

Deputy State Controller - Health

From: Chris B Eagle (DELWP) </o=exchangelabs/ou=exchange administrative group (fydibohf23spdlt)/cn=recipients/cn=8a64dcc2ab194a2294dbdf724e3bebd3-ce0a">
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Date: Sun, 29 Mar 2020 07:17:31 +1100
Attachments: D-SC Health - FFMV Apr 2020.xlsx (10.97 kB)

Hi Andrew,

Just to confirm Saturday's discussion with FFMVic regarding availability of Deputy Chief Fire Officers to fill the role of Deputy State Controller – Health.

FFMVic will put in a roster of 4 day rotations, commencing Sunday 29/March with Chris Eagle, followed by Scott Falconer and Andrew Morrow.

Attached is plan for first 5 rotations. This will be reviewed as required.

If you need any further information, please let me know.

Regards,

Chris

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Operation Soteria

Mandatory Quarantine for all Victorian Arrivals

Approved for distribution

Emergency Management Commissioner	Signature	Date
Andrew Crisp	Signed copy kept on file	26/04/2020

Distribution

State Control Team	As per planning contacts list:
Strategic Planning Committee	DHHS
EMJPIC	DJPR
State Relief & Recovery Team / CAOG	DPC
	VicPol
	Department of Transport

Document Details

Version	Status	Author	Reviewer/s	Authorised for Release	Date/Time
0.1	Draft for initial discussion	Kaylene Jones / Angus Hindmarsh	-	Andrew Crisp	27 March 2020
0.2	Draft for release as version	Deb Abbott / Kaylene Jones	Operation Soteria Coordination meeting	Andrew Crisp	28 March 2020 -1815 hours
1.0	Final Version released	Deb Abbott / Kaylene Jones	-	Andrew Crisp	28 March 2020 -2000 hours
2.0	New version released	DHHS Deputy Commander	Public Health Commander DHHS Commanders State Controller - Health	Andrew Crisp	

Abbreviations/Acronyms

ABF	Australian Border Force
AFP	Australian Federal Police
AV	Ambulance Victoria
DFAT	Department of Foreign Affairs and Trade
DHHS	Department of Health and Human Services
DJPR	Department of Jobs, Department of Jobs, Precincts and Regions
DoT	Department of Transport Department of Transport
EOC	Operations Soteria Emergency Operations Centre
EMV	Emergency Management Victoria Emergency Management Victoria
VicPol	Victoria Police Victoria Police

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1 Introduction

1.1 Purpose

The purpose of this plan is to document the arrangements in place under Operation Soteria, to achieve safe, authorised mandatory detention of returning travellers required to quarantine for 14 days on their arrival into Victoria.

1.2 Scope

This document addresses the legislative and operational requirements for maintaining returned travellers in mandatory detention.

1.3 Audience

This document is intended for use by DHHS staff, and staff from all other departments and organisations involved in Operation Soteria.

1.4 Background

Australian National Cabinet directed that all passengers returning from international destinations who arrive in Australia after midnight on Saturday 28 March 2020 are to undergo 14 days enforced quarantine in hotels to curb the spread of COVID-19. Passengers are to be quarantined in the city in which they land, irrespective of where they live.

A mandatory quarantine (detention) approach was introduced by the Victorian Government, consistent with the Commonwealth Government ([Department of Health Information for International Travellers](#)) policy that a detention order would be used for all people arriving from overseas into Victoria from midnight on Saturday 28 March 2020. The policy is given effect through a direction and detention notice under the *Public Health and Wellbeing Act 2008* (PHWA). See <https://www.dhhs.vic.gov.au/state-emergency>.

The objectives for people returning from overseas to Victoria are:

- To identify any instance of illness in returned travellers in order to detect any instance of infection
- To ensure effective isolation of cases should illness occur in a returned traveller
- To provide for the health and welfare needs of returned travellers who are well or shown to be COVID-19 negative but are required to remain in quarantine for the required 14 days
- To implement the direction of the Deputy Chief Health Officer through meeting:
 - A requirement to detain anyone arriving from overseas for a period of 14 days at a hotel in specific room for a specified period unless an individual determination is made that no detention is required
 - A requirement to record provision of a detention notice showing that the order was served and to manage access to information on who is in detention using a secure database
 - A requirement to undertake checks every 24 hours by a department Compliance Lead during the period of detention
 - A requirement to fairly and reasonably assess any request for permission to leave the hotel room / detention. This may be undertaken as part of a wholistic approach involving AOs, DHHS welfare staff, medical practitioners, nurses and other specialist areas if needed.

1.5 Mission

To implement the safe and secure mandatory quarantine measures for all passengers entering Victoria through international air and sea points-of-entry to stop the spread of COVID-19.

1.6 Inter-agency cooperation

Agencies engaged to deliver Operation Soteria include:

- Department of Health and Human Services (DHHS)
- Department of Jobs, Precincts and Regions (DJPR)
- Department of Foreign Affairs and Trade (DFAT)
- Department of Transport (DoT)
- Ambulance Victoria (AV)
- Australian Border Force (ABF)
- Australian Federal Police (AFP)
- Victoria Police (VicPol)

1.7 Process Flow

The process flow for Operation is structured in five phases, including a preliminary phase.

These phases include the following:

- **Preliminary Phase (Plan & Prepare)** – identify incoming passengers and required hotel selection, and prepare for passenger arrival
- **Phase 1 (On the Flight)** – manage / process exemption requests and confirm passenger manifest
- **Phase 2 (Landed)** – Passengers land and are issued Detention Notices and are triaged. Passengers (Detainees) are transferred to Quarantine Hotels (or hospital if required)
- **Phase 3 (Arrival at Hotel)** – Passengers receive health checks, check in, provide completed questionnaires and specialist needs managed
- **Phase 4 (Quarantined)** – Passengers are quarantined in their hotel rooms and are provided with case management where health, welfare, FV, MH, etc issues arise. Quarantine compliance is also managed
- **Phase 5 (Exit)** – Managed release from quarantine, exit transfer and specialist case management. This also includes specialist hotel cleaning and refurbishment

See **Appendix 1** for an expanded description of the phases.

2 Governance

2.1 Governance

Operation Soteria is led by the Deputy State Controller (Operation Soteria) working to the State Controller – Health, to give effect to the decisions and directions of the Public Health Commander and Enforcement and Compliance Commander. Support agencies, including Department of Transport, Victoria Police, Department of Premier and Cabinet support the Department of Health and Human Services as the control agency for COVID-19 pandemic class 2 public health emergency, as outlined in section 2.3.

Operational leads will meet daily (or more frequently as required) for the duration of the operation to ensure combined oversight of the operation. Meetings will be coordinated by SCC support and chaired by the Deputy State Controller – Health. Membership includes:

- State Controller - Health
- Deputy State Controller – Health
- Public Health Commander
- DHHS Enforcement and Compliance Commander
- DHHS COVID-19 Accommodation Commander
- DHHS Agency Commander
- DJPR Agency Commander
- SCC Strategic Communications
- Department of Premier and Cabinet representative
- Department of Transport representative
- Senior Police Liaison Officer – Victoria Police

2.2 Legislative powers

The *Public Health and Wellbeing Act 2008* (Vic) (the **Act**) contains the legislative powers that Operation Soteria gives effect to under the state of emergency has been declared under section 198 of the Act, because of the serious risk to public health posed by COVID-19.

Operation Soteria seeks to mitigate the serious risk to public health as a result of people travelling to Victoria from overseas. People who have been overseas are at the highest risk of infection and are one of the biggest contributors to the spread of COVID-19 throughout Victoria.

In accordance with section 200(1)(a) of the Act, all people travelling to Victoria from overseas will be detained at a hotel specified in the relevant clause in their detention notice, for a period of 14 days, because that is reasonably necessary for the purpose of eliminating or reducing a serious risk to public health.

Having regard to the medical advice, 14 days is the period reasonably required to ensure that returned travellers have not contracted COVID-19 as a result of their overseas travel.

Returned travellers must comply with the directions below because they are reasonably necessary to protect public health, in accordance with section 200(1)(d) of the Act.

Under sections 200(7) and (9) of the Act, the Chief Health Officer is notified of the detention of returned travellers, and must advise the Minister for Health.

2.2 Organisational Structure

A diagram indicating the governance of strategy / policy and operation of the mandatory quarantine program is shown in Figure 2 below.

Appendix 2 provides an overview of the Enforcement and Compliance Command structure and **Appendix 3** the COVID-19 Accommodations Command Emergency Operations Centre structures.

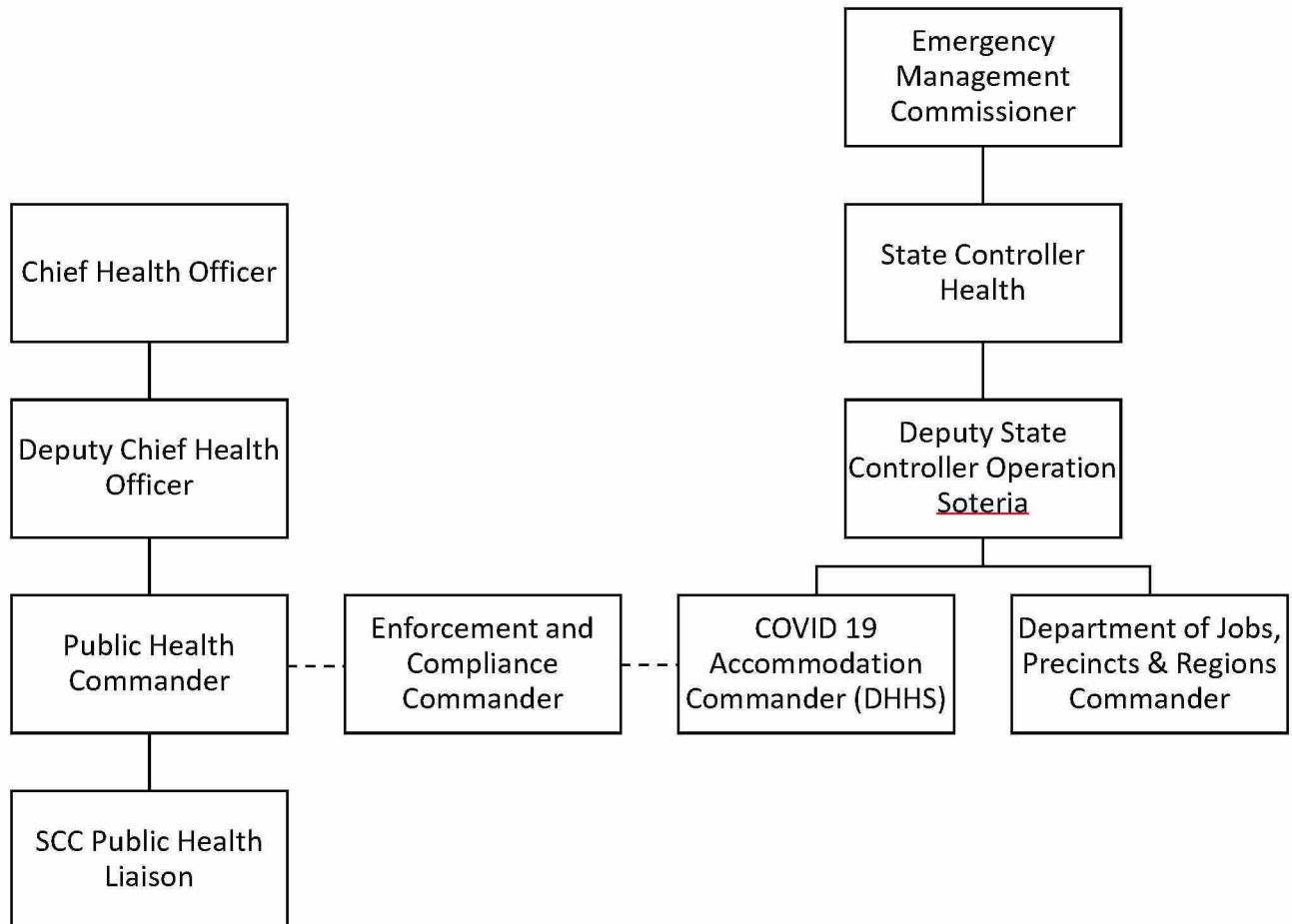


Figure 1: Operation Soteria governance structure

2.3 Roles and Responsibilities

The Emergency Management Commissioner is responsible for approving this plan for distribution.

The Public Health Commander (through the Deputy Public Health Commander / delegate) is responsible for approving this plan, in consultation with the Enforcement and Compliance Commander, Commander COVID-19 Accommodation, the State Health Coordinator and the State Controller – Health.

The State Controller - Health (through the Deputy State Controller Operations Soteria), operating through the Commander COVID-19 Accommodation has operational accountability for the quarantine accommodation of returned travellers.

The DHHS Commander COVID-19 Accommodation is responsible for:

- provision of welfare to individuals in mandatory quarantine (through the Deputy Commander Welfare);
- ensuring the safety and wellbeing of individuals in mandatory quarantine and DHHS staff;
- ensuring a safe detention environment at all times.
- provision of healthcare to individuals in mandatory quarantine.

2.4 Department of Health and Human Services (DHHS)

DHHS, as the control agency for the COVID-19 pandemic Class 2 public health emergency, has responsibility for the oversight and coordination of Operation Soteria.

2.4.1 Airside operations - biosecurity

- Oversee as instructed by the Human Biosecurity Officer - Ports of Operation lead, Public Health Incident Management Team

2.4.2 Airport Operations - reception

- Detention notice issued by Authorised Officers (see Appendix 1) – **DHHS Compliance (AOs)**
- Provision of and conduct of health screening and other well-being services (including psycho-social support) – **DHHS Ports of Entry – Reception (EOC)**
- Arrangement of patient transport services – **DHHS Ports of Entry - Reception (EOC)**
- Provision of personal protective equipment for passengers – **DHHS Port of Entry - Reception (EOC)**
- Registration and initial needs identification of passengers for State-side use/application – **DHHS Ports of Entry - Reception (EOC)**
- Provision of information pack and food/water to passengers - **joint contributions: DHHS Ports of Entry - Reception (EOC)/Department Jobs, Precincts and Regions (DJPR)/VicPol**

2.4.3 Public Health Directions

- Assessment of inquiries and requests relating to directions – **DHHS Directions**
- Enforcement of mandatory detention directions – **DHHS Compliance (AOs)**
- Policy and processes relating to public health including use of Personal Protective Equipment and quarantine requirements for positive and non-positive passengers from the repatriation flight and provide health advice to key stakeholders involved in their care - **DHHS Public Health Command**

2.4.4 Health Coordination

- Maintenance of overall situational awareness of impacts to health services and support for the appropriate implementation of the model of care for those in isolation - **DHHS Health Coordination**

2.4.5 Health and Wellbeing of passengers at accommodation

- Prepare for incoming passenger accommodation registration – **DHHS Detention Hotels (EOC) with DJPR**
- Reception parties established to coordinate movement of passengers from transport into accommodation - **DHHS Ports of Entry – Reception (EOC) with DJPR**
- Detailed identification of, capture and management of welfare needs – **DHHS Detention Hotels (EOC) with DJPR**
- Reception parties established and coordinated at identified accommodation – **DHHS Detention Hotels (EOC) with DJPR**
- Detailed identification of, capture and management of welfare needs at hotels – **DHHS Detention Hotels (EOC) with DJPR**
- Detailed identification of, capture and management of special/social needs - **DHHS Detention Hotels (EOC) with DJPR**
- Establish access to 24/7 medical and nursing support at accommodation points to support passengers with medical and pharmaceutical needs - **DHHS Health Coordination (EOC)**
- Provision of regular welfare calls to all quarantined passengers and support to meet identified needs, such as psychosocial, mental health, family violence - **DHHS Welfare (EOC)**

- Arrangements for any health and welfare needs including ongoing psychosocial support – **DHHS Detention Hotels (EOC)**
- Permissions for temporary leave from place of detention – **DHHS Compliance (AOs)**
- Conduct of voluntary health reviews to allow release back into the community – **DHHS Detention Hotels**
- Advise DoT and VicPol on numbers of passengers scheduled to exit quarantine – **DHHS Detention Hotels**
- Issuing of release documents and legal release of detainees from detention **DHHS Compliance (AOs)**.

2.4.6 Communications including public communications

- DHHS will manage communications according to the Operation Soteria Communication Plan.

2.5 Australian Federal Police (AFP)/Australian Border Force (ABF)

Redacted

2.5.1 Airside operations

- Melbourne airport security and customs liaison
- Provide passengers with required information about Direction/requirements
- Collection of entry data (manifest)
- Marshal passengers in an area that is secure and be able to facilitate health screening
- Establish arrivals area for transport
- Marshal Passengers for boarding
- Assist boarding of passengers onto bus transport airside
- Escort bus transports to accommodation

2.6 AFP

- Escort bus transports to assigned accommodation
- Transfer manifest to VicPol on arrival at accommodation

2.7 Department of Foreign Affairs and Trade

- The Department of Home Affairs (DFAT) assesses and approves all applications for returning Australians.

2.8 Department of Transport (DoT)

- The transport provider Skybus has been engaged to transport passengers (who do not have any immediate health needs requiring hospitalisation) to quarantine accommodation.
- Provision of transport to passengers to airport or approved transit location.
- Skybus and other DoT solutions tasked in accordance with projected arrivals and exits from quarantine accommodation
- Ensure transport of passengers (who do not have any immediate health needs requiring hospitalisation) between point of entry, to quarantine accommodation and returning to approved transit location following exit from quarantine accommodation

2.9 Ambulance Victoria

- AV has responsibility for pre-hospital care and transport of passengers where required.

2.10 Victoria Police (VicPol)

- Victoria Police provide support to AFP, DHHS and DJPR for enforcement and compliance issues.
- Provision of support to private security as required

Redacted

- Security and management of passenger disembarkation from transport to accommodation
- Marshalling and security of incoming passengers
- Receive manifest and passengers from AFP on arrival at accommodation

2.11 Department of Jobs, Precincts & Regions (DJPR)

DJPR has responsibility for sourcing appropriate accommodation contracts (including food, concierge and security) to support mandatory passenger isolation and providing ongoing support to passengers for these needs.

- Manage accommodation contracts
- Manage transport arrangements/contracts for deliveries (ie: Commercial Passenger Vehicles)
- Manage private security contracts to enforce quarantine requirements at accommodation
- Reception parties established to coordinate movement of passengers from transport into accommodation- with DHHS Accommodation
- Reception parties established and coordinated at identified accommodation –with DHHS Accommodation
- Prepare for incoming passenger accommodation registration –with DHHS Accommodation
- Passenger data reconciled with airside entry data
- Detailed identification of, capture and management of welfare needs- with DHHS Accommodation
- Detailed identification of, capture and management of special/social needs (with DHHS)
- Management of services for all passengers including food, amenities and transport for deliveries.

3 Detention Authorisation

Section approver: Enforcement and Compliance Commander.

Last review date: 24 April 2020

3.1 Purpose

The purpose of this Detention Authorisation section is to:

- assist and guide departmental Authorised Officers (AOs) to undertake compliance and enforcement functions and procedures for the direction and detention notice issued under the *Public Health and Wellbeing Act 2008* (PHWA).
- provide clarity about the role and function of AOs.

3.2 Processes may be subject to change

- It is acknowledged that the COVID-19 response is a rapidly evolving situation and matters are subject to fluidity and change. This is particularly the case for the direction and detention notice and the use of hotels to facilitate this direction.
- To this end, this document will not cover every situation and will be subject to change. For example, the process for collecting data and signed direction and detention notices may change.
- This document aims to describe key responsibilities and provide a decision-making framework for AOs. AOs are encouraged to speak to compliance leads for further advice and guidance.

3.3 Enforcement and Compliance Command for Mandatory Quarantine

Deliverables of the enforcement and compliance function

Enforcement and Compliance Command is responsible for:

- overall public health control of the detention of people in mandatory quarantine
- oversight and control of authorised officers administering detention
- administration of decisions to detain and decision to grant leave from detention.

Authorised officer* and Chief Health Officer obligations

Sections 200(1)(a) and 200(2) – (8) of the *Public Health and Wellbeing Act 2008* (PHWA) set out several emergency powers including detaining any person or group of persons in the emergency area for the period reasonably necessary to eliminate or reduce a serious risk to health.

Departmental staff that are authorised to exercise powers under the PHWA may or may not also be authorised to exercise the public health risk powers and emergency powers given under s.199 of the PHWA by the Chief Health Officer (CHO). This authorisation under s.199 has an applicable end date; relevant authorised officers (AOs) must be aware of this date. The CHO has not authorised council Environmental Health Officers to exercise emergency powers.

3.4 Direction and detention notices

An initial notice was issued on 27 March 2020, which ordered the detention of all persons who arrive into Victoria from overseas on or after midnight on 28 March 2020, requiring they be detained in a hotel for a period of 14 days. A second notice (No 2) was issued on 13 April 2020 that requires the detention of all person who arrived into Victoria from overseas on or after midnight on 13 April 2020, requiring they be detained in a hotel for a period of 14 days.

The directions are displayed on the department's website at <https://www.dhhs.vic.gov.au/state-emergency> and were made by the Deputy Chief Health Officer or Chief Health Officer:

More information can be obtained from:

<https://www.dhhs.vic.gov.au/information-overseas-travellers-coronavirus-disease-covid-19>

3.5 Exemptions and exceptional circumstances

Detainees may seek to be exempt from detention or have alternative arrangements for detention. The ECC will consider these where exceptional circumstances exist and where the health and wellbeing of the individual is unable to be met within the hotel environment. These are approved under the authorised approvals outlined in the policy in **Annex 1**.

3.6 Obligations under the Charter of Human Rights and Responsibilities Act 2006

Department AOs are public officials under the Charter of Human Rights. This means that, in providing services and performing functions in relation to persons subject to the Direction and Detention Notice, department AOs must, at all times: act compatibly with human rights; and give 'proper consideration' to the human rights of any person(s) affected by a department AO's decisions. This is outlined in the [Charter of Human Rights obligations](#) document.

3.7 Processes and Procedures

To assist the delivery of operations a set of Standard Operating Procedures (SOP) has been developed which outlines the powers, authority and responsibilities of the Authorised officer to provide safe, efficient and effective activities at Ports of Entry and Quarantine Hotels. This set of SOPs is designed to be a 'one stop shop' for Authorised Officers for the provision of duties and activities and services.

The document containing the SOPs will also contain hyperlinks to more detailed procedures and processes. The document is contained at:

- **Annex 1:** Operation Soteria – Authorised Officer Standard Operating Procedures

3.7.1 Enforcement and compliance information

Further information is available at the links below

- [At a glance: Roles and responsibilities](#)
- [Authorised officers: Operational contacts](#)
- [Authorised officers: Powers and obligations](#)
- [Authorised officers: Charter of Human Rights obligations](#)
- [Authorised officers: Responsibilities at the Airport](#)
- [Authorised officers: Responsibilities at the Hotel](#)
- [Authorised officers: Responsibilities for departure from mandatory detention](#)
- [End of Detention Notice](#)
- [End of Detention Notice \(confirmed case or respiratory illness symptoms\)](#)
- [Compliance and Infringements](#)
- [Authorised officers: Occupational Health and Safety](#)
- [Unaccompanied minors](#)
- [Direction and Detention Notice – Solo Children](#)
- [Ensuring physical and mental welfare of international arrivals in individual detention \(unaccompanied minors\)](#)

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- [Management of an unwell person at the airport](#)
- [Transfer of an uncooperative person](#)
- [Request for exemption or temporary leave from quarantine](#)
- [Permission for temporary leave from detention](#)
- [Requests for to leave room/facility for exercise or smoking](#)
- [Hospital transfer plan](#)
- [Hospital and Pharmacy contacts for each hotel](#)

4 Operations

Section approver: COVID-19 Accommodation Commander.

Last review date: 24 April 2020

4.1 Purpose

This set of standard operating procedures outlines the activities and actions required to provide safe, efficient and effective hotel operations for those persons arriving in Australia via Victoria requiring Mandatory Quarantine. This set of procedures is also designed as a one stop shop for the Team Leaders at ports of entry (both air and sea) and Hotel operations as well as the broader team members. This will enable the efficient and effective provision of day to day services and activities required to operationally achieve Operation Soteria.

4.2 Method

This plan will outline the operational (including basic health and welfare) arrangements for people in mandatory quarantine as part of Operation Soteria. This has been conducted through:

- **Preliminary planning** to identify and develop the organisational structures, physical resources and systems required to enact the operation efficiently and effectively.
- **Reception** of passengers entering Australia via Victorian international air or marine ports. Passengers transit customs, are issued a Quarantine Order, are medically assessed and are transferred via bus from their port of entry to a Quarantine Hotel.
- **Accommodation** begins when the passengers disembark from the bus at their allotted Quarantine Hotel to begin their 14-day isolation period. Passenger data is reconciled with air/sea-port arrival data, and they are screened for special/social/welfare/medical/pharmaceutical/food needs. Passengers are allocated accommodation and checked in to the hotel. Passengers are provided with regular welfare calls and special needs identified. Mandatory detention is enforced by DHHS via authorised officers.
- **Return to the Community** begins when the guest is reviewed for exit (14 days is elapsed), and involves assessment of whether passengers are safe to enter the Victorian community. Passengers released are briefed, exit quarantine and are transported to an approved transit location, which can include transferring passengers back to the airport for onward air movement.

To oversee these operations, an Emergency Control Centre (EOC) has been established. The role of the EOC is to ensure appropriate and timely coordination and resourcing of the international Ports of Entry into Victoria, and the Quarantine Hotels.

An organisational structure of the EOC and hotels on-site structure is attached at **Appendix 3**. The EOC is located at 145 Smith Street Fitzroy.

The EOC will also coordinate the de-escalation of Operation Soteria.

4.3 Processes and Procedures

To assist the delivery of operations a set of Standard Operating Procedures (SOP) has been developed which outlines the activities, actions and forms required to provide safe, efficient and effective Port of Entry and Quarantine Hotel operations. This set of SOPs is designed to be a 'one stop shop' for Team Leaders and members, and EOC staff for the provision of day to day activities and services.

The document containing the SOPs will also contain hyperlinks to more detailed procedures and processes. The document is contained at:

- **Annex 2:** Operation Soteria – Operations Standard Operating Procedures

5 Health and Welfare

Section approver: Public Health Commander.

Last review date: 24 April 2020

5.1 Purpose

The health and welfare of persons in detention is of the highest priorities under Operation Soteria.

The Health and Welfare arrangements is based on a set of Public Health Standards for care of returned travellers in mandatory quarantine and Guidelines for managing COVID-19 in mandatory quarantine.

Clinical governance framework

The clinical governance framework for Operation Soteria will ensure that returned passengers in mandatory quarantine receive safe, effective and high-quality care that is consistent with best practice.

This framework integrates existing public health and operational oversight of the nursing, welfare, medical and mental health care provided to people in mandatory quarantine.

The framework ensures that risk from quarantine for individuals, families and the entirety of the passenger group in mandatory quarantine is proactively identified and managed. Information from welfare, nursing, mental health and medical providers will be provided in a secure digital tool which protects passengers' confidentiality and privacy.

This information will be available in real-time to Public Health Command and to Operational Command. Additionally, a daily clinical governance report will identify compliance with Health & Welfare Standards. The daily clinical governance report will also identify and address individual health and welfare issues to ensure that passengers are receiving the right care in the right place at the right time, and that health and welfare staff are able to work safely and effectively to deliver care.

5.2 Standards

The Public Health Standards for care of returned travellers in mandatory quarantine have been developed to ensure that ADEQUATE, APPROPRIATE and TIMELY measures are established and delivered to care for the health and welfare of quarantined persons.

Each standard is composed of a series of criteria to underpin the care of quarantined persons and a suite of indicators to monitor and evaluate the delivery of services. These standards, in Annex 3, include:

Standard 1. Rights of people in mandatory quarantine

Criterion 1.1 Charter of Human Rights and Responsibilities

Criterion 1.2 People with disabilities

Criterion 1.3 Use of translators

Criterion 1.4 Feedback and complaints process

Standard 2. Screening and follow up of health and welfare risk factors

Criterion 2.1 Health and welfare risk factors

Criterion 2.2 Schedule for screening

Criterion 2.3 Methods of screening

Criterion 2.4 Staff undertaking screening

Criterion 2.5 Risk assessment and follow up of persons 'at risk'

Standard 3. Provision of health and welfare services

Criterion 3.1 Meeting the needs of people in mandatory quarantine

Criterion 3.2 Provision of on-site clinical services

Criterion 3.3 Provision of welfare services

Criterion 3.4 Provision of pharmacy and pathology services

Criterion 3.5 COVID-19 guidelines in mandatory quarantine

Standard 4. Health promotion and preventive care

Criterion 4.1 Smoking

Criterion 4.2 Fresh air

Criterion 4.3 Exercise

Criterion 4.4 Alcohol and drugs

Standard 5. Infection control

Criterion 5.1 Personal protective equipment (PPE)

Criterion 5.2 Cleaning and waste disposal

Criterion 5.3 Laundry

Criterion 5.4 Isolation protocols

Standard 6. Allergies and dietary requirements

Standard 7. Information and data management (including medical records)

Criterion 7.1 Confidentiality and privacy of personal information (including medical records)

Criterion 7.2 Information security

Criterion 7.3 Transfer of personal information (including medical records)

Criterion 7.4 Retention of personal information (including medical records)

Standard 8. Health and welfare reporting to the Public Health Commander

5.3 Guidelines

The 'Guidelines for managing COVID-19 in mandatory quarantine' have been developed to ensure that public health management principles and processes are outlined for each stage of the mandatory quarantine process. They have been written to follow the path of a returned traveller entering mandatory quarantine.

They are intended for use by DHHS staff, healthcare workers and other departments involved in the care of individuals detained in mandatory quarantine. They will be updated as internal processes change.

At the airport

Airport health screening

Management of an unwell person at the airport

Refusal of testing

- At the airport
- At the hotel

At the hotel**Quarantine and isolation arrangements**

- Accommodation options to promote effective quarantine
- Room sharing
- COVID floors and hotels

Confirmed cases entering detention

- Current infectious cases
- Recovered cases

Throughout detention**Clinical assessment and testing for COVID-19**

- Timing of testing
- Pathology arrangements
- Communication of results

Case management

- Management of suspected cases
- Management of confirmed cases

Hospital transfer plan

- Transfer from hospital to hotel

Exiting detention**Release from isolation**

- Criteria for release from isolation
- Process for release from isolation
- Release from detention of a confirmed case

Exit arrangements

- Suspected cases
- Confirmed cases
- Quarantine domestic travel checklist
- Care after release from mandatory quarantine

Operational guidance for mandatory quarantine

- Process for mandatory hotel quarantine
- Quarantined individual becomes a confirmed case
- Quarantined individual becomes a close contact

Infection control and hygiene

- Cleaning
- Laundry

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- Personal protective equipment

Further information is available at the links below

- [Infection control and hygiene](#)
- [Personal protective equipment](#)
- [Authorised officers: Occupational Health and Safety](#)
- [Hospital transfer plan](#)
- [Nutrition and food safety \(including allergies\),](#)
- [Process for people with food allergies,](#)
- [Meal order information for people with food allergies,](#)
- [Food Safety Questionnaire](#)

Further information is available at the links below:

- [Hospital and Pharmacy contacts for each hotel](#)
- [Standards for healthcare and welfare provision](#)
- [Provision of welfare](#)
- [Separation of people in travelling parties to promote effective quarantine: options for accommodation](#)
- [Health and welfare assessments \(arrival, during detention, preparation for discharge\)](#)
- [Confirmed cases of COVID-19 in people in mandatory quarantine](#)
- [Escalation and Reporting of health and welfare concerns](#)
- [Infection control and hygiene](#)
- [Personal protective equipment](#)
- [Food allergies](#)
- [Nutrition and food safety \(including allergies\),](#)
- [Process for people with food allergies,](#)
- [Meal order information for people with food allergies,](#)
- [Food Safety Questionnaire](#)
- [Release Process 'Running Sheet'](#)
- [Welfare survey](#)
- [COVID-19 Victorian Hotel Isolation: Reimbursement Form for meal purchases](#)
- [Register of permissions granted under 4\(1\) of the Direction and Detention Notice](#)
- [Operations contact list](#)
- [Outline of agency involvement across the stages of enforced quarantine](#)

6 Information and Data Management

6.1 Information management systems

The number of secure databases used for the storage and handling of confidential data on people in detention is minimised to prevent fragmentation of records management and to reduce the risk of critical information not being available to DHHS, health or welfare staff providing for the health and welfare needs of people in detention.

The following information management systems are authorised for use in this operation:

- The Public Health Event Surveillance System (PHESS);
- The healthcare and wellbeing database for mandatory quarantine (Dynamic CRM Database);
- Best Practice general practice software (see 3.3);
- Paper records (where necessary).

6.2 Data access, storage and security

The State Controller - Health, DHHS Commander COVID-19 Accommodation (or delegate) and Public Health Commander (or delegate) are authorised to access any record within these systems to enable oversight of the health and welfare of people in detention.

Information on people arriving internationally is shared with DHHS by DJPR to enable the operational functions under sections 3-5. While multiple applications/systems may be used during the operation, all information will be uploaded to PHESS, which will then hold the complete medical and compliance records for a person who was in detention in Victoria as part of this operation.

6.2.1 Privacy

Respecting the privacy of individuals who are detained under this operation is an important consideration, as information collected contains personal details and other sensitive information.

DHHS staff must comply with the Department of Health and Human Services privacy policy whenever personal and/or health information about passengers/detainees, staff or others is collected, stored, transmitted, shared, used or disclosed.

The privacy policy is an integrated policy, which supports the sensitive protection and management of personal information and seeks to meet the legislative requirements of the *Privacy and Data Protection Act 2014* and *Health Records Act 2001*. Information relating to privacy is available at intranet.dhhs.vic.gov.au/privacy.

6.2.2 Sending information by email

For communication within the department, there are risks to privacy in sending information by email. These include misdirection due to errors in typing the address and the ease of copying, forwarding, amending or disclosing emailed information to others. Care should be taken with the list of addressees, and the title of the email should not contain any identifying information.

6.2.3 Electronic security of passenger/detainee information

In addition to email, passenger/detainee information is stored, accessed and transmitted using systems and devices such as computers, laptops, and smartphones. These systems and devices must be as carefully protected as the passenger/detainee information itself.

An 'information security incident' occurs when the security of the information, system or device is compromised. Some examples of these incidents are:

- the details of a passenger is accidentally sent to the wrong email address
- a case worker's smartphone is lost or stolen and there was information about a passenger/detainee stored on it
- a virus infects a computer that stores or accesses passenger/detainee information.

Information security incidents must be reported to the Emergency Operations Centre who, in turn, will report it to the IT Service Centre.

6.3 Medical records

Medi7 is currently implementing a Best Practice medical record system for record-keeping. This will be uploaded to the DHHS Dynamic CRM Database.

6.3.1 Requirement for accessible medical records

Each quarantined individual must have a medical record accessible to all health care providers who require access to it and who are providing care. This record captures the person's significant medical history, current medications, allergies and any other significant components of the medical history, where these have been revealed by the person in detention or discussed as part of medical care provided to the person during detention. Each time health care is requested **and** provided it must be documented in this record.

6.3.2 Confidentiality and access to medical records

Any medical record created or held by DHHS for a person in detention is confidential and must only be accessed by persons coordinating and providing care for the person. The records will belong to DHHS and can be required to be provided at any time by the medical service contractor to DHHS for review, from the Best Practice software.

These records should be stored securely and should not be accessed by anyone not providing care for the person. Specifically, these medical records must only be accessed or viewed by an AHPRA-registered health practitioner employed by DHHS to provide services to people in detention, an authorised officer, or the Public Health Commander, State Controller - Health, DHHS Commander COVID-19 Accommodation or their named delegate. Other persons involved in Operation Soteria should not access a medical record for an individual unless authorised on a named basis by the Public Health Commander (or delegate) or the State Controller - Health (or delegate).

Accurate and comprehensive medical record keeping is essential for the health and safety of all individuals in mandatory quarantine and will ensure continuity of care for healthcare providers in subsequent shifts. If medical notes are recorded on paper, these should be stored securely and uploaded to the information management system as soon as is practicable and within 72 hours at most. If a doctor completes an assessment, they must provide a written record of this to the nursing staff, either on paper or via email, if an electronic medical record system is not available.

Any medical records documents that are potentially contaminated with COVID-19 (SARS-CoV-2) should be safely placed in plastic pockets to reduce the risk of infection transmission.

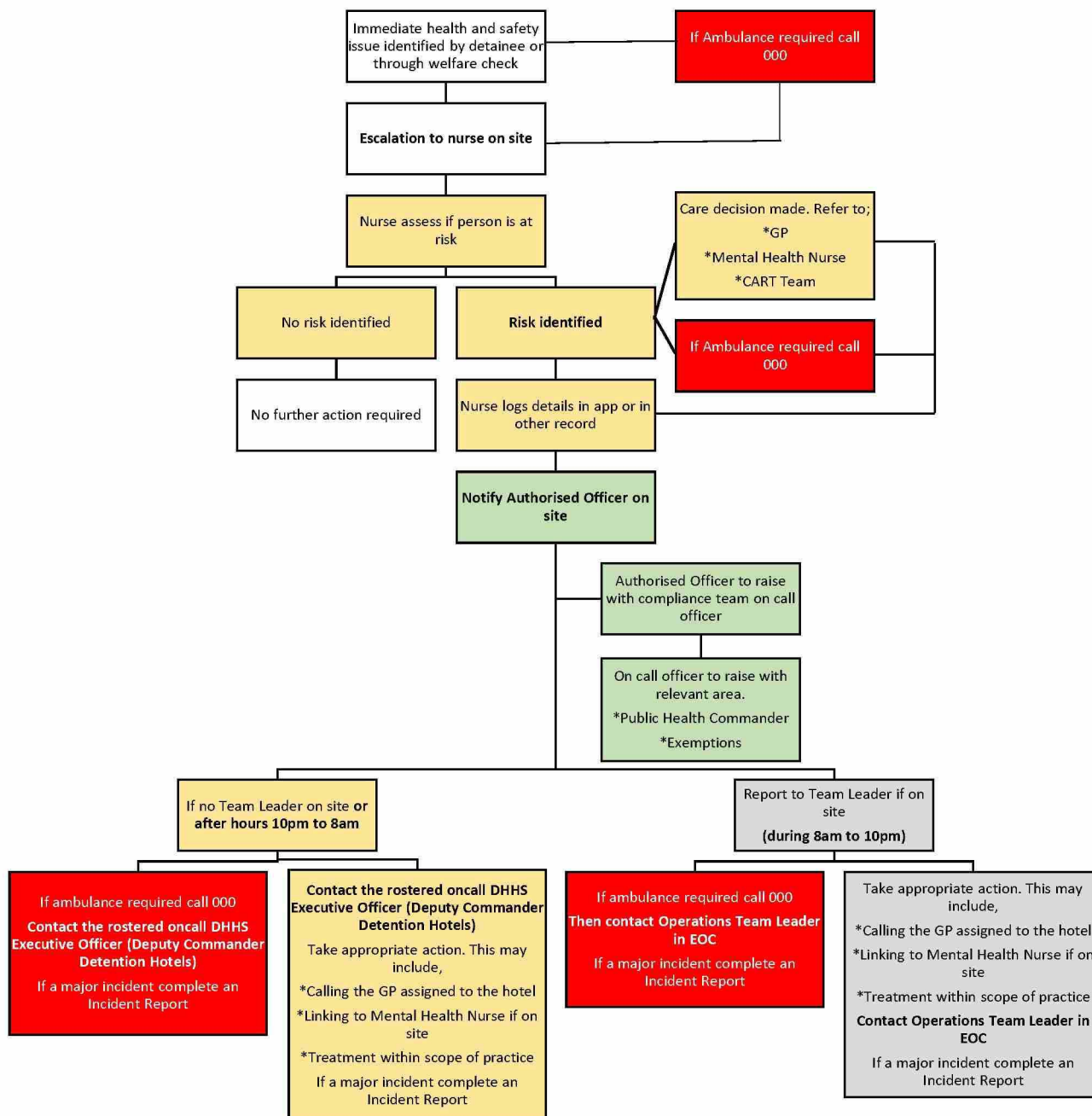
7 Issues escalation and incident reporting

The safety of staff, passengers/detainees and the Victorian community is a key priority of this operation.

All staff undertaking roles under Operation Soteria are responsible for timely and appropriate management and escalation of issues arising under the operation. All risks and incidents must be reported to the Department of Health and Human Services, via the on site Authorised Officer or relevant Commander.

7.1 Hotel escalation process

The escalation process in Figure 2 below must be followed for all health and medical risks arising in quarantine hotels.



7.2 Incident reporting

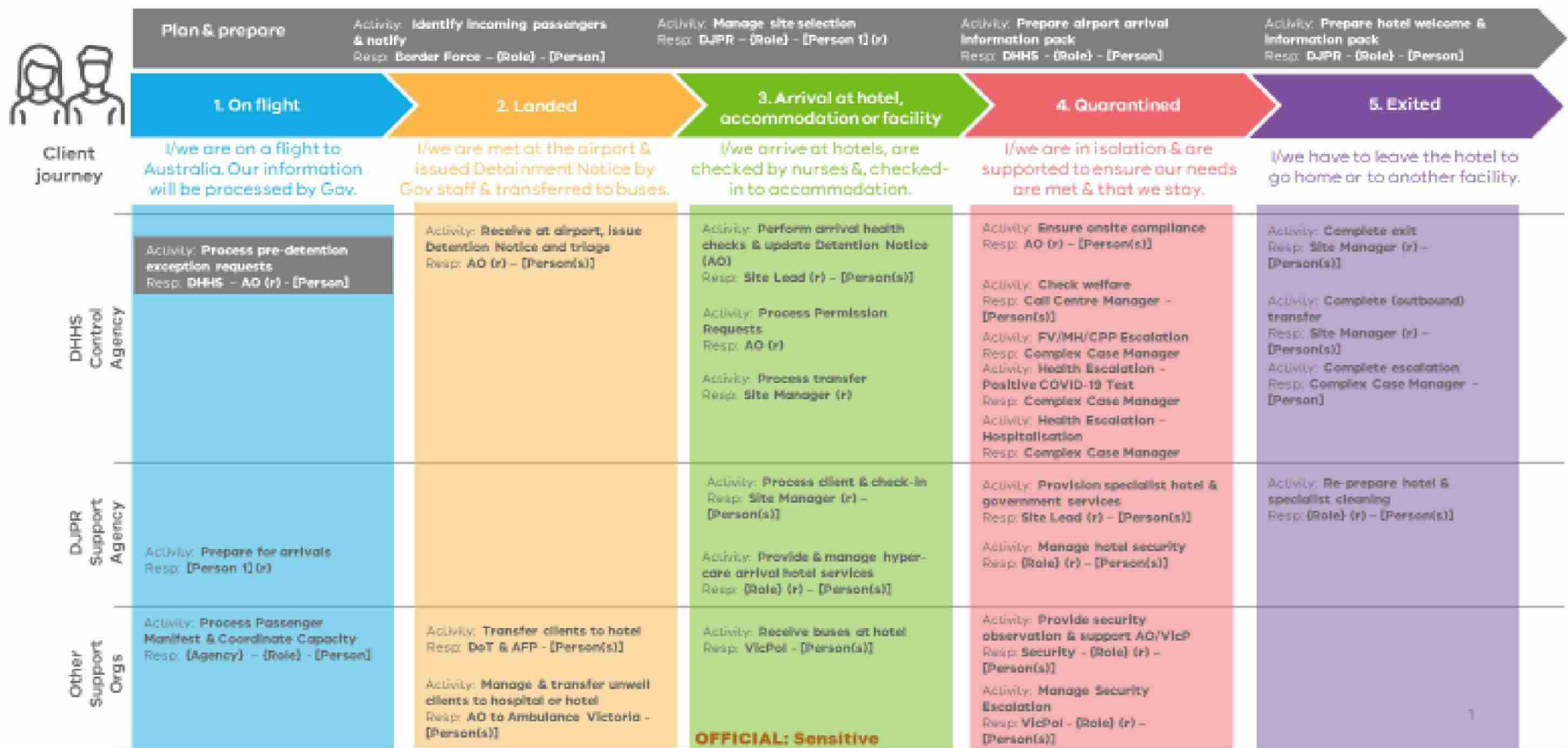
The incident reporting process and template in **Appendix 4** outlines the Department of Health and Human Services management requirements for major incidents or alleged major incidents that involve or impact significantly upon passengers/detainees during airport reception, hotel quarantine, and other users or staff during provision of accommodation services during the COVID-19 emergency. Examples include injury, death, sustaining/diagnosis of a life threatening or serious illness, and assault/crime.

Appendix 1 - Operation Soteria process phases

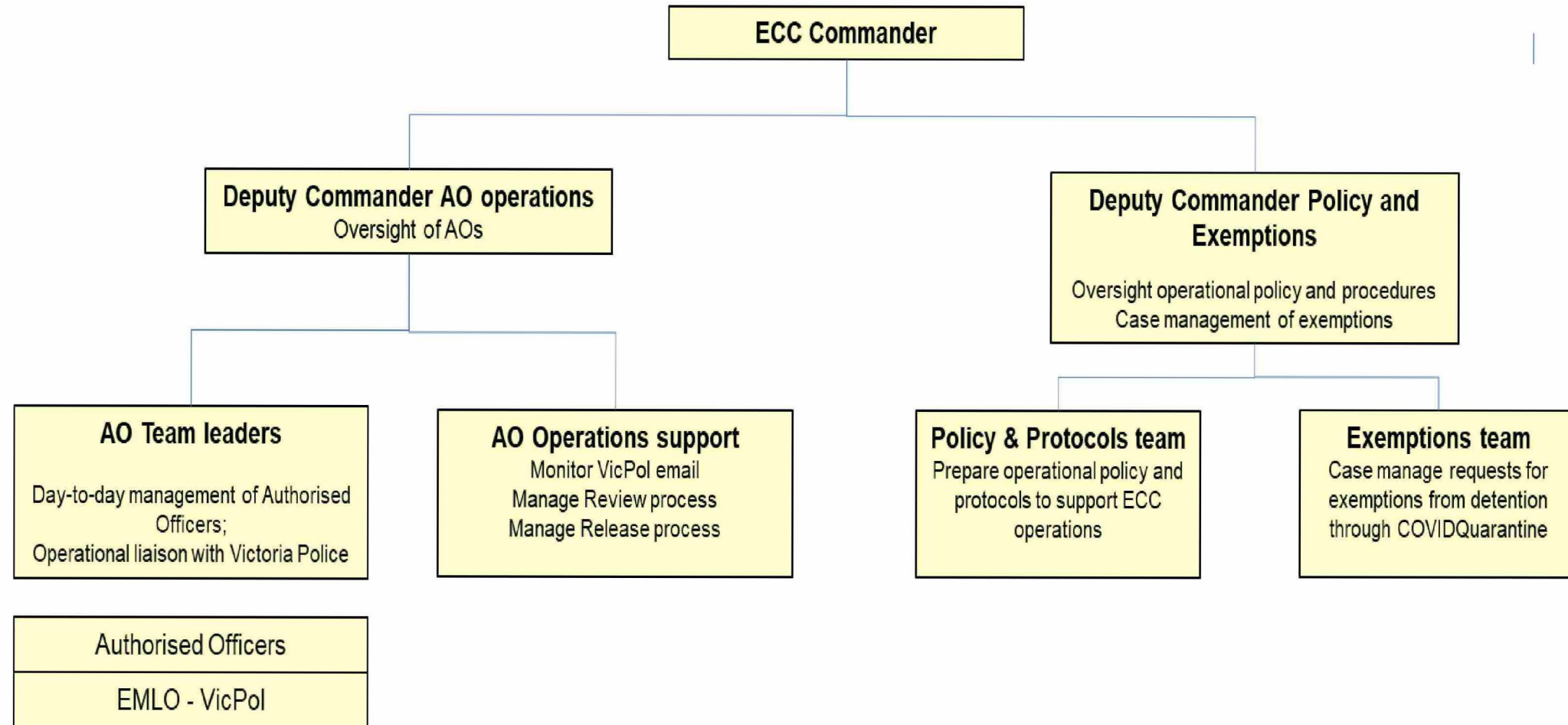
Compulsory quarantine service architecture Activity and responsibility details

Objectives of service:

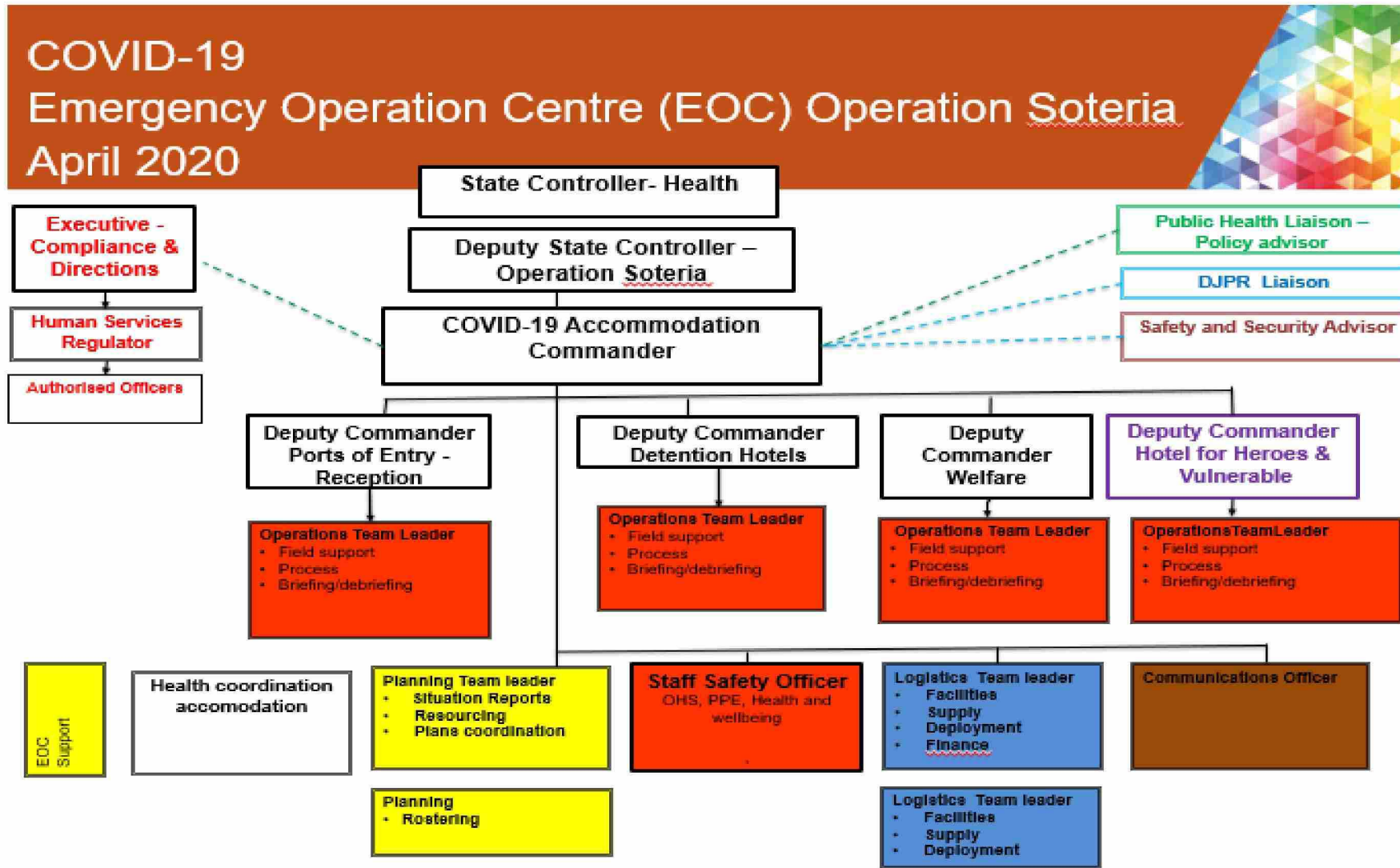
1. Legally detain people
2. Protect their health & wellbeing and those around them
3. Provide as comfortable an experience as reasonable
4. Mitigate flow-on demand to health system



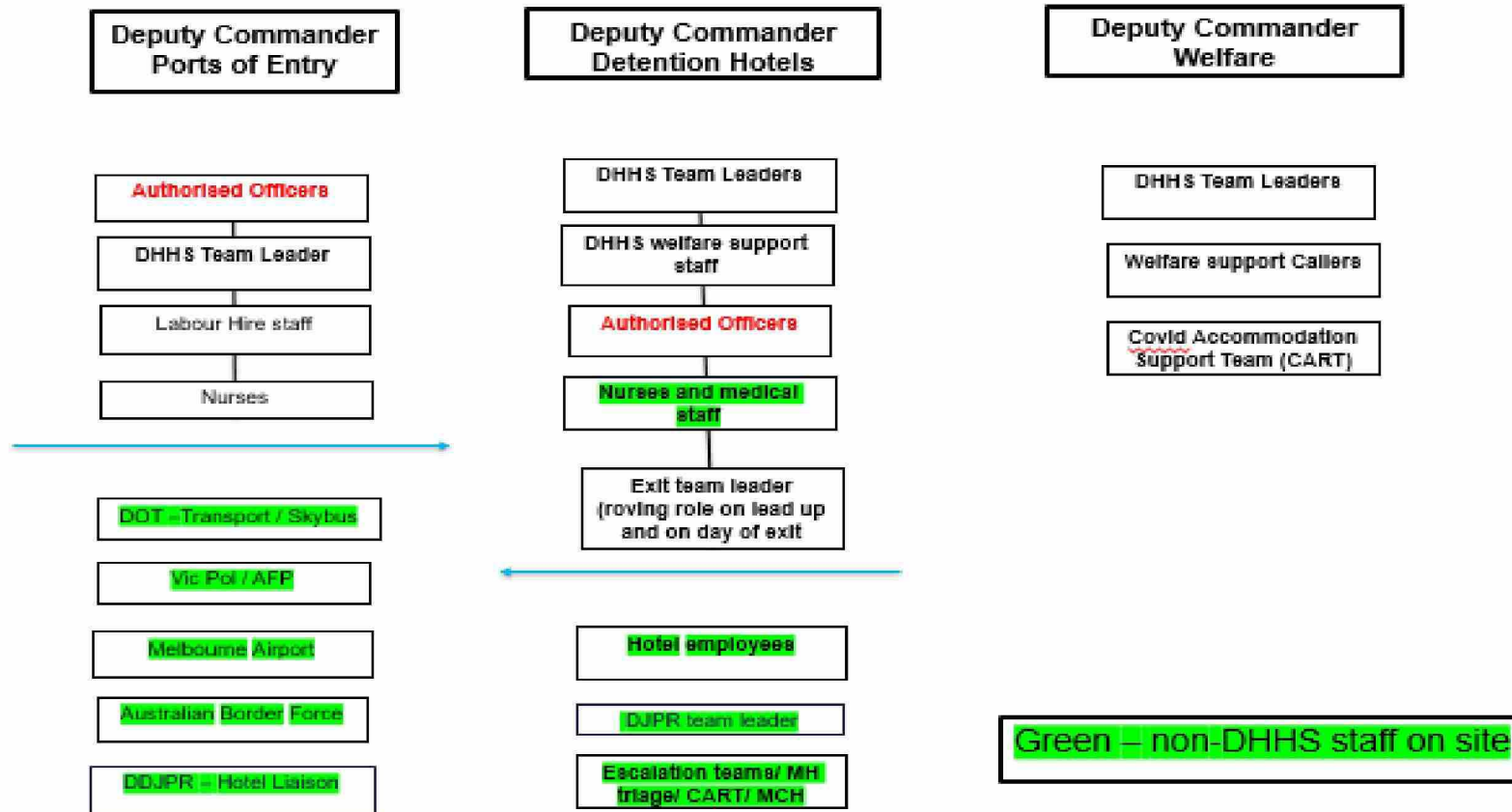
Appendix 2 - Enforcement and Compliance Command structure



Appendix 3. Emergency Operations Centre Structure



Operation Soteria – on site teams



Appendix 4 - DHHS COVID-19 Quarantine – incident reporting

1. Introduction

This document outlines the Department of Health and Human Services (the department) management requirements for major incidents or alleged major incidents that involve or impact significantly upon passengers/detainees during airport reception, hotel quarantine, and other users or staff during provision of accommodation services during the COVID-19 emergency. Examples include injury, death, sustaining/diagnosis of a life threatening or serious illness, and assault/crime.

The primary audience for this document is departmental staff on site and senior officers who are involved in reviewing, endorsing, processing, recording and analysing incident reports after Parts 1–6 of the incident report have been completed at the service delivery level supported by the appropriate Deputy Commander.

This document was last reviewed on 21 April 2020.

2. Reviewing and endorsing incident reports

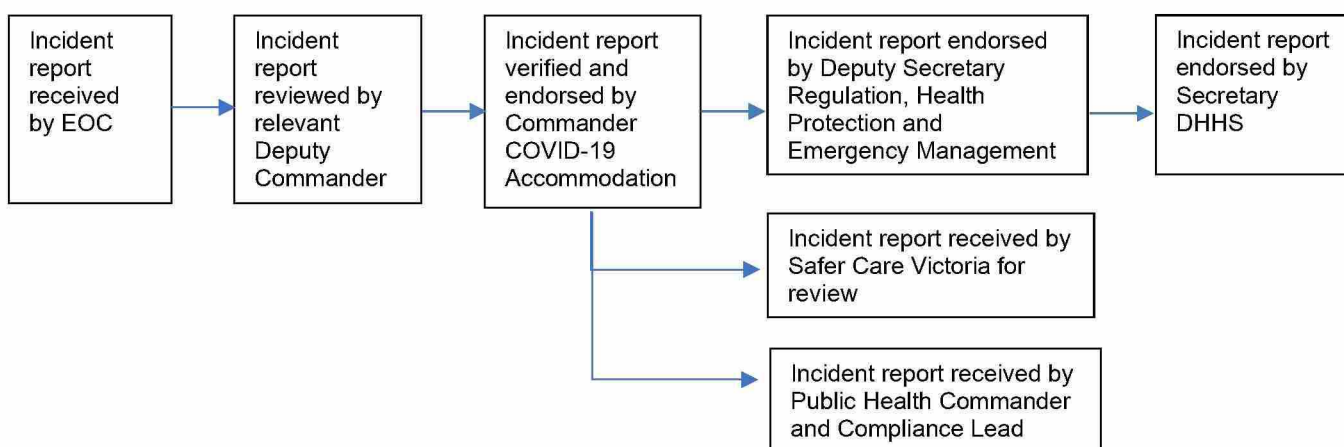
This section outlines the steps required for reviewing and endorsing incident reports, once provided to the DHHS Commander COVID-19 Accommodation via dhhsopsoteraeoc@dhhs.vic.gov.au following verbal report via phone from the relevant Deputy Commander. Figure 1 below provides an overview of the process.

2.1. Overview

Incident reports (Parts 1–6) are completed by the most senior departmental staff immediately involved in the management of the incident onsite, with support of the relevant Deputy Commander. In the case of any incident, the first priority is making sure passengers/detainees and staff are safe, and in hotels, appropriate care provided (see escalation process for hotel detention). After that, an incident report must be completed and sent to the Commander COVID-19 Accommodation via dhhsopsoteraeoc@dhhs.vic.gov.au following verbal report via phone. The report includes immediate actions that have been taken and planned follow-up actions.

The specified department officers review the incident report, and complete parts 7-9. The Commander COVID-19 Accommodation is also responsible for sending the report to Safer Care Victoria, the Public Health Commander and the Compliance Lead.

Figure 1: High Level flowchart for reviewing and endorsing an incident report



The incident report form is available from the Operation Soteria Emergency Operations Centre (EOC), dhhsopsoteriaeoc@dhhs.vic.gov.au or relevant Deputy Commander. All reports must be legible and presented in the specified report format.

2.2. Deputy Commander receives an incident report

When an incident report is forwarded to the DHHS EOC, the report is registered in the EOC's electronic file system, TRIM, and allocated a reference number. It is then forwarded to the relevant Deputy Commander as soon as possible (within 1 hour). The staff completing the report will contact the relevant Deputy Commander by mobile to advise of the incident.

2.2.1. Reports about passengers/detainees who are also clients

If a passenger/detainee is a client of other service types, service providers or government departments, information regarding a major incident may be disclosed to other agencies or departments to lessen or prevent a serious or imminent threat to a client's life, health, safety or welfare; and/or with the intent of preventing similar incidents from occurring in the future. The Commander COVID-19 Accommodation is responsible for notifying within the department and/or other organisations where the passenger/detainee is known to be a client, with the lead division will inform any community service organisations involved in providing services if applicable.

2.3. Review of the incident report

The relevant Deputy Commander endorses the incident report by completing Part 6 of the incident report (refer to attachment 1).

They must review the incident report and:

- check that the immediate needs of the passenger/detainee(s) have been addressed
- check that appropriate immediate actions have been taken in response to the incident and that any planned further actions are appropriate
- if a particular requirement has not been undertaken, the reasons why are documented
- ensure that the passenger/detainee and location details have been recorded and are accurate
- ensure all sections of the incident report are completed
- record any additional or required follow-up action (if any).

2.4. Verify and endorse the incident category

The Commander COVID-19 Accommodation verifies and endorses the incident report.

The Commander COVID-19 Accommodation is responsible for escalating an incident report to the Deputy Secretary Regulation, Health Protection and Emergency Management to endorse, and sending the report to the Public Health Commander, the Compliance Lead and Safer Care Victoria via irtreviews@safercare.vic.gov.au for review.

The Deputy Secretary Regulation, Health Protection and Emergency Management is responsible to escalate the incident report to the Secretary Department of Health and Human Services for endorsement.

2.5. File the completed incident report

After Parts 7-9 have been completed and endorsed, the incident report is returned to the Emergency Operations Centre for records management. This constitutes the final completed report.

The final completed report must be placed in a TRIM record must be updated in accordance with the department's record management policy.

Where allegations are made against a staff member, the incident report and any subsequent reports are to be retained in the staff file.

2.6. Incident report records management and privacy

Incident reports (paper versions and related electronic data) must be stored securely and only accessed by staff that have a business purpose for doing so. Paper reports are discouraged, and if required, should be stored in locked filing cabinets. Access to electronic data should be limited to appropriate staff only.

2.7. Local investigation and causal analysis

The Commander COVID-19 Accommodation will ensure that the incident is subject to an appropriate level of local investigation and causal analysis and that, where relevant, an improvement strategy is prepared.

Incident investigations should:

- identify reasons for the incident occurring
- identify opportunities for improvement in management systems or service delivery practice
- make local recommendations and implement improvement strategies in order to prevent or minimise recurrences. These strategies should be actionable and measurable and include an assessment of their effectiveness in delivering improvement
- satisfy mandatory reporting or review requirements (for example, notifying the Coroner or WorkSafe).

3. Privacy

Respecting the privacy of individuals who are involved in or witness to an incident is an important consideration in dealing with incident reports, which often contain personal details and other sensitive information.

Departmental staff must comply with the Department of Health and Human Services privacy policy whenever personal and/or health information about passengers/detainees, staff or others is collected, stored, transmitted, shared, used or disclosed.

The privacy policy is an integrated policy, which supports the sensitive protection and management of personal information and seeks to meet the legislative requirements of the *Privacy and Data Protection Act 2014* and *Health Records Act 2001*. Information relating to privacy is available at intranet.dhhs.vic.gov.au/privacy.

3.1. Sending information by email

For communication within the department, there are risks to privacy in sending information by email. These include misdirection due to errors in typing the address and the ease of copying, forwarding, amending or disclosing emailed information to others. Care should be taken with the list of addressees, and the title of the email should not contain any identifying information.

3.2. Electronic security of passenger/detainee information

In addition to email, passenger/detainee information is stored, accessed and transmitted using a emergency management systems and devices (including computers, laptops, and smartphones). These systems and devices must be as carefully protected as the passenger/detainee information itself.

An 'information security incident' occurs when the security of the information, system or device is compromised. Some examples of these incidents are:

- the details of a passenger is accidentally sent to the wrong email address
- a case worker's smartphone is lost or stolen and there was information about a passenger/detainee stored on it
- a virus infects a computer that stores or accesses passenger/detainee information.

Information security incidents must be reported to the Emergency Operations Centre who, in turn, will report it to the IT Service Centre.

DHHS Quarantine – incident reporting template

Reference number	
Impact (Major only) <i>e.g. injury, death, sustaining/diagnosing life threatening condition, assault/crime</i>	

1. Service provider details

Reporting organisation	
Address of service delivery	
DHHS Service Area (<i>e.g. Emergency Management</i>)	
Service type	

2. Incident dates

Date of incident	
Date accuracy (exact/approximate)	
Time of incident	
Time accuracy (exact/approximate)	
Date incident disclosed	
Time incident disclosed	

3. Incident description

Location of incident	
Detailed incident description	

4. Individual details – Passenger/detainee 1 [duplicate for each person involved]

Passenger/detainee's full name	
Passenger/detainee incident impact	
Sex	
Indigenous status	
Date of birth	
Passenger/detainee address	
Passenger/detainee unique identifier number (<i>if applicable</i>)	
Incident type	
Involvement in the incident (victim, witness, subject of abuse allegation, participant)	
Passenger/detainee's immediate safety needs met (Yes/No)	
Medical attention provided (Yes/No)	
Passenger/detainee debriefing or counselling (Yes/No)	
Referral to support services (Yes/No)	
Change passenger/detainee care (support plan) (Yes/No)	
Notified next of kin, guardian or key support person (Yes/No)	

5. Other/s involved in incident [duplicate for each other person involved]

Person's full name	
Date of birth	
Person's job title or relationship to passenger/detainee (carer, paid staff, other)	
Person's involvement in the incident (victim, witness, subject of abuse allegation, participant)	

6. Service provider response details

Brief summary of incident	
Reported to police (Yes/No)	
Name of officer and date reported to police	
Police investigation initiated (Yes/No)	
Staff member stood down/removed (Yes/No)	
Manager's full name	

Manager's job title	
Date incident report reviewed	
Manager telephone number	
Manager email	
Immediate actions taken by the organisation in response to the incident	
Deputy Commander full name and signature	
Deputy Commander job title	
Date incident report approved	
Comments	

7. Incident report authorisation – EOC Command

Delegated authority full name and signature	
Delegated authority job title	Commander COVID-19 Accommodation
Date incident report approved	
Delegated authority phone number	
Delegated authority email address	
Comments	

8. Incident report authorisation – Deputy Secretary

Delegated authority full name and signature	
Delegated authority job title	
Date incident report endorsed	
Delegated authority phone number	
Delegated authority email address	
Comments (optional)	

9. Incident report authorisation - Secretary

Delegated authority full name	
Delegated authority job title	
Date incident report endorsed	

Handover notes – Operation Soteria

1/4/20

- Daily timeline

Time	Task	Responsible
0900	State Control Team meeting <ul style="list-style-type: none"> - As Deputy State Controller (DSC-H): You will need to provide brief report – ie current areas of focus, key challenges, overview of previous day activities, other key info SCT needs - 	Chaired by State Controller - Health
1030	confirm agency leads for day, update contact list	DSC-H, with SRC EO
1100	text/email invite sent for daily meeting <ul style="list-style-type: none"> - DSC-H need to confirm agency leads for day for distribution 	SCC support officer
1330	daily Soteria meeting <ul style="list-style-type: none"> - Refer below 	Chaired by DSC-H
1600	confirm with Melbourne airport planned arrivals Distribute to agency leads <ul style="list-style-type: none"> - Minutes from 1330 meeting - Request details / changes for following day agency lead contact details - Arrival data 	DSC-H SRC EO
End of day	Text EMC final numbers each day and confirmation last flight arrival.	DSC-H

- Structure
 - Not an IMT, but a virtual operational management team
 - DHHS lead in EM sense, with other agencies supporting
 - Each agency undertaking their bit of jigsaw, under guidance of DHHS, but not directly like an IMT structure would dictate ie
 - Border Force / DHHS working together air side to get passengers disembarked, given them direction notice (legal process) and information on what is happening next.
 - Dept Tpt / Skybus providing transport solution, with Vicpol oversight of security to move travellers to accommodation venues.
 - DJPR managing passenger flow into hotels, with DHHS managing compliance and undertaking of direction notice.
 - DJPR providing logistics of accommodation venue – concierge / general queries, security staff, cleaning and catering staff – all under guidance of DHHS of tasking and safety requirements. As well as managing packages being delivered for travellers now confined to rooms.
 - DHHS in control of accommodation venues, with specific requirements around provision of health and mental health wellbeing services (nurse on site), Authorised officer on site (effectively as division commander in our terminology) they have over all control of venue and direct/make decisions on behalf of DHHS. There is also requirements of daily contact being made with each person as part of the direction notice.

- Daily meetings:
 - 1330 – Daily Operation Soteria meeting
 - Template agenda in EMCOP, SRC EO will update as needed
 - SRC EO will take minutes
 - Link to template agenda
<https://emdrive.ffm.vic.gov.au/ServicesPortal/#/cloudDrive/Shared%2520With%2520Me/EM%2520Drive/50-SCC/30-EMKnowledge/EM-Committees/Operational/Operation%2520Soteria>

- Key Info:
 - Email address – have been trying to get everyone to use – State Controller – Health. This is a shared email between Health Controller and Deputy, with a folder set up for Operation Soteria emails.
 - sccvic.sctrl.health@scc.vic.gov.au
 - Documentation - storage
 - Emcop folder setup for Operation Soteria
 - <https://emdrive.ffm.vic.gov.au/ServicesPortal/#/cloudDrive/Shared%2520With%2520Me/EM%2520Drive/50-SCC/30-EMKnowledge/EM-Committees/Operational/Operation%2520Soteria>

- Contacts:
 - Dept Transport
 - Kim Schriener
Kim.schriner@transport.vic.gov.au
[REDACTED]
 - Kim will be contact ongoing, need to identify contact when she takes a day off
 - Vicpol SPLO
 - DJPR
 - Agency Command
Rob Holland
rob.holland@ecodev.vic.gov.au
 - SCC contact
Claire Febey
Claire.febey@ecodev.vic.gov.au
[REDACTED]
 - DHHS
 - Deputy State Controller Health – working in same office in SCC
 - Rotating between Jason Helps and Andrea Spiteri
 - Agency Commander – working in agency cell in SCC
 - Rotating between Braedon Hogan and [REDACTED]
New roster due out 2/4, with DSC-H to be emailed
- Key operational areas
 - Airport
 - Incoming arrival data
 - Aust Border Force will supply incoming passenger numbers (all ports – sea/air).
 - Melb airport send 4 hourly updates – to SC-Health email
 - These are accurate for arrival numbers – direct from flight manifest
 - Expected numbers can fluctuate greatly, need to plan for projected arrivals, operations react to change in arrival time (early or late depending on wind etc) and usually decrease in numbers.
 - Daily numbers are decreasing, both number of flights and pax.
 - Need to monitor operations
 - DHHS will roster of people accordingly
 - Further travel restrictions may adjust operations
 - Consider if airlines continue to limit flights as business decision, how long this will continue ie 14 days after last flight

- Hotel
 - Work currently underway to map and document processes, relationship and accountabilities into single agreed document.
 - DHHS
 - Medical and wellbeing / welfare
 - Nurses on site
 - Authorised Officers on site 24/7, as responsible officer overseeing venue
 - Has some legal obligations under detention order
 - DHHS staff on site to manage venue
 - Provide guidance and direction on safety, use of PPC
 - DJPR
 - Providing logistical support
 - Provision of staff – security, concierge, catering, cleaning
 - Contract management of venue
 - Exploring future venues
- Reporting / info flow
 - SCC intel undertaking reporting requirements, may come to you if any specific requests from Premiers Office and others.
 - Manifest of arriving passengers are provided to SCC intel and DHHS. SCC intel will share various info as necessary ie Vicpol require passenger names and room names.
- Key decisions to be aware of
 - Strict protocol regarding any exception to 14 day quarantine in hotels provided. Chief Health Officer only person who can authorise any variances.
 - DHHS working through protocols
 - Smoking – was finalised 1 / 4 , not sure if distributed
 - Recreation – was finalised 1 / 4 , not sure if distributed
 - Open room doors – still to be completed
 - Guest messaging (ie public info concept, daily newsletter – with key info both from DHHS, support services, hotel info.
 - Confirmed cases
 - DHHS will advise DSC-H when a case is identified.
 - DSC-H will advise other agencies where required ie DJPR for information only, cant be shared as common knowledge.
 - Each hotel has a floor allocated to guests with confirmed case
 - AO on site has overall responsibility to action and advise staff if needed.
 - DHHS will follow normal protocol ie follow chain of contact, action as necessary.

- Deliveries
 - In principle, deliveries are ok, eg items from home, food deliveries, parcel deliveries, supermarket deliveries
 - All costs to be incurred by individual
 - No ability of hotel staff to sign for / accept / check arriving packages
 - Guests need to be aware there may be a delay in delivery to room, depending on other activity.
- Shift briefings – by DHHS AO
 - Daily shift briefings are being delivered at hotels on the use of PPE
- Key messages
 - Terminology
 - Physical distance, not social distance
 - Isolate – refers to what happens to ill people
 - Quarantine – refers to well people arriving from overseas in these hotels
 - Detainees – legal definition of people arriving from overseas – relates to legality around being issued a detention order, and terminology if a person decides to leave.
 - Guests / passengers – respectful common term for the collective members of the community being temporarily housed in these accommodation venues.
- Actions in progress
 - Mental health and wellbeing support
 - DHHS working on
 - Emergency response
 - Vicpol escalation and response – needs DHHS and Vicpol to work through
 - DJPR have worked with hotels to adapt normal plans – was told these are confidential so cant be shared
 - Need to understand what this means, are they adequate
 - How does MFB / SES respond – refer email from MFB
 - Workflow
 - DHHS has team documenting work flow and responsibilities
 - Accom planning
 - DHHS/DJPR working through contractual arrangements of current and future accom venues
 - Capacity of current venues and likely time to move to 4th venue
 - Sign off of 4th venue to DHHS to enable DJPR to activate
 - DHHS data management
 - Working on a database to enable tracking of people from arrival at airport to departure from hotel, that all agencies can access

- Outstanding actions / next actions
 - Demobilisation
 - First departures will be Sunday 12th, whilst people are thinking about this, so many other priorities, process hasn't yet been started as to how this occurs
 - Early departure process ie due to exemption being granted, requirement to go to hospital – some thinking, one person was transferred today to Tas, need DHHS to get learning and turn into process

- Other random info
 - SRC EO and support staff available to assist
 - EMC had indicated all SCC staff available to assist
 - Have had discussion with SCC planning officer to assist in documentation. Unfortunately they have been working from home, which makes setting up a system that is not written really hard. They are however available if we need them.

- Safety
 - SCC put in various physical distancing protocols ie
 - limits to numbers of people in rooms
 - spacing in meeting rooms
 - spacing between work stations

- Logistics
 - Hours of operation
 - Vary greatly – generally 0800-2000 is an expected range
 - Accommodation
 - I did a mixture of go home and stay down
 - Metropole in Brunswick open, however limited reception hours and meals (room service only, dinner limited times, continental breakfast to room if booked in early)
 - Meals
 - SCC will provide if advise SCC room manager
 - Lunch generally not an issue, vouchers provided, Ecco open
 - Dinner – tell room manager early, otherwise you wont be catered for
 - Local knowledge tip – SQPR pizza open, just off Bourke st, great pizza if you want easy takeaway option

Attachments:

- Op Soteria strategic plan – very high level, but gives you idea of broad accountabilities
- Have sent a number of emails with random info

Operation Soteria – Handover notes

17/4/20

Hotels

- Starting to move to new hotels, away from some not best suited after first rotation. DJPR daily sitrep has details.
- Pretty good system in place to identify which hotels will be used each day. I haven't been getting involved, letting DJPR/DHHS get on with it.
- Still gaps in info to guests and ongoing food/welfare/complaints to MPS
 - DHHS working through resolution and response as made aware
- Security
 - Some issues with AOs and security guards.
 - Two guards dismissed for making comments / sending notes to women in rooms
 - Vicpol chaired meeting on Thursday between security companies, Vicpol and DHHS AOs to clarify process
 - DJPR have concerns still – Rach going to draft list and send through to us/Accommodation Commander.
 - Vicpol have ongoing concerns around Southwharf (Pan Pacific/Novatel), they will continue to monitor.

Incoming flights

- Nothing as complex as last week, repat flights Sunday and Monday.
- Repat Flight – National Coordination Mechanism meetings will be held every Tuesday. Contact [REDACTED] from DPC if the invite doesn't come through. I sat in with EMC last, which allowed for side chats if he needed additional info.
 - Via this group, we were able to re-route two large capacity India flights to Adelaide due to likely hitting our maximum capacity
- Recommend no more repat flights until after 1/5 to allow current peak to drop down.

Departure

- Planning – Met with Rachaele and Jason Friday afternoon to start to improve data gathering – refer email Friday 1645.
- Additional nights accom – currently agreed to be 3, however with limited flights esp to WA/Qld this is becoming an issue. DJPR are in discussion with their Minister around policy (given their Minister was given carriage and funding to supply accommodation).
 - Hardship provisions are also contributing, DHHS looking to move these people into normal support system, rather than Ops Soteria.

Assurance and Learning

- Mid-cycle review – Claire has sent out link for staff to complete, and we have encouraged wide spread sharing. It was set up to close end of day Friday 17/4, so Claire will talk to you re findings probably Monday.

Deputy State Controller role ongoing

- As per email Thursday, Andrea has asked to remain in place for next two rotations as planned then review.
- You may wish to talk to Jason and see what transpires over next 4 days.
- Need to start identifying next people if its is to continue.

Structure

- Emergency Operations Centre (EOC) – 145 Smith St Fitzroy
 - From Saturday is now set up, resourced operational with an IMT in place
 - Lead is Covid-19 Accommodation Commander
 - Jason has been commander Thurs/Fri to set up.
 - Refer email for structure – is draft version, will be sent out daily
 - Need to set up connections into this team – suggest daily hook up - needs to be arranged with Pam.
 - Comms
 - All info for Ops Soteria to go via this team
 - Not SCC agency commander
 - Email – dhhsopsoteriaeoc@dhhs.vic.gov.au
 - Resource requests
 - FFMV is likely to start receiving IMT resource requests – initially logs positions, may flow into planning and public info.
 - Need confirmation that PV CEO is aware and supports – as per email to Christine.
 - No process has formally been put in place as yet, Jason and I have spoken about it, he wanted to identify resource gaps, then create process.
 - I am suggesting direct from EOC to SAC, then SAC actions.
 - Connection to OCR
 - ██████████ is the contact person in OCR
 - I have spoken to Kate and ██████████ about ensuring the IMT and AO deployment is connected and not working against each other.
 - If/When you send something out to exec/FFRG, touch base with ██████████ to look over/ensure AO deployment can work in.
 - We need to make sure AOs are deployed in this role, not other IMT roles.
 - ██████████ email - ██████████@delwp.vic.gov.au
- Public info
 - Still gaps and lack of info going to guests. Jason is working on now team in place, but something to talk to Commander about and ensure is ramped up.
- Documentation and planning
 - Part of the planning function at EOC is to collate all existing plans and info (all agencies) into one location.
 - This will start to ensure common understanding and application across agencies and venues.
 - Part of which should be version control and creation of good ops plan, but that is the second stage.
 - ADF have put a planning officer in place at EOC to assist with this.
- Intel / reporting
 - Intel officer in place at EOC
 - Sitreps
 - DJPR doing daily sitrep – distributed to Operation Soteria key players ie daily meeting distribution list. Really useful daily snapshot
 - DHHS are using parts of above, then adding additional info to create formal Daily Operation Soteria sitrep.

- This is now included in daily DHHS Covid-19 sitrep
- Distribution needs to be looked at. Friday was first version.



Operation Soteria

**Forced Quarantine
for all Australian Arrivals
from Midnight 28 March 2020
State of Victoria**

Operations Plan

Approved for distribution by:

Emergency Management Commissioner	Signature	Date / Time
Andrew Crisp	Signed and scanned	28/3/2020 2000

Operation Soteria

Distribution

State Control Team	As per planning contacts list:
Strategic Planning Committee	DHHS
EMJPIC	DJPR
State Relief & Recovery Team / CAOG	DPC
	VicPol
	Department of Transport

Document Details

Version	Status	Author	Reviewer	Authorised for Release	Date
0.1	Draft for initial discussion	Kaylene Jones / Angus Hindmarsh		Andrew Crisp	27 March 2020
0.2	Draft for release as version 1.0	Deb Abbott / Kaylene Jones	Operation Soteria Coordination Meeting	Andrew Crisp	28 March 2020 1815 hours
1.0	Final Version released			Andrew Crisp	28 March 2020 2000 hours

Operation Soteria

1. SITUATION

Prime Minister Scott Morrison has announced that all passengers who arrive in Australia after midnight on Saturday 28 March 2020 will go into mandatory quarantine in hotels for a fortnight.

- Passengers will be quarantined in the city in which they land, irrespective of where they live
- Two thirds of Australia's coronavirus cases are from people travelling from overseas
- Defence personnel will help State and Territory Police enforce self-isolation rules

1.1 Background

- Australian National Cabinet has directed that all passengers returning to Australia from international destinations are to undergo 14 days enforced quarantine.
- Expected volume of international passenger arrivals is 1500 per day.
- Direction from the Chief Health Officer is pending
- Heightened measures to curb the spread of COVID-19
- Assume small window of opportunity will lead to a spike in arrivals
- Primary port is assumed as Melbourne Airport.
- Alternate ports of entry may include Essendon Airport (Corporate Charter); Port of Melbourne, Geelong Port, Portland Port, Western Port (Cargo); Station Pier (passenger)
- Control for every movement upon arrival remains the authority of the Chief Health Officer

1.2 Authorising Environment - TBC

Public Health and Wellbeing Act 2008 (Vic)

Supporting documentation – Detention Notice issued pursuant to Public Health and Wellbeing Act 2008 (Vic) Section 200 (to be provided - Appendix 1)

1.3 Definitions

Passengers: Are all individuals who arrive in Australia after midnight on Saturday 28 March 2020 and who are quarantined in hotels for 14 days

2. MISSION

To implement enforced quarantine measures for all passengers entering Victoria through international air and sea points-of-entry to stop the spread of COVID-19.

Operation Soteria

3. EXECUTION

- **Purpose.** Slow the spread of COVID-19 through Victoria
- **Method.** Implement enforced quarantine of passengers arriving internationally into Victoria.
- **End state.** All passengers that have arrived internationally to Victoria are quarantined for 14 days in order to mitigate the spread of COVID-19 within the Victorian community.

3.1 Phases to achieve identified objectives

3.1.1 Preliminary Actions

- During this period, all preparatory activities, to receive and comfortably accommodate arriving passengers that support each of the phases to be completed

3.1.2 Phase 1 – Reception

- Begins when passengers arrive via international airport or maritime port, separated from the general population to prevent transmission, transit through customs and prepared for travel to quarantine locations.
- This phase ends once passengers have embarked on bus transport

3.1.3 Phase 2 – Transport

- Begins with buses leaving international airport or maritime port.
- It involves the transit of passengers to quarantine accommodation in vicinity of COVID testing centres.
- This phase ends once passengers exit transport vehicles

3.1.4 Phase 3 – Accommodation

- This phase begins when reception party receives passengers for quarantine.
- This will involve 14 days of isolation within commercial hotel/motel solutions in vicinity of their entry points.
- This phase ends once 14 days has lapsed and members are reviewed for approval to exit quarantine accommodation.

3.1.5 Phase 4 – Return to the Community

- This phase begins when the member is reviewed for exit by quarantine management
- This will involve an assessment whether the passengers are safe to be allowed into the Victorian community.
- This phase ends once the member has been briefed on their health responsibilities and exits quarantine.

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3.2 Preliminary Phase

- Information is developed, distributed and executed as per communications plan
- All resources (physical and human) are in position ready to execute phases as required

3.3 Phase 1 – Reception

Department of Health and Human Services (DHHS) are lead State-side

3.3.1 Communications

- DHHS will manage communications according to the Communications Plan
- DPC provide authorisation to overall Communications Plan

3

3.3.1

3.3.2 Airside Operations

3.3.2.1 AFP/ABF

- Melbourne airport security and customs liaison
- Provide passengers with required information about Direction/requirements
- Collection of entry data (manifest)
- Marshall passengers in an area that is secure and be able to facilitate health screening

3.3.2.2 DHHS

- Provision of and conduct of health screening and other well-being services (including psycho-social support)
- Provision of personal protective equipment for passengers
- Registration and initial needs identification of passengers for State-side use/application
- Provision of information pack for passengers [Joint contributions: DHHS/Department Jobs, Precincts and Regions (DJPR)/VicPol]

3

3.3

3.3.2

3.3.2.3 AFP/ABF

- Establish arrivals area for transport
- Marshall Passengers for boarding
- Assist boarding of passengers onto bus transport airside
- Escort bus transports to accommodation

3.3.2.4 Department of Transport (DoT)

- Manage bus transport State-side to accommodation

3.3.2.5 VicPol

Operation Soteria



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3

3.4.2

3.3.3 State-side Operations

3.3.4

3.3.3.1 DHHS and DJPR

- Reception parties established and coordinated at all identified accommodation

3.3.3.2 VicPol



3.4 Phase 2 – Transport

Note: DoT are lead

3.4.1 Communications

- DHHS will manage communications according to the Communications Plan
- DPC provide authorisation to overall Communications Plan

3.4.2 DoT

- Skybus and other DoT solutions tasked in accordance with projected arrivals
- Ensure transport of passengers between point of entry and accommodation

3.4.3 AFP

- Escort passengers to assigned accommodation
- Transfer manifest to VicPol on arrival at accommodation

3.4.4 VicPol

- Security and management of passenger disembarkation
- Marshalling and security of incoming passengers
- Receive manifest and passengers from AFP on arrival at accommodation

3.4.5 DHHS and DJPR

- Prepare for incoming passenger accommodation registration

3.5 Phase 3 – Accommodation

3.5.1 Communications

- DHHS will manage communications according to the Communications Plan
- DPC provide authorisation to overall Communications Plan

3.5.2 DJPR

- Manage accommodation contracts

Operation Soteria

- Manage private security contracts to enforce quarantine requirements at accommodation
- Reception parties established to coordinate movement of passengers from transport into accommodation (with DHHS)
- Detailed identification of, capture and management of special/social needs (with DHHS)
- Management of services for all passengers including food and amenities

3.5.3 DHHS

- Passenger data reconciled with airside entry data
- Detailed identification of, capture and management of special/social needs (with DJPR)
- Establish FEMO teams at accommodation points to undertake initial health screening
- If required, social workers to provide support to passengers with complex needs
- Provision of psycho-social first aid
- Access to 24/7 nursing support for emerging health needs
- Provision of regular welfare calls to all quarantined passengers

3.5.4 VicPol

- Provision of support to private security as required

3.6 Phase 4 – Return to the Community

3.6.1 Communications

- DHHS will manage communications according to the Communications Plan
- DPC provide authorisation to overall Communications Plan

3.6.2 DHHS

- Conduct of health reviews to allow release back into the community
- Outgoing passenger responsibilities brief
- Arrangements for any ongoing Psycho-social support

3.6.3 DoT

- Provision of transport to passengers to original destination/transit node

3.7 Strategies and tactics proposed to achieve tasks and objectives

3.7.1 Coordinating Instructions

3.7.1.1 Timings

Preliminary Phase

- Arrival data and maritime ports confirmed no later than 28 1000 Mar 20
- Transport confirmed no later than 28 1300 Mar 20
- Quarantine Accommodation confirmed no later than 28 1600 Mar 20
- International terminal at Tullamarine prepared for quarantine by 28 2200 Mar 20

Phase 1

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- Reception party at international airport and maritime port no later than one hour prior to scheduled flights/vessel arrivals

Phase 2

- Transport in position no later than 1 hour prior to scheduled flights/vessel arrivals

Phase 3

- Service provision is in place for passenger quarantine for a minimum of 14 days

Phase 4

- Release party in place to meet passenger needs for an effective return to community

3.7.1.2 Locations

Airports

- Tullamarine

Maritime Ports

- TBC

Quarantine Accommodation

- TBC

3.8 Daily arrivals schedule – see Appendix 2

3.9 Synchronisation matrix - See Appendix 4

4. COORDINATION

State Control Centre is the central coordination point for all phases

4.1 Communications Plan (Lead DHHS - Marita Tabain)

4.1.1 Authorisation of communications plan by DPC

4.1.2 Communications plan to incorporate:

- To returning citizens/residents
- To returning citizens/residents family
- Media release plan

4.2 Planning Points of Contact – See Appendix 3

Operation Soteria

Appendix 1

Detention Order pending

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Appendix 2

DAILY TIMINGS (AS AT 28 1609 MAR 20)

Arrivals for 29 March 2020

Passenger arrivals MEL (Tullamarine)

Flight Number	Sched. Date	Depart. Airport	Sched. Arrival time	Aircraft type	Gate	Pax	Comment
QR994	29/3/2020	DOH	0700	77W	9	17	Doha
AC037	29/3/2020	YVR	0835	789	7	119	Vancouver
CZ321	29/3/2020	CAN	0940	333	16	38	Guangzhou
MU737	29/3/2020	PVG	1000	789	18	18	Shanghai Pudong
NZ123	29/3/2020	AKL	1050	77W	11	100	Auckland 1 X UNACCOMP. MINOR
QR904	29/3/2020	DOH	1830	351	9	200	Doha
Total Passengers						492	

Flights in transit 28 March 2020 – Flight tracking on time as at 1955 hrs 28 March 2020

Flight Number	Sched. Date	Depart. Airport	Sched. Arrival time	Aircraft type	Gate	Pax	Comment
CX163	28/3/2020	HKG	2252		16		Hong Kong

Operation Soteria

Appendix 3

Contacts List

Department	Contact Name	Email	Phone
State Control Centre – Deputy Controller Class 2 – Health.. Operation Soteria	Chris Eagle	██████████@delwp.vic.gov.au	██████████
Department of Transport	Jeroen Weimar Kim Schriener	██████████@ptv.vic.gov.au ██████████@transport.vic.gov.au	
Department of Jobs, Precincts and Regions	Claire Febey Rob Holland	██████████@ecodev.vic.gov.au ██████████@ecodev.vic.gov.au	
Department of Health and Human Services - SCC	Michael Mefflin	██████████@dhhs.vic.gov.au	
VicPol	Mick Grainger Sussan Thomas	██████████@police.vic.gov.au ██████████@police.vic.gov.au	
Department of Premier and Cabinet – Communications	Marita Tabain Sarah Caines		
Department of Premier and Cabinet	Helen Stitt	██████████@dpc.vic.gov.au	
Department of Health and Human Services – Melbourne Airport Representative			
Emergency Management Victoria	Deb Abbott Kaylene Jones	██████████@scc.vic.gov.au	
ADF	John Molnar	██████████@scc.vic.gov.au	

Operation Soteria

Appendix 4

Outline of agency involvement across the stages of enforced quarantine

Function	Lead agency	Preliminary Stage	Stage 1 : Receive passengers at point of entry	Stage 2: Move passengers from point of entry to accommodation	Stage 3: Accommodate passengers for 14 days	Stage 4: Release of passengers from accommodation	
Command and Control	SCC	Queue and trigger DHHS as required	Monitoring the task and coordinate actions	Monitoring the task and coordinate actions	Monitoring the task and coordinate actions	Monitoring the task and coordinate actions	
	DHHS	Plan/organise	Operational command	Operational command	Operational command	Operational command	
Process	Australian Border Force/ Australian Federal Police	Preparation	Receive and process passengers (airside). [REDACTED]				
Process	DJPR	Preparation	[REDACTED]	Transfer of responsibility from DJPR to DoT	Assist DHHS	Assist DHHS	
Transport	DoT	Organisation of transport for stage 2	Position buses at the point of entry, ready for stage 2	Receiving transfer of responsibility from DJPR. Executive move of passengers from point of entry to accommodation	Transfer of responsibility to DHHS	Prepared to provide transport solutions for passengers to their home/intended residence while in Victoria	
Accommodation	DHHS	Organisation of transport for stage 3	Confirm readiness of accommodation, ready for stage 3	Receive travellers at accommodation	Receiving responsibility from DoT Manage, monitor and respond to passengers at accommodation	Manage release of passengers	
Strategic Messaging	DPC	Conduct messaging to: <ul style="list-style-type: none"> passengers any persons intending to receive passengers general public media 	Monitoring adverse media/public reaction (external stakeholders)				
Security	VicPol	Prepare for response, contain	Support containment and respond as needed				
Health and Wellbeing	DHHS	Prepare for support	Supporting				

RE: Communication protocol & management of confirmed case - request urgent advice and escalation

From: Claire Febey (DEDJTR) <claire.febey@ecodev.vic.gov.au>
To: SCC-Vic (State Controller Health) <sccvic.sctrl.health@scc.vic.gov.au>
Cc: Chris B Eagle (DELWP) <chris.eagle@delwp.vic.gov.au>, Andrew Crisp (DJCS)
 [REDACTED]
Date: Tue, 31 Mar 2020 16:47:21 +1100

Thank you for your quick initial response Chris.

I absolutely agree this should be the highest priority for today – I understand that other conversations such as recreation will have to wait.

Thank you for outlining the expected protocol. I look forward to understanding this in a bit more detail (e.g. expectations on timing, how an agency is determined as required).

In conversation just now Andrea and I have agreed an immediate process improvement. That AO's will twice daily brief staff and contractors on appropriate use of PPE and other safe working practices. This resolves a request that I have raised on past State Control calls. I ask that this commences tomorrow in time for staff supporting the first expected flight.

I look forward to talking further this afternoon and being included in the work that you and the team are doing to make arrangements for the current (and future) confirmed case, as well as how we'll make the shift to the assumption that all people in quarantine are infected – in a way that includes DJPR, DPC and contracted staff in this change.

Thanks
 Claire

From: SCC-Vic (State Controller Health) <sccvic.sctrl.health@scc.vic.gov.au>
Sent: Tuesday, 31 March 2020 4:24 PM
To: Claire Febey (DEDJTR) <claire.febey@ecodev.vic.gov.au>
Cc: Chris B Eagle (DELWP) <Chris.Eagle@delwp.vic.gov.au>; Andrew S Crisp (DJCS)
 [REDACTED] Andrea C Spiteri (DHHS) [REDACTED]

Subject: Re: Communication protocol & management of confirmed case - request urgent advice and escalation

Thanks Claire,

whilst this scenario was nearly always guaranteed to occur, in the realm of emergency management and priorities, until the case was confirmed today, a process was never created.

The first will always be most complex, until we get process sorted, then its refine as we go.

The first part that Andrea and i have agreed is that for future cases, DHHS agency commander will advise myself (Deputy State Controller- Health), then i will advise other agencies as required. In the future, it wont be as part of a daily update, but rather a structured response to agencies with relevant information they require to continue to look after travellers and provide safe work places for staff.

DHHS Agency Commander (Jason) and team are working through their actions / response for this event as highest priority for today. This may mean other items will be delayed until the morning ie recreation guidance.

This guidance may reflect a change in the way we brief our staff, to undertake service provision upon the assumption everyone may be infected, then a confirmed case is less of an impact. This will ensure consistent levels of service to our guests, as well as high levels of safety for our staff.

As discussed, whilst DHHS have capability to provide accommodation services, and do so under normal circumstances, they don't have capacity to undertake this task for this

incident, due to significant impact on whole of DHHS business units. As such, the work DJPR and others are providing is crucial to the success to look after our current travellers, but also what ever is next during this incident.
As the process is confirmed today, i will share with you and others as a priority.
Regards,

Chris Eagle

Deputy State Controller - Health

SCC-Vic (State Controller - Health)

State Control Centre | 8 Nicholson Street East Melbourne Victoria 3002

Ph: 1300 368 722 (1300 EMV SCC) | Fax: 1300 13 4488 | DX: 210098

Email: sccvic.sctrl.health@scc.vic.gov.au | Web: <https://cop.em.vic.gov.au>

From: Claire Febey (DEDJTR) <claire.febey@ecodev.vic.gov.au>

Sent: Tuesday, 31 March 2020 3:43 PM

To: SCC-Vic (State Controller Health) <sccvic.sctrl.health@scc.vic.gov.au>

Cc: Chris B Eagle (DELWP) <Chris.Eagle@delwp.vic.gov.au>; Andrew S Crisp (DJCS)

Subject: Communication protocol & management of confirmed case - request urgent advice and escalation

Chris

Thanks for the discussion following the Operation Soteria meeting at 13:30.

- In the meeting I learned that there was a confirmed COVID-19 case at one of the three hotels
- I asked for advice on communication protocols regarding confirmed cases given I was unaware, and we have DJPR, VPS and contracted staff on site and engaging directly with people arriving for quarantine
- I also requested advice on how the person will be managed having been confirmed (e.g. taken to a separate health facility, or treated in their room)
- I didn't ask about contact tracing given this was raised by DOT
- Following the meeting Jason Helps advised that the location was Metropole (TBC, subject to rechecking his email) and that he was unable to give me details (e.g. name of the person) due to health protocols

After the meeting I raised the following points with you:

- My concern that DJPR as a supporting partner to DHHS and with staff and contractors on the ground was not advised of this directly and in timely way;
- That in the absence of timely information I felt unable to support and manage the safety and wellbeing of our staff and contractors on the ground;
- That if DHHS was unable to provide timely and accurate information and engage DJPR as a partner in managing confirmed cases, my view that DHHS would be better placed to manage operations on the ground with DJPR providing support in its area of expertise (securing and negotiating contracts with hotel providers).

We agreed that you would immediately work with Jason and colleagues to provide DJPR with advice on protocols (for example a communication chain) for managing information and confirmed cases of COVID-19 in hotels, that has proper regard for all staff (DJPR, DPC, and contractors) on the ground. I also request advice on next steps regarding contact tracing and what information I can provide to staff immediately who are likely to have had contact.

Following our discussion I was also advised through two separate sources that there was a confirmed COVID-19 case at the Promenade:

- Katrina Currie (DJPR) who had been notified by the security contractors; and
- Gonul Serbest (DJPR) who had been notified by hotel management, who we understand had received information via DHHS staff on the ground (we think [REDACTED] and was able to provide the name and room number of the person.

As you can imagine this separate and informal communication flow raises a further concern for me. Staff are now being provided with information second hand via the hotel agency and contractors. As discussed I request your advice on these issues and the opportunity to negotiate and agree a way forward by COB today.

Thanks so much Chris.

Claire

Claire Febey

Executive Director, Priority Projects Unit | Office of the Secretary

Department of Jobs, Precincts and Regions

Level 36, 121 Exhibition St, Melbourne, Victoria Australia 3000

T: 03 8392 8049 | M: [REDACTED]

claire.febey@ecodev.vic.gov.au

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From: Chris B Eagle (DELWP)
Sent: Mon, 30 Mar 2020 16:38:30 +1100
To: Claire Febey (DEDJTR)
Cc: StateEmergencyManagementCentre SEMC (DHHS); Braedan J Hogan (DHHS); [REDACTED] (DHHS)
Subject: RE: Urgent DJPR / DHHS matters to progress today on hotel quarantine arrangements

Hi Claire,

I am just with Braedan now, he is working on response.

I'll read through the roles and responsibilities this arvo / evening, so we can work through in the morning – when hopefully it will be a bit quieter.

On a slightly separate, but connected note, is it possible for the DJPR agency commander to spend the day in the SCC tomorrow. We are getting a couple of people to process map the entire work flow, and it would save a whole lot of time if direct conversations can be held rather than emails and phone.

Cheers,

Chris

Chris Eagle | Deputy Chief Fire Officer | Port Phillip Region
 Forest Fire Management Victoria | Department of Environment, Land, Water and Planning
 609 Burwood Hwy, Knoxfield, Victoria, 3180
 T: [REDACTED] | E: [REDACTED]@delwp.vic.gov.au

FOREST FIRE MANAGEMENT VICTORIA



From: Claire Febey (DEDJTR) [REDACTED]@ecodev.vic.gov.au>
Sent: Monday, 30 March 2020 1:32 PM
To: Chris B Eagle (DELWP) [REDACTED]@delwp.vic.gov.au>
Cc: StateEmergencyManagementCentre SEMC (DHHS) <semc@health.vic.gov.au>; Braedan Hogan (DHHS) [REDACTED]@dhhs.vic.gov.au>; [REDACTED] (DHHS) [REDACTED]@dhhs.vic.gov.au>; Jason Helps (DHHS) [REDACTED]@dhhs.vic.gov.au>
Subject: Urgent DJPR / DHHS matters to progress today on hotel quarantine arrangements
Importance: High

Hi Chris

There are a few important things we need to urgently progress together today [actions highlighted for ease].

- **Roles and responsibilities.**

- As you and Jason (and others) have flagged there is an urgent need to agree roles and responsibilities between DHHS and DJPR in line with your role as the Control Agency.
- We have prepared a first draft for your consideration (attached) that describes roles and responsibilities in the 'current state' of delivery.
- Please note this is a draft for discussion – I'm completely open to working through the detailed requirements and arrangements from your perspective. It's just a starting point.
- I recommend that we consider this as the possible arrangement for the next 7-10 days.
- We will also prepare a 'steady state' option that we can move to for ongoing implementation which I expect would increase the control and delivery of this function by DHHS.
- Can you please review this and provide your feedback as soon as possible today.

- **Hotel complaints.**

- We have prepared some advice on how to manage complaints at the hotel.
- Please review and update the two sections requiring DHHS advice.

- **Data collection / management.**

- We are progressing this urgently.
- The speed and light staff approach of the reception process in the first 1-2 days has meant that data entry is lagging and we have urgent quality issues.
- As your team has flagged, we also need to coordinate which agency is collecting what, and for what purpose.
- Can we please meet with your lead on this today at ~3pm to agree immediate steps.
- As a next step we also need your advice on how to log and close items for escalation.

- **Smoking policy.**

- There was a security issue overnight (see summary below).
- We have had more smokers arriving in today's groups.
- DHHS staff on the ground have assisted with the immediate provision of nicotine replacement products (thank you).
- But we need to determine our ongoing policy today regarding smoking so that we can provide consistent advice to people.
- It is logistically possible to support people to leave their room under supervision at agreed times to smoke.
- Can you please provide DHHS direction on whether arrangements can be made under the order for people to smoke.
- If yes, we will prepare a logistics solution for your consideration.

- **Recreation policy.**

- As flagged on the SCC call people are highly anxious about not being able to leave their room to exercise.
- We recommend from an operational perspective that they not be able to leave.
- However given the health and human rights issues associated with this, can you please provide direction on whether a provision can be made for movement outside of rooms.
- If yes, we will prepare an approach for your consideration.
- If not, we will prepare advice on in room options for your approval in collaboration with DHHS colleagues.

- **On site Victoria Police presence.**

- DJPR still recommends that Victoria Police is present 24/7 at each hotel.
- We had one security incident last night (see below).
- Security incidents will increase throughout the quarantine period.
- We strongly recommend that private security is not adequate given they have no powers to exercise.

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- Can you please escalate our request for a permanent police presence at each hotel and provide updated advice.
- **Delivery of food from outside.**
 - There have been requests for delivery of food from home or companies such as UberEats.
 - Can you please provide a direction on whether delivery of food / perishable items from outside is allowed.
- **Evacuation planning.**
 - We recommend the preparation of tailored evacuation plans for each site.
 - Please provide direction on additional and specific measures that need to be included in evacuation plans in the context of quarantine.

I note that DHHS is also making arrangements for the two unaccompanied minors that will arrive today. Thank you for your work on this and please advise of any additional provisions that are required of DJPR to support their care.

Chris, thanks so much in advance and happy to talk all of the above through when your and / or the team is ready.

Claire

Claire Febey

Executive Director, Priority Projects Unit | Office of the Secretary
Department of Jobs, Precincts and Regions
 Level 36, 121 Exhibition St, Melbourne, Victoria Australia 3000

T: [REDACTED]

[REDACTED]@ecodev.vic.gov.au

Email from Unified Security to Katrina Currie regarding security incident at Crown Metropole on 30/3/20

Hi Katrina,

I hope you are well, at 0307Hrs we had a significant issue, where a [REDACTED] from room [REDACTED] decamped from [REDACTED] room, as [REDACTED] was in need of a cigarette.

The [REDACTED] in question was quite agitated and highly augmentative, [REDACTED] refused direction from officers and egressed to the ground floor.

Officers contacted our night shift Duty Manager in relation to the situation.

At 0309Hrs, Duty Manager greeted the [REDACTED] in question, after a brief discussion the [REDACTED] complied with directive and was escorted back to [REDACTED] accomodation.

As indicated during our meeting the officers are complying with hands off Policy

Regards

Government of Victoria, Victoria, Australia.

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DJPR RESERVES ITS RIGHTS TO PII, LPP AND/OR PRIVACY CLAIMS

RE: Urgent DJPR / DHHS matters to progress today on hotel quarantine arrangements

From: Chris B Eagle (DELWP) <"/o=exchangelabs/ou=exchange administrative group (fydibohf23spdlt)/cn=recipients/cn=8a64dcc2ab194a2294dbdf724e3bebd3-ce0a">
To: Claire Febey (DEDJTR) <claire.febey@ecodev.vic.gov.au>
Cc: StateEmergencyManagementCentre SEMC (DHHS) <semc@health.vic.gov.au>, Braedan Hogan (DHHS) [REDACTED] (DHHS) [REDACTED]@dhhs.vic.gov.au>
Date: Mon, 30 Mar 2020 16:38:30 +1100

Hi Claire,

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Cheers,

Chris

Chris Eagle | Deputy Chief Fire Officer | Port Phillip Region

Forest Fire Management Victoria | Department of Environment, Land, Water and Planning

609 Burwood Hwy, Knoxfield, Victoria, 3180

T: 03 9210 9435 | M: [REDACTED] | E: chris.eagle@delwp.vic.gov.au



From: Claire Febey (DEDJTR) <claire.febey@ecodev.vic.gov.au>
Sent: Monday, 30 March 2020 1:32 PM
To: Chris B Eagle (DELWP) <Chris.Eagle@delwp.vic.gov.au>
Cc: StateEmergencyManagementCentre SEMC (DHHS) <semc@health.vic.gov.au>; Braedan Hogan (DHHS) [REDACTED] (DHHS) [REDACTED]@dhhs.vic.gov.au>; Jason Helps (DHHS) [REDACTED] (DHHS)
Subject: Urgent DJPR / DHHS matters to progress today on hotel quarantine arrangements
Importance: High

Hi Chris

There are a few important things we need to urgently progress together today **actions highlighted for ease**.

- **Roles and responsibilities.**

- As you and Jason (and others) have flagged there is an urgent need to agree roles and responsibilities between DHHS and DJPR in line with your role as the Control Agency.
- **We have prepared a first draft for your consideration (attached) that describes roles and responsibilities in the 'current state' of delivery.**
- **Please note this is a draft for discussion – I'm completely open to working through the detailed requirements and arrangements from your perspective. It's just a starting point.**
- **I recommend that we consider this as the possible arrangement for the next 7-10 days.**

- We will also prepare a 'steady state' option that we can move to for ongoing implementation which I expect would increase the control and delivery of this function by DHHS.
- **Can you please review this and provide your feedback as soon as possible today.**
- **Hotel complaints.**
 - We have prepared some advice on how to manage complaints at the hotel.
 - Please review and update the two sections requiring DHHS advice.
- **Data collection / management.**
 - We are progressing this urgently.
 - The speed and light staff approach of the reception process in the first 1-2 days has meant that data entry is lagging and we have urgent quality issues.
 - As your team has flagged, we also need to coordinate which agency is collecting what, and for what purpose.
 - **Can we please meet with your lead on this today at ~3pm to agree immediate steps.**
 - As a next step we also need your advice on how to log and close items for escalation.
- **Smoking policy.**
 - There was a security issue overnight (see summary below).
 - We have had more smokers arriving in today's groups.
 - DHHS staff on the ground have assisted with the immediate provision of nicotine replacement products (thank you).
 - But we need to determine our ongoing policy today regarding smoking so that we can provide consistent advice to people.
 - It is logistically possible to support people to leave their room under supervision at agreed times to smoke.
 - **Can you please provide DHHS direction on whether arrangements can be made under the order for people to smoke.**
 - If yes, we will prepare a logistics solution for your consideration.
- **Recreation policy.**
 - As flagged on the SCC call people are highly anxious about not being able to leave their room to exercise.
 - We recommend from an operational perspective that they not be able to leave.
 - **However given the health and human rights issues associated with this, can you please provide direction on whether a provision can be made for movement outside of rooms.**
 - If yes, we will prepare an approach for your consideration.
 - If not, we will prepare advice on in room options for your approval in collaboration with DHHS colleagues.
- **On site Victoria Police presence.**
 - DJPR still recommends that Victoria Police is present 24/7 at each hotel.
 - We had one security incident last night (see below).
 - Security incidents will increase throughout the quarantine period.
 - We strongly recommend that private security is not adequate given they have no powers to exercise.
 - **Can you please escalate our request for a permanent police presence at each hotel and provide updated advice.**
- **Delivery of food from outside.**
 - There have been requests for delivery of food from home or companies such as UberEats.
 - **Can you please provide a direction on whether delivery of food / perishable items from outside is allowed.**
- **Evacuation planning.**
 - We recommend the preparation of tailored evacuation plans for each site.
 - **Please provide direction on additional and specific measures that need to be included in evacuation plans in the context of quarantine.**

I note that DHHS is also making arrangements for the two unaccompanied minors that will arrive

today. Thank you for your work on this and please advise of any additional provisions that are required of DJPR to support their care.

Chris, thanks so much in advance and happy to talk all of the above through when your and / or the team is ready.

Claire

Claire Febey
Executive Director, Priority Projects Unit | Office of the Secretary
Department of Jobs, Precincts and Regions
Level 36, 121 Exhibition St, Melbourne, Victoria Australia 3000

T: 03 8392 8049 | M: [REDACTED]

claire.febey@ecodev.vic.gov.au

Email from Unified Security to Katrina Currie regarding security incident at Crown Metropole on 30/3/20

Hi Katrina,

I hope you are well, at 0307Hrs we had a significant issue, where a [REDACTED] from room [REDACTED] decamped from [REDACTED] room, as [REDACTED] was in need of a cigarette.

The [REDACTED] in question was quite agitated and highly augmentative, [REDACTED] refused direction from officers and egressed to the ground floor.

Officers contacted our night shift Duty Manager in relation to the situation.

At 0309Hrs, Duty Manager greeted the [REDACTED] in question, after a brief discussion the [REDACTED] complied with directive and was escorted back to [REDACTED] accomodation.

As indicated during our meeting the officers are complying with hands off Policy

Regards

Government of Victoria, Victoria, Australia.

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Re: Urgent DJPR / DHHS matters to progress today on hotel quarantine arrangements

From: Braedan Hogan (DHHS) <[REDACTED]>
 To: Claire Febey (DEDJTR) <claire.febey@ecodev.vic.gov.au>, SCC-Vic (State Controller Health) <sccvic.sctrl.health@scc.vic.gov.au>
 Cc: StateEmergencyManagementCentre SEMC (DHHS) <semc@health.vic.gov.au>, [REDACTED] (DHHS) <[REDACTED]@dhhs.vic.gov.au>, Jason Helps (DHHS) <[REDACTED]>, Chris B Eagle (DELWP) <chris.eagle@delwp.vic.gov.au>
 Date: Tue, 31 Mar 2020 07:49:33 +1100

Thanks Claire,

Public Health Colman's and Legal/Compliance are drafting a position on smoking this morning.

Recreation is also being worked on and will go through the same clearance.

I'm rostered off today so Jason will be your primary contact.

Braedan

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

From: Claire Febey (DEDJTR) <claire.febey@ecodev.vic.gov.au>
 Sent: Tuesday, March 31, 2020 7:47:26 AM
 To: Braedan Hogan (DHHS) <[REDACTED]>, SCC-Vic (State Controller Health) <sccvic.sctrl.health@scc.vic.gov.au>
 Cc: StateEmergencyManagementCentre SEMC (DHHS) <semc@health.vic.gov.au>; [REDACTED] (DHHS) <[REDACTED]@dhhs.vic.gov.au>; Jason Helps (DHHS) <[REDACTED]>; Chris Eagle (DELWP) <Chris.Eagle@delwp.vic.gov.au>
 Subject: RE: Urgent DJPR / DHHS matters to progress today on hotel quarantine arrangements

Braedan, team

There are three issues I'd like to progress urgently with you and the team today, that are likely to increase anxiety and tension for people currently in quarantine:

- **Smoking**, in line with my email of this morning, I am seeking direction from State Control on how arrangements can be made to support people to smoke at agreed times and under appropriate conditions – (DHHS action required);
- **Deliveries**, you have already advised that deliveries of food and other goods pose no issue, but we are having challenges finding a way to implement this that works for hotels, Victoria Police and staff on the ground, I will look at this again today and consider an increase to staffing to enable this (DJPR action required);
- **Recreation**, we have requested advice from State Control on what provision can be made for recreation. My advice yesterday was that it would be difficult from an operational perspective, however I would like to revise that advice. Creating the opportunity for movement and fresh air during a 14 day quarantine will be important to wellbeing and mental health. Subject to advice from State Control we recommend a provision for recreation outside of rooms is made urgently, and will explore options today should this be supported by State Control – (DHHS action required).

Thanks so much in advance for your quick support to move forward on these issues.

Cheers
Claire

From: Braedan Hogan (DHHS) <[REDACTED]>
Sent: Monday, 30 March 2020 4:43 PM
To: Claire Febey (DEDJTR) <claire.febey@ecodev.vic.gov.au>; Chris B Eagle (DELWP) <Chris.Eagle@delwp.vic.gov.au>
Cc: StateEmergencyManagementCentre SEMC (DHHS) <semc@health.vic.gov.au>; [REDACTED] (DHHS) <[REDACTED]@dhhs.vic.gov.au>; Jason Helps (DHHS) <[REDACTED]>

Subject: RE: Urgent DJPR / DHHS matters to progress today on hotel quarantine arrangements

Hi Claire,

Thanks for sending this through – we will need to work through some of these not urgent issues tomorrow – but see my responses below.

Keen to also have a discussion about staffing levels at the hotel to ensure effective coverage. Give me a call if you have any questions.

Braedan Hogan

Deputy Director, Strategy and Policy

Emergency Management Branch

Regulation, Health Protection & Emergency Management Division

Department of Health and Human Services

50 Lonsdale Street Melbourne Victoria 3000

p. [REDACTED] m. [REDACTED]

e. [REDACTED]

From: Claire Febey (DEDJTR) <claire.febey@ecodev.vic.gov.au>
Sent: Monday, 30 March 2020 1:32 PM
To: Chris Eagle (DELWP) <Chris.Eagle@delwp.vic.gov.au>
Cc: StateEmergencyManagementCentre SEMC (DHHS) <semc@health.vic.gov.au>; Braedan Hogan (DHHS) <[REDACTED]>; [REDACTED] (DHHS) <[REDACTED]>
<[REDACTED]> Jason Helps (DHHS) <[REDACTED]>

Subject: Urgent DJPR / DHHS matters to progress today on hotel quarantine arrangements

Importance: High

Hi Chris

There are a few important things we need to urgently progress together today [actions highlighted for ease].

- Roles and responsibilities. **May be able to review later tonight but likely tomorrow**
 - As you and Jason (and others) have flagged there is an urgent need to agree roles and responsibilities between DHHS and DJPR in line with your role as the Control Agency.
 - We have prepared a first draft for your consideration (attached) that describes roles and responsibilities in the 'current state' of delivery.
 - Please note this is a draft for discussion – I'm completely open to working through the detailed requirements and arrangements from your perspective. It's just a starting point.
 - I recommend that we consider this as the possible arrangement for the next 7-10 days.
 - We will also prepare a 'steady state' option that we can move to for ongoing implementation which I expect would increase the control and delivery of this function by DHHS.
 - **Can you please review this and provide your feedback as soon as possible today.**
- Hotel complaints. – **attached**
 - We have prepared some advice on how to manage complaints at the hotel.
 - Please review and update the two sections requiring DHHS advice.
- Data collection / management. – **See previous email from me**
 - We are progressing this urgently.
 - The speed and light staff approach of the reception process in the first 1-2 days has meant that data entry is lagging and we have urgent quality issues.
 - As your team has flagged, we also need to coordinate which agency is collecting what, and for what purpose.
 - **Can we please meet with your lead on this today at ~3pm to agree immediate steps.**
 - As a next step we also need your advice on how to log and close items for escalation.

- Smoking policy. – Public Health Command are working on a solution
 - There was a security issue overnight (see summary below).
 - We have had more smokers arriving in today's groups.
 - DHHS staff on the ground have assisted with the immediate provision of nicotine replacement products (thank you).
 - But we need to determine our ongoing policy today regarding smoking so that we can provide consistent advice to people.
 - It is logistically possible to support people to leave their room under supervision at agreed times to smoke.
 - Can you please provide DHHS direction on whether arrangements can be made under the order for people to smoke.
 - If yes, we will prepare a logistics solution for your consideration.
- Recreation policy. Public Health Command are working on a solution
 - As flagged on the SCC call people are highly anxious about not being able to leave their room to exercise.
 - We recommend from an operational perspective that they not be able to leave.
 - However given the health and human rights issues associated with this, can you please provide direction on whether a provision can be made for movement outside of rooms.
 - If yes, we will prepare an approach for your consideration.
 - If not, we will prepare advice on in room options for your approval in collaboration with DHHS colleagues.
- On site Victoria Police presence. Being discussed with VicPol by DHHS
 - DJPR still recommends that Victoria Police is present 24/7 at each hotel.
 - We had one security incident last night (see below).
 - Security incidents will increase throughout the quarantine period.
 - We strongly recommend that private security is not adequate given they have no powers to exercise.
 - Can you please escalate our request for a permanent police presence at each hotel and provide updated advice.
- Delivery of food from outside. No issues from us – as long as the passenger is paying and arrangements are in place to delivery and maintain distancing. Also note this will have an impact on cleaning and unsure of frequency – can you advise?
 - There have been requests for delivery of food from home or companies such as UberEats.
 - Can you please provide a direction on whether delivery of food / perishable items from outside is allowed.
- Evacuation planning. – Crown should adjust current evacuation planning to facilitate physical distancing and the role of security to ensure compliance.
 - We recommend the preparation of tailored evacuation plans for each site.
 - Please provide direction on additional and specific measures that need to be included in evacuation plans in the context of quarantine.

I note that DHHS is also making arrangements for the two unaccompanied minors that will arrive today. Thank you for your work on this and please advise of any additional provisions that are required of DJPR to support their care.

Chris, thanks so much in advance and happy to talk all of the above through when your and / or the team is ready.

Claire

Claire Febey

Executive Director, Priority Projects Unit | Office of the Secretary

Department of Jobs, Precincts and Regions

Level 36, 121 Exhibition St. Melbourne, Victoria Australia 3000

T: 03 8392 8049 | M: [REDACTED]

claire.febey@ecodev.vic.gov.au

Email from Unified Security to Katrina Currie regarding security incident at Crown Metropole

on 30/3/20

Hi Katrina,

I hope you are well, at 0307Hrs we had a significant issue, where a [redacted] from room [redacted] decamped from [redacted] room, as [redacted] was in need of a cigarette.

The [redacted] in question was quite agitated and highly augmentative, [redacted] refused direction from officers and egressed to the ground floor.

Officers contacted our night shift Duty Manager in relation to the situation.

At 0309Hrs, Duty Manager greeted the [redacted] in question, after a brief discussion the [redacted] complied with directive and was escorted back to [redacted] accomodation.

As indicated during our meeting the officers are complying with hands off Policy

Regards

Government of Victoria, Victoria, Australia.

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Government of Victoria, Victoria, Australia.

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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] (DHHS) [REDACTED] (DHHS) [REDACTED] Andrea Spiteri (DHHS) [REDACTED] Chris B Eagle (DELWP) <chris.eagle@delwp.vic.gov.au>, [REDACTED] (DHHS) [REDACTED], Simon Crouch (DHHS) [REDACTED] Charles Alpren (DHHS) [REDACTED] [REDACTED] (DHHS) [REDACTED] [REDACTED] (DHHS) [REDACTED] Anthony Carpenter (DHHS) [REDACTED] [REDACTED] (DHHS) [REDACTED] [REDACTED] (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

Emergency Management Branch
Regulation, Health Protection & Emergency Management Division
Department of Health and Human Services
50 Lonsdale Street Melbourne Victoria 3000

[Redacted]

OFFICIAL

From: [Redacted] (DHHS) <[Redacted]>
Sent: Monday, 30 March 2020 1:18 PM
To: Ray Baird (DHHS) <[Redacted]>; Braedan Hogan (DHHS) <[Redacted]>
Cc: Steve Hodgkinson (DHHS) <[Redacted]>;
StateEmergencyManagementCentre SEMC (DHHS) <semc@health.vic.gov.au>; Merrin Bamert (DHHS) <[Redacted]>
>; Andrea Spiteri (DHHS) <[Redacted]>; Chris Eagle (DELWP) <Chris.Eagle@delwp.vic.gov.au>; Meena Naidu (DHHS) <[Redacted]>; [Redacted] (DHHS) <[Redacted]>; Simon Crouch (DHHS) <[Redacted]>; [Redacted] (DHHS) <[Redacted]>; [Redacted] (DHHS) <[Redacted]>; [Redacted] (DHHS) <[Redacted]>; Finn Romanes (DHHS) <[Redacted]>; [Redacted] (DHHS) <[Redacted]>

Subject: Re: OFFICIAL: OPERATION SOTERIA - Database requirements
Thanks for the quick chat [Redacted]. I agree the solution options are sound and we can press ahead and adapt to any emerging requirements from the PH / broader compliance side in due course.
Regards,
[Redacted]

Principal Project Manager
Modernising and Strengthening Health Protection
Health Protection Branch
Department of Health & Human Services
50 Lonsdale Street, Melbourne, Victoria 3000

[Redacted]

From: Ray Baird (DHHS) [Redacted]
Sent: Monday, 30 March 2020 1:12 PM
To: [Redacted] (DHHS) <[Redacted]>; Braedan Hogan (DHHS) <[Redacted]>
Cc: Steve Hodgkinson (DHHS) <[Redacted]>;
StateEmergencyManagementCentre SEMC (DHHS) <semc@health.vic.gov.au>; Merrin Bamert (DHHS) <[Redacted]>
>; Andrea Spiteri (DHHS) <[Redacted]>; Chris Eagle (DELWP) <Chris.Eagle@delwp.vic.gov.au>; Meena Naidu (DHHS) <[Redacted]>; [Redacted] (DHHS) <[Redacted]>; Simon Crouch (DHHS) <[Redacted]>; [Redacted] (DHHS) <[Redacted]>; [Redacted] (DHHS) <[Redacted]>; [Redacted] (DHHS) <[Redacted]>; Finn Romanes (DHHS) <[Redacted]>; [Redacted] (DHHS) <[Redacted]>

Subject: RE: OFFICIAL: OPERATION SOTERIA - Database requirements

[Redacted]

We have received requirements from [REDACTED] and have commenced work on solution delivery, [REDACTED] approved the project as a priority for delivery. If we need to include any other parties in the requirements please advise.

Cheers

Cheers

Ray Baird

Assistant Director, System Solutions Unit

BTIM, Corporate Services Division

Department of Health & Human Services

OFFICIAL

From: [REDACTED] (DHHS) <[REDACTED]>
 Sent: Monday, 30 March 2020 1:08 PM
 To: Braedan Hogan (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>; Ray Baird (DHHS) <[REDACTED]>; Meena Naidu (DHHS) <[REDACTED]>;
 Simon Crouch (DHHS) <[REDACTED]>; Charles Alpren (DHHS) <[REDACTED]>;
 [REDACTED] (DHHS) <[REDACTED]>;
 [REDACTED] (DHHS) <[REDACTED]>;
 Finn Romanes (DHHS) <[REDACTED]>; [REDACTED] (DHHS) <[REDACTED]>

Subject: Re: OFFICIAL: OPERATION SOTERIA - Database requirements

Hi Braeden

It appears that key requirements around distributed data capture into a secure repository ASAP (tomorrow) would suggest that Microsoft Forms or a Power App would be the best tool initially (I suspect that Steve and Ray might share this assessment). There are perhaps some changes to the data fields which would improve data quality (eg drop downs where possible though).

With the contact details captured, we could decide whether we want to send them one or more SMS which outlines their obligations and other information using the Whispir platform we established to contact returning travelers prior to the hotel arrangements. Whilst data is being captured to inform compliance, the capture of health status information may have operational and intelligence implications. I have therefore copied in the PH leads to inform how the initial solution to capture data of people quarantined in hotels may need to transition into the core COVID-19 data, contact management and broader operations. This is especially if these PH functions have a role in reviewing, cleaning or acting on the data collected.

Regards,

[REDACTED]

[REDACTED]

Principal Project Manager

Modernising and Strengthening Health Protection

Health Protection Branch

Department of Health & Human Services

50 Lonsdale Street, Melbourne, Victoria 3000

[REDACTED]

From: Braedan Hogan (DHHS) <[REDACTED]>
Sent: Monday, 30 March 2020 12:16 PM
To: [REDACTED] (DHHS) <[REDACTED]>
Cc: Steve Hodgkinson (DHHS) <[REDACTED]>; StateEmergencyManagementCentre SEMC (DHHS) <semc@health.vic.gov.au>; Merrin Bamert (DHHS) <[REDACTED]>; [REDACTED] (DHHS) <[REDACTED]>; Andrea Spiteri (DHHS) <[REDACTED]>; Chris Eagle (DELWP) <Chris.Eagle@delwp.vic.gov.au>
Subject: FW: OFFICIAL: OPERATION SOTERIA - Database requirements

Hi [REDACTED]
 [REDACTED] said we should touch base about the data requirements to support the detainment of returning passengers – as it may be possible to utilise the public health database that has been updated recently. See attached the data requirements that have been developed yesterday at the SCC. Keen to get your views if we can utilise the existing product – noting we would need access to various users at a number of locations.

Braedan
[Braedan Hogan](mailto:braedan.hogan@vic.gov.au)
 Deputy Director, Strategy and Policy
 Emergency Management Branch
 Regulation, Health Protection & Emergency Management Division
 Department of Health and Human Services
 50 Lonsdale Street Melbourne Victoria 3000

From: [REDACTED] (DHHS) <[REDACTED]>
Sent: Monday, 30 March 2020 12:08 PM
To: Braedan Hogan (DHHS) <[REDACTED]>
Subject: FW: OFFICIAL: OPERATION SOTERIA - Database requirements
Importance: High

From: David Cullen (DPC) <david.cullen@dpc.vic.gov.au>
Sent: Sunday, 29 March 2020 9:12 PM
To: Ray Baird (DHHS) <[REDACTED]>; [REDACTED] (DHHS) <[REDACTED]>; Steve Hodgkinson (DHHS) <[REDACTED]>; Matthew McCrone (DHHS) <[REDACTED]>; [REDACTED] (DHHS) <[REDACTED]>; Neville Board (DHHS) <[REDACTED]>; [REDACTED] (DHHS) <[REDACTED]>; Mat Williams (DHHS) <[REDACTED]>; Jason Nell (DHHS) <[REDACTED]>; Merrin Bamert (DHHS) <[REDACTED]>; [REDACTED] (DHHS) <[REDACTED]>; Chris Eagle (DELWP) <Chris.Eagle@delwp.vic.gov.au>
Cc: SCC-Vic (Strategic Intel) <sccvic.stratintel@scc.vic.gov.au>; SCC Intel <sccvic.intel@scc.vic.gov.au>; SCC-Vic (State Intel Manager) <sccvic.stateintelmgr@scc.vic.gov.au>
Subject: OFFICIAL: OPERATION SOTERIA - Database requirements
Importance: High

Hi Ray
 OPERATION SOTERIA - Database requirements
 The attached document outlines the initial set of requirements for the new Operation Soteria database.
 I acknowledge this is not a complete set of requirements (information is still making its way to us), nor is it the level of detail that you're probably used to working with. However, this represents the best information that we currently have available. As you can probably imagine, things are moving very quickly when it comes to the state's COVID-19 response.
[@Merrin Bamert \(DHHS\)](mailto:merrin.bamert@vic.gov.au) is overseeing the activities of the Authorised Officers that will be the principal users of the new database. She is best placed to address any questions you might have about how the business will use the database.
 I will update this document first thing tomorrow when I get the template for the Authorised Officer's engagement survey. This will help to fill in the blanks in Appendix A. In the meantime, this might help you and the team to make a start on the design and build.
 Thanks again for the speedy response. Operation Soteria is a critical element of the state's COVID-19 response arrangements.
 Regards
 David

David Cullen
State Intelligence Manager, COVID-19
State Control Centre

M [REDACTED] E david.cullen@dpc.vic.gov.au

We acknowledge the traditional Aboriginal owners of country throughout Victoria and pay our respect to them, their culture and their Elders past, present and future.



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RE: Crown Metropol & Crown Promenade Room List - 29/03/2020

From: Braedan Hogan (DHHS) [REDACTED]
To: Meena Naidu (DHHS) [REDACTED] Claire Febey (DEDJTR) <claire.febey@ecodev.vic.gov.au>, Chris B Eagle (DELWP) <chris.eagle@delwp.vic.gov.au>
Cc: [REDACTED] (DEDJTR) <[REDACTED]@ecodev.vic.gov.au>, Rob Holland (DEDJTR) <rob.holland@ecodev.vic.gov.au>, Merrin Bamert (DHHS) [REDACTED] [REDACTED] (DHHS) <[REDACTED]@dhhs.vic.gov.au>, [REDACTED] (DHHS) <[REDACTED]@dhhs.vic.gov.au>
Date: Mon, 30 Mar 2020 19:58:59 +1100

Thanks Meena – we will have additional resources at the hotels tomorrow to support this effort – on the data catch up and also on establishing a process.
 [REDACTED] – can you pass this onto the team and include it for the briefing. Meena if you can let the AOs know also.

We will work tomorrow to establish the ongoing solution.

Braedan

[Braedan Hogan](#)

[Deputy Director, Strategy and Policy](#)

Emergency Management Branch

Regulation, Health Protection & Emergency Management Division

Department of Health and Human Services

50 Lonsdale Street Melbourne Victoria 3000

p. [REDACTED] m. [REDACTED]

e. [REDACTED]

From: Meena Naidu (DHHS) [REDACTED]
Sent: Monday, 30 March 2020 7:51 PM
To: Braedan Hogan (DHHS) [REDACTED]; Claire Febey (DEDJTR) <claire.febey@ecodev.vic.gov.au>; Chris Eagle (DELWP) <Chris.Eagle@delwp.vic.gov.au>
Cc: Robert Leith (DEDJTR) <robert.leith@ecodev.vic.gov.au>; [REDACTED] (DEDJTR) <[REDACTED]@ecodev.vic.gov.au>; Merrin Bamert (DHHS) [REDACTED] [REDACTED] (DHHS) <[REDACTED]@dhhs.vic.gov.au>; [REDACTED] (DHHS) <[REDACTED]@dhhs.vic.gov.au>

Subject: RE: Crown Metropol & Crown Promenade Room List - 29/03/2020

Hi Braeden

Apologies for not getting back to you sooner.

We do have an issue at the moment of not having a clear record of all the people that are in the hotels. A number of families are grouped under one name in a room which, without the passenger manifest, is challenging the review. We are doing our best, recognising there is a delay in getting the manifest.

What I have suggested to our AO leads is that the hotel scans a copy of the detention notice when a room has been issued and before it is handed back to the passenger. This way we have a record of the notice for each individual that we can reconcile against the hotel information.

We will need a solution for tomorrows passengers.

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]

[REDACTED]@dhhs.vic.gov.au



From: Braedan Hogan (DHHS) [REDACTED]
Sent: Monday, 30 March 2020 4:08 PM
To: Claire Febey (DEDJTR) <claire.febey@ecodev.vic.gov.au>; Chris Eagle (DELWP) <Chris.Eagle@delwp.vic.gov.au>
Cc: [REDACTED] (DEDJTR) <[REDACTED]@ecodev.vic.gov.au>; Rob Holland (DEDJTR) <rob.holland@ecodev.vic.gov.au>; Meena Naidu (DHHS) [REDACTED] Merrin Bamert (DHHS) [REDACTED]
Subject: RE: Crown Metropol & Crown Promenade Room List - 29/03/2020

Thanks Clare,

We are working through the best platform to hold the data requirements – and how this is interoperable with our other data platforms.

At a minimum we do require data on each individual passenger, room number, contact details so we can commence the 24 hour review process.

We will also be putting data entry staff at each hotel to ensure the effective data capture – but we do require this initial data asap whilst we establish a more robust process.

Meena – is there anything right now you require ASAP whilst we resolve the broader issue.

Cheers,

Braedan

Braedan Hogan

Deputy Director, Strategy and Policy

Emergency Management Branch

Regulation, Health Protection & Emergency Management Division

Department of Health and Human Services

50 Lonsdale Street Melbourne Victoria 3000

p. [REDACTED] m. [REDACTED]

e. [REDACTED]

From: Claire Febey (DEDJTR) <claire.febey@ecodev.vic.gov.au>
Sent: Monday, 30 March 2020 12:03 PM
To: Chris Eagle (DELWP) <Chris.Eagle@delwp.vic.gov.au>; Braedan Hogan (DHHS) [REDACTED]
Cc: [REDACTED] (DEDJTR) <[REDACTED]@ecodev.vic.gov.au>; Rob Holland (DEDJTR) <rob.holland@ecodev.vic.gov.au>
Subject: FW: Crown Metropol & Crown Promenade Room List - 29/03/2020

Chris, Braedan – just ensuring you're across this issue.

An agreed approach to data is an urgent issue today, to ensure DHHS has access to the information that it needs to exercise its role.

We are working urgently on this today, please let me know if you would like to arrange a quick and focused discussion on this mid-afternoon so that we can ensure we close the day out with the information you need.

If you'd like us to continue working directly with those on the chain below that's also fine, but we would be grateful if there is room for a coordinated approach and support from your team to progress this more quickly.

I've cc'd the people in our team that are leading on this.

Cheers

Claire

From: Merrin Bamert (DHHS) [REDACTED]
Sent: Monday, 30 March 2020 9:10 AM
To: Rob Holland (DEDJTR) <rob.holland@ecodev.vic.gov.au>; David Cullen (DPC) [REDACTED]; SCC-Vic (Strategic Intel) <sccvic.stratintel@scc.vic.gov.au>; Claire Febey (DEDJTR) <claire.febey@ecodev.vic.gov.au>
Cc: [REDACTED] (DEDJTR) <[REDACTED]@ecodev.vic.gov.au>
Subject: Re: Crown Metropol & Crown Promenade Room List - 29/03/2020

Thanks all

Completely understand this is complex we will need to start calling people soon in the hotels, also have key contacts at the hotel is paramount for our welfare people

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From: Rob Holland (DEDJTR) <rob.holland@ecodev.vic.gov.au>
Sent: Monday, March 30, 2020 8:26:21 AM
To: David Cullen (DPC) [REDACTED] SCC-Vic (Strategic Intel) <sccvic.stratintel@scc.vic.gov.au>; Claire Febey (DEDJTR) <claire.febey@ecodev.vic.gov.au>; Merrin Bamert (DHHS) [REDACTED]
Cc: [REDACTED] (DEDJTR) <[REDACTED]@ecodev.vic.gov.au>
Subject: RE: Crown Metropol & Crown Promenade Room List - 29/03/2020

Hi David, I just received an update, but it still didn't have enough information to cover what we need. I've escalated and asked whether we can provide support for capturing this information if the hotel does not have capacity. They are working around the clock to support us so I'm balancing pushing hard for the information with not damaging the relationship with this key partner. We have a staff member on the ground working with them to resolve. I'll forward what I have now. In terms of going forward, this was one of the three questions I asked DHHS yesterday.

Thanks,
 Rob

Rob Holland

Director, Office of the Secretary
 DJPR State Agency Commander

Department of Jobs, Precincts and Regions

Level 36, 121 Exhibition Street, Melbourne, Victoria Australia 3000


T: 03 8392 8031 M: [REDACTED]

rob.holland@djpr.vic.gov.au

djpr.vic.gov.au



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 We acknowledge the traditional Aboriginal owners of country throughout Victoria, their ongoing connection to this land and we pay our respects to their culture and their Elders past, present and future.

From: David Cullen (DPC) [REDACTED]
Sent: Monday, 30 March 2020 8:15 AM
To: Rob Holland (DEDJTR) <rob.holland@ecodev.vic.gov.au>; SCC-Vic (Strategic Intel) <sccvic.stratintel@scc.vic.gov.au>; Claire Febey (DEDJTR) <claire.febey@ecodev.vic.gov.au>; Merrin C Bamert (DHHS) [REDACTED]
Cc: [REDACTED] (DEDJTR) <[REDACTED]@ecodev.vic.gov.au>
Subject: Re: Crown Metropol & Crown Promenade Room List - 29/03/2020

Rob - is there an ETA on the data from Crown?

Also, who will manage the collection of data for future arrivals? Will DJPR continue to work direct with Crown et al?

Thanks

David Cullen

State Intelligence Manager, COVID-19

Department of Premier and Cabinet (Vic)

Phone: [REDACTED]

Email: [REDACTED]

From: Rob Holland (DEDJTR) <rob.holland@ecodev.vic.gov.au>
Sent: Sunday, 29 March 2020 8:30 PM
To: David Cullen (DPC) [REDACTED] SCC-Vic (Strategic Intel) <sccvic.stratintel@scc.vic.gov.au>; Claire Febey (DEDJTR) <claire.febey@ecodev.vic.gov.au>; Merrin Bamert (DHHS) [REDACTED]
Cc: [REDACTED] (DEDJTR) <[REDACTED]@ecodev.vic.gov.au>

Subject: RE: Crown Metropol & Crown Promenade Room List - 29/03/2020

Hi David, as discussed, the information that Crown are providing is from passports. There is no guarantee that we will have individual phone numbers.

However, given each of them will be in a hotel room which presumably has a phone, using the hotel room phones seems to be a sensible alternative.

I've copied my colleague [REDACTED] just in case there is a reason that hotel room phones are not available.

Rob Holland

Director, Office of the Secretary
 DJPR State Agency Commander

Department of Jobs, Precincts and Regions

Level 36, 121 Exhibition Street, Melbourne, Victoria Australia 3000


T: 03 8392 8031 M: [REDACTED]

rob.holland@djpr.vic.gov.au

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 We acknowledge the traditional Aboriginal owners of country throughout Victoria, their ongoing connection to this land and we pay our respects to their culture and their Elders past, present and future.

From: David Cullen (DPC) <[REDACTED]>
Sent: Sunday, 29 March 2020 8:15 PM
To: Rob Holland (DEDJTR) <rob.holland@ecodev.vic.gov.au>; SCC-Vic (Strategic Intel) <sccvic.stratintel@scc.vic.gov.au>; Claire Febey (DEDJTR) <claire.febey@ecodev.vic.gov.au>; Merrin Bamert (DHHS) [REDACTED]
Subject: Re: Crown Metropol & Crown Promenade Room List - 29/03/2020

Hi Rob, can you please provide the contact info for the passengers asap? DHHS will need to start making calls from 8am tomorrow morning

David Cullen

State Intelligence Manager, COVID-19
 Department of Premier and Cabinet, Victoria

Ph: [REDACTED]
 [REDACTED]

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From: Rob Holland (DEDJTR) <rob.holland@ecodev.vic.gov.au>
Sent: Sunday, March 29, 2020 6:33:15 PM
To: SCC-Vic (Strategic Intel) <sccvic.stratintel@scc.vic.gov.au>; David Cullen (DPC) [REDACTED]

Subject: Crown Metropol & Crown Promenade Room List - 29/03/2020

Crown Metropol (CM) and Crown Promenade (CP) first cut of the data (captured at check-in). Additional data to be provided later.

Rob Holland


Director, Office of the Secretary

DJPR State Agency Commander
Department of Jobs, Precincts and Regions
Level 36, 121 Exhibition Street, Melbourne, Victoria Australia 3000
T: 03 8392 8031 M: [REDACTED]
rob.holland@djpr.vic.gov.au

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RE: URGENT issues for resolution by DHHS tonight

From: Chris B Eagle (DELWP) <"/o=exchangelabs/ou=exchange administrative group (fydibohf23spdlt)/cn=recipients/cn=8a64dcc2ab194a2294dbdf724e3bebd3-ce0a">
To: Claire Febey (DEDJTR) <claire.febey@ecodev.vic.gov.au>, Jason Helps (DHHS) [REDACTED]
Cc: [REDACTED] (DHHS) <[REDACTED]@dhhs.vic.gov.au>, Braedan Hogan (DHHS) [REDACTED] semc@health.vic.gov.au
Date: Sun, 29 Mar 2020 20:46:46 +1100

Hi Claire,

I have just spoken to [REDACTED] regarding below.

In relation to over night point of contact, as discussed, Nurses for medical requirements, the DHHS Duty Officer can be contacted on 1300 790 733 for any other urgent items. We encourage concierge to email SEMC for any non-urgent items, [REDACTED] and Braedan will at in the morning.

With the security staff, there should be no reason they need to exercise any power of arrest or restraint. We ask they do as they would normally do, and verbally request any traveller who has left their room to return. This can be done under the social distancing principles which will not put guard in any danger.

If the traveller ignores advice or becomes threatening, then the guard should contact Vicpol on 000. Tomorrow we can go through other items, as well as a few other gaps we have identified. I am keen to start writing this up in an agreed operational plan so everyone has a common operating picture, but also so when people change the service continues.

Cheers,

Chris

Chris Eagle | Deputy Chief Fire Officer | Port Phillip Region
 Forest Fire Management Victoria | Department of Environment, Land, Water and Planning
 609 Burwood Hwy, Knoxfield, Victoria, 3180
 T: 03 9210 9435 | M: [REDACTED] E: chris.eagle@delwp.vic.gov.au

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delwp.vic.gov.au



Environment,
Land, Water
and Planning



From: Claire Febey (DEDJTR) <claire.febey@ecodev.vic.gov.au>
Sent: Sunday, 29 March 2020 8:02 PM
To: Chris B Eagle (DELWP) <Chris.Eagle@delwp.vic.gov.au>; Jason Helps (DHHS) [REDACTED]

Cc: [REDACTED] (DHHS) <[REDACTED]@dhhs.vic.gov.au>; Braedan Hogan (DHHS) [REDACTED]; Andrew Crisp (DJCS) [REDACTED] EMC
 Executive Officer <scvvic.emceo@scc.vic.gov.au>; semc@health.vic.gov.au

Subject: URGENT issues for resolution by DHHS tonight

Importance: High

Chris, Jason, team

Thanks so much once again for your collaboration and support today as we move toward a clear set of roles and responsibilities in the days ahead.

We had an operational debrief this evening to identify any outstanding issues for resolution tonight and plan for tomorrow.

Can I please request urgent action by DHHS to resolve four issues tonight:

- Presence of Vic Pol and DHHS at our Crown Promenade and Crown Metropole (and

future properties) overnight.

- o We request that Victoria Police is present 24/7 at each hotel, starting from this evening.
- o We ask that DHHS urgently make that request as the Control Agency.
- o Private security contractors have no powers to exercise and have been instructed only to monitor and escalate issues to Victoria Police.
- o Thus a permanent presence is necessary rather than patrols or an on call presence both immediately and for the duration of the quarantine. DJPR has no powers to negotiate this so request this is urgently managed by DHHS.

• DHHS staffing at each active hotel.

- o Today’s operational experience has shown us that four DHHS staff are needed at a minimum when people are arriving by groups in transport.
- o We estimate a starting team of 12 should be rostered to assist with the registration process as we unload people.
- o We also request a DHHS team and senior leader allocated to each hotel for the duration of the quarantine period.
- o Each hotel will need to be treated as a standalone operation with appropriate DHHS leadership and escalation points.
- o We request DHHS on call contact points (name and mobile numbers) for tonight, and advice tomorrow on ongoing on call and overnight staffing provisions.

• Health support and escalation of urgent issues.

- o We request that a Nurse be stationed 24 hours a day at each hotel, commencing from tomorrow.
- o We note that for tonight direct contact numbers have been provided for two Nurses that are working the evening shift.
- o Can we please have urgent confirmation of ongoing arrangement for escalation of urgent and non-urgent health issues, and how these will be logged and resolved by DHHS.
- o Noting that we had three health issues today (including one that was urgent) and no clear way to allocate and resolve these through DHHS.

• PPE for staff.

- o We need PPE urgently for DJPR staff on the ground in hotels.
- o We will not be able to continue staffing this operation if it is not confirmed and provided.
- o We also request urgent advice from DHHS on a fair and equitable approach to the distribution of PPE to contractors, including security and hotel staff. Specifically anyone who is interacting directly with arrivals (e.g. at the reception desk).

Finally, a matter for resolution tomorrow. We need to work with DHHS to urgently agree a policy for recreation and smoking.

Team, I’m available to talk each of these issues through as needed, but otherwise requesting your urgent advice and resolution on each issue.

I will send you an update shortly on our overnight staffing arrangements and contact points.

Thanks so much in advance.

Claire

Claire Febey

Executive Director, Priority Projects Unit | Office of the Secretary

Department of Jobs, Precincts and Regions

Level 36, 121 Exhibition St. Melbourne, Victoria Australia 3000

T: 03 8392 8049 | M: [REDACTED]

claire.febey@ecodev.vic.gov.au

Government of Victoria, Victoria, Australia.

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[REDACTED] (DELWP)

From: Cameron Nolan (DEDJTR) <cameron.nolan@ecodev.vic.gov.au>
Sent: Monday, 30 March 2020 5:27 PM
To: Braedan Hogan (DHHS)
Cc: Chris B Eagle (DELWP); Andrea Spiteri (DHHS); StateEmergencyManagementCentre SEMC (DHHS); Claire Febey (DEDJTR); Katrina Currie (DEDJTR); David Clements (DEDJTR)
Subject: RE: Security briefing and role
Attachments: RE: Hotel security briefing; Security support for hotel quarantine .docx; Security in hotels - roles and responsibilities.docx

Hi all

The attached document provides an overview of the instructions we have been giving verbally to our two contracted private security companies: Unified and Wilson. However, we see DJPR's role as leading the contracting of the security companies, whereas DHHS and SCC should be 'in command' of them.

To that end, we sent the attached email on Saturday with a suggested brief and Q&As for DHHS to complete and provide to the security companies. I suggest updating this document and formally providing it to the security managers at each site.

There are a few critical things that we have assumed and communicated, including that the private security companies should not physically engage with any people under quarantine and instead escalate to VicPol. But you should confirm those instructions with the security companies.

Happy to discuss more.

Thanks
 Cam

Cam Nolan
 Executive Director | Priority Projects Unit
Department of Jobs, Precincts and Regions
 Level 36, 121 Exhibition St, Melbourne VIC 3000
 T: 03 8392 8032 | M: [REDACTED]

From: Claire Febey (DEDJTR) <claire.febey@ecodev.vic.gov.au>
Sent: Monday, 30 March 2020 4:29 PM
To: Braedan J Hogan (DHHS) [REDACTED]
Cc: Chris B Eagle (DELWP) <Chris.Eagle@delwp.vic.gov.au>; Andrea C Spiteri (DHHS) [REDACTED]; StateEmergencyManagementCentre SEMC (DHHS) <semc@health.vic.gov.au>; Cameron Nolan (DEDJTR) <cameron.nolan@ecodev.vic.gov.au>
Subject: RE: Security briefing and role

Sure Braedan.

I am cc'ing my colleague Cam Nolan who has oversight of this.

Please let us know how you would like to connect.

Claire

From: Braedan Hogan (DHHS) [REDACTED]
Sent: Monday, 30 March 2020 4:26 PM
To: Claire Febey (DEDJTR) <claire.febey@ecodev.vic.gov.au>
Cc: Chris B Eagle (DELWP) <Chris.Eagle@delwp.vic.gov.au>; Andrea C Spiteri (DHHS) [REDACTED] StateEmergencyManagementCentre SEMC (DHHS) <semc@health.vic.gov.au>
Subject: Security briefing and role

Hi Claire,

We are seeking to understand how the private security have been briefed and what there role is and the limits of this role.

We are considering the role of security, AO's and VicPol.

Braedan

Braedan Hogan
Deputy Director, Strategy and Policy
Emergency Management Branch
Regulation, Health Protection & Emergency Management Division
Department of Health and Human Services
50 Lonsdale Street Melbourne Victoria 3000
p. [REDACTED] m. [REDACTED]
e. [REDACTED]

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RE: DJPR - DHHS role clarity

From: Claire Febey (DEDJTR) <claire.febey@ecodev.vic.gov.au>
To: Jason Helps (DHHS) [REDACTED]
Cc: Rob Holland (DEDJTR) <rob.holland@ecodev.vic.gov.au>, Braedan Hogan (DHHS) [REDACTED], Andrea Spiteri (DHHS) [REDACTED], Chris B Eagle (DELWP) <chris.eagle@delwp.vic.gov.au>, Andrew Crisp (DJCS) [REDACTED], Melissa Skilbeck (DHHS) [REDACTED] (DHHS) <[REDACTED]@dhhs.vic.gov.au>, Michael Mefflin (DHHS) [REDACTED]
Date: Sun, 29 Mar 2020 17:28:34 +1100

Jason, Chris

Many thanks to you both for our discussions today. We're grateful for the clarity on your expectations regarding roles and responsibilities.

As agreed, we will continue with everything as is planned for the next 24 hours. This includes decisions on the placement of arrivals in hotels, engaging contractors to activate our next site (Crowne Plaza) and decisions about the daily and packages of support provided to people in quarantine.

We will escalate any issue to you that relates to the direction, for example the need to determine rules regarding recreation, and provide you with an update later tonight on arrangements for tomorrow.

Tomorrow we will commence planning with you and the team to clarify roles and responsibilities in the first instance, and then an orderly transition to ongoing arrangements.

Many thanks

Claire

Claire Febey

Executive Director, Priority Projects Unit | Office of the Secretary

Department of Jobs, Precincts and Regions

Level 36, 121 Exhibition St, Melbourne, Victoria Australia 3000

T: 03 8392 8049 | M: [REDACTED]

claire.febey@ecodev.vic.gov.au

From: Jason Helps (DHHS) [REDACTED]
Sent: Sunday, 29 March 2020 4:58 PM
To: Claire Febey (DEDJTR) <claire.febey@ecodev.vic.gov.au>
Cc: Rob Holland (DEDJTR) <rob.holland@ecodev.vic.gov.au>, Braedan Hogan (DHHS) [REDACTED]; Andrea Spiteri (DHHS) [REDACTED], Chris B Eagle (DELWP) <Chris.Eagle@delwp.vic.gov.au>; Andrew S Crisp (DJCS) [REDACTED]; Melissa Skilbeck (DHHS) [REDACTED] (DHHS) <[REDACTED]@dhhs.vic.gov.au>; Michael Mefflin (DHHS) [REDACTED]

Subject: DJPR - DHHS role clarity

Dear Claire,

As you are aware The Department of Health and Human Services (DHHS) is the Control Agency for the COVID-19 Pandemic, and at this time I am the State Controller – Health appointed by the Control Agency under the *Emergency Management Act*. Prof Brett Sutton is the Chief Health Officer leading the Public Health response under the *Public Health and Wellbeing Act*.

As the Control Agency, DHHS has overall responsibility for all activities undertaken in response to this emergency. The response to the direction for all passengers returning to Victoria after 11.59 p.m. 28/03/20 requiring to be quarantined in approved accommodation is being led by Dep State Controller Chris Eagle as "Operation Soteria".

As discussed today I am extremely grateful to the support DJPR have provided to date, your team have demonstrated flexibility, good planning and expertise which has contributed to making the first day as successful as it could be. I also look forward to your team continuing to support Operation Soteria.

It is important however that we clarify some roles and responsibilities and work on a transition plan over the next day or so. Chris Eagle will work with you on this. Many of the roles DJPR provided in the planning, and operationally today will need to transition to the Deputy State Controller and DHHS as the Control Agency. I would like to clarify that, at a minimum, I would request DJPR continue to provide the valuable work in procurement of hotels and the services required to support people under the direction to detain, I don't underestimate the complexity of this task in the current environment. It will be vital that DHHS make the operational decisions in regards to which hotels we utilise and when, along with other decisions which require a risk assessment by the Chief Health Officer or delegated Authorised Officer.

It was a pleasure to discuss this with you today and I sense the value of working closely on this for both agencies.

Please contact me again if I can assist or if a resolution cannot be reached during the handover process.

Regards

Jason Helps

Deputy Director Emergency Operations and Capability | Emergency Management Branch

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

t. [REDACTED] | mb. [REDACTED] | e. [REDACTED]

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RE: COVID19 Accommodation response

From: Chris B Eagle (DELWP) <"/o=exchangelabs/ou=exchange administrative group (fydibohf23spdl)/cn=recipients/cn=8a64dcc2ab194a2294dbdf724e3bebd3-ce0a">
To: Pam Williams (DHHS) [REDACTED]
Date: Sun, 05 Apr 2020 20:33:51 +1000

Good evening Pam,
 I come on as Deputy State Controller – Health tomorrow, so I will attend tomorrow afternoon.
 Would we be able to have a chat sometime prior.
 Look forward to meeting you tomorrow.

Cheers

Chris
Chris Eagle | Deputy Chief Fire Officer | Port Phillip Region
Forest Fire Management Victoria | Department of Environment, Land, Water and Planning
 609 Burwood Hwy, Knoxfield, Victoria, 3180
 T: 03 9210 9435 | M: [REDACTED] | E: chris.eagle@delwp.vic.gov.au



From: Pam Williams (DHHS) [REDACTED]
Sent: Sunday, 5 April 2020 6:40 PM
To: Claire Febey (DEDJTR) <claire.febey@ecodev.vic.gov.au>; Unni Menon (DEDJTR) <unni.menon@ecodev.vic.gov.au>; Marina Henley (DHHS) [REDACTED]; Meena Naidu (DHHS) [REDACTED]; Jason Helps (DHHS) [REDACTED]; Chris B Eagle (DELWP) <Chris.Eagle@delwp.vic.gov.au>; [REDACTED] (DHHS) <[REDACTED]@dhhs.vic.gov.au>; [REDACTED] (DHHS) <[REDACTED]@dhhs.vic.gov.au>; Finn Romanes (DHHS) [REDACTED]; [REDACTED] (DHHS) <[REDACTED]@familysafety.vic.gov.au>; Andrea Spiteri (DHHS) [REDACTED]

Cc: [REDACTED] (DHHS) <[REDACTED]@dhhs.vic.gov.au>; [REDACTED] (DHHS) <[REDACTED]@dhhs.vic.gov.au>

Subject: COVID19 Accommodation response

Hello All

I have been asked to oversee the DHHS COVID19 Accommodation response. There has been a great deal of fabulous work done with many people involved. Given the fluid situation, it is timely that we come together to establish a clear governance structure where we all understand who has responsibility for what and how matters are to be escalated and decisions made. I understand we are all having discussions on these issues – DJPR, DHHS, SCC. I also note that DJPR (Claire) was seeking a meeting to clarify further on the issues. I am hoping for a meeting Monday afternoon at 3pm to tease out issues and clarify our respective responsibilities. I have invited a number of people as listed above, but am happy for you to advise me of who should be included and any specific agenda items you would like to include. Below is a draft agenda as a starting point. A formal agenda and invitation will be sent tomorrow.

Time and date	3:00PM – 4:30PM, Monday 6 April, 2020
Chairperson	Pam Williams (PW)
Location	Microsoft Teams
Attendees	Pam Williams (PW), Meena Naidu (MN), Finn Romanes (FR), Andrea Spiteri (AS), [REDACTED], [REDACTED], Marina Henley (MH), DJPR / SCC representatives (to be confirmed) , [REDACTED] (meeting minutes)
Apologies	

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) Clarify ongoing role of SCC 	All
3.	30	Key program aspects to be discussed: <ul style="list-style-type: none"> Next immediate expansion (i.e. Healthcare Workers) Current developments Significant operational issues for discussion and decision (or identification of process for decision) 	All
4.	30	Ongoing governance for all program elements	PW
5.	5	Close and next steps	PW

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