

TRANSCRIPT OF OPERATION SOTERIA MEETING 28 MARCH 6.00PM  
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HOTEL QUARANTINE PROGRAM INQUIRY

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MR CRISP: Good afternoon, everyone. Andrew Crisp.

Thank you for joining us for this next planning meeting about the forced  
quarantining and arrivals at our airports and ports.

5

So, before I go to the phones, I'll go around the room so you're aware who is in the  
room. On my right.

MS ABBOTT: Deb Abbott, Consequence Manager.

10

MS ADAMS: Laura Adams, EMC Executive Officer.

MR HELPS: Jason Helps, State Controller - Health.

15

MR HOGAN: Braedan Hogan, DHHS Commander.

MR CRISP: Thanks very much.

20

MS [REDACTED s73(e) the member otherwise] You've got [REDACTED s73(e) the member otherwise] from the AFP as well, sorry.

MR CRISP: Sorry, who was that?

MS [REDACTED s73(e) the member otherwise]: It's [REDACTED s73(e) the member otherwise] from the AFP.

25

MR CRISP: Thanks, [REDACTED s73(e) the member otherwise].

Now, I'll do it department by department rather than everyone just sort of jump in at  
the moment. So if I could actually start with the Department of Transport. Anyone  
online from Department of Transport? Nothing heard.

30

DJPR?

MR HOLLAND: Andrew, Rob Holland is on the line, but Claire might be with  
Jeroen and not on yet, so which is why Transport and Claire are not yet on the line.

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MR CRISP: No worries. Thanks very much, Rob.

DPC?

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MR HOLLAND: Rob Holland.

MS STITT: Helen Stitt.

MR STOCKMAN: David Stockman.

45

MR CRISP: Thank you, David.

MR LEMIESZE: Michael Lemiesz.

MR CRISP: Thanks, Michael.

5 Anyone else just join us then from Transport, or Claire? No. Anyone else on the phone who hasn't been identified?

MR EAGLE: I'm Chris Eagle, Andrew.

10 MR CRISP: Chris Eagle, thank you.

MR MEFFLIN: Michael Mefflin, DHHS.

MR CRISP: Thanks, Michael.

15 MR STEPHENSON: Chris Stephenson, Andrew.

MR CRISP: Thanks, Chris.

20 MS FITZGERALD: And Kate Fitzgerald, Andrew.

MR CRISP: Thanks, Page.

MR TULLY: You've got Victoria Police on the line, Andrew. Commander Tim  
25 Tully, [REDACTED s73(e) the member of the] and some others.

MR CRISP: Thanks very much.

MR [REDACTED s73(e) the member of] [REDACTED s73(e) the member of] ADF.

30 MR CRISP: Thanks, [REDACTED s73(e) the member of].

So still no one from Department of Transport. Jeroen or Claire?

35 All right, thanks again everyone. So the way I intended to run this, and I appreciate not everyone will have had a copy of the plan sent to them, a lot of you will have, there's some extra names there. But what I wanted to do first was actually look for someone to take the lead in relation to a debrief of the exercise that was conducted this afternoon. Then the plan was to go into some of the out --- well, to go into the  
40 outstanding actions that are written in the plan itself. Again, I'll go through those for you, for the people who haven't got the plan, and then we'll work our way through the plan itself.

45 So Rob, will you --- did you participate, Rob Holland, in the exercise, or anyone else?

MR HOLLAND: No, Andrew, I didn't. Rob here. And Claire and Jeroen did,

which I presume is why they're not on the line, so I need to --- I'm just sending her a text now, because it looks like --- I just looked at who was invited, I hadn't realised but it looks like Claire and Jeroen may not have been invited to this meeting. But I'm forwarding it to them now and sending them a text to try and get them on the line.

5

MR CRISP: Yeah, no worries. I'm getting a nod they were invited. But, yeah, if we can follow up that would be great.

But Michael, from DHHS, you participated?

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MR MEFFLIN: Yes. Thanks, Andrew. It's Michael Mefflin here. We participated, yes. A number of agencies were present and we walked through the process and the staging areas and where we would actually place staff --- sorry, triage passengers, we went through a number of options, and I think we went through a process where we felt we were best placed on how we are going to actually triage staff, and we did a dry run all the way up to the bus terminal.

15

So we've done a dry run. I think we've done it to the best of our knowledge at the moment, Andrew, and we'll be here at 5 o'clock tomorrow morning setting up and making sure we do our --- take our passenger first type approach in a considered way. And I'm sure we'll have some bumps along the way but we've got the right people there to smooth them out straight away as well.

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MR CRISP: Thanks, Michael.

25

Someone did join us while you were giving us that update. Have we got Jeroen or Claire as yet?

MS FEBEY: Yes, Claire Febey here. Hi. Sorry I was late.

30

MR CRISP: No, no, that's fine, Claire. I know you were busy.

So I just sort of outlined my plan is to go through the debrief from the exercise, the outstanding actions that are in the plan and then go through the plan itself.

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So Michael just gave us his perspective on the exercise. I would be interested in any thought gaps that you saw that we should be looking at.

MS FEBEY: Yeah, thank you. So I thought it was a terrific exercise. We certainly -- it was certainly worthwhile and we got a lot of buzz out of the process.

40

So a few things came up, and I'm not sure if they've already been flagged, but one of the first things is just needing clarity very quickly around what people will be told when they're on the plane.

45

So Australian Border Force has a set of messages worked up, ready to go, but they need to work collaboratively with Health and Human Services very quickly to agree

what that shared script will be.

So has that been captured as an action yet?

5 MR CRISP: Can we --- we'll come to comms as part of the plan. And it is a good point. I know various things have been done, you know, DFAT are going to put some advice out on Smartraveller around some of the messaging. But we'll come back to comms as part of the plan, but thanks for flagging that, Claire.

10 MS FEBEY: Okay. Well, all of the specific sort of gaps in actions that I need to flag really do relate to achieving clarity around the order itself and what powers will be exercised by who. So we do need to have a follow-up call with the people who participated in the exercise really just to resolve those issues. So it does relate to comms, Andrew, so it is what is said when they are on the plane? But then, when  
15 they get off, at what point and how are they issued with that order?

MR CRISP: Yeah.

20 MS FEBEY: And then at what point is responsibility transferred, so at what point in the journey that we walked through today?

So really the key issues relate to the specific details that we still need from Health and Human Services, or it would be good to focus on that together today.

25 MR CRISP: Thanks, Claire. And Braedan is ready to jump in with some comments.

MR HOGAN: Yeah, thanks. Braedan, for those on the phone.

30 So the order is --- the direction is still being developed, but it has become apparent that we will need to issue individual directions to each person that is disembarking. That is with the lawyers at the moment. And we just need a couple more details to go through the human rights assessment and (inaudible) need the names of the specific hotel to consider the human rights assessment, so I'll hopefully get that shortly.

35 So it will be an individual direction issued to each person. That will have to be done by an authorised officer. It will then need to be completed with a number of personal details, including their name, the hotel and potentially the room number. That adds some complexity as to how we do this, so we need to probably talk through with  
40 DJPR as to what the client journey looks like and how --- if we can have that information.

45 I'm getting a draft sent to me at the moment around what it looks like, so we need to understand what that --- what information needs to be captured and where. So it is going to be complex, unfortunately, given the individual nature of which the direction will have to be provided.

MS FEBEY: Thanks, Braedan. Can I just flag that, from a DJPR perspective, if the order is to be issued at the airport, it is not possible to provide a room number. So we need an assurance that that won't compromise the legality or the integrity of the order. We can absolutely commit to providing the hotel name but it is not  
5 implementable to deliver the room number at the airport.

MR HOGAN: No, Claire, I hear you loud and clear. And we are working through potentially issuing it to them, with their name --- getting them to complete their name and the hotel and then they hold on to that until they're issued the room number and  
10 the key at the hotel, and then we collect it back off them. And so that's the conversation I'm keen to have.

MS FEBEY: Great, thank you.

15 MR CRISP: Thanks. Yes, go.

MS FEBEY: Can I just ask then as an action that, Andrew, could you take up the --- given the conversation we just had around roles and responsibilities, can I ask that you take up convening a call with Health and Human Services and then the relevant  
20 parties that need to administer different parts of that order, I guess, from a sort of enforcement or support perspective, so particularly Border Force, Australian Federal Police, VicPol, at a minimum, to really. As soon as we have those detailed instructions. To clarify to all of those agencies how they're going to be acting and when and how the order will be given. Because that's going to be a really critically  
25 important follow-up from today and probably needs to happen really in the next two hours, Braedan. Is that achievable?

MR HOGAN: Yep. It's in --- as I said, it is in the hands of the lawyers now. They're looking after it all, initial information around which hotel, so they can do a  
30 human rights assessment of it. As soon as it is finalised and signed by the VGS as well, we can do that. I've already put my legal team on notice to do that, provide that briefing to all parties. So we'll just make sure we've got the appropriate distribution list for that.

35 It's also worth noting that once that's finalised there's also a flyer that's being developed alongside our comms people, which are embedded with our legal people, that would be issued to individuals as they disembark so they don't just necessarily have a legal document.

40 MR CRISP: Yeah. And thanks, Claire. It is a valid action and we will note that and we will make sure that is completed.

MS FEBEY: Thank you.

45 Just some other things to note about the process. I think it is really fantastic to see that Melbourne Airport is striving to provide really the best possible experience for people as they move through the process. So today there was a lot of attention to

how to ensure that wait times were minimised and people were given really sufficient communications and support along the way and lots of chances to answer questions.

5 So another thing I think Andrew will need to talk about as an action is just clarifying what support will be on ground tomorrow from the State Control Centre's perspective to help with some of that troubleshooting? And then also to collaborate with you around the need to stand up an additional workforce, which we've got in train, so we can easily pass that through, to provide just that extra sort of support and problem solving, which is outside of what Health and Human Services or, I guess, justice  
10 agencies would be able to provide. So we want to make sure that people can ask questions along the way.

15 There's also been a lot of attention paid to make sure that they've got places to sit down, they've got clarity about how long they'll be waiting, they've got a care package, so they've got something to drink and some food to eat on the bus while they're waiting there. So some really thoughtful work went on today to make sure that that was seamless. And I'll do some work just to capture some of those steps and share them back to you, Andrew, so you've got clarity around how that process will  
20 flow.

MR CRISP: Thanks so much, Claire. That's much appreciated. And we'll make sure that sort of links in with DHHS and their plans as part of reception.

25 Can I just get to a very, sort of, tactical operational part of this in terms of we had a conversation, Claire, before the exercise began about the possibility of the buses going airside.

30 I guess my big fear is, you know, people --- these arrivals out into the arrival hall, family members haven't got the message and they're there and we've got media there. So is there some clarity in relation to when these people will be going, new arrivals will be going on the bus itself?

35 MS FEBEY: So I think your question was around buses going airside. So they absolutely will. So people will be escorted from the baggage hall to the concierge desk where they'll check in and talk to people. So a combination of ground staff from Melbourne Airport and the additional workforce that I flagged to you, Andrew, that needs to be stood up very quickly, they will let that concierge desk know what their needs are in terms of the consideration of the rooms and the like that are important for their family or friendship structure, or if they're individuals. Then  
40 they'll be taken on buses in groups of approximately 15.

45 So as soon as you've got that group of people sorted in terms of their needs, they'll go out and they'll be put on to the bus and they'll wait there until the AFP is ready to escort them.

It does mean there's some risks in terms of people's level of patience around that wait time and so we do need to prepare from a communications perspective that they'll be

likely reaching out to people. There will be absolutely no restriction on them using their mobile phone or social media. So that's something just to acknowledge and to plan for.

5 In terms of family members coming to the airport to try and meet them, so VicPol will provide some staff at the arrival space, but I do also think there is a really critical need to have some non-police staff there to provide information and contact details. So that is another action that I will raise with you as a follow-up, Andrew.

10 MR CRISP: And I agree 100 per cent that, yeah, great for police, but it would be good to have --- because there could be some quite upset and distraught people there, so it's about that other type of support that is required.

MR HOGAN: Yeah. It is just Braedan from DHHS.

15

We have worked with VCC who are unable to provide volunteers, to provide psychosocial first aid. I'm just waiting for confirmation to see if the RC, the Red Cross, are available to do that.

20 The only other part at that front end is our conversations with Red Cross around utilising Register.Find.Reunite as a data caption message. So, Claire, it would be good to understand where we can put that into the process so that they can register their details to ensure that family members know that they are safe and they have returned.

25

MS FEBEY: Yes, I guess --- I think that's a great service to introduce, Braedan, and I think that's just about ensuring that that is in the communication messages that are being prepared in a holistic way. And probably today we just need to clarify who is the lead on that communications work.

30

Again, Andrew, I think, given the conversation we just had around roles and responsibility, this would be a good one to clarify. And if you want to do that at the end of the call we can.

35 MR CRISP: Yep, definitely. But in terms of comms, it is DHHS that's got the lead on advice and comms and of going to, I guess, the command and control structure at the end, but with DHHS having the lead overall.

40 MR WEIMAR: Andrew, it's Jeroen Weimar here from Transport. Sorry, I've just joined. Apologies for being late.

MR CRISP: Yes, Jeroen.

45 MR WEIMAR: Apologies for being late. I'm on the call now.

MR CRISP: Great. Thanks very much.



I guess we sort of --- is there anything else from the exercise, Claire, that sort of really jumped out at you that we should be discussing now?

5 We are sort of doing a bit of both, going through the plan and debriefing, but there is nothing wrong with that. But is there anything else that jumped out at you from the exercise?

10 MS FEBEY: So in the exercise we weren't able to complete the journey from the airport to the hotel on SkyBus because of some late changes in terms of what they are required to do and also the length of the exercise at the airport. So they had to deploy their resources elsewhere.

15 So I guess a follow up from them, which Jeroen can talk to or take up, is around providing journey maps, so the AFP and other agencies are really clear around the routes that SkyBus will take. And also making sure that at the point of drop off there is clarity around where and how the bus will stop.

Really good conversations in terms of REDACTED Sensitive

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And then there's been incredible progress today in terms of what the orderly reception process will look like in terms of that core responsibility for DJPR. So really good measures in place to ensure that people are processed in an orderly way, maintaining appropriate social distancing.

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And again, I think once they're safely tucked up in their room, that initial provision of information about what can I expect now and who are my contact points is a really urgent deliverable.

30

Jeroen, did you want to add anything in terms of debriefing from the run-through?

35 MR WEIMAR: Yes. Thanks, Claire. Look, I thought the run-through went well. I think in particular the AFP are taking a lot of ownership for physically managing people through the airport process and getting them through the detention part or the detention announcement by DHHS through customs, baggage and then through the concierge.

40 I think it was good to see that there will be an active concierge function at the airport before people load on to buses, and I think a good process around how we allocate the buses and advanced notification back to the hotel.

45 So I think tomorrow is still going to be a bit of a --- we won't know how long it takes until we run this through a couple of times tomorrow. I think there's still a few --- from the run-through this afternoon there were still some issues to nail down in terms of what does a detention order look like, how it's going to get allocated; that was still a little bit vague.

I think the one thing, Claire, that we didn't quite nail was the policy around any flights that arrive --- any delayed flights tonight that are arriving over the midnight curfew.

5 MS FEBEY: That's true, yep.

MR WEIMAR: My understanding of the working process around that, it's not really my --- not really my wheelhouse, but my understanding of the working policy was that we were going to work off the planned landing time rather than the actual  
10 landing time, but someone needs to confirm that.

MS FEBEY: Yes. I think that was mentioned as a precedent, Jeroen, and DHHS colleagues appeared to be supportive of that. But it would be really good to have urgent confirmation, Braedan, that that is the organisational position.  
15

MR HOGAN: Yeah, we can confirm that; time of flight landing on the ground.

MS FEBEY: So not time of planned landing, which apparently was the precedent in some previous examples?  
20

MR HOGAN: No, I think we are talking actual land, flights landing.

MS FEBEY: Could you urgently confer with your colleagues who were there at the dry run today, Braedan, just because they provided different advice on the ground?  
25

MR CRISP: It's Andrew. We'll definitely follow up on that. But my understanding is that, and it is still obviously possible, but the one flight where this could become an issue is on time. So we need to settle it, but let's keep our fingers cross it lands on time. So thanks.  
30

Claire, can I just pick up on one point that you made prior to Jeroen speaking. Thank you, Jeroen, for your observations. REDACTED Sensitive

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MS FEBEY: Well, let me ---

40 MR WEIMAR: Ah ---

MS FEBEY: Yeah, do you want to go, Jeroen?

MR WEIMAR: Sorry. Either way. Sorry, Claire, you cover it.  
45

MS FEBEY: Well, I was going to say how about if I play back what I think was agreed and then you can tell me if it sounds right, because I do think that the lack of

clarity around the order and DHHS's role did slightly inhibit confirming how every other agency needed to act. So I think we need to map what we understand was agreed today and then feed in the parts that DHHS is responsible for.

5 But certainly as people came off the plane they were obviously checked by the Health and Human Services employed nurse, <sup>REDACTED</sup>  
<sup>Sensitive</sup>

<sup>REDACTED</sup>  
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<sup>REDACTED</sup>  
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so where the line would be drawn, given the usual sort of white lines would be disrupted because of the way they were moving people through the building; at what point orders would be issued by accountable officers from DHHS.

15

Then everything else seemed quite clear to me. Jeroen, does that match your understanding?

20

<sup>REDACTED</sup>  
<sup>Sensitive</sup>

MR WEIMAR: Yeah. Yeah, I think that's right. Look, I think <sup>REDACTED</sup>  
<sup>Sensitive</sup>

25

MS BUTCHER: <sup>REDACTED</sup>  
<sup>Sensitive</sup>

<sup>REDACTED</sup>  
<sup>Sensitive</sup>

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MR WEIMAR: That's awesome. Thanks.

MS FEBEY: Thanks, <sup>REDACTED</sup>  
<sup>s73(e) the memb</sup>

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MS <sup>REDACTED</sup>  
<sup>s73(e) the member oth</sup>: As you mentioned, we were just heavily reliant on that order when it was issued to ensure that our members were covered and that we could transport --- you know, it applied for transportation from the airport to the hotel, not just at the hotel.

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MR WEIMAR: That's right. And I think the order --- the draft of the order I saw this afternoon at I think 4:30 certainly had the transport element within it.

MS <sup>REDACTED</sup>  
<sup>s73(e) the member oth</sup>: Fantastic. If we could get a copy of that order as soon as it's finalised, it would be very much appreciated.

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MR CRISP: Thank you for that.

Victoria Police, does that accord with your thinking and planning for this operation?

MR GRAINGER: I'll get Tim Tully to speak to that, Andrew.

5 MR TULLY: Yeah, Andrew, Tim Tully on the line. Yes, that is in line with what has been discussed. So, essentially, we'll have a liaison out at the airport to assist with the coordination of this with all the agencies and stakeholders. We will have a presence at 06:30. REDACTED Sensitive

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MR CRISP: Thanks very much, Tim. Much appreciated.

15 MR WEIMAR: It's Jeroen here from Transport again, Andrew.

MR CRISP: Hey Jeroen.

20 MR WEIMAR: Just for our VicPol colleagues, certainly the run-through today, when we talked it through with AFP and your local VicPol team at the airport, I think my understanding was that REDACTED Sensitive

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But that's something for you guys to work out with the AFP.

25 MR TULLY: Andrew, Tim Tully again. We're happy to do that and REDACTED Sensitive

REDACTED Sensitive

MR CRISP: Yeah, that's right. I did mention that in conjunction with DHHS at the hotel. It's like a little reception party. All right, thanks very much for that.

30

Again, anything else out of the exercise? No? Good. Thank you very much.

35 MS FEBEY: Can I actually flag one thing, Andrew? Just that we'd made provisions for an unaccompanied minor, but I'm advised they are no longer travelling on that flight, so we don't have to accommodate that today, which is particularly relevant to Border Force.

MR CRISP: Yeah. That's Braedan. Yeah, we ---

40 MR HOGAN: Yeah, thanks for that. I spoke to Rob about that earlier. If we can get line of sight on that earlier, we can have direct conversations with the Chief Health Officer and the Deputy Chief Health Officer for potentially exemptions for them as well, it would be good to know.

45 MS FEBEY: Great. Thank you, Braedan. I will see about that.

MR CRISP: All right. Again, if there's nothing further to come out of the debrief ---

and thank you for everyone who's been involved in that. Again, you know, Claire, thank you for the leadership role that you've taken along with Jeroen and others. That's been really, really useful, and obviously it has been really helpful for us because we've actually addressed quite a bit of what's in the plan and where I thought there was still some uncertainty.

I just --- actually, in terms of a process, I want to go through the outstanding actions from our previous planning meeting. So for those that haven't got the plan, and it's on page 5, the first one was DHHS to clarify the regulatory environment for all agencies from which to operate.

We've still got that as an ongoing action that we've discussed here this evening.

MR HOGAN: That it is the *Public Health and Wellbeing Act* ---

MR CRISP: Yeah.

MR HOGAN: --- and a direction underneath that. We'll circulate the direction as soon as we've got it.

MR CRISP: Yeah, good point. So that is clarified; it is the *Public Health and Wellbeing Act*. We'll have a direction in the detention order, but there is still a need to bring together that group so they can better understand that and how it impacts on the various roles they have. So that's still an action for once we receive that paperwork.

I might jump over 2 there. So if I go to 3, contracting. Transport is --- has been sorted.

MR WEIMAR: Yep.

MR CRISP: Contract arrangements. So we've got that. Stick a line through that. Thanks, Jeroen.

The other one is in relation to the hotel themselves. So that's sorted, Claire, the hotels?

MS FEBEY: It is sorted. We have had a fairly significant complexity just in terms of how the hotel providers see their roles and responsibilities in the overall operation of the hotel. So we're seeking to resolve that very urgently.

At the moment, much of the work that will be done at the hotels will be provided by other labour sources, and that makes it fairly complex to implement. So we're really seeking to ensure that the hotels that we're working with continue to maintain, I guess, that overall control of what's happening within their facility.

So that's a fairly live discussion. But, in any case, we have absolutely ready to go the

rooms that we need for tomorrow. And then, depending on what the final numbers are tomorrow, certainly most of the rooms we would expect would be needed for the following day and we will continue to work at pace to make sure that we have a pipeline that matches incoming passengers.

5

MR CRISP: Thank you, Claire.

Can I just get to a real basic: food. I've seen it written that we're going to be using the relief packages; is that right? Or hotels will be doing what hotels do and sourcing produce and feeding accordingly? I'm just conscious that if we're going to be using those relief packages about how that might be done.

10

MS FEBEY: We just --- well, we're providing catering, three meals a day. It's just not necessarily ---

15

MR CRISP: Right.

MS FEBEY: --- going to be in the way that is ordinarily provided through the hotel kitchens. So different catering companies providing that food and providing that to people at their door. And then a whole set of complex arrangements around cleaning and rubbish removal and room servicing, which we don't need to go into. But absolutely, they'll be fed three great meals. And there's also planning in place to ensure that they can access other types of supplies that will be important to them.

20

MR CRISP: Thank you. I just wanted some clarification that there was no requirement for those relief packages because I had seen it written somewhere.

25

MS FEBEY: Okay.

MR CRISP: Obviously they're going to be eating a lot better than if they were getting those relief packages. So thanks for that.

30

Can I just go to private security now for the hotels. Has that been sourced?

MS FEBEY: Yes, absolutely. I know a power of work has been underway today clarifying the provision of security and roles and responsibilities. Can I just check if Rob would be in a position to update on that?

35

MR CRISP: Thank you.

40

Rob.

MR HOLLAND: Hi, Rob here. And I can't give specifics, but I can confirm that security is lined up and was on standby should it be needed tonight which, as we've discussed already, doesn't look like it, but it is ready to go for tomorrow.

45

The only question mark that we have is how much we may need to scale up,

depending on the wording of that direction.

MR CRISP: Thanks very much, Rob.

5 MR HOLLAND: But we will be able to do that scale-up. It's more just like giving the notice to the private security companies about that.

MR CRISP: Thanks, Rob.

10 The next action is really about workforce and rostering, which will come down to the individual plans by those organisations that are playing a role around this.

But I'm just interested now if anyone feels as though they don't have sufficient resources for your part of the operation and what we might do about that? But I'll  
15 take silence as everyone is very comfortable around their own resourcing.

MS FEBEY: Can I raise an issue, Andrew, for consideration?

MR CRISP: Yes.

20 MS FEBEY: Just the additional workforce needs that I mentioned at the airport. So we want to ensure as little pressure as possible is put on Health and Human Services colleagues in terms of their work at the airport and others that have specific roles. So we think that a workforce that is able to support people and answer their general  
25 questions as they move through the process would really help. And we've made some early provisions to stand up a workforce like that, so we'd really like to pass that to you, or whoever is appropriate, to have that, I guess, overall control of what's happening at the airport from tomorrow.

30 MR CRISP: Thanks so much, Claire. If you could sort of feed that back into the email address that we've been sending things to you and we'll make sure that connects with DHHS. So good, appreciate that work.

35 So if there's nothing further in relation to workforce, we'll take that as, at this stage, all under control.

So action item 5, this is the knowledge, all information and forms, receipt, registration and processing of passengers. This is that bit around the manifest, the use of Register.Find.Reunite and the systems we are going to use to capture  
40 information that's going to support these people whilst they're in quarantine for --- and it's not just the two-week period. These people --- and DHHS will do the follow up with these people, but that's where the Register.Find.Reunite system is really useful, because there will be the need for ongoing tracking and support of these people after the two weeks.

45 So we've got Register.Find.Reunite locked in as a process. Is there other systems that we will be using to capture information?

MR HOGAN: I'm not sure of the end-to-end process but we're very keen to insert a number of questions to ascertain the needs of these people over the period of the 14 days. So I'm kind of keen to have a conversation with DJPR around what is in train already and how we can augment that, considerations around family situations.

Some safety screening also. I've got some colleagues that are very concerned around domestic violence and family violence amongst this cohort, especially about being in 14 days of close proximity. And then also some practical things that people may need. And we'll also have an opt in for medical assessments and pharmaceutical access that we need to do at the hotel as well.

MS FEBEY: Braedan, Claire from DJPR.

MR HOGAN: Yeah, go Claire.

MS FEBEY: It seems like it's most appropriate for DHHS to be, I guess, the overarching holder of the information on each individual person. So what I would suggest is we find a way to feed into you the information that we'll be collecting through the sort of more general supports that we're providing and that you have the overall line of sight, I guess, to the health and wellbeing of each person, particularly given the types of risk factors that you're looking to manage.

MR HELPS: It's Jason from DHHS. I've been working with the intel section here and there is a program that we can feed into effectively as of tomorrow. We might not have full access to it until Monday, but that program is available to us.

Essentially, there is some templates that are being worked up that all agencies can feed information. It operates on a cloud base, so our agencies will have access to it. The only thing we're waiting for is probably for Monday for some individual accesses to be able to --- for agencies to draw information out that they may need, but that intel are working on that product.

It is a product that comes from the feds that they've worked up and used. And the intel section in here have trialled it already. So that will be the simplest form of data that comes in for all agencies.

MR CRISP: Again, on your offer, Claire, really appreciate what --- and we'll work through how that is fed into that process.

MR HOGAN: Yeah, just keen to work, Claire. It's Braedan from DHHS. Claire, just keen to work out how that works in the client journey, especially at the hotel side, so we're very clear around what information, also what advice we're providing to passengers so they can opt into some of the other services that we will have there and available for them.

MS FEBEY: Yeah. So I think, given the clarity now that our role is really around



what's happening for them in the provision of accommodation and food services and the like, I think that gives us less ability to be coordinating in terms of what's being collected through their journey, in terms of their flight and how that might inform you, Braedan.

5

So I just think we perhaps need to feed into a structure and framework that you have. And we will have information about anything they give, I guess, at the concierge desk at the airport around their needs of the family structure. And then anything that's been flagged by them, or coming up for them through the support services that we provide just for general needs while they're in the hotel, but we'll need to put that into your sort of overarching journey map and structure.

10

MR HOGAN: Yes, very keen to have that. I'm just more keen around how to do it practically, so from the --- when they get to the hotel, receive the hotel card, who's staffing that or who's scripting that up, that side of it, so that feeds back into our processes. It's more the practicalities of when they arrive at the hotel, who's telling them which room they're going to, how they're handing that over, where the (unclear), et cetera.

15

MS FEBEY: Great. No worries. We can give you all of that detail around the signing and reception process.

20

MR HOGAN: Perfect. Yeah, keen to see that, and then we can add our elements of that scripting as well around health checks, pharmaceuticals, all of that kind of stuff which we're working on.

25

MR CRISP: Thanks, Braedan. Thanks, Claire.

So

30

MS ABBOTT: Sorry, Andrew.

MR CRISP: Yeah, go, Deb.

MS ABBOTT: Can I just clarify that one just for the plan and stuff so to make sure we've got it right.

35

So the manifest detail goes from the airport to the hotel REDACTED Sensitive  
REDACTED Sensitive Then at the hotel there's accommodation data, but there's also data that's collected from the passengers as they arrive, around their needs, which is done by Red Cross. Now, where is that occurring?

40

MR HOGAN: There will be a broader (unclear), there will be a needs assessment, so that will occur at the hotel.

45

MS ABBOTT: And that's by DHHS?

MR HOGAN: That will be by DHHS. And we just need, they're saying around --- if we give them the form to fill out on their transport, they fill that out there. Who collects that and then who does the assessment, we need to work through with DJPR.

5 MS ABBOTT: The last bit is who feeds it into this central repository and who manages the central repository?

MR HOGAN: It's Braedan. DHHS will do that.

10 MS ABBOTT: Thank you.

MR CRISP: Thanks, Deb. Thanks, Braedan.

15 So that --- there's ongoing work there, but in terms of an action that's completed.

Number 6 there is security. So, again, thank you AFP, VicPol for your advice. So if there's nothing further that people want to --- with regards to security between the airport and accommodation, we'll close that one.

20 Which means go back to number 2, which is actually about the comms piece around this. So do we have someone from DHHS comms on the line? We've got DPC comms.

25 MS STITT: Yep.

MR CRISP: So, some discussion has already happened with DFAT about getting messaging to those people that will be boarding flights to come into Melbourne. I believe that's done.

30 MS STITT: Andrew, sorry, can I just stop right there. I think we just need to correct the plan.

35 It's not a real possibility that we could develop the four things that are listed in the plan against DPC at the speed at which this is rolling out. So we don't have a line of sight to a lot of this material right now. All we've been able to do is to escalate up to DFAT the need to have advice on Smartraveller to not come to the transport and that is the extent of what we have been able to do.

40 MR CRISP: Yeah. And that's fair enough. Look, DHHS has got the lead. Merita Tabain is doing that work, working with DPC, DJPR and the State Control Centre.

This is really an action to actually complete the comms plan. And really, that's what it comes down to.

45 MR STOCKMAN: Andrew, can you hear me?

MR CRISP: Yep.

MR STOCKMAN: It's David Stockman here from DPC.

MR CRISP: Yes, David.

5

MR STOCKMAN: Sorry, I just was tied up with something else for a moment there.

10 So there's been a range of items that have gone out, as has been made mention, via Smartraveller, via Melbourne Airport, DHHS's Facebook. There's also been communication that's gone via Department of Transport, I understand, to commercial vehicle operators as well.

15 I guess the key piece of communication really is the one that DHHS is working on, but understandably is being held up as a result of these legal issues and that --- and clarifying some of those legal issues is really paramount to them being able to create some of those other messages that are coming out.

20 So a lot of work had been drafted yesterday, but it had to be put on hold as a result of these issues. So once I get clarity from Merita, we will be able to provide this group with a bit more detail.

MR CRISP: That's great. Thanks, David.

25 All right, so that's an ongoing action to complete those other parts of the comms plan.

30 MS ABBOTT: Just for clarity again, we'll adjust the operations plan to deflect that DHHS is constructing the comms plan. And DPC certainly has a role around authorising messages; is that right, Andrew? Is that still the case with this one?

MR CRISP: Yeah, that's correct.

35 MS ABBOTT: That's right. So the comms plan has to be constructed and that has to cover off all aspects, including their passengers, their families, the movements of them and what messages are going to media, so as per those bullet points within the plan.

40 MR CRISP: You're on to that, David. Thank you. He's probably jumped out for something else. So that's an ongoing action.

But I'm really comfortable where we've landed. And thanks to everyone that's done so much work in order to get to a point where we've put a line through most of those actions.

45 With the plan itself, I appreciate people haven't had a whole lot of time to have a look at it, but I will just go to Jason.

MR HELPS: Sorry, Andrew. Yeah, I've just been madly typing away and getting some advice while this has been going on.

5 I just want to clarify, and there's, I suppose, a difference between who actually has responsibility for, if you like, the custody of these people versus who might practically do some roles. But I've just clarified that essentially once the AO gives the direction they will be in the, if you like, custody of Department of Health and Human Services. So it's just important we take responsibility for that. Now, Victoria Police and others will potentially have a role but, you know, I just wanted to  
10 make sure that that's clear, we're not sort of abdicating our responsibilities or asking VicPol to, sort of, potentially put them in risk.

They certainly have powers in regards to enforcement, but I think the custody remains with us, so we'll just have to iron that out. Now, that doesn't mean we have to physically stay with them the whole time. We give them a direction and we will, you know, obviously monitor those directions with the support. But that's probably just a point to clarify.

MR CRISP: Thanks very much for that, Jason.

20 I guess probably a nice segue in terms of how this is actually going to work at the State level. So everyone, well, most people will be well aware that we have a State Controller --- Health, Department of Health and Human Services is the control agency. So we want to fit this as a discrete operation into the overall state operation.  
25 So as of tomorrow morning, we will have a Deputy State Controller --- Health; not a person from DHHS. So Chris Eagle from DELWP is on the line at the moment. So Chris will be the first of those to take on that Deputy State Controller role who will sit over this particular operation.

30 And Jason touched on it before in terms of who's in charge. It is the Department of Health and Human Services for this operation because, as I said, it fits in with the State's structure and under the State Controller Health. However, as we've discussed, and it is evident by the number of people in the room and on the phones, there are various departments and agencies and organisations that will be playing a support  
35 role, as we used to under our emergency management arrangements, to the Department of Health and Human Services and supporting the Deputy State Controller.

40 So does anyone have any questions around that? I just wanted to be absolutely clear in relation to who is in charge of this operation.

MR WEIMAR: I think it's a really good summary, Andrew. It's Jeroen here.

45 MR CRISP: Thank you.

And every operation needs a name. It's only a little thing but it's important. So this will be Operation Soteria. It is spelt S-O-T-E-R-I-A. So in Greek mythology,

Soteria was the goddess or spirit of safety and salvation, deliverance and preservation from harm. So I thought that was quite appropriate.

5 Well done, Jason, you win the prize for the best name of an operation. So it will be Deputy State Controller responsible for Operation Soteria.

10 Again, appreciating not everyone has got a copy of the plan, and there's more work that needs to be done, I don't want to go through the plan line by line. I think just covering off on the debrief and the actions I think we've addressed most of those issues.

So is there any burning issues across any of the department's agencies on the line at the moment that we need to address now?

15 As we know, we've got a couple of actions, so DHHS in terms of the directions and the detention order, bringing together a group that will be impacted by that. And we'll share that with the group more broadly. The ongoing work around the comms plan itself. But is there anything else from a DHHS perspective that you wish to raise in this meeting?

20

MR HOGAN: No, I think that covers it, Andrew. Just keen to catch up with Claire and DJPR to understand the detailed logistics of the operation of the hotel and how we can feed into our multiple players in that environment.

25 MR CRISP: Thanks, Braedan. So you'll follow up. Thank you.

Jeroen, anything from Department of Transport that you wish to be raising?

30 MR WEIMAR: No. All good. And thanks to Claire for her coordination work, it's been very good.

MR CRISP: Thank you.

35 Claire, anything that you wish to raise?

MS FEBEY: No, nothing from DJPR. Thank you.

MR CRISP: No, thank you.

40 DPC, anything further from you?

MS STITT: No, that's great. If the operations plans could be updated, that would be awesome.

45 MR CRISP: Will do.

AFP?

- MS <sup>REDACTED</sup><sub>s73(e) the member of the</sub> No, nothing more from us, thank you. Just after a copy of that order as soon as possible.
- 5 MR CRISP: Yep, no worries. We'll do a little bit of an amendment and then we'll make sure you do get a copy. Again, thank you for your support, much appreciated.
- Mick and VicPol?
- 10 MR TULLY: Yeah, Andrew, Tim Tully from VicPol.
- MR CRISP: Yep.
- MR TULLY: What we would like to have is a final notification as to which hotels  
15 which flights are actually going to and in what order, please.
- MS FEBEY: <sup>REDACTED</sup><sub>s73(e) the me</sub> we'll follow up with that.
- MR TULLY: Thanks, Claire.
- 20 MR CRISP: Thanks, Claire. Much appreciated.
- ADF, anything further that you wish --- might wish to raise?
- 25 MR <sup>REDACTED</sup><sub>s73(e) the member of the</sub> No, Andrew. Just noting that the news tonight mentioned that ADF will be patrolling the corridors of hotels. Not in Victoria.
- MR CRISP: Yeah, thanks, <sup>REDACTED</sup><sub>s73(e) the me</sub> Yes, there's some interesting media reporting about the role of the ADF. We greatly value the role they have been playing in terms  
30 of supporting us with planning, but at this stage we --- I guess, it is important, I've said it before but I'll say it again, that at this particular point in time we certainly don't see the need for ADF boots on the ground in support of this operation.
- Is there anyone else I've missed on the line that might wish to raise any issue? Right,  
35 thank you for that.
- Again, we will keep an eye on that flight and hope it does arrive on time. There will be a couple of other subsequent meetings.
- 40 Chris Eagle, as I mentioned, will be the Deputy State Controller, he'll be starting at 6 o'clock tomorrow.
- I mentioned in an earlier meeting that this is a great group, it has brought together a really good piece of work. It is not over yet. We know there will be some lumpiness  
45 as we work through this tomorrow. So we will look at setting a time to actually debrief the first one, or the first couple of flights, to make sure that we improve for those later flights.

5 As Claire made the point, and for those that don't know, we're actually quite fortunate, the earlier flights have got the least number of passengers. It ramps up towards the end of the day with the last flight with 200 passengers. Again, it gives us an opportunity to get it right, but I'm sure we will be very, very close.

10 So, again, if no one's got anything else to raise, I don't see us meeting again at 5 o'clock in the morning. I will assume we've got good people, good plan and it will come into effect in the morning.

Jason, as State Controller?

15 MR HELPS: Yes, sorry. Just a couple of quick things: we will follow up obviously with the comms plan and the collateral that's required, and I've also got the relevant PPE that we will arrange to get out to the airport.

MR CRISP: Thanks, Jason. Thanks, everyone.

20 And we will look at reconvening at a time tomorrow when we can have a (inaudible) debrief.

Deb?

25 MS ABBOTT: Just to let everyone know, we'll update the plan with what's come out of this meeting and reissue some time tonight.

30 MR CRISP: Thanks, again. And yeah, thanks to ADF and planning, they've done a great job of pulling this plan together. Thanks, everyone. I was going to say "Have a good evening," but I think there's a bit of work involved. So smile while you're doing it. Thanks everyone.

(Meeting concluded)