

# MinterEllison

Privileged &amp; Confidential

## Annexure MS2

### NTP – 134 | Question 15 | Summary of complaints/concerns/issues made by AOs and others to Murray Smith and responses to same

	Date	Document	Response
1.	10 May 2020	Email from REDACTED to Murray Smith and REDACTED copying in various DHHS staff dated 10 May 2020 forwarding email from REDACTED to various DHHS staff with subject 'OFFICIAL: Welfare Check Cell sit rep #31' dated 10 May 2020 (DHS.5000.0028.1079)	I received this email from REDACTED confirming our telephone conversation that day, in which RED confirmed that an issue we had discussed regarding safety concerns for a guest at the Stamford was being managed by the CART team.
2.	13 May 2020	Email from Michael Mefflin to Murray Smith copying in Merrin Bamert and REDACTED forwarding email chain relevant to email from RED REDA to DHHS OpSoteria email address with subject 'For action Murray and RED Hotel Management reported concerns re AO repeated behaviour overnight at Holiday Inn & Park Royal' dated 13 May 2020 (DHS.0001.0089.0010)	I received this email following a discussion with Michael Mefflin on same date. I forwarded the email to REDACTED on same date which is at (DHS.5000.0145.3070) I arranged for REDACTED and Anthony Kolmus to follow up as required to resolve the matter. A copy of my email correspondence to Anthony Kolmus dated 14 May 2020 is at (DHS.0001.0089.0001)
3.	15 May 2020	Email from Merrin Bamert to Pam Williams, Murray Smith and RED REDA copying in DHHS and DJPR staff in response to email from REDACTED (DJPR) with subject 'Document causing confusion on exit dates – IMPORTANT' dated 15 May 2020 (DHS.5000.0027.2414; DHS.5000.0027.2479)	I was only included in the email and did not respond. As far as I am aware, the AOs understood release times.
4.	16 May 2020	Email chain between Merrin Bamert, REDACTED and Murray Smith and other DHHS staff with subject 'Escalation regarding incoming medevac from REDACTED' dated 16 May 2020 (and others) (DHS.5000.0024.3501)	I arranged for an Authorised Officer to issue the returned traveller with a Direction and Detention Notice at the Essendon Airport after their flight arrived.
5.	23 May 2020	Email from Anthony Kolmus to Murray Smith, DHHS Op Soteria EOC email address and REDACTED copying in DHHS staff forwarding email from REDACTED with subject 'Grand Chancellor – BALCONY CONCERNS' dated 23 May 2020 (DHS.5000.0017.9165)	Anthony Kolmus raised the issue at the Compliance daily stand-up meeting on that day where I confirmed that the risks associated with rooms with balconies at the Grand Chancellor had been considered during the hotel selection process and, as such, those rooms would be allocated to detainees (with nurses to check on the wellbeing of those detainees).
6.	27 May 2020	Email from Steve Ballard to Meena Naidu and Murray Smith copying in various DHHS staff with subject 'Rydges positive test' (DHS.0001.0051.0150)	I did not personally respond to this email. Meena Naidu requested Steve Ballard attend to this matter which is at (DHS.5000.0139.2154).

OFFICIAL: Sensitive

	Date	Document	Response
7.	1 June 2020	Email exchange between Anthony Kolmus, Merrin Bamert, Murray Smith and Pam Williams dated 1 and 2 June 2020 following email from <b>REDACTED</b> with subject 'Release Day – midday policy' dated 1 June 2020 (DHS.5000.0016.8437)	I replied to the email chain on 1 June 2020 confirming my support. A copy of my response is in (DHS.5000.0016.8437)
8.	3 June 2020	Email from Melissa Skilbeck to Meena Naidu, Murray Smith, Pam Williams and Andrea Spiteri forwarding email from Melissa Skilbeck to Jacinda de Witts with subject 'Collective thoughts on AO use – and statute contribution to reduce need' dated 3 June 2020 (DHS.0001.0013.0366)	I was sent this email for information purposes following a discussion with Melissa Skilbeck and others and did not personally respond.
9.	3 June 2020	Email exchange between Pan Pacific Tam Leader, Quarantine Exemption Team, and Murray Smith with subject 'URGENT Welfare review Re: <b>REDACTED</b> wellbeing check' dated 3 June 2020. (DHS.5000.0095.3053)	I responded to Pam Williams to explain the justifications for the reasons to deny the exemption request. (DHS.5000.0095.3053)
10.	9 June 2020	Email from Anthony Kolmus to Murray Smith and Meena Naidu with subject 'Deputy Commander Handover notes' dated 9 June 2020 with attachment titled 'Deputy Commander Handover notes 8 June 2020.docx (DHS.5000.0096.6760 and DHS.5000.0096.6761)	I was sent this email for handover purposes. I had oversight of the matters raised, which were handed over to People and Culture and the Deputy Commander Authorised Officers to action.
11.	9 June 2020	Email from <b>REDACTED</b> to Murray Smith copying in <b>REDACTED</b> and Meena Naidu dated 9 June 2020 forwarding email exchange with <b>REDACTED</b> dated 2 and 5 June 2020 with subject 'privacy incident'. (DHS.0001.0071.0001)	I delegated the matter to Anthony Kolmus and <b>REDACTED</b> to action.
12.	9 June 2020	Email exchange between Murray Smith, Rachaele May (DJPR) and <b>REDACTED</b> , copying in DJPR COVID Accommodation Lead email address and Merrin Bamert with subject ' <b>REDACTED</b> <b>REDACTED</b> ' dated 9 June 2020 (DHS.5000.0069.5251)	I responded to <b>REDACTED</b> email on 9 June 2020. A copy of my response is in (DHS.5000.0069.8140).
13.	10 June 2020	Email from <b>REDACTED</b> to Pam Williams copying in <b>REDACTED</b> , Meena Naidu, Merrin Bamert and Murray Smith with subject 'Data quality issues with AO entries' dated 10 June 2020 (DHS.5000.0096.6908)	I forwarded the email to <b>REDACTED</b> on 10 June 2020 seeking his views which he provided by way of return email on even date. A copy of our email exchange is in (DHS.5000.0096.6908). On 11 June 2020 I received an email from <b>REDACTED</b> providing further feedback which is in (DHS.5000.0096.7400). Data cleansing was increased and further support was provided to AOs on site to cross reference data holdings and duplicate records. This included commencing

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			on site audits by AOs on night shift (time permitting). The analytics team undertook to improve the initial data quality and timeliness of uploads.
14.	17 June 2020	Email from Steve Ballard to Murray Smith and [REDACTED] copying in various DHHS staff forwarding email with subject 'Corona virus testing for staff at Stamford Plaza – for your immediate attention' dated 17 June 2020 (DHS.0001.0051.0191)	I was copied to [REDACTED] response which is in (DHS.0001.0051.0191) and did not personally respond. My expectation is that these matters would have been dealt with at the manager level through appropriate supervision and leadership.
15.	19 June 2020	Email from Michelle Harris to Murray Smith dated 19 June 2020, forwarding letter [REDACTED], Mills Oakley, to Meena Naidu dated 18 June 2020 regarding inconsistent treatment of crew aboard [REDACTED] vessels in Victorian Ports (COVID-19 Measures) (DHS.5000.0097.4532; DHS.0001.0062.0046; DHS.0001.0062.0050; DHS.0001.0062.0073)	Following discussion with [REDACTED], I forwarded her the letter from Mills Oakley on 19 June 2019. A copy of my email is in (DHS.5000.0097.4532). I understand that the matter was subsequently dealt with by [REDACTED]
16.	19 June 2020	Written response to interview by Senior Investigator [REDACTED] Ombudsman Victoria (OV) (DHS.0001.0062.0102)	[REDACTED] and I attended an interview with OV Senior Investigator [REDACTED] on 19 June 2020 in relation to a complaint made by [REDACTED]. I prepared a written response to two questions as requested by [REDACTED] which is in (DHS.0001.0062.0102)
17.	3 July 2020	Email from [REDACTED] EOC, to Murray Smith and Stuart Bailey, copying in Steve Ballard, dated 3 July 2020 forwarding email from Sarah Gorman with subject 'Departure time of guests & fresh air' dated 2 July 2020 (DHS.5000.0023.3063)	I did not personally respond to this email and was advised by Stuart Bailey that the matter has been resolved.
18.	4 July 2020	Email from [REDACTED] (Four Points) to Murray Smith forwarding email chain between several DHHS staff with subject 'Contacts Quarantine List – Dynamics 365 – INC00004589696' dated 3 July 2020 (DHS.5000.0071.0176)	I followed up this issue with [REDACTED] on 4 July 2020. My email and Matthew Pickett's response on 6 July 2020 is in (DHS.5000.0071.0176)
19.	10 July 2020	Email from [REDACTED] to Murray Smith copying in Steve Ballard dated 10 July 2020 forwarding email from [REDACTED] (DELWP) to [REDACTED] with subject 'DEWLP deployments – Operation Soteria' dated 10 July 2020 (DHS.0001.0051.0157)	[REDACTED] forwarded me email correspondence from DELWP to DHHS dated 24 June 2020 and 1 July 2020 with subject 'Key Feedback, Operation Soteria from DELWP' which is in (DHS.5000.0097.3714) for further context. I formally responded by way of email to [REDACTED] (DELWP) on 21 July 2020 which is in (DHS.0001.0052.0001)