

[REDACTED] (DELWP)

From: Jason Helps (DHHS) <[REDACTED]@dhhs.vic.gov.au>
Sent: Tuesday, 31 March 2020 10:32 AM
To: Chris B Eagle (DELWP)
Subject: FW: Urgent assistance request

Sorry mate left you off this one

From: Jason Helps (DHHS)
Sent: Tuesday, 31 March 2020 10:26 AM
To: [REDACTED] (DHHS) <[REDACTED]@dhhs.vic.gov.au>; Nick Chiam (DHHS) <[REDACTED]@dhhs.vic.gov.au>
Cc: Claire Febey (DEDJTR) <[REDACTED]@ecodev.vic.gov.au>
Subject: FW: Urgent assistance request

Hi Both,

Can we include this issue into the policy and procedures work, we have already received advice from Annaliese that delivery of parcels is NOT restricted, however we obviously need to work with DJPR to ensure there is a system that those working at the hotels (security/concierge) are comfortable with.

Claire,

For your consideration to work with us on this to bring the policy into practice.

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]@dhhs.vic.gov.au
www.dhhs.vic.gov.au | www.emergency.vic.gov.au | <https://twitter.com/VicGovDHHS>

From: Andrea Spiteri (DHHS) <[REDACTED]@dhhs.vic.gov.au>
Sent: Tuesday, 31 March 2020 10:19 AM
To: Jason Helps (DHHS) <[REDACTED]@dhhs.vic.gov.au>
Subject: Re: Urgent assistance request

Hi [REDACTED]
 We'll pick up the query and work with Health Protection and DJPR - and come back to you shortly.
 Thanks
 Andrea

Andrea Spiteri
 Director Emergency Management
 Department of Health and Human Services
 [REDACTED]

From: Andrea Spiteri (DHHS) <[REDACTED]@dhhs.vic.gov.au>
Sent: Tuesday, March 31, 2020 10:17:59 AM

To: Jason Helps (DHHS) <[REDACTED]@dhhs.vic.gov.au>
Subject: Fwd: Urgent assistance request

Hi Jason

I'll let you know of Annaliese's advice re if health protection has any issue with people bringing in items from home. Pending that advice we then need to work up a policy with DJPR and advise the MO.

Thanks
 Andrea

Andrea Spiteri
 Director Emergency Management
 Department of Health and Human Services
 [REDACTED]

From: [REDACTED] (VICMIN) <[REDACTED]@minstaff.vic.gov.au>
Sent: Tuesday, March 31, 2020 10:03:39 AM
To: Andrea Spiteri (DHHS) <[REDACTED]@dhhs.vic.gov.au>; [REDACTED] (VICMIN) <[REDACTED]@minstaff.vic.gov.au>
Subject: FW: Urgent assistance request

Hey Team

I understand that the Emergency Management side of DHHS or the SCC is leading on relief issues.

Are you able to help with the below? Or alternatively point me to a contact who these types of queries should go to? I imagine we will have a few coming out way.

Kind regards

[REDACTED]



[REDACTED]
Senior Adviser

Office of Jenny Mikakos MP
 Minister for Health
 Minister for Ambulance Services
 Level 22, 50 Lonsdale St, Melbourne Vic 3000
 [REDACTED]@minstaff.vic.gov.au

 This office is located on the land of the Kulin Nations

From: Danny Pearson <[REDACTED]@parliament.vic.gov.au>
Sent: Monday, 30 March 2020 7:45 PM
To: [REDACTED] (VICMIN) <[REDACTED]@minstaff.vic.gov.au>; [REDACTED] (VICMIN) <[REDACTED]@minstaff.vic.gov.au>; Frank Dinoto (PARL) <[REDACTED]@parliament.vic.gov.au>
Subject: Fwd: Urgent assistance request

Hey Dynamic Duo!

I was wondering whether you might be able to assist me with this constituent's inquiry?

Regards,

Danny Pearson MP
Parliamentary Secretary to the Premier
Member for Essendon

Begin forwarded message:

From: [REDACTED]@hotmail.com>
Date: 30 March 2020 at 7:01:30 pm AEDT
To: Danny Pearson <[REDACTED]@parliament.vic.gov.au>
Subject: Urgent assistance request

Danny Pearson
Member of Parliament

Dear Danny

I am one of your constituents being held in enforced quarantine in Crown Metropol. I have been here since Sunday afternoon and I am appealing to you for assistance. Since arriving I have been requesting a case of my personal possessions be delivered to me to make my detention easier and more comfortable, particularly given my age of 68 years. I do not have a medical condition but do require various products to aide my skin, I do this under the direction of a dermatologist. My daughter has packed these goods into a case. We are told she CANNOT deliver to the hotel reception. I have called the concierge line each day to request assistance. They tell me that delivery is not possible. Today I have also

spoken to someone from Dept HHS who again listened to my issues but could do nothing to help me. Everyone says they will get back to me. This is an extremely stressful time for everyone. My request is a fairly small one which should be able to be managed. There is a huge number of staff now ensuring that we comply with our enforced quarantine. Perhaps 1 person can be allowed to get this case and bring it to the hotel.

Many of my requests cannot be met, I cannot breathe fresh air as the windows don't open. I cannot exercise and go for a walk. I am confined to a single room. It seems ludicrous that I cannot have the creams and ointments essential to my well being which have been prescribed by a doctor.

I realise the response to this crisis is being developed as it proceeds and is an important measure to protect the wider community from Covid-19, but as I can find no one to help me, I am seeking your assistance to maintain my own health, both mental and physical, during this difficult time. At this point, I feel my well being has already been compromised by this inaction and will continue to deteriorate rapidly.

I hope you are able to assist me, to find a common sense resolution to this issue at a government level.

Yours truly



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From: [Personal Information] (VICMIN)
Sent: Wed, 1 Apr 2020 11:24:12 +1100
To: Rob Holland (DEDJTR); COVID-19Team
Cc: Claire Febey (DEDJTR); [Personal Information] (VICMIN); [Personal Information] (VICMIN)
Subject: URGENT Hotel Quarantine

Hi All,

Please see the query below regarding a quarantined travellers dietary requirements this one is at Crown Promenade.

Could the department please follow this up as a priority so we can respond directly as soon as possible.

Thanks again

[Personal Info]

[Personal Information]

Adviser – Innovation



Office of The Hon Martin Pakula MP

Minister for Jobs, Innovation & Trade
 Minister for Tourism, Sport and Major Events
 Minister for Racing
 Level 36, 121 Exhibition Street, Melbourne VIC 3000
 m: [Personal Information]
 p: [Personal Information]
 e: [Personal Information]@minstaff.vic.gov.au

From: [Personal Information] <[Personal Information]@parliament.vic.gov.au>
Sent: Wednesday, April 1, 2020 10:51 AM
To: Jenny Mikakos <[Personal Information]@parliament.vic.gov.au>; Martin Foley <[Personal Information]@parliament.vic.gov.au>
Subject: Hotel Quarantine

Dear Ministers Mikakos and Foley,

I understand you must both be extremely busy at the moment.

However, I make representation on a behalf of a constituent of [Personal Inform], [Personal Information] of Rowville, whose daughter is in quarantine at Crown Promenade. She has been there since Monday.

I understand her family was told they could take food from home to her. When they got the food there it was refused.

She has called the 1800 number given to her and she advised the meal contractors that she was a vegetarian, however she is still being delivered meals containing meat.


Her parents are very concerned for her physical and mental health.

A prompt response would be appreciated.

Kind Regards,

Personal Information

Electorate Officer
Office of KIM WELLS MP
State Member for Rowville

✉ 9 Lynton Place, Scoresby VIC 3179  Personal Information @parliament.vic.gov.au

📞 Personal Information

🌐 www.kimwells.com.au Facebook /kimwellsmp Twitter @KimWellsMP




Kim Wells MP

State Member for Rowville

Shadow Special Minister of State | Shadow Minister for Counter-Terrorism | Leader of Opposition Business



✉ 9 Lynton Place, Scoresby 3179
 Personal Information parliament.vic.gov.au

Personal Information
 www.kimwells.com.au

/kimwellsMP
@kimwellsMP

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From: Claire Febey (DEDJTR)
Sent: Sat, 4 Apr 2020 17:30:34 +1100
To: [Personal Information] (DEDJTR)
Subject: Fwd: URGENT Hotel food issues - advice from DHHS

Look good from my perspective but let me know if any issues.

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From: [Personal Information]@dhhs.vic.gov.au>
Sent: Saturday, April 4, 2020 5:27:54 PM
To: Claire Febey (DEDJTR) <[Personal Information]@ecodev.vic.gov.au>
Subject: FW: URGENT Hotel food issues - advice from DHHS

Hi Claire,

See approved holding lines below

From: [Personal Information]@dhhs.vic.gov.au>
Sent: Saturday, 4 April 2020 4:26 PM
To: [Personal Information]@dhhs.vic.gov.au>; [Personal Information] (DHHS)
[Personal Information]@dhhs.vic.gov.au>; StateEmergencyManagementCentre SEMC (DHHS)
<semc@health.vic.gov.au>; [Personal Information]@dhhs.vic.gov.au>;
[Personal Information]@dhhs.vic.gov.au>
Subject: RE: URGENT Hotel food issues - advice from DHHS

Thanks [Personal Inf]

[Personal Inf] the key lines missing for this are below – which have been prepared as holding lines as there has been no media interest.

These lines explicitly do not name any hotels:

"The safety and well-being of the community including people quarantined in hotels is our highest priority as we work to slow the spread of the Coronavirus.

We are working with hotel providers and the hospitality sector to ensure food safety and dietary standards in hotels are being met."

And our Minister's office, Min Mikakos, has asked this afternoon if any of those with incorrect food were children.

[Redacted] was chasing that information for me.

Kind regards,

[Personal Inform]

[Personal Information]

Senior Media Advisor

[Personal Information]

[\[Redacted\]@dhhs.vic.gov.au](mailto:[Redacted]@dhhs.vic.gov.au)

Communications and Media
 Department of Health and Human Services | [50 Lonsdale Street, Melbourne VIC 3000](#)
 24 hour media line - 9096 8860

From: Personal Information [@dhhs.vic.gov.au](#)
Sent: Saturday, 4 April 2020 4:16 PM
To: Personal Information [@dhhs.vic.gov.au](#); StateEmergencyManagementCentre SEMC (DHHS) <semc@health.vic.gov.au>; Personal Information [@dhhs.vic.gov.au](#); Personal Information [@dhhs.vic.gov.au](#) (DHHS)
Subject: RE: URGENT Hotel food issues - advice from DHHS

Hi Personal Information

No I'm not. Personal Information texted me earlier as Minister's office were asking re children with anaphylaxis and he said he'd speak with Personal Information I'm not aware that comms have been engaged otherwise although I did send EM comms the thread last night as we were aware Allergy and Anaphylaxis Australia were aware of the issue from facebook posts.

Part but not all of the text described below as 'holding text' is taken directly from an email I wrote to DHHS colleagues to alert them to the issue. There should be some lines prepared but whether these name the hotels or not is clearly a subject for discussion re relative benefits and harms.

Just so you know, I'm not actually at work today (and trying to get some rest) so contacting me by text is safer.

Personal Information

From: Personal Information [@dhhs.vic.gov.au](#)
Sent: Saturday, 4 April 2020 3:53 PM
To: Personal Information [@dhhs.vic.gov.au](#); StateEmergencyManagementCentre SEMC (DHHS) <semc@health.vic.gov.au>
Subject: Fwd: URGENT Hotel food issues - advice from DHHS

Hi Personal Information

Are you across this statement? If so can we discuss DJPR concerns.

Personal Information

Dep Director Emergency Operations and Capability |
 Emergency Management Branch |
 Department of Health & Human Services |
Personal Information [@dhhs.vic.gov.au](#)
www.dhhs.vic.gov.au | www.emergency.vic.gov.au | Image <https://twitter.com/VicGovDHHS>

From: Claire Febey (DEDJTR) Personal Information [@ecodev.vic.gov.au](#)
Sent: Saturday, April 4, 2020 3:48:38 PM
To: 'SCC-Vic (State Controller Health)' <sccvic.sctrl.health@scc.vic.gov.au> Personal Information [@dhhs.vic.gov.au](#); Andrea Spiteri (DHHS) Personal Information [@dhhs.vic.gov.au](#); Braedan

Hogan (DHHS) <[Personal Information]@dhhs.vic.gov.au>; [Personal Information] (DELWP)

[Personal Information] <[Personal Information]@delwp.vic.gov.au>

Cc: Chris Eagle (DELWP) <[Personal Information]@delwp.vic.gov.au>; StateEmergencyManagementCentre SEMC (DHHS) <semc@health.vic.gov.au>

Subject: FW: URGENT Hotel food issues - advice from DHHS

[Personal Information] colleagues

Can I request your immediate attention and advice on the communications issue below.

- This email suggests there are 'holding' lines regarding hotel food issues that have been developed on the DHHS side, **can I please ask that these are immediately shared with DJPR** so that we can contribute to them and finalise them collaboratively;
- The holding text below specifically names hotels which we have not done in any other public communications so far. **Can I please request that this is immediately escalated on your side to ensure that hotels are not publicly named.**

Can I please ask that you respond as a matter of urgency to confirm this has been actioned and resolved on your side.

Thank you

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

[Personal Information]
 [Personal Information] <[Personal Information]@ecodev.vic.gov.au>

From: [Personal Information] <[Personal Information]@ecodev.vic.gov.au>

Sent: Saturday, 4 April 2020 3:36 PM

To: Claire Febey (DEDJTR) <[Personal Information]@ecodev.vic.gov.au>

Subject: URGENT Hotel food issues - advice from DHHS

[Personal Information]
 A/ Director Communications & Media | Strategic Communications and Marketing | Inclusion
Department of Jobs, Precincts and Regions
 Level 35, 121 Exhibition Street, Melbourne, Victoria Australia 3000


[Personal Information]
 [Personal Information] <[Personal Information]@ecodev.vic.gov.au>

See how the work we do is making a difference: [The Victorian Connection](#).

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: Personal Information <[redacted]> @minstaff.vic.gov.au>
Sent: Saturday, 4 April 2020 3:35 PM
To: Personal Information <[redacted]> @ecodev.vic.gov.au>
Cc: Personal Information <[redacted]> @ecodev.vic.gov.au>; Personal Information <[redacted]> (VICMIN)
 Personal Information <[redacted]> @minstaff.vic.gov.au>; Personal Information <[redacted]> (VICMIN)
 Personal Information <[redacted]> @minstaff.vic.gov.au>
Subject: Hotel food issues - advice from DHHS

Hi Personal Info and Personal Info (and FYI Personal and Person),

See this received this afternoon as an FYI from my Health counterpart.

“The Department has received five reports in the last 48 hours of people receiving the meals that do not meet their dietary requirements, or receiving meals intended for people with allergies. Most concerning two of these report anaphylaxis – one of which is being transported to the Royal Melbourne.

Investigations found issue with food safety programs at Crowne Plaza, Crown Metropole and Crown Promenade for people with allergies. Discussions about managing this issue are continuing but arrivals with food allergies will not be going to these hotels.

No media but DHHS have holding lines - FYI @ Personal Information ”

Louisa, can you confirm who is leading the comms on hotel quarantine.

My understanding is it was us, but this suggests otherwise.

Cheers,

Personal Info

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From: Personal Information <[redacted]> @minstaff.vic.gov.au>
Sent: Saturday, April 4, 2020 11:35:13 AM
To: Personal Information <[redacted]> @ecodev.vic.gov.au>
Cc: Personal Information <[redacted]> @ecodev.vic.gov.au>
Subject: Re: Hotel Allocations Saturday 4 April 2020

Thanks for checking, Personal Info - Personal Info did send them through earlier.

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From: Personal Information [\[REDACTED\]@ecodev.vic.gov.au](mailto: [REDACTED]@ecodev.vic.gov.au)
Sent: Saturday, April 4, 2020 10:28:57 AM
To: Personal Information [\[REDACTED\]@minstaff.vic.gov.au](mailto: [REDACTED]@minstaff.vic.gov.au)
Cc: Personal Information [\[REDACTED\]@ecodev.vic.gov.au](mailto: [REDACTED]@ecodev.vic.gov.au)
Subject: Fwd: Hotel Allocations Saturday 4 April 2020

Hi Personal In

In case you haven't seen this yet, please note updated numbers for the weekend, including an additional flight from Vietnam.

Cheers

Personal Inform

Saturday 4 April 2020

Arrivals	Date	Origin Airport	STA	ETA	ATA	Gate	Pax	Unaccompanied Minors	Comments
QR994	4/04/2020	DOH	7:00	06:13	06:22	D11	53		Pan Pacific
VN781	4/04/2020	SGN	09:25	09:03		D7	112		Pan Pacific
NZ123	4/01/2020	AKL	10:55	10:38		D10	29	0	Pan Pacific
GA716	4/01/2020	CGK	12:00	11:44		D5	71		Pan Pacific
QR904	4/04/2020	DOH	18:30	17:51		D11	22	0	Pan Pacific
						Total	287		

Sunday 5 April 2020

Arrivals	Date	Origin Airport	STA	ETA	ATA	Gate	Pax	Unaccompanied Minors	Comments
QR994	5/04/2020	DOH	7:00				39		Parkroyal Melbourne Airport
QR904	5/04/2020	DOH	18:30				36		Parkroyal Melbourne Airport

For your reference, this is the flight schedule for the coming week.

- This does not include all the adhoc flights that get added at short notice.
- Some of these flights will operate as freight only and may change at short notice.

International Passenger Services from 05 April

Arr Flight	Dep Flight	Days of Week	Seats	A/C Type	ORG
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BI 005	BI 006	Tue/Fri	254	788	BWN
GA 716	GA 717	Tue/Sat	257	333	CGK
MH 149	MH 148	Thu/Sun	290	333	KUL
NZ 123	NZ 124	Mon/Sat	275	789	AKL
QR 994	QR 995	Mon/Tue/Wed/Thu/Fri/Sat/Sun	354	77W	DOH
QR 904	QR 905	Mon/Tue/Wed/Thu/Fri/Sat/Sun	327	351	DOH
UL 604	UL 605	Mon/Tue/Wed/Thu/Fri/Sat/Sun	297	333	CMB

Kind regards

Personal Information

Personal Information

ecodev.vic.gov.au

Government of Victoria, Victoria, Australia.

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Personal Information

(DJPR)

From: PPO (DJPR)
Sent: Tuesday, 21 April 2020 11:46 AM
To: Personal Information (DJPR)
Subject: FW: Concern for welfare - Novotel guest

This one is still live.

PPO

Principal Policy Officer | Inclusion, Employment
Department of Jobs, Precincts and Regions
 Level 35, 121 Exhibition Street, Melbourne, Victoria Australia 3000

Personal Information

Personal Information [@ecodev.vic.gov.au](mailto:ecodev.vic.gov.au)djpr.vic.gov.aujobs.vic.gov.au

[Facebook](#) | [Instagram](#) | [LinkedIn](#) | [YouTube](#) | [Twitter](#)

From: Sara Sahely (DJPR) Personal Information @global.vic.gov.au
Sent: Tuesday, 21 April 2020 8:07 AM
To: DJPR COVID Accom-Lead (DJPR) <DJPRcovidaccom-lead@ecodev.vic.gov.au>; Personal Information
 Personal Information @global.vic.gov.au
Cc: Personal Information @ecodev.vic.gov.au; DJPR COVID Accom-Support (DJPR) <DJPRcovidaccom-support@ecodev.vic.gov.au>; Personal Information @ecodev.vic.gov.au; PPO (DJPR) @ecodev.vic.gov.au
Subject: Re: Concern for welfare - Novotel guest

Good morning,

This guest is staying at the Novotel on Collins. I will be there at 10am this morning and will speak to the general manager, security and DHHS about this case.

Best regards,

Sara

Sara Sahely
 Director, Global Engagement
 Global Victoria

Personal Information

From: DJPR COVID Accom-Lead (DJPR) <DJPRcovidaccom-lead@ecodev.vic.gov.au>
Sent: Monday, April 20, 2020 11:00:15 PM
To: Sara Sahely (DJPR) Personal Information @global.vic.gov.au; Personal Information @global.vic.gov.au
Cc: Personal Information @ecodev.vic.gov.au; DJPR COVID Accom-Support (DJPR) <DJPRcovidaccom-support@ecodev.vic.gov.au>; Personal Information @ecodev.vic.gov.au; PPO (DJPR) @ecodev.vic.gov.au
Subject: Concern for welfare - Novotel guest

Hi Sara and Personal Information

Please see below a concern that has been raised by [REDACTED] of a couple who are in quarantine. The email chain does not specify which Novotel hotel the guests are staying.

Could you please check your guest manifests and determine which hotel these guests are staying, and ensure the concerns about food, dietary requirements and their treatment by security staff are addressed?

Can you please let me know the outcome so that I can respond to MO.

Thank you,
Rachaele

Rachaele May

A / Executive Director Emergency Coordination and Resilience

Department of Jobs, Precincts and Regions

402 Mair Street Ballarat, Victoria Australia 3350

Personal Information [REDACTED]

Personal Information [REDACTED]

[@agriculture.vic.gov.au](mailto:[REDACTED]@agriculture.vic.gov.au)

djpr.vic.gov.au

Please note I work from home on FRIDAY

From: Personal Information [REDACTED] [@minstaff.vic.gov.au](mailto:[REDACTED]@minstaff.vic.gov.au)
Sent: Monday, 20 April 2020 8:11 PM
To: DJPR COVID Accom-Lead (DJPR) <DJPRcovidaccom-lead@ecodev.vic.gov.au>
Cc: Personal Information [REDACTED] [@minstaff.vic.gov.au](mailto:[REDACTED]@minstaff.vic.gov.au)
Subject: FW: Constituent Quarentine Concern

Hi Team,

Please see below email from a passengers [REDACTED] concerned about [REDACTED] parents wellbeing while in quarantine at Novotel. The fathers name is Personal Information [REDACTED] and his number is Personal Information [REDACTED]

It is related to treatment from security at the hotel and dietary requirements which they have advised are no longer being adequately met.

Could the department please investigate and work to resolve the issues raised and advise us of the outcome?

Thank you!

Personal Inform [REDACTED]

Personal Information [REDACTED]

Adviser – Innovation



Office of The Hon Martin Pakula MP

Minister for Jobs, Innovation & Trade
 Minister for Tourism, Sport and Major Events
 Minister for Racing
 Level 36, 121 Exhibition Street, Melbourne VIC 3000

Personal Information [REDACTED]

Personal Information [REDACTED] [@minstaff.vic.gov.au](mailto:[REDACTED]@minstaff.vic.gov.au)

From: Personal Information [REDACTED] [@aph.gov.au](mailto:[REDACTED]@aph.gov.au)
Sent: Monday, 20 April 2020 4:43 PM
To: Personal Information [REDACTED] [@minstaff.vic.gov.au](mailto:[REDACTED]@minstaff.vic.gov.au)
Subject: RE: Constituent Quarentine Concern

Hey [Personal Information]

Thank you that would be great.

His name is [Personal Information] and his number is [Personal Information]
That's all the info I have, but let me know if you want me to give his [Personal Information] a call
and get any more info that you might need.

From: [Personal Information] <[Personal Information]@minstaff.vic.gov.au>
Sent: Monday, 20 April 2020 3:15 PM
To: [Personal Information]
Subject: RE: Constituent Quarentine Concern

Good afternoon [Personal Information]

Can you please send me through the details of the parents?

I can try to find out what is happening.

[Personal Information]



[Personal Information]

Adviser

Office of the Hon. Jenny Mikakos MP
Minister for Health
Minister for Ambulance Services
Level 22, 50 Lonsdale Street, Melbourne VIC 3000

[Personal Information]

<[Personal Information]@minstaff.vic.gov.au>

From: [Personal Information] <[Personal Information]@aph.gov.au>
Sent: Monday, 20 April 2020 2:30 PM
To: [Personal Information] <[Personal Information]@minstaff.vic.gov.au>
Subject: Constituent Quarentine Concern

Hi [Personal Information]

Hope you're well.

We have just received a phone call from a constituent of ours, who was concerned about [Personal Information] parent's wellbeing. They just returned from a holiday in [Personal Information] and are currently staying at the Hotel Novetal in the CBD. They have serious concerns about their parents health and wellbeing whilst staying there as they believe that they are being mistreated by the security guards and both have dietary needs that aren't being met. They were getting food delivered to their parents through a cab service however they are now being told that they can no longer use this service.

They seemed very distressed and concerned on the phone for their parent's wellbeing.

Is there anything we can do to help the situation?

Cheers,

[Personal Information]

Electorate Officer

Office of Peter Khalil MP
Federal Member for Wills

1/240 Sydney Road, Coburg VIC 3058

Personal Information

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From: [Personal Information]
Sent: Wed, 15 Apr 2020 01:38:49 +1000
To: Minister Health (DHHS)
Cc: Jenny Mikakos (PARL)
Subject: m10791 [Personal Information]

Hi Sir/Madam,

We have landed on 12th from India and have been put up in the Travelodge Southbank.

We are very stressed with the food being served as it does not meet standards. We advised the reception staff, nurse on duty and the 1800 government support no. However nothing has improved.

Today we got Aoili with our salad which had two stickers to hide the expiry date of 6/04. It was expired. Food is insufficient in quantity and most times seems off.

In these challenging and stressful times, we are cooperating by staying in a room and the least we can expect is edible food.

Lots of us have proof of expiry date and happy to forward pics.

We are not in the best of spirit and don't need the food to add to our worries.

Please take action immediately and assist us.

If this continues we might get sick from food poisoning and not Corona.

If we cannot trust the hotel to serve us clean edible food then what is the assurance they are following the quarantine sanitation laws too.

Hope you can act on this ASAP.

Thanks

[Personal Information]

Sent from my iPhone

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From: [Redacted]
Sent: Tue, 14 Apr 2020 12:54:02 +1000
To: Minister Health (DHHS)
Cc: Jenny Mikakos (PARL);enquiries (DHHS)
Subject: m10795 - [Redacted]

Dear Minister,

I am an Australian citizen who recently returned to Australia who is currently detained under the 14 day mandatory detention ordered by the Victorian Chief Health Officer. I am being held at the Travelodge Docklands since 10 April 2020, along with around 300 other detainees, I believe all or most returned from Peru.

The conditions at this hotel are physically comfortable, however, critical issues are putting at risk the health and wellbeing of myself and the other detainees. These issues include:

- Generally poor quality of provided meals,
 - Numerous food items supplied past their use by date,
 - I have seen photos of (suspected) pubic hair removed from 2 lunches,
 - Poor levels of nutrition in meals (I have not yet had a meal with vegetables),
 - No choice of meals - if supplied meal is something a person does not eat, they are required to go hungry. Some meals have been truly disgusting.
 - No meals provided fresh - all require microwave (except one lukewarm pie),
 - The quantity of food provided is lacking, even considering low activity levels,
 - Whilst we can purchase groceries, the only cooking equipment is a microwave and kettle.
- Poor ability to maintain hygiene in rooms,
 - Rooms are not serviced by hotel cleaning staff due to quarantine restrictions,
 - Rooms are carpeted and no vacuum cleaner, broom or dust pan supplied,
 - Dishes must be washed in the room and the only sink available to wash dishes is the same sink that needs to be used for washing hands after toileting and the only sink available to wash clothes (only laundry facility is exorbitantly priced),
 - Rooms are becoming quite laden with crumbs, spills etc.

Whilst I am supportive of this quarantine measure (not happy about the confinement, but accepting of the reason for it), I cannot accept the serious deficiencies that are plaguing this process. I was not expecting this to be a holiday, however I do consider the provision of good, quality, safe food and hygienic conditions to be non-negotiable. The health department is failing at an extreme level on these issues. It should be noted, I have tried to resolve this with the hotel and the Government Support Service, however, after four days, we are still receiving the same poor standard of food (including out of date food supplied today despite previous complaints).

My expectation from this is an immediate resolution. The Chief Health Officer, by ordering this detention, has an obligation to fully resource it from the start. The contracts and quality systems were needed to be in place prior to the first person being detained, not "working on improving" as I have been told numerous times. It would be negligent to continue detaining people without properly resourcing the programme and ensuring contracted organisations deliver acceptable standards. If it is not possible with the current contracts, then the department must remove detainees from unsuitable locations and place them in suitable facilities.

I do not believe the above is too much to demand. We are not convicted criminals under sentence, we have done nothing illegal and are complying with the direction without violent protest. The standard of care and service provided should be fitting of such. As we are denied the ability to provide for ourselves in our own homes, it would be reasonable to be provided with food that is suitable for individual health / medical needs, several choices each meal to suit personal taste and food that is freshly prepared and served (definitely not the questionable microwave meals that have been provided) and is healthy / nutritious. The standard of catering to date would not be considered acceptable in government facilities such as parliament house, police academy or the VEMTC Training Facility and should not be considered acceptable in these circumstances.

If an reasonably acceptable solution can not be immediately provided, I believe that the "reasonable excuse" grounds of the Public Health and Wellbeing Act 2008, Section 203 Sub Section 2) will have been satisfied,

effectively removing the requirement to comply with the Directions and Detention Notice that authorises our detention.

I look forward to a rapid response to this email and the issues raised.

Kind Regards

Personal Information

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From: [Personal Information]
Sent: Wed, 15 Apr 2020 18:04:37 +1000
To: Minister Health (DHHS)
Subject: m10799 - [Personal Information]

Dear Hon Jenny Mikakos,

My name is [Personal Information] I'm emailing expressing my concerns of the lack of nutritional value that DHHS has provided the estimated ~300 attendings at the **Travelodge Hotel Docklands**.

On discussions with other clinical physicians and advice sort from dietitians with observed meal calculations. Currently from the last 5 days the Department of Health and Human Services has provided a **significant lack** in the calorie intake of detainees.

At current calculations DHHS is missing **1/3 of the total kilojoules** of **minimum** recommend energy intake by the Australian Dietary Guidelines (2013).

At 5,688 Kilojoules with an approximately 3,032 missing from daily intake.

This does **NOT** include calculations based on Weight, Gender, Degree of Activity etc. This is just the **minimal** average intake.

I express my concerns as an APHRA health practitioner that missing the daily intake of energy has mark effects on a detainee's overall health, immunological function and mental state.

DHHS representatives have both avoided and disregarded the matter as an individual concern despite multiple complaints made to the hotel management team and DHHS staff.

Solutions,
DHHS reviews contract with catering provider.

DHHS and Hotel allow detainee externally source food.

DHHS provided the allowance of perishable goods in Woolworth Delivery.

With Kind Regards,

[Personal Information]

APHRA Registration Number

[Personal Information]

[Personal Information]

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