

IN THE MATTER OF
THE BOARD OF INQUIRY INTO
THE HOTEL QUARANTINE PROGRAM

STATEMENT OF RACHAELE ELIZABETH MAY
EXECUTIVE DIRECTOR, EMERGENCY COORDINATION AND RESILIENCE,
DEPARTMENT OF JOBS, PRECINCTS & REGIONS

I, **RACHAELE ELIZABETH MAY**, Executive Director, Department of Jobs, Precincts and Regions (**DJPR**), say as follows in response to the Notice to Produce a Witness Statement issued by the Board and dated 17 August 2020:

INITIAL INVOLVEMENT

Q1. Prior to your involvement in the hotel quarantine program, what experience had you had in -

- (a) contracting arrangements generally;**
- (b) contracting on behalf of the Victorian government;**
- (c) contracting for the provision of cleaning services?**

1. Prior to my involvement in the hotel quarantine program (**Program**), I had some experience in procurement processes, including on behalf of the Victorian Government. For example, in the performance of my roles as Director, Regions and Emergencies and Assistant Chief Fire Officer, I from time to time was involved in the procurement variously of the following services: business consultancy, weed spraying, fencing and signage, heavy plant operations, and the services of Registered Training Providers.
2. Prior to my involvement in the Program, I did not have any experience in contracting for the provision of cleaning services.

Q2. Did you have any personal or professional connection with any of the cleaning companies who were engaged to provide cleaning services to the Hotel Quarantine Program? If so, what was that connection?

3. I did not have any personal or professional connection with any of the cleaning companies who were engaged to provide cleaning services for the Program.

Q3. When were you first given responsibility for procuring cleaning companies for that Hotel Quarantine Program?

4. On or around 8 or 9 April 2020, Claire Febey, Executive Director, DJPR, called to ask me if I could perform the role of DJPR Agency Commander. I started shadowing Ms Febey in the Commander role on Sunday 12 April 2020. The Commander role was formally handed over to me in full the following week.
5. As part of the handover process, I was informed that hotels were responsible for providing standard cleaning services, but that DJPR was responsible for procuring, and paying for, commercial cleaning services to provide specialised cleaning in respect of confirmed COVID-19 positive cases (**Commercial Cleaning**).
6. A number of members of the DJPR support team, including [Personal Information], [Personal Information], [Personal Information], Unni Menon and [Personal Information] told me that I needed to organise Commercial Cleaning as a matter of priority, because quarantined travellers (including those who had tested COVID-positive) would be exiting hotels on Sunday 12 April 2020 (that is, 14 days into the Program). I was informed in this context that quotes had already been procured from Commercial Cleaning contractors for this purpose, and I was provided with the quotes, to progress procurement as a matter of urgency.
7. I was not formally given the responsibility of procuring Commercial Cleaning. I understood that this was something that needed to be done as a matter of urgency, and as Agency Commander I took on the responsibility of making this happen.
8. As a preliminary step, I liaised with Department of Health and Human Services (**DHHS**) to understand its requirements in relation to the provision of Commercial Cleaning services, as I describe below. As I also describe below, these requirements changed over time. Before contracting with any Commercial Cleaning contractor, I ensured that their cleaning proposals met DHHS's requirements.

Q4. What role were you asked to perform?

9. See my response to question 3 above.

Q5. To whom were you accountable in your role?

10. In my role as Agency Commander, I was accountable to the Secretary, DJPR. I reported to Gonul Serbest, as she was the Deputy Secretary overseeing the Program for DJPR.

Q6. At the time you commenced your work, were some cleaning services already in place at hotels as part of the Hotel Quarantine Program? What if any records were in place of the basis on which those services had been engaged?

11. As I have said above, there were two streams of cleaning services performed at hotels as part of the Program. Standard cleaning services were the responsibility of participating hotels. DJPR was responsible for procuring Commercial Cleaning only.
12. I did not have any direct involvement in overseeing the provision of standard cleaning services. Liaison with hotel management occurred through the Hotel Acquisition Team (ie, Personal Information and Mr Menon).
13. In relation to Commercial Cleaning services, I am not aware of any such services having been in place as part of the Program by the time I started shadowing Ms Febey in the Commander role on Sunday 12 April 2020.
14. As set out above, by this time, members of the DJPR support team had, however, started contacting Commercial Cleaning contractors and had obtained quotes and information as to the availability of various providers.

SELECTING CLEANING SERVICE PROVIDERS**Q7. Which cleaning service providers were engaged to provide cleaning services at Hotel Quarantine Program sites (cleaning contractors)?**

15. DJPR engaged three Commercial Cleaning providers to provide Commercial Cleaning services at hotels for the purposes of the Program: namely IKON Services Australia Pty Ltd (**Ikön**), AHS Hospitality Pty Ltd (**AHS**) and AMC Commercial Cleaning (**AMC**).

Now shown to me and marked **RM-1** are copies of the contracts with Ikon, AHS and AMC. DJP.215.001.0430; DJP.001.008.0133; DJP.001.008.0164.

16. Ikon was engaged by DJPR on 13 April 2020. AHS and AMC were subsequently procured and engaged by DJPR in late May, following outbreaks at the Rydges on Swanston Hotel (**Rydges**) and the Stamford Plaza Hotel (**Stamford**).

Q8. What process was used to engage those cleaning contractors?

17. On my first day of deployment, I was provided with quotes for cleaning contractors, including for Ikon, by members of the DJPR support team. I understand that members of the DJPR support team had already been in contact with the relevant Commercial Cleaning providers, and had obtained quotes as well as proposals which set out the cleaning procedures and processes that the contractors would use. I was not involved in those initial stages of the procurement process.

18. I pressed forward with procurement from that point on the instructions from DHHS that DJPR were to direct any Commercial Cleaning contractor we procured to the relevant cleaning protocols. The relevant cleaning protocol at that time was: *'Cleaning and disinfecting to reduce COVID-19 transmission, Tips for non-healthcare settings'* (**Cleaning Protocol**).

Now shown to me and marked **RM-2** is a copy of the Cleaning Protocol.
DJP.103.007.7332.

19. On 13 April 2020, I had a discussion with Jason Helps, DHHS, and told him my view that Ikon satisfied the Cleaning Protocols, and the urgency with which the rooms at the Crown hotels needed to be cleaned so that further flights could be allocated to these hotels later in the week. Mr Helps agreed that I should proceed with engaging Ikon.

20. I moved to engage Ikon to perform the Commercial Cleaning on the basis that, and only after I had satisfied myself that:

- (a) DHHS did not have specific requirements as to which contractor DJPR was to engage to perform Commercial Cleaning in the Program;
- (b) Ikon's cleaning proposal¹ satisfied the requirements of the Cleaning Protocol;
and
- (c) Ikon was available to commence Commercial Cleaning in the Program.

21. On 13 April 2020 I approved the engagement of Ikon and through the DJPR Support Team, instructed Legal Services, DJPR, to draft the contract so it could be provided to Ikon for consideration.

¹ DJP.116.001.9617; attaching DJP.116.001.9619; DJP.116.001.9624; DJP.116.001.9632; DJP.116.001.9637; DJP.116.001.9639.

22. DJPR provided a copy of the Cleaning Protocol to Ikon as the cleaning standard with which it was required to comply and engaged Ikon pursuant to the quote it had previously provided. DJPR subsequently provided Ikon with a contract for the provision of the Commercial Cleaning for its consideration, although Ikon had already commenced providing the Commercial Cleaning due to the urgency of the engagement.
23. On 20 April 2020, I had a telephone discussion with Pam Williams, DHHS Program Commander (**DHHS Commander**) in which I sought further confirmation that the Cleaning Protocol applied to specialised cleans of COVID-19 positive rooms.
24. On 27 April 2020, Ms Williams sent an email to me forwarding an email she received from Personal Information, who confirmed that the Cleaning Protocol was the operative standard and that Ms Williams should “please direct the relevant cleaning contractors to this document.”²
25. I thanked Ms Williams and sought further clarification on two matters, namely:
- (a) express confirmation that the Cleaning Protocol applied to hotel rooms; and
 - (b) whether there was any period of “settling” required for COVID-19 positive rooms prior to cleaning.
26. On 28 April 2020, one of my team members sent me an email confirming that DHHS had provided answers to my outstanding queries in relation to the Cleaning Protocol, namely that:³
- (a) the cleaning and disinfection advice in the Cleaning Protocol applied in respect of COVID-positive rooms;
 - (b) only the rooms of people who became COVID-19 positive required a full clean and disinfection; and
 - (c) there was no period of settling required “unless an aerosol generating procedure (eg, nebuliser on a confirmed case) was undertaken, which is highly unlikely to have occurred in a hotel room.”
27. I then sought confirmation as to whether a nebuliser had been used, so that I would know whether a period of “settling” was required, or whether cleaning could start

² DJP.104.008.3703, at .3705.

³ DJP.103.006.6922.

- immediately. The answer came back from DHHS that no nebuliser had been used, so we could then deploy Commercial Cleaning to Rydges, another hotel that required Commercial Cleaning following an outbreak in late May 2020.
28. Ikon was the only provider of Commercial Cleaning services to the Program known to me until the outbreak at Rydges. DHHS then directed DJPR to procure Commercial Cleaning for deep cleans of common areas at Rydges. Ikon was unable to provide all the services requested due to the short notice and the unavailability of staff. I therefore directed the DJPR support team to seek quotes from other commercial cleaning companies.
29. Five other cleaning contractors were contacted by members of the DJPR support team,⁴ most of whom were unavailable. I understand that commercial cleaning services were in strong demand at the time, because of the COVID-19 pandemic. Of the contractors that DJPR contacted, AHS and AMC were identified as being available. After I had again satisfied myself that the cleaning proposals of AHS and AMC⁵ met the requirements of the Cleaning Protocol, DJPR engaged both of those companies.
30. Given AHS and AMC were engaged on an immediate basis to conduct Commercial Cleaning for deep cleans of COVID-19 positive rooms and common areas urgently, there was no time to provide written contracts to AHS and AMC before they commenced providing the Cleaning Services. DJPR provided a copy of the Cleaning Protocol to AHS and AMC as the cleaning standard with which they were required to comply and engaged them pursuant to the quotes they had previously provided DJPR in accordance with instruction from DHHS. The contracts with AHS and AMC were subsequently finalised and provided to them at a later date.

Q9. Who approved entering into a cleaning contract with AHS Hospitality Pty Ltd? Did the same person execute the cleaning contract with AHS Hospitality Pty Ltd?

31. Once I received confirmation from DHHS that the Cleaning Protocol was the relevant direction under which the Commercial Cleaning contractors were to operate, and I had satisfied myself that AHS's commercial proposal met the requirements of the Cleaning Protocol, I authorised Personal Information, DJPR Deputy Agency Commander, to enter into

⁴ DJP.103.003.9771.

⁵ AHS' proposal is contained in DJP.103.001.5201; attaching DJP.103.001.5205; DJP.116.002.8826; attaching DJP.116.002.8827; DJP.116.002.8832; AMC's proposal is contained in DJP.103.003.1053; attaching DJP.103.003.1057; DJP.103.003.1063.

the cleaning contract with AHS. [Personal Information] executed the contract on behalf of DJPR.

32. Novotel South Wharf hotel (**Novotel**) was used by DHHS as a temporary 'red hotel' after quarantined travellers and staff were moved out of Rydges following the outbreak there. Once DHHS engaged Brady Hotel and Novotel was empty, DHHS directed DJPR to arrange a deep clean of common areas at Novotel. As I have said above, given AHS was engaged on an immediate basis to conduct Commercial Cleaning for deep cleans of common areas at Novotel urgently, DJPR provided a copy of the Cleaning Protocol to AHS as the cleaning standard with which it was required to comply and engaged AHS pursuant to the quote it had previously provided to DJPR in accordance with instruction from DHHS. The contract with AHS was subsequently finalised in June 2020, by which stage the Second Cleaning Protocols had been developed by DHHS, and these were provided to AHS.

Q10. Who approved entering into a cleaning contract with Ikon Services Australia Pty Ltd? Did the same person execute the cleaning contract with Ikon Services Pty Ltd?

33. Once I had satisfied myself of the relevant matters, as described above, I authorised [Personal Information] to enter into a cleaning contract with Ikon, which [Personal Information] ultimately executed on behalf of DJPR. As I have said above, Ikon provided some Commercial Cleaning prior to being provided with a written contract.
34. Due to protracted negotiations between DJPR and Ikon in relation to the terms of the cleaning contract, the contract with Ikon was not executed until 20 May 2020.

Q11. Why were those cleaning contractors selected for the provision of cleaning services at Hotel Quarantine sites?

35. Ikon, AHS and AMC were selected for the provision of Commercial Cleaning in the Program because they satisfied the requirements prescribed by DHHS and because they were available.

Q12. Were any further contractors engaged for the purpose of cleaning services at Hotel Quarantine sites? If so

- (a) which contractors;
- (b) when were they engaged; and
- (c) why were they selected?

36. Save for Ikon, AHS and AMC, I am not aware of DJPR engaging any other cleaning contractors for Commercial Cleaning services in the Program.
37. I am aware that DHHS independently engaged Commercial Cleaning services for the Brady Hotel, but DJPR was not involved in the procurement of those services.

Q13. What instructions were you given or did you give about the specific terms which those contracts should include regarding -

- (a) **the nature of the work that the cleaning services would be providing;**
- (b) **responsibility for specialised training in relation to COVID-19;**
- (c) **responsibility for provision and use of personal protective equipment (PPE); and**
- (d) **responsibility for monitoring of the health of cleaning service providers' staff?**
38. In accordance with Departmental process, I instructed Legal Services, DJPR, to draft the contracts for Commercial Cleaning. I instructed that the contracts must provide for cleaning rooms in accordance with the most recent DHHS guidelines. Those were the instructions from DHHS and those were the instructions that therefore needed to be included in the contracts.
39. Aware of the environment in which the cleaning providers were working, I queried what terms could be included in these contracts in this regard. I had spoken to the DJPR contract manager for security services, who had informed me that a training provision had been included in security contracts, so I asked that a consistent approach be adopted for Commercial Cleaning.
40. All of the Commercial Cleaning contractors had previously agreed to provide all relevant PPE, and I ensured that this was included in the final contract.
41. I did not give any instructions about health monitoring. That is not something that occurred to me, nor was it something that DHHS had mentioned.

Q14. Were all cleaning contractors engaged on the same terms and conditions? To the extent there were any variation between the cleaning contractors, why were those variations in place?

42. The cleaning contracts with Ikon, AHS and AMC were on substantially the same terms, save for two key differences.
43. First, the contract with Ikon required Ikon to keep a record of the Commercial Cleaning it undertook, whereas the contracts with AHS and AMC required them to provide

DJPR with a report at the completion of each clean, attaching a cleaning certificate setting out what areas and surfaces had been cleaned. I have since spoken to Legal Services to try to understand the reason for the difference between the contracts. It appears that this change may have been introduced with AHS and AMC, who were engaged after the Rydges outbreak, as a learning outcome from that outbreak, where DHHS had requested the provision of cleaning certificates from Ikon.

44. Second, the cleaning contracts with AHS and AMC reference a cleaning protocol called the 'DHHS Quarantine Hotel Cleaning Procedure' (**Second Cleaning Protocol**) as part of the service requirements.

Now shown to me and marked **RM-3** is a copy of the Second Cleaning Protocol. DJP.103.008.0649.

45. The Ikon contract does not refer to the Second Cleaning Protocol, because the Second Cleaning Protocol was only introduced in June 2020, after the contract with Ikon had been finalised. Accordingly, the cleaning contract with Ikon refers more broadly to the latest recommended cleaning standards for COVID-19, as that was the direction from DHHS that was in force at the relevant time. When DHHS introduced the Second Cleaning Protocol, DJPR provided a copy of that to Ikon as the cleaning standard with which it was required to comply.

Q15. Did the nature or scope of works required under the contracts change over time? If so:

- (a) **what were those changes; and**
 (b) **how were they recorded and given effect?**

46. The nature and scope of works required under the contracts for Commercial Cleaning changed over time in two respects: the type of clean required, and the cleaning protocols to be applied.

47. Initially, and until the Rydges outbreak in May 2020, the instructions of DHHS were that Commercial Cleaning should be arranged for COVID-positive hotel rooms, where those rooms were exited (either for a COVID-positive person to move to another room on a "red floor" or to a "red hotel") or out of the Program altogether on completion of 14 days in quarantine). In late May 2020, following the Rydges outbreak, DHHS introduced new requirements for deep cleaning of common areas and regular touchpoint cleans as part of the initial management strategy for the outbreak. These cleans had not been undertaken by Commercial Cleaning contractors previously. As

a result of the urgency and frequency of cleans, new and additional suppliers were required to meet the increased demand.

48. The cleaning protocols provided by DHHS for Commercial Cleaning also changed over time. At the time of procuring the services of AHS and AMC (and of course Ikon), the Cleaning Protocol applied (the Second Cleaning Protocol had not yet been introduced). However, after these contractors were engaged, DJPR sought to consolidate all of the information it had received from DHHS (including as relevantly contained in the Cleaning Protocol) into one document for the DHHS Emergency Operations Centre to consider. DHHS then asked the Infection Control Consultant, Health Protection, to review the document.
49. DHHS also asked me to approve the document, but I declined and asked that DHHS infection specialists approve the document given I did not have any expertise in infection control and DHHS was the Control Agency with oversight and responsibility for infection control.⁶
50. Following this, the DHHS Public Health Commander released the Second Cleaning Protocol on 16 June 2020. On 17 June 2020, I directed that the Second Cleaning Protocol be sent to Ikon, AHS and AMC.⁷
51. Among other things, the Second Cleaning Protocol increased the time required to undertake cleaning processes, and set similar standards for the cleaning of rooms which were not COVID-positive (which had not previously been the case). The Second Cleaning Protocol also required that all cleaning staff wear full-length disposable gowns, surgical masks, eye protection and gloves, regardless of whether the area being cleaned had been occupied by a COVID-positive person.
52. I raised these differences with the DHHS Commanders Ms Merrin Bamert and Ms Williams and said that the revised cleaning procedure would mean that it could take an additional one to two weeks to clean each hotel.⁸ Operationally, this would have had a large impact on the ability of existing hotels to receive flights, and would possibly have required additional hotels to be stood up in the Program.
53. I am aware that the DHHS Commander then worked with DHHS Public Health to refine the Second Cleaning Protocol, to alleviate its operational impact. I then sought

⁶ DJP.103.008.2404.

⁷ [DJP.103.008.1083; attaching DJP.103.008.1088.

⁸ DJP.103.008.0555.

further clarification in relation to the Second Cleaning Protocol, and that DHHS conduct the necessary briefings/training.⁹

54. On 28 June 2020, DHHS and SaferCare Victoria (which is an administrative office of DHHS that led the development and refinement of the cleaning protocols in May and June 2020) issued revised guidance.¹⁰ DJPR ceased its involvement with the Program on 30 June 2020 other than to assist in the handover to DHHS in the first two weeks of July 2020.

Q16. Were you party to any discussion about whether the Department of Jobs, Precincts and Regions (DJPR) was the appropriate department to be entering into and managing contracts relating to the Hotel Quarantine Program? If so, what were those discussions?

55. In early June 2020, Ms Febey and I initiated a discussion with DHHS about future contractual arrangements for the Program. This was following a discussion between the Secretaries of DJPR and DHHS about these matters. DJPR proposed a staged transition of all DJPR functions to DHHS, with all contracts and functions transferred by 30 June 2020. The catalyst for this discussion was that DHHS was looking to procure a new hotel for all COVID-19 positive travellers and DJPR proposed that DHHS manage all contracts associated with that site.

Q17. As new hotels joined the Hotel Quarantine Program, did DJPR engage new cleaning service providers?

56. No, the engagements were as described above.

USE OF SUBCONTRACTORS

Q18. At the time you were tasked to work on formalisation of contract arrangements with cleaning contractors, were any of those contractors already using subcontractors or labour hire companies?

57. Not to my knowledge.

⁹ DJP.103.007.7241; attaching DJP.103.007.7253.

¹⁰ DJP.103.004.4609; attaching DJP.103.004.4611.

Q19. Before the finalisation and signing of contracts, did you authorise any of the cleaning contractors to subcontract or engage the services of subcontractors or labour hire companies? For each instance where you did so, please identify -

- (a) which subcontractor or subcontractors were authorised;
- (b) the terms on which that authorisation was given;
- (c) how that authorisation was given;
- (d) the reasons for the authorisation; and
- (e) whether and how DJPR was satisfied that the cleaning contractors ensured that subcontractors would comply with the terms of DJPR's contract with the cleaning contractor.

58. No, I was never asked by any of Ikon, AHS or AMC to consider a request to subcontract or engage the services of subcontractors or labour hire companies before the finalisation and signing of contracts, nor at any other time. My understanding is that no subcontractors were engaged by Ikon, AHS or AMC. I am also advised by Person Personal Inform and members of the DJPR support team that no such requests were ever made of them.

Q20. From the date on which contracts were agreed and executed, did you authorise any of the cleaning contractors to subcontract or engage the services of subcontractors or labour hire companies? For each instance where you did so, please identify -

- (a) which subcontractor or subcontractors were authorised;
- (b) the terms on which that authorisation was given;
- (c) how that authorisation was given;
- (d) the reasons for the authorisation; and
- (e) whether and how DJPR was satisfied that the cleaning contractors ensured that subcontractors would comply with the terms of DJPR's contract with the cleaning contractor.

59. No, as mentioned above, I was never asked by any of Ikon, AHS or AMC to consider a request to subcontract or engage the services of subcontractors or labour hire companies.

CONTRACT MANAGEMENT

Q21. In the period April to June 2020 who did you understand to be the government agency with the responsibility of ensuring compliance with the cleaning contracts?

60. The ultimate responsibility for the Program, including all hotel operations and including the cleaning function, sat with DHHS as:

- (a) the Control Agency;
 - (b) the only department with any expertise in infection control; and
 - (c) the only department with a consistent site presence at hotels within the Program – or, in the case of Rydges, the only department with any site presence at that hotel.
61. DJPR was, in practice, responsible for:
- (a) procuring the Commercial Cleaning contracts in accordance with the directions of DHHS;
 - (b) managing issues directly with the Commercial Cleaning contractors which were drawn to my attention;
 - (c) liaising with DHHS and the Commercial Cleaning contractors about any issues; and
 - (d) escalating issues to DHHS for resolution as the Control Agency and the department with the expertise and authority in relation to infection control.
62. Because DJPR had only a limited onsite presence at most hotels, and no site presence at Rydges, the reality was that DJPR was not in a position to supervise the cleaning function. In any event, I would not have been able to task a member of DJPR with ensuring compliance with Commercial Cleaning contracts, because no member of my team was qualified to assess infection control standards on the ground.
63. DHHS had the requisite onsite presence, expertise in infection control requirements and, as I understand from the feedback that I received, oversaw – at least to some extent – Commercial Cleaning operations at hotels.
64. For example, as part of the initial response to the outbreak at the Stamford, DHHS had determined that the cleaning operation required a careful process to bring in new staff and ensure they did not interact with any previously rostered staff or work in any areas potentially contaminated. The commercial cleaning operation was essential to create 'clean' areas for new staff to work, as old staff were rotated out. It was logistically difficult to carry out, because the entire hotel needed to be cleaned without the two crews crossing paths. The DJPR Support team was asked by the Commercial Cleaning contractor how to carry out this operation, but I did not know the answer because I lacked the requisite infection control expertise and experience. After

discussing this with the DHHS Commander, I directed the Commercial Cleaning company to work with the onsite DHHS representative who would oversee the operation.

65. When AHS came to perform the outbreak Commercial Cleaning at the Stamford, DHHS contacted me on a number of occasions and told me that the clean had not been undertaken correctly for various reasons. I reconfirmed with DHHS the cleaning requirements, to ensure they were consistent with the initial direction from DHHS. After receiving the list of areas required to be cleaned from DHHS, I instructed a DJPR Support Officer to engage with AHS about the requirement to return to the Stamford to complete the Commercial Cleaning in accordance with instruction from DHHS.
66. By way of further example, in mid-June 2020 I wrote to the General Manager of Rydges in relation to infection control inspections conducted by DHHS at Rydges, having regard to the adequacy of cleaning services provided. I note in that correspondence that DJPR was holding off sending quarantined travellers to Rydges until "DHHS are satisfied with the cleaning standards."¹¹

Q22. Who was responsible for ensuring compliance with the cleaning contracts?

67. See my response to question 21 above in relation to Commercial Cleaning.
68. The hotels were responsible for standard cleaning, though at least to the extent this had an infection control component, DHHS held the ultimate responsibility.

Q23. If you were responsible for ensuring compliance with the cleaning contracts, how did you monitor compliance with the terms of the contract as those terms related to -

- (a) training;
- (b) PPE; and
- (c) performance of the tasks specified under the contract?

69. DJPR's responsibilities in this respect were to ensure the resolution of issues raised with it, including issues referred by DHHS Commanders which had been escalated from onsite staff. DJPR dealt with Commercial Cleaning contractors to resolve such issues, in its contract management capacity.

¹¹ DJP.103.007.1384 (see .1386 and .1387).

70. As described above, DHHS would also from time to time liaise directly with the Commercial Cleaning contractors.

71. I am also aware that there were occasions where a hotel directly contacted representatives of a Commercial Cleaning contractor. My understanding is that this sometimes happened after a number of cleans had been undertaken at a particular hotel, and once hotel staff were familiar with a Commercial Cleaning contractor.

Q24. To what extent did you have contact with representatives of the cleaning contractors regarding the ongoing performance of the contracts?

72. I did not personally have any contact with representatives of the Commercial Cleaning contractors, though members of the DJPR support team did variously have contact with these contractors.

Q25. To what extent did you have contact with, give direction to, or take advice from the following with respect to the provision of cleaning services -

- (a) DJPR's site manager at each hotel;
- (b) DJPR's safety manager;
- (c) The Department of Health and Human Services (DHHS) Authorised Officer or line manager for each hotel; or
- (d) Any other person involved with the Hotel Quarantine Program.

73. The DJPR site manager at each hotel took requests from hotels for cleaning of any vacated COVID-19 positive rooms, except in respect of Rydges, where there was no DJPR site presence. The DJPR site manager acted as the conduit between the hotel, Commercial Cleaning contractors and DHHS, by approving the engagement of Commercial Cleaning contractors to ensure only COVID-19 positive rooms were cleaned. The DJPR site manager, or a member of the DJPR support team, usually arranged cleans directly with a representative of the Commercial Cleaning contractor.

74. When the Cleaning Protocol was updated and the Second Cleaning Protocol was implemented, I directed these documents to be provided to the DJPR site leaders so that they had the same information as that provided to hotels and could field any questions that arose.

75. The DJPR safety advisors were not required to oversee infection control, so I do not recall having any contact with DJPR safety advisors in relation to the provision of cleaning services. If the DJPR safety advisors heard or observed any issues

regarding the provision of cleaning services, those would have been escalated to me to raise directly with DHHS.

76. As I have said above, DJPR had no site presence at Rydges, so there was no DJPR site manager at that hotel. The only department with any site presence at Rydges was DHHS.
77. I did not have any contact with DHHS Authorised Officers or line managers about the provision of Commercial Cleaning services. DHHS Authorised Officers and line managers would normally raise any such issues either directly with the DJPR site leader, or through their chain of command to the DHHS Commander.
78. As previously cited, I regularly took direction from the DHHS Commander, DHHS Public Health Command and Safercare Victoria regarding the provision of Commercial Cleaning.

Q26. What was the process by which concerns or complaints about the conduct of cleaning contractors were received and investigated?

79. I can only recall one complaint regarding the delivery of Commercial Cleaning being made. This was made by DHHS to DJPR. I have set out below the process I took to receive and investigate this complaint.

Q27. Did you receive any such complaints or concerns? What action did you take?

80. As I have said above, I can only recall one complaint regarding the conduct of specialised cleaning contractors.
81. DHHS directed that DJPR arrange a deep clean of common areas at the Stamford Plaza hotel, as part of the outbreak management on 17 June 2020.¹² DJPR engaged a specialist cleaning contractor and provided the newly approved Second Cleaning Protocol to the specialist cleaning contractor, which confirmed it would implement that cleaning standard.¹³
82. On 17 July 2020 I received a phone call, and follow up email, from the DHHS Commander that the Commercial Cleaning staff were in the hotel but not undertaking all the tasks expected.¹⁴ This was reported to the DHHS Commander by the onsite

¹² DJP.404.001.6602 at .6605.

¹³ DJP.404.001.6602; DJP.116.002.0904; attaching DJP.116.002.0906.

¹⁴ DJP.103.007.9785.

DHHS nurses. This was a time critical task as it was part of outbreak management to allow fresh staff to work in the hotel in areas freshly cleaned.

- 83. Upon receipt of this complaint, I called the DJPR Support Officer who had booked the clean, to immediately phone the cleaning company to clarify the confusion, and the directions for cleaning. The DJPR Support Officer spoke to the cleaning company, which confirmed there must have been some confusion onsite regarding instructions, as the company was clear about the DHHS directions DJPR had passed on to them. It is my understanding that the company then returned the following morning to ensure the clean was completed to the standard directed by DHHS.

sign here ▶



print name

Rachaele Elizabeth May

date

28/08/2020

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