

Re: Information - Confidential - Further cases at Rydges on Swanston

From: "Kym Peake (DHHS)" [REDACTED]
 To: "Finn Romanes (DHHS)" [REDACTED], "Brett Sutton (DHHS)" [REDACTED]
 Cc: "Nick Chiam (DHHS)" [REDACTED], "Annalise Bamford (DHHS)" [REDACTED]
 [REDACTED] [REDACTED] [REDACTED] [REDACTED]
 [REDACTED] [REDACTED] [REDACTED] [REDACTED]
 Date: Fri, 29 May 2020 23:06:20 +1000

Thanks Finn,

I think we need to consider how we manage a dedicated hotel for people who are Covid positive and close contacts going forward. I think NSW have a hotel operated by a health service. Would we be better to move to that type of model?

And do we need other infection control protocols we for other hotels? Especially as we prepare for the possibility of international students being accommodated in hotels from July.

Many thanks

Kym

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From: Finn Romanes (DHHS) [REDACTED]
Sent: Friday, May 29, 2020 10:29:33 PM
To: Brett Sutton (DHHS) [REDACTED]
Cc: Kym Peake (DHHS) [REDACTED]; Nick Chiam (DHHS) [REDACTED]
 [REDACTED]; Annalise Bamford (DHHS) [REDACTED]
 [REDACTED] [REDACTED]
Subject: Information - Confidential - Further cases at Rydges on Swanston

Dear Brett

We have worked through an additional set of controls tonight in light of further cases, bringing the total to six. This is two staff with onset of illness on 25 May, and four staff identified through screening shortly after that, likely all asymptomatic but unknown in two.

We are now working on the basis that there is potentially wider risk, and although point source is still possible there could be a persistent – likely environmental – source and the additional controls are implemented below, prior to a full review in the morning. That review may lead to advice to you to quarantine a wider cohort of staff as a precaution.

Media lines have been prepared for holding, and morning.

Many thanks to [REDA] Merrin and the team for this work.

Regards

Finn

Dr Finn Romanes
 Public Health Commander
 Novel Coronavirus Public Health Emergency
 [REDACTED]
 Department of Health and Human Services
 State Government of Victoria

From: REDACTED
 Sent: Friday, 29 May 2020 10:18 PM
 To: Merrin Bamert (DHHS) REDACTED; Pam Williams (DHHS) REDACTED; Nick Chiam (DHHS) REDACTED; Meena Naidu (DHHS) REDACTED DHHSOpSoteriaEOC <DHHSOpSoteriaEOC@dhhs.vic.gov.au>; Melody Bush (DHHS) REDACTED
 Cc: Sarah McGuinness (DHHS) REDACTED; REDACTED (DHHS) REDACTED @dhhs.vic.gov.au>; Annalise Bamford (DHHS) REDACTED Finn Romanes (DHHS) REDACTED
 Subject: Updated actions Rydges Hotel

Hi Merrin,

As discussed, late this evening we have been notified of two further cases in staff members at Rydges Hotel. The total number of cases now being **six**.

The interview for Case 5 is underway and I understand RE is a REDACTED who worked night shift. Further details pending.

Case 6 is a REDACTED from REDACTED. We are yet to successfully reach this case, but will continue to try until 10.30pm before resuming efforts in the morning. As I mentioned, there is a suggestion this case may also have worked at the Marriott but we currently have no details about symptoms, timelines, infectious periods etc.

A fuller risk assessment will be undertaken tomorrow once all these details are available, however there are a number of **immediate steps** that we should instigate tonight:

- **No new admissions to the hotel.**
- **Minimising all movement of residents outside their rooms (except for emergency care).**
 - **No walks, smoking, non-critical mental health breaks**
- **No movement of staff between sites/cohorting. Any staff member who has worked at Rydges from 11th May should not work at any other sites.**
 - **Including all health staff, AOs, team leaders, support staff, DJPR team leaders, security and hotel staff.**
 - **At the moment, these staff can continue to work at Rydges.**
 - **Time frame for the limitation is not yet clear (will depend on the timelines for un-interviewed cases and any other cases)**
 - **A larger group of staff may need to be fully quarantined depending on the outcomes of the investigation**
- **Cleaning – I understand a full deep clean has occurred and regular commercial cleaning will commence with a particular focus on common areas and high touch surfaces**
- **Reactive media lines have been drafted, however these will likely need tweaking in the morning.**

Sarah has scheduled an outbreak management team meeting for 10am tomorrow. Please feel free to forward that invitation to anyone cover weekend roles or who may have been missed.

Kind regards

REDA

REDACTED

Deputy Public Health Commander COVID-19 (Case, Contact and Outbreak Management)

Senior Medical Advisor

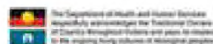
Health Protection Branch | Regulation, Health Protection and Emergency Management Division

Department of Health and Human Services | 50 Lonsdale Street, Melbourne Victoria 3000

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RE: OFFICIAL: OPERATION SOTERIA - Database requirements

From: Meena Naidu (DHHS) REDACTED

To: Finn Romanes (DHHS) REDACTED, Braedan Hogan (DHHS) REDACTED, Ray Baird (DHHS) REDACTED

Cc: Stephen Hodgkinson (DHHS) REDACTED, StateEmergencyManagementCentre SEMC (DHHS) <semc@health.vic.gov.au>, Merrin Bamert (DHHS) REDACTED, REDACTED (DHHS) REDACTED, Andrea Spiteri (DHHS) REDACTED, Chris B Eagle (DELWP) <chris.eagle@delwp.vic.gov.au>, Noel Cleaves (DHHS) REDACTED, Simon Crouch (DHHS) REDACTED, Charles Alpren (DHHS) REDACTED, REDACTED (DHHS) REDACTED, REDACTED (DHHS) REDACTED, REDACTED (DHHS) REDACTED, REDACTED (DHHS) REDACTED, Charles Alpren (DHHS) REDACTED

Date: Mon, 30 Mar 2020 15:48:49 +1100

Hi Finn

Thanks for that advice. The issue for us is the Compliance AOs need to do a review of each detained person every 24 hours to provide advice on whether they continue to be detained. The process at the moment is that this is done by the AOs at the hotels with assistance from the 'welfare' team who are calling people doing the welfare checks. This is because the AOs are on the ground and will have further intelligence about any issues with individuals.

If the welfare team and the AOs are not able to access PHESS, we will not be able to do the review every 24 hours as required by the legislation.

Legal worked with the compliance team yesterday to develop a spreadsheet which detailed the specific legislative requirements. Merrin has been working with EM to build on this to include the welfare requirements. My understanding from Merrin was that the database would feed into PHESS which would mean that while PHESS would contain all the data, we would also have data to review without having to access PHESS.

The alternative is that all the relevant people can access PHESS, which we understood would be an issue.

Kind regards

Meena

Meena Naidu | Director, Health and Human Services Regulation and Reform

Regulation, Health Protection and Emergency Management Division

Department of Health and Human Services | 50 Lonsdale Street Melbourne Victoria 3000

p. REDACTED | m. REDACTED | e. REDACTED

w. www.health.vic.gov.au

Executive Assistant:

REDACTED



OFFICIAL

From: Finn Romanes (DHHS) [REDACTED]
Sent: Monday, 30 March 2020 2:37 PM
To: Braedan Hogan (DHHS) [REDACTED]; [REDACTED] (DHHS)
 [REDACTED]; Ray Baird (DHHS) [REDACTED]
Cc: Steve Hodgkinson (DHHS) [REDACTED]
 StateEmergencyManagementCentre SEMC (DHHS) <semc@health.vic.gov.au>; Merrin Bamert (DHHS)
 [REDACTED] (DHHS) [REDACTED]
 Andrea Spiteri (DHHS) [REDACTED]; Chris Eagle (DELWP)
 <Chris.Eagle@delwp.vic.gov.au>; Meena Naidu (DHHS) [REDACTED]; Noel Cleaves
 (DHHS) [REDACTED]; Simon Crouch (DHHS) [REDACTED]
 Charles Alpren (DHHS) [REDACTED]; [REDACTED] (DHHS)
 [REDACTED] (DHHS) [REDACTED]; [REDACTED] (DHHS) [REDACTED]
 [REDACTED] (DHHS) [REDACTED]; [REDACTED] (DHHS)
 [REDACTED] Charles Alpren (DHHS) [REDACTED]
Subject: RE: OFFICIAL: OPERATION SOTERIA - Database requirements

Dear colleagues

There is an existing secure database – known as PHESS – that is used to track and manage people in quarantine and isolation within the COVID-19 response. This currently captures and securely holds health information, and risk information, and a range of other information (including location / address). This system is at the heart of managing all the different groups who are a risk – from confirmed cases to suspected cases to rejected cases to people in isolation to people in quarantine. A range of compliance tools are springboarding off PHESS, including Whispr.

The Public Health Commander has requested that there should NOT be a separate database for tracking and managing individuals who are in quarantine that is not PHESS at this time. Please pause this work until there has been an opportunity to engage with the PHESS manager, the Intelligence Officer Charles Alpren (or [REDACTED]) and instead work towards a modification to meet the needs of this project using PHESS.

I will make some calls now to get to the bottom of how PHESS functionality can be set up to serve this need now.

Finn

Dr Finn Romanes
 Deputy Public Health Commander - Planning
 Novel Coronavirus Public Health Emergency

[REDACTED]

Department of Health and Human Services
 State Government of Victoria

From: Braedan Hogan (DHHS) [REDACTED]
Sent: Monday, 30 March 2020 2:16 PM
To: [REDACTED] (DHHS) [REDACTED]; Ray Baird (DHHS) [REDACTED]
Cc: Steve Hodgkinson (DHHS) [REDACTED]
 StateEmergencyManagementCentre SEMC (DHHS) <semc@health.vic.gov.au>; Merrin Bamert (DHHS)
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 <Chris.Eagle@delwp.vic.gov.au>; Meena Naidu (DHHS) [REDACTED]; Noel Cleaves
 (DHHS) [REDACTED]; Simon Crouch (DHHS) [REDACTED];
 Charles Alpren (DHHS) [REDACTED]; [REDACTED] (DHHS)
 [REDACTED] [REDACTED] (DHHS) [REDACTED]
 Finn Romanes (DHHS) [REDACTED]; [REDACTED] (DHHS)
 [REDACTED] [REDACTED] (DHHS) [REDACTED]

Subject: RE: OFFICIAL: OPERATION SOTERIA - Database requirements

Hi [REDACTED] – to summarise, a new product will be developed (as per previous spec) to support Operation Soteria.

Im keen to link the person leading this work with DJPR as they have been doing some thinking on this also.

Braedan

[Braedan Hogan](#)
 Deputy Director, Strategy and Policy

COVID19 Accommodation Response Governance Establishment Meeting

Meeting Minutes

Time and date	4:30PM – 6:00PM, Monday 6 April, 2020
Chairperson	Pam Williams
Location	Teams Meeting
Attendees	Pam Williams (PW); Nick Chiam (NC); Melissa Skilbeck (MS); Meena Naidu (MN); Finn Romanes (FR); Andrea Spiteri (AS); Marina Henley (MB); Carla Donnoli (CB); Jason Helps (JH); Meagan Ward (MW); Alison Zoraja (AZ); Coralie Hadingham (CH); Merrin Bamert (MB), Mehereen Aziz (AZ); Claire Febey (DEDJTR) (CF); Unni Menon (DEDJTR) (UM); Chris Eagle (DELWP) (CE); Sharon Nye (Deloitte) (SN); Personal Information (DEDJTR) (DF); Rebecca L Jennings (RJ) (minutes)
Apologies	Ross Broad (RB), Diane White (DW), Annette Lancy (AL);
Purpose	Review current programs of work and establish governance forum for ongoing operations

Item	Time	Description	Presenter
1.	5	Welcome and Introductions	PW
2.	20	Roles and responsibility: <ul style="list-style-type: none"> - Confirm Departments / Leads on four (4) streams across current and future EM accommodation (i.e. compliance, Public Health, supply and operations) - What needs to be cleared by SCC 	All
3.	30	Key program aspects to be resolved: <ul style="list-style-type: none"> - Next immediate expansion (i.e. Healthcare Workers) - Current developments <p>Significant operational issues for discussion (or identification of process for decision)</p>	All
4.	30	Ongoing governance for all program elements	PW

Item	Key points and comments
1.	<ul style="list-style-type: none"> - JH provided an update on the current operation as it sits under the SCC and the current number of detainees at 3 locations across Melbourne CBD as at 'Day 9' (approx. 1800) - CE shared the initial modelling on hotel capacity / demand based on incoming passenger numbers and hotel room requirements (.xls shared via email to the group), noting that this modelling is based on the current international traveller requirements. - CF noted an expected surge in numbers given the likely increase in passengers repatriated to

	<p>Australia, and an observation that flights are being rerouted from Sydney.</p> <ul style="list-style-type: none"> - PW proposed to move to item 3 as a follow on from this discussion to address the immediate needs of expansion to Healthcare Workers (HCW)
2.	<ul style="list-style-type: none"> - JH shared current R&R as it stands today (for Quarantine Ops only), between DJPR and SCC noting that preparations for operational handover to PW from SCC are underway - MS noted that a central point of contact is required as the lead (to be identified in functional and associated detailed structure) - Noted that daily POC for issues raised on the ground would be agency commander on the day. (taken offline and discussed between SCC and MN). <p>OUTCOME: PW will now be first point of contact (POC) for mandatory quarantine requirements (as required by Public Health) (and will liaise with SCC and other partners as required)</p>
3.	<ul style="list-style-type: none"> - MW outlined the HCW plan and what this will mean for EM accommodation response, noting the primary remit of this cohort, but that more specific modelling / demand estimates will become available (via RB et al). - ACTION: RJ to follow-up with AL on FAQs issued through DPC relating to this cohort and circulate for reference. - DJPR requires feedback on what appropriate accommodation looks like for this cohort, noting that there are currently 600 vacant rooms that SCC as identified as unsuitable for returning travellers - FR noted that Public Health can help provide advice on which cohorts can be integrated with others (i.e. +ve cases, versus returning travellers and HCW) - DJPR (UM) request 48hrs notice to stand-up new site (incl. source, agree (with SCC) and hotel staffing needs). - MN noted that a schedule of when new sites come on board will be imperative to support effective staffing. - Noted that H&W have arrangements in place with Quest in regional areas for HCW but the preference is to have all arrangements fall under one supply and operations governance structure to ensure full visibility of total cost of COVID19 Accommodation. - SCC (JH) preference is to have all sites CBD located to support effective resourcing across sites. - ACTION: DJPR will commence sourcing for possible locations for HCW cohort and revert to SCC / PW to confirm (consistent with current process with SCC) <p>OUTCOME: HCW accommodation response to be leading agenda item at next meeting (Wednesday 8 April, 2020)</p>
4.	<ul style="list-style-type: none"> - Consensus that meetings should occur as regularly as required by PW in the initial phases of delivery and further expansion - PW proposed that this forum focus on strategic program matters, governance and issues related to the total COVID19 Accommodation Response (not daily operational matters) - PW proposed next meeting to be held Wednesday 6 April, 2020 – AGREED - ACTION: All leads to nominate appropriate representatives for next meeting - ACTION: RJ to forward proposed agenda and schedule placeholder for nominated attendees - ACTION: RJ to circulate minutes and actions for review and feedback with related materials.

Fwd: Interim policy for exit arrangements

From: Braedan Hogan (DHHS) [REDACTED]
To: Andrea Spiteri (DHHS) [REDACTED], Chris B Eagle (DELWP) <chris.eagle@delwp.vic.gov.au>, Jason Helps (DHHS) [REDACTED], [REDACTED] [REDACTED] (DHHS) [REDACTED] [REDACTED] (DHHS) [REDACTED] [REDACTED] (DHHS) [REDACTED] [REDACTED] (DHHS) [REDACTED], Pam Williams (DHHS) [REDACTED]
Date: Thu, 16 Apr 2020 21:18:36 +1000

Will have to work to implament tomorrow

Braedan Hogan
 Deputy Director, Strategy and Policy
 Emergency Management
 Department of Health and Human Services
 [REDACTED]

From: Finn Romanes (DHHS) [REDACTED]
Sent: Thursday, April 16, 2020 21:13
To: Angie Bone (DHHS)
Cc: Anna Peatt (DHHS); [REDACTED] (DHHS); Anthony J Kolmus (DHHS); [REDACTED] (DHHS); [REDACTED] (DHHS); Brett Sutton (DHHS); Annaliese Van Diemen (DHHS); Braedan Hogan (DHHS); Clare Looker (DHHS)
Subject: Interim policy for exit arrangements
 Dear Angie

As discussed, here are the interim and currently active policy positions. [REDACTED] and the team will put these into the plan tomorrow morning, but thanks for talking them through and please consider these the active policy positions from Public Health Command:

1. Well person who has served 14 days of quarantine
 - a. Can leave - gets end of detention notice (version 'universal' updated on Monday attached)
2. Confirmed case of COVID-19 who is cleared (met release from isolation criteria, i.e. is declared no longer infectious)
 - a. Can leave – must not be prevented from leaving if the AO is aware they are cleared and the person demands to leave – they are non-infectious and therefore not a public health risk
 - b. Gets clearance from isolation letter from Annaliese (as per Isolation (Diagnosis) Direction).
3. Confirmed case of COVID-19 who is still potentially infectious and has been in detention less than 14 days
 - a. Must stay in detention (this was clarified as the position by CHO today)
4. Confirmed case of COVID-19 who is still potentially infectious but has reached the end of their 14 day detention period
 - a. Can leave detention and falls under the Diagnosis (Isolation) Direction
 - b. Safe travel should be arranged by EOC to place of home isolation in Victoria (mask, stay separate, go straight to home; but preferred travel by non-emergency patient transport with PPE'd ambulance officers)
 - c. Not permitted to travel interstate / not permitted to fly domestically but no detention order needed to prevent that (in keeping with all other confirmed cases)
 - d. If no place to isolate, DHHS should keep person in hotel voluntarily to reduce risk until cleared, or until safe home isolation environment identified
5. Well close contact (room-mate at hotel) of a confirmed case of COVID-19 where the room-mate has reached end of their 14 day detention period
 - a. Case and Contact Sector to do assessment, assign a new 14 day period (from date of last contact with infectious case) and issue a requirement to quarantine until that 14 days ends – factsheet, lodge new date in PHESS, reverting person to effective close contact status
 - b. No detention order required, and no legal order preventing flying, but must be advised by

CCM Sector not to fly and needs to quarantine

- c. If lives interstate, DHHS could offer hotel if person would otherwise be homeless
6. Symptomatic suspected case of COVID-19 who has reached the end of their 14 day detention period
 - a. Allowed to leave detention safely (mask, separate; ideally NEPT transport to home isolation)
 - b. DHHS Case and Contact Management to follow-up result to convey (as DHHS oversaw this testing so is obliged to follow-through)

Finn

Dr Finn Romanes

Deputy Public Health Commander - Planning

Novel Coronavirus Public Health Emergency

REDACTED

Department of Health and Human Services

State Government of Victoria

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Operation Soteria
Op.Soteria-Minutes-2020-04-10-1330hrs



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Operation Soteria

Meeting Details			
Meeting Date	Friday 10 April 2020	Start	1330hrs
Teleconference	9037 8885	End	1414hrs
Location	State Control Centre, Bogong Room		
Minutes	SRC Executive Support		
Members	Name	Members	Name
Deputy State Controller – Op Soteria (Chair)	Scott Falconer (SF)	DOT	Kim Schriener (KS)
EMC	Chris Stephenson (Deputy EMC)	VicPol	Terese Fitzgerald (TF) Adrian Healy (AH) Jamie Templeton (JT)
Public Health Commander	Finn Romanes (FR)	DPC	Amanda Pickrell (AP)
DHHS	Braedan Hogan (BH) <i>(DHHS Agency Command)</i> Pam Williams (PW) Menna Naidu (MN) <i>(Quarantine Exemptions)</i>	SCC Comms	
DHHS (Airport)		AFP	
DJPR	Claire Febey (CF) Rachaele May (RM)	Assurance and Learning	

Actions from Previous Meetings

No	Meeting Date	Action	Assigned to	Due Date
1.1	3/4/2020	<p>DPC/EMC to identify contacts to assist in gaining information on numbers of Australians returning home and capacity trigger points for all jurisdictions.</p> <p><i>6/4/2020 - Home Affairs will pursue with ADF better intelligence on flight arrivals.</i></p> <p><i>7/4/2020 – Two parts to this action now with the first component being completed that better reporting for numbers are being received from DFAT.- COMPLETE.</i></p>	EMC	COMPLETED part 1 – DFAT flight and passenger numbers.
1.2		<p>DPC/EMC to follow-up the quarantine expectations in other jurisdiction once passengers have completed their quarantine in Victoria.</p> <p><i>9/4/2020 – EMC mentioned at SCT that he was expecting a spreadsheet to be shared later today that that provided the jurisdictional quarantine requirements. – IN PROGRESS</i></p> <p><i>10/4/2020 – (AP) will follow up and confirm ASAP.</i></p>		In PROGRESS Part 2

3.	5/4/2020	<p>Exit process to be developed by multiple agencies in anticipation of individuals leaving hotel quarantine.</p> <p><i>7/4/2020 – Hope to be finalised this afternoon. BH to follow up today.</i></p> <p><i>9/4/2020 – Still being finalised. Hope to have it complete by tomorrow.</i></p> <p><i>10/4/2020 – PW still working through process, awaiting approval on pieces of Comms for guests.</i></p> <p><i>FR – DPC Comms have just given approval. Will send in shortly.</i></p> <p><i>SF – please send in to SCC so it can be circulated with minutes.</i></p>	DHHS/DJPR	In PROGRESS
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Item	Subject
1.	<p data-bbox="292 466 576 493">Situational Awareness</p> <p data-bbox="292 512 699 539">Deputy State Controller - Health</p> <ul data-bbox="339 562 1409 971" style="list-style-type: none"> • We need to ensure Actions are followed up promptly and shared. • As of the 28th of March until today, there has been 52 flights, 2,503 transferred to quarantine, 5 in Hospital, 31 exemptions issued. • BH – data needs further work as it is including commonwealth exemptions. • MN – Commonwealth makes some border decisions, Victoria makes its own decisions around detention. In some cases we have aligned with decisions made at the National level, but in other cases we have varied and it has been accepted at the National level that States and Territories aren't bound. • FR – Commonwealth works through the State on exemptions. No Parallel exemption process. • SF – Will chat with BH offline, we need to clarify these figures, the EMC has been following up on them today. • This morning 3 flights were expected with 376 pax.

2. **Operations**

Key issues, pressure points, dependencies and information sharing

DHHS

- **BH** – Planning for influx in passengers who have been repatriated, a number of flights from Deli, we also had a large flight from Peru with 270 pax. Travelodge Docklands stood up today, with a pipeline of hotels to come on over next 4-5 days (Batman Hill city, Rydges which will be a COVID-19 positive with the Uruguay flight, Travelodge Southbank)
- Opaqueness around flight data and details we have been receiving from DFAT and Border Force.
- Uruguay flight is arriving at 0640 Sunday morning, planning well progressed and will be shared with Key Stakeholders. Rydges will be almost filled with the 113 passenger arrival, noting 15 are on-flying to NZ. Finalising formal model of care for the passengers, with 24 hour Doctors and Nurses on site.
- **FR** – Deputy CHO is concerned about tightening up the governance arrangements around the legal program being run. I have been asked to work with SF to tighten up the governance arrangements and ensure one plan is established across the streams of healthcare and welfare, compliance and also logistics.
- **FR** - Also we are the authorisers of people in quarantine and release of people.
- **SF** – Draft revised operational plan sent out to some for feedback by Saturday Arvo.
- **MN** – There are increasing numbers of complex scenarios in hotels, requiring permissions to move to hospitals or other facilities. In some cases the hotel environment is not suitable for individuals and we have had to make alternate arrangements. Increasing numbers of unaccompanied minors transiting through who don't have a guardian with them.
- **MN** - Challenges getting enough AO's on the ground, we have been going through a recruitment process for an additional 100 in total.
- **KS** – DOT looking to try and support but we need more information on role and permission. **MN** – will send details.
- **RB** – This morning went smoothly besides the one medical exception.

DJPR - CF

- Site visit conducted at Batman Hill on Collins Street, concerns re small rooms, balconies and safety concerns on gas cook tops. Better suited for accommodation of healthcare and other first responding workers.
- Novotel on Collins and Travel Lodge South Bank are being activated.
- Inspection today at the Marriott which is looking highly suitable.
- If all flights from Deli (some still TBC) come in, we will have a challenging position in terms of hotel supply. We will not be contracting the Grand Hyatt.
- We are actively looking at the Novotel South Wharf, Holiday Inn on Flinders and the Victoria Hotel.
- Can we provide advice that the 3 flights be split across the ports accepting repatriation flights (Cairns, Brisbane and Melbourne) Consider seeking to negotiate proactively around how they are distributed across jurisdictions.
- In terms of the Rydges Hotel taking the Uruguay passengers which consists of some COVID-19 confirmed cases. DHHS will lead this service, DJPR will not have the usual on ground presence but will provide advice on what it can help with.
- Provision of onsite Nurse contact details is vital.
- Will discuss with BH operationalising new policies coming online at the direction of the CHO. Changes recently in the provision of food deliveries for people at significant risk of food allergies and the exercise policy. We need to have an implementation plan across each hotel so that they can be activated.

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- **BH** – Will ensure the phones are pre purchased and details provided for nurses
- **BH** – Regarding the implementation of policies, we are looking at job cards and briefings. Also looking at pre-deployment briefings as well to improve this area, and considering arranging a lead over 3 hotels.
- **FR** – Operational Plan high level, request any information produced for provision to people in detention be provided to the Public Health Command for approval.
- **CF** – Working with DHHS on drafting material, BH can you include additional contacts for the distribution list regarding approvals?

3.	<p>Planning</p> <p><i>Forward look at following day/s</i></p> <ul style="list-style-type: none"> •
4.	<p>Health and Wellbeing (staff and travellers)</p> <ul style="list-style-type: none"> • CF – could DHHS ensure correct PPE messaging is used on a site by site basis? • BH - will take on board, today we instigated partnering/buddying experienced Team Leaders with new Team Leaders for the 1st shift. Hopefully that will tighten things up, along with other actions that I have articulated are in train.
5.	<p>Communication</p> <ul style="list-style-type: none"> • TF – What is the consideration for Public Safety information in the Comms Plan with the flight coming in from Uruguay? Potential media crowding outside Hotels. Also messaging to families who may be coming into collect people departing on Sunday. • SF – Duly noted, comms are engaged in this process.
6.	<p>Other Business</p> <ul style="list-style-type: none"> • KS – Do we know the numbers of people leaving Sunday? • PW – 462, DJPR are calling all today to establish where it is they need to go. We expect advice later today. • CF – will follow up on volume of calls made. PW could you share the process mapping with agencies so they can have some input. • ACTION – PW to share process mapping for people departing hotels. • CS – Keen to see process for those departing Hotels on Sunday, ensure everyone is getting to see what they need to see and comment on.
7.	<p>Next Scheduled Meeting – 1330hrs, Saturday 11 April 2020</p>

Actions			
No	Action	Assigned to	Due Date
1.	Distribute process mapping for people leaving hotels with Ops Soteria group for information and comment.	PW	11/4/2020

From: Coralie Hadingham (DHHS) [redacted]@dhhs.vic.gov.au>
Sent: Saturday, 11 April 2020 10:30 AM
To: Finn Romanes (DHHS); Helen O'Brien (DHHS)
Cc: Jenny Owen (DHHS); Dunlop, Justin; SCC-Vic (State Controller Health); StateEmergencyManagementCentre SEMC (DHHS); Haden, Kathryn
Subject: FW: HiFly Charter - 12.04.2020 [DLM=For-Official-Use-Only]
Attachments: image001.gif; image002.gif; image002.gif; image003.jpg; image002.gif; image002.gif; image003.jpg; image002.gif; image002.gif; image004.png; image005.png; image006.png; image007.png; image008.png; image002.gif; image002.gif; image001.gif; image002.gif; image002.gif; image003.jpg; image002.gif; image002.gif; image003.jpg; image002.gif; image002.gif; image004.png; image005.png; image006.png; image007.png; image008.png; image002.gif; image002.gif

Importance: High


Hi Finn and Helen

Could you please consider the AV queries below and

- confirm that any transport required from hospital discharge to hotel would be appropriate in non-medical transport? If so we can look to coordinate with our on-ground staff, DJPR and DoT rather than drawing on the capacity on NEPT (noting this may be from more than one site)
- confirm whether your team are in contact with the team at Royal Melbourne and a plan is in place to ensure efficient turnaround at the hospitals so we can get AV back on the road quickly? Could you please let us know who this is so Jenny can connect with them today.

Kind regards,
 Coralie

Coralie Hadingham

Department of Health & Human Services | Agency Commander
 m. [redacted] e. [redacted]@dhhs.vic.gov.au
www.dhhs.vic.gov.au/emergency | www.emergency.vic.gov.au |  @VicGovRecovery

From: Haden, Kathryn <[redacted]@ambulance.vic.gov.au>
Sent: Saturday, 11 April 2020 9:06 AM
To: Coralie Hadingham (DHHS) <[redacted]@dhhs.vic.gov.au>
Cc: Dunlop, Justin [redacted]@ambulance.vic.gov.au>
Subject: FW: HiFly Charter - 12.04.2020 [DLM=For-Official-Use-Only]

Hi Coralie,

I emailed the below to Braedan but have received an out of office reply.
 Are you able to assist with any of the detail below?

Thanks,
 Kathryn

From: Haden, Kathryn
Sent: Saturday, 11 April 2020 9:01 AM
To: [redacted]@dhhs.vic.gov.au' <[redacted]@dhhs.vic.gov.au>

Cc: Dunlop, Justin <[REDACTED]@ambulance.vic.gov.au>
 Subject: FW: HiFly Charter - 12.04.2020 [DLM=For-Official-Use-Only]

Good morning Braedan,

I hope you have managed to get a day or two off.

In regards to the email thread below, AV is obviously happy to assist with transport from the airport to hospital and will work through some potential contingencies if the number of transports required are significant.

One of these plans will involve increasing the number of ambulances and crews attending the airport and shuttling patients (in order of acuity) to the receiving hospital before returning to the airport to pick up the next patient. For this plan to work we would need to ensure that hospitals are accepting the patient for a direct admit so that the crews are not ramped at the receiving hospital. Will there be a plan in place at the hospitals when receiving these patients?

In regards to transport from the hospital to the hotel, is there an alternative option for the process rather than an emergency or non-emergency option? Depending on the number requiring transport this could be significant for people who do not actually require the medical transport. Could this be Vicpol? A mini bus? A red cross sedan? I am just thinking through some potential options.

Happy to discuss this further once we have a better idea on numbers.

Regards,

Kathryn Haden

Acting Manager Emergency Management
 Emergency Management Unit

Ambulance Victoria

Level 1, 50 Lonsdale Street, Melbourne 3000

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 M [REDACTED]
 E [REDACTED]@ambulance.vic.gov.au
 W ambulance.vic.gov.au

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Begin forwarded message:

From: "Finn Romanes (DHHS)" <[REDACTED]@dhhs.vic.gov.au>
 Date: 10 April 2020 at 17:51:38 AEST
 To: "Braedan Hogan (DHHS)" <[REDACTED]@dhhs.vic.gov.au>, "Meena Naidu (DHHS)" <[REDACTED]@dhhs.vic.gov.au>
 Cc: "Coralie Hadingham (DHHS)" <[REDACTED]@dhhs.vic.gov.au>, "Jason Helps (DHHS)"

[REDACTED]@dhhs.vic.gov.au>, "Dunlop, Justin" [REDACTED]@ambulance.vic.gov.au>
Subject: RE: HiFly Charter - 12.04.2020 [DLM=For-Official-Use-Only]

Hi all

The transport from hospital could be organised through State Health Commander – non-emergency transport is appropriate – Braedan can we leave that logistics issue with you? Not a Public Health Command issue.

In relation to AFP and VicPol, AFP have obligations under Biosecurity Act 2015 to assist other agencies in relation to Listed Human Diseases, of which COVID-19 is a declared LHD by the Director Human Biosecurity (the Commonwealth Health CMO). In conversations that have been amicable and stretched over many years, AFP have always been happy to assist at the airport and have always talked about handing over to state police at some point – that point has varied.

Public Health Command has no opinion about whether AFP or VicPol provide assistance in the event of non-compliance during transport, at the hospital or post-hospital – but it should be available if asked for by AV, the health service security team or AOs.

Meena may have a view that because the Directions are enforced through VicPol, VicPol is the appropriate agency – as they can issue infringements or more.

Finn

Dr Finn Romanes
 Public Health Commander
 Novel Coronavirus Public Health Emergency
 [REDACTED]@dhhs.vic.gov.au

Department of Health and Human Services
 State Government of Victoria

From: Braedan Hogan (DHHS) <[REDACTED]@dhhs.vic.gov.au>
Sent: Friday, 10 April 2020 5:39 PM
To: Finn Romanes (DHHS) <[REDACTED]@dhhs.vic.gov.au>; Meena Naidu (DHHS) <[REDACTED]@dhhs.vic.gov.au>
Cc: Coralie Hadingham (DHHS) <[REDACTED]@dhhs.vic.gov.au>; Jason Helps (DHHS) <[REDACTED]@dhhs.vic.gov.au>
Subject: FW: HiFly Charter - 12.04.2020 [DLM=For-Official-Use-Only]

Can we please discuss.

I need to go back to the AFP – and can ask VicPol to assist if we think necessary.

Also the on-transport from the hospital to hotel needs to be agreed – non-emergent patient transport or ask AV to carry through.

Braedan

Braedan Hogan | DHHS Agency Commander

Deputy Director, Strategy and Policy
 Emergency Management Branch | Regulation, Health Protection and Emergency Management
 Department of Health and Human Services | 50 Lonsdale Street, Melbourne Victoria 3000
 m. [REDACTED] | e. [REDACTED]@dhhs.vic.gov.au
www.dhhs.vic.gov.au

From: Butcher, Simone <[REDACTED]@afp.gov.au>
Sent: Friday, 10 April 2020 3:48 PM
To: Sonia MITEVA <[REDACTED]@abf.gov.au>; Travis Brown <[REDACTED]@melair.com.au>; Malcolm HOLLIS <[REDACTED]@abf.gov.au>; Braedan Hogan (DHHS) <[REDACTED]@dhhs.vic.gov.au>; Angelo FITSIORIS <[REDACTED]@abf.gov.au>; Robert Bakes (DHHS) <[REDACTED]@dhhs.vic.gov.au>; Michael Mefflin (DHHS) <[REDACTED]@dhhs.vic.gov.au>; [REDACTED] <[REDACTED]@agriculture.gov.au>; Steward, David <[REDACTED]@awe.gov.au>; [REDACTED] <[REDACTED]@agriculture.gov.au>; Vivian HARDWICK <[REDACTED]@abf.gov.au>
Cc: Scott Dullard <[REDACTED]@melair.com.au>; Peter Ververis <[REDACTED]@melair.com.au>; Daniel BERONIC <[REDACTED]@abf.gov.au>; Sean STEWART <[REDACTED]@abf.gov.au>; Nalan KARAKAYA <[REDACTED]@abf.gov.au>
Subject: RE: HiFly Charter - 12.04.2020 [DLM=For-Official-Use-Only]

For-Official-Use-Only

Good Afternoon,

As per the current arrangement the AFP will have a presence as the passengers disembark. We will also continue to maintain a list of those that are transported by SkyBus to the hotel. We will not physically check passports to avoid any close contact but will ensure we check the name and DOB provided by the passenger against the manifest. An unmarked police vehicle will escort the Skybus to the accommodation and the manifest will be handed to VicPol.

As discussed at the teleconference on Thursday:

- The AFP will NOT provide an escort from the airport to the hospital
- The AFP will NOT have a presence at the hospital

Could I respectfully suggest that some contingencies are put in place in relation to the passengers who are transported to hospital. This is due to an experience this morning where a female passenger was transported to hospital as she was showing symptoms of COVID19. AFP provided an escort due to some mental health concerns – this is the only time an escort was provided to passengers going to hospital, all previous passengers taken by AV did not have an escort. AFP members ended up at the hospital for 8 hours whilst decisions were made around the management of the passenger, who refused medical tests, and arrangements made to transport her to the accommodation. There was a significant delay in organising transportation from the hospital to the accommodation.

With the expectation that some passengers on Sunday will require transportation to hospital, I would recommend all transportation is arranged and confirmed, both from Airport to Hospital and from Hospital to Accommodation – including the requirement, if any, for escorts. Consideration should also be given to what security/if any is required at the hospital and what advice is provided to Hospital staff should one of the passengers be non-complaint, refuse testing or leave at any point. If Police are required at the hospital, clarification is needed as to which Law Enforcement Agency has responsibility for this? At this time neither the AFP or VicPol understand this to be their role. Clarifying these issues will greatly assist the flight on Sunday and planning for all arrivals moving forward.

Happy to discuss further as required.

Regards

Simone

D/SUPERINTENDENT SIMONE BUTCHER

MELBOURNE AIRPORT
SOUTHERN COMMAND

Tel [REDACTED] Mob [REDACTED]
www.afp.gov.au



For-Official-Use-Only

From: Sonia MITEVA <[REDACTED]@abf.gov.au>
Sent: Thursday, 9 April 2020 7:56 PM
To: Travis Brown <[REDACTED]@melair.com.au>; Butcher, Simone <[REDACTED]@afp.gov.au>; Malcolm HOLLIS <[REDACTED]@abf.gov.au>; Braedan J Hogan (DHHS) <[REDACTED]@dhhs.vic.gov.au>; Angelo FITSIORIS <[REDACTED]@abf.gov.au>; Robert F Bakes (DHHS) <[REDACTED]@dhhs.vic.gov.au>; Michael N Mefflin (DHHS) <[REDACTED]@dhhs.vic.gov.au>; Personal Information <[REDACTED]@agriculture.gov.au>; Steward, David <[REDACTED]@awe.gov.au>; Personal Information <[REDACTED]@agriculture.gov.au>; Vivian HARDWICK <[REDACTED]@abf.gov.au>
Cc: Scott Dullard <[REDACTED]@melair.com.au>; Peter Ververis <[REDACTED]@melair.com.au>; Daniel BERONIC <[REDACTED]@abf.gov.au>; Sean STEWART <[REDACTED]@abf.gov.au>; Nalan KARAKAYA <[REDACTED]@abf.gov.au>
Subject: RE: HiFly Charter - 12.04.2020 [DLM=For-Official-Use-Only]

For-Official-Use-Only

Hi Travis

The below meets ABF requirements and we will work with the attached proposal to organise our resources and logistics.

Menzies Aviation have advised the passengers will disembark from the rear of the aircraft as the front has been sprayed and disinfected. Also Menzies to confirm if luggage will be in the hold or passengers will be allowed to take it on board as carry-on.

The flight will hold 13 transit passengers who will continue onto Wellington NZ via two separate charters. The charters are being organised by Aeromedical Solutions who have sourced one aircraft to fly domestic from Sydney to Melbourne and the second from Essendon airport to Tullamarine. Aeromedical Solutions are contacting Menzies to also engage them as the ground handler for the NZ flights. To assist with logistics and a quick turnaround would APAM consider a parking location close to F25 (within walking distance) for the two aircraft departing for New Zealand?

Happy to discuss tomorrow but just giving you the heads up.

Regards

Sonia Miteva
A/g Inspector Intervention & Facilitation | Aviation (Travellers)
Regional Command VIC TAS | Port Operations Command
Melbourne International Airport
Australian Border Force

P: [redacted] | M: [redacted]
Email: [redacted]@abf.gov.au

For-Official-Use-Only

From: Travis Brown <[redacted]@melair.com.au>
Sent: Thursday, 9 April 2020 6:07 PM
To: Butcher, Simone <[redacted]@afp.gov.au>; Malcolm HOLLIS <[redacted]@abf.gov.au>; Braedan J Hogan (DHHS) <[redacted]@dhhs.vic.gov.au>; Angelo FITSIORIS <[redacted]@abf.gov.au>; Robert F Bakes (DHHS) <[redacted]@dhhs.vic.gov.au>; Michael N Mefflin (DHHS) <[redacted]@dhhs.vic.gov.au>; Personal Information <[redacted]@agriculture.gov.au>; Steward, David <[redacted]@awe.gov.au>; Personal Information <[redacted]@agriculture.gov.au>; Sonia MITEVA <[redacted]@abf.gov.au>; Vivian HARDWICK <[redacted]@abf.gov.au>
Cc: Scott Dullard <[redacted]@melair.com.au>; Peter Ververis <[redacted]@melair.com.au>; Daniel BERONIC <[redacted]@abf.gov.au>; Sean STEWART <[redacted]@abf.gov.au>; Nalan KARAKAYA <[redacted]@abf.gov.au>
Subject: RE: HiFly Charter - 12.04.2020 [DLM=For-Official-Use-Only]

Afternoon Everyone,

Please see attached as the proposed operation for the Hi-Fly Charter operating on Sunday morning.

Our intention is to utilise the currently unused Foxtrot Pier in Terminal 4. The aircraft will be able to park on F25 and travellers walk in to the pier to be processed, this will require stairs for disembarkation. The attached pack shows intended paths, bus staging and a photo to show the level of space and amenity that will be available.

Access to this space will only be available from the Airfield as the Terminal will be closed to operations on Sunday.

Trust this meets requirements for the facilitation on the day.

We will continue to chase the handler for the grouping and family information.

Further comms to follow over the weekend.

Regards

Travis

Travis Brown

Terminals Manager | Aviation Operations

T [redacted]
M [redacted]
E [redacted]@melair.com.au
Locked Bag 16, Tullamarine, VIC 3043



www.melbourneairport.com.au

From: Butcher, Simone <[REDACTED]@afp.gov.au>
Sent: Thursday, 9 April 2020 3:33 PM
To: Malcolm HOLLIS <[REDACTED]@abf.gov.au>; Travis Brown <[REDACTED]@melair.com.au>; Braedan J Hogan (DHHS) <[REDACTED]@dhhs.vic.gov.au>; Angelo FITSIORIS <[REDACTED]@abf.gov.au>; Robert F Bakes (DHHS) <[REDACTED]@dhhs.vic.gov.au>; Michael N Mefflin (DHHS) <[REDACTED]@dhhs.vic.gov.au> Personal Information
 <[REDACTED]@agriculture.gov.au>; Steward, David <[REDACTED]@awe.gov.au> Personal Information
 <[REDACTED]@agriculture.gov.au>; Sonia MITEVA <[REDACTED]@abf.gov.au>; Vivian HARDWICK <[REDACTED]@abf.gov.au>
Cc: Scott Dullard <[REDACTED]@melair.com.au>; Peter Ververis <[REDACTED]@melair.com.au>; Daniel BERONIC <[REDACTED]@abf.gov.au>; Sean STEWART <[REDACTED]@abf.gov.au>; Nalan KARAKAYA <[REDACTED]@abf.gov.au>
Subject: RE: HiFly Charter - 12.04.2020 [DLM=For-Official-Use-Only]

For-Official-Use-Only

Good Afternoon,

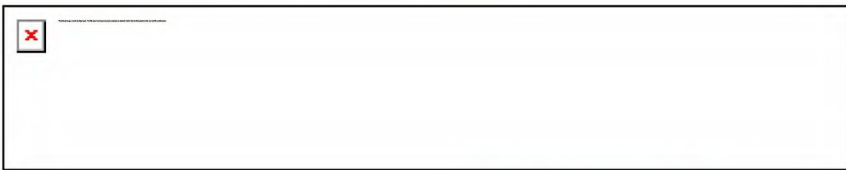
The AFP Duty Sgt can be contacted in the first instance on [REDACTED]

If there are any issues please contact me on [REDACTED]

Regards

Simone

D/SUPERINTENDENT SIMONE BUTCHER
 MELBOURNE AIRPORT
 SOUTHERN COMMAND
 Tel [REDACTED] Mob [REDACTED]
www.afp.gov.au



For-Official-Use-Only

From: Malcolm HOLLIS <[REDACTED]@abf.gov.au>
Sent: Thursday, 9 April 2020 3:05 PM
To: Travis Brown <[REDACTED]@melair.com.au>; Braedan J Hogan (DHHS) <[REDACTED]@dhhs.vic.gov.au>; Angelo FITSIORIS <[REDACTED]@abf.gov.au>; Butcher, Simone <[REDACTED]@afp.gov.au>; Robert F Bakes (DHHS) <[REDACTED]@dhhs.vic.gov.au>; Michael N Mefflin (DHHS) <[REDACTED]@dhhs.vic.gov.au> Personal Information
 <[REDACTED]@agriculture.gov.au>; Steward, David <[REDACTED]@awe.gov.au> Personal Information
 <[REDACTED]@agriculture.gov.au>; Sonia MITEVA <[REDACTED]@abf.gov.au>; Vivian HARDWICK <[REDACTED]@abf.gov.au>
Cc: Scott Dullard <[REDACTED]@melair.com.au>; Peter Ververis <[REDACTED]@melair.com.au>; Daniel BERONIC <[REDACTED]@abf.gov.au>; Sean STEWART <[REDACTED]@abf.gov.au>; Nalan

KARAKAYA <[REDACTED]@abf.gov.au>

Subject: RE: HiFly Charter - 12.04.2020 [SEC=UNCLASSIFIED]

UNCLASSIFIED

Hi Travis and team, update on the ABF Action Item:

- NZ authorities have confirmed their plan to prepare a charter for departure to NZ on 12/04 at 0640 hrs – with no delay at MAP
- NZ authorities will pass on details of charter operator as soon as they are available – ABF will pass them on
- The charter to NZ is expected to carry 13 passengers – who are NZ citizens
- There are three NZ permanent residents who are ordinarily resident in Australia and will be processed in the same way as Australian citizens (health screening at MAP and then transported to hotel/hospital).

Additionally, for those who are receiving the *Flight Tracker* information, ABF has been advised that the pax loads (440) shown against the Lion Mentari Airlines charter flight(s) ex India reflects the capacity of the aircraft, not the actual expected pax load. Actual pax loads are yet to be confirmed.

ABF contact details for 10, 11 and 12 April:

Malcolm Hollis [REDACTED]
 Sonia Miteva [REDACTED]
 Daniel Beronic [REDACTED]

Thanks,

Malcolm Hollis
 A/g Superintendent Aviation Travellers
 Regional Command Victoria Tasmania
 Port Operations Command
 Australian Border Force
 P: [REDACTED] | M: [REDACTED]
 E: [REDACTED]@abf.gov.au

UNCLASSIFIED

From: Travis Brown <[REDACTED]@melair.com.au>
Sent: Thursday, 9 April 2020 2:06 PM
To: Braedan J Hogan (DHHS) <[REDACTED]@dhhs.vic.gov.au>; Angelo FITSIORIS <[REDACTED]@abf.gov.au>; Butcher, Simone <[REDACTED]@afp.gov.au>; Robert F Bakes (DHHS) <[REDACTED]@dhhs.vic.gov.au>; Michael N Mefflin (DHHS) <[REDACTED]@dhhs.vic.gov.au>; Personal Information <[REDACTED]@agriculture.gov.au>; Steward, David <[REDACTED]@awe.gov.au>; Personal Information <[REDACTED]@agriculture.gov.au>; Sonia MITEVA <[REDACTED]@abf.gov.au>; Vivian HARDWICK <[REDACTED]@abf.gov.au>; Malcolm HOLLIS <[REDACTED]@abf.gov.au>

Cc: Scott Dullard <[redacted]@melair.com.au>; Peter Ververis <[redacted]@melair.com.au>
 Subject: HiFly Charter - 12.04.2020

Hi Everyone,

Thank you for your time today on both calls. As promised, this is the summary of where we stand for the repatriation flight this weekend. I am only listing the arrival flight:

DATE	A/C	FLIGHT NO.	FROM	TO	ETA
12/04/2020	9HSUN	5M751	MVD	MEL	06:40 Local

The flight has 113 Pax on board, plus crew. Approx 75 pax have returned a positive test for COVID19

At this time, triage and assessment by DHHS will be undertaken on airport and travellers will then be facilitated to accommodation.

Border Agencies are planning for a minimal intervention regime and baggage will only be searched by exception.

Actions from today's calls:	Owner
APAM to determine parking location for aircraft and suitable facility for triage	APAM – TB
DHHS to determine resource numbers to facilitate triage on site	DHHS – BH
DHHS to determine processing and isolation requirements for operating crew	DHHS – BH
DHHS to determine transportation arrangements with DOT	DHHS – BH
ABF to advise arrangements for tail to tail transfer for Wellington bound traveller	ABF – AF
APAM to seek clarification on manifest for pax with positive test	APAM – TB
APAM to seek clarification on family groups and pairings for accommodation purposes	APAM – TB
All agencies to provide roster for point of contact over the weekend	All

Appreciate if you could please use this email trail to update on any information.

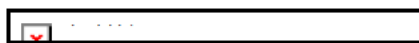
Thanks

Travis

Travis Brown

Terminals Manager | Aviation Operations

T [redacted]
 M [redacted]
 E [redacted]@melair.com.au
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