foster and promote engagement by all stakeholders (including Government) with our Network (unified purpose, unified voice, single of point of contact)

- Legislation can be a barrier (what we do may not be seen as relevant or in scope for Government)
- Communication – differences in language or understanding between agencies (and the public) can be a blocker; talking the same language and shared understanding promotes engagement
- Silos and fragmentation – need a joined up, multifaceted, integrated response (animals, people, environment)
- Awareness and training – different stakeholders including public; more veterinary engagement needed; training for animal sanctuaries
- SLO – focus on welfare and outcomes



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