

**From:** Alex Kamenev (DEDJTR)  
**Sent:** Fri, 27 Mar 2020 12:17:44 +1100  
**To:** David Clements (DEDJTR); Katrina Currie (DEDJTR); Lisa Buckingham (DEDJTR); Personal Information (DEDJTR); Personal Information (DEDJTR); Personal Information (DEDJTR)  
**Cc:** Unni Menon (DEDJTR)  
**Subject:** Cleaning workforce for isolation rooms in hotels

Hi there

Unni is going to write to us shortly with potential requirements for a cleaning and security workforce to manage people who might be quarantined in hotel rooms.

We might need to act quickly depending on govt policy choices in this space so would be good to think through options. It would be in metro and regions

I need a point person who can work with Unni

Cheers  
Alex

**Alex Kamenev**  
Deputy Secretary, Precincts and Suburbs  
**Department of Jobs, Precincts and Regions**  
Level 12, 1 Spring Street, Melbourne, Victoria Australia 3000  
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**From:** Alex Kamenev (DEDJTR)  
**Sent:** Fri, 27 Mar 2020 22:14:00 +1100  
**To:** Alex Kamenev (DEDJTR);Katrina Currie (DEDJTR);David Clements (DEDJTR)  
**Subject:** Conversation with Alex Kamenev (DEDJTR), Katrina Currie (DEDJTR)

**Alex Kamenev (DEDJTR) 10:05 PM:**

any good options of who Security labour hire companies urgently?

**Katrina Currie (DEDJTR) 10:09 PM:**

Wilson's Security

**Katrina Currie (DEDJTR) 10:10 PM:**

securecorp

**Alex Kamenev (DEDJTR) 10:10 PM:**

okay.. great... can i put you in touch with Donna to ascertain requirements and lock some in for omtorro night?

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**From:** Katrina Currie (DEDJTR)  
**Sent:** Fri, 27 Mar 2020 22:43:39 +1100  
**To:** Cameron Nolan (DEDJTR);Unni Menon (DEDJTR);Alex Kamenev (DEDJTR);Donna Findlay (DEDJTR)  
**Cc:** David Clements (DEDJTR);Claire Febey (DEDJTR);Simon Phemister (DEDJTR);Lisa Buckingham (DEDJTR);Rob Holland (DEDJTR); [Personal Information] (DEDJTR)  
**Subject:** Re: security

Hi Cam

Team's thinking is probably Wilson's or Unified. Will contact tomorrow.

Katrina

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**From:** Cameron Nolan (DEDJTR) [Personal Information] @ecodev.vic.gov.au>  
**Sent:** Friday, March 27, 2020 10:40:15 PM  
**To:** Unni Menon (DEDJTR) [Personal Information] @ecodev.vic.gov.au>; Alex Kamenev (DEDJTR) [Personal Information] @ecodev.vic.gov.au>; Donna Findlay (DEDJTR) [Personal Information] @ecodev.vic.gov.au>; Katrina Currie (DEDJTR) [Personal Information] @ecodev.vic.gov.au>  
**Cc:** David Clements (DEDJTR) [Personal Information] @ecodev.vic.gov.au>; Claire Febey (DEDJTR) [Personal Information] @ecodev.vic.gov.au>; Simon Phemister (DEDJTR) [Personal Information] @ecodev.vic.gov.au>; Lisa Buckingham (DEDJTR) [Personal Information] @ecodev.vic.gov.au>; Rob Holland (DEDJTR) [Personal Information] @ecodev.vic.gov.au>  
**Subject:** Re: security

Team - Rob and I are talking with DHHS about this in the morning.

Ideal model in my mind would be a supply of security staff from Katrina/David/Alex who work under the direction of an authorised officer in DHHS. This DHHS team would induct the security guards and provide on-call advice about what to do in certain situations and determine if any incidents should be escalated to the authorised officer and/or VicPol.

So Katrina- grateful if you could start working out how we can supply this while Rob and I sort out chain of command with DHHS.

Cam Nolan  
 Executive Director - Priority Projects Unit  
 Department of Jobs, Precincts and Regions

[Personal Information]  
**From:** Unni Menon (DEDJTR) [Personal Information] @ecodev.vic.gov.au>  
**Sent:** Friday, March 27, 2020 10:19:50 PM  
**To:** Alex Kamenev (DEDJTR) [Personal Information] @ecodev.vic.gov.au>; Donna Findlay (DEDJTR) [Personal Information] @ecodev.vic.gov.au>; Katrina Currie (DEDJTR) [Personal Information] @ecodev.vic.gov.au>  
**Cc:** David Clements (DEDJTR) [Personal Information] @ecodev.vic.gov.au>; Cameron Nolan (DEDJTR) [Personal Information] @ecodev.vic.gov.au>; Claire Febey (DEDJTR) [Personal Information] @ecodev.vic.gov.au>; Simon Phemister (DEDJTR) [Personal Information] @ecodev.vic.gov.au>; Lisa Buckingham (DEDJTR)

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

**Subject:** Re: security

Great thanks Alex

Katrina- are there minimum security requirements applicable to all hotels accomodating quarantined international arrivals 'and or COVID infected persons?

Please advice

Thanks

Unni MENON

Personal Information [REDACTED]

**From:** Alex Kamenev (DEDJTR) Personal Information [REDACTED]@ecodev.vic.gov.au>

**Sent:** Friday, March 27, 2020 10:17 pm

**To:** Donna Findlay (DEDJTR); Unni Menon (DEDJTR); Katrina Currie (DEDJTR)

**Cc:** David Clements (DEDJTR); Cameron Nolan (DEDJTR); Claire Febey (DEDJTR); Simon Phemister (DEDJTR); Lisa Buckingham (DEDJTR)

**Subject:** security

Donna/Unni – I am putting you in touch with the fabulous Katrina Currie.

She has a couple options of standard security labour hire firms

I am handover over you to source requirements

Cheers

Alex

**Alex Kamenev**

Deputy Secretary, Precincts and Suburbs

**Department of Jobs, Precincts and Regions**

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Personal Information [REDACTED]

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**Sent:** Tue, 31 Mar 2020 16:32:50 +1100  
**To:** PPO (DEDJTR)  
**Cc:** Personal Information (DEDJTR);Cameron Nolan (DEDJTR)  
**Subject:** RE: Security Services Procurement

Hi Personal Inform

I was tasked with standing up a security team on Friday night by the following Saturday morning.

I sought advice from my employer engagement teams on security companies we have worked with through Jobs Victoria and asked for contact details of the firms concerned. I was provided with two options at that time – Wilson and Unified. I did not check the panel at that time as I actually wasn't aware that such a thing existed!

I emailed Unified and Wilsons at 11.30pm Friday night. Unified replied to me at 6.52am on Saturday morning and I began discussions at 7.00am as to their capability and capacity to deliver servicing at the first two sites by mid-afternoon Saturday. I was advised by text of their capability and this was followed up in telephone conversations. They attended site at 3pm to assess risk and staffing needs; briefed and planned their rosters and secured personnel; and were onsite delivering as required from 5am on Sunday morning.

Wilson replied to me by 8.00am on Saturday morning but by then I had already entered into discussions with Unified. I took up discussions with Wilsons for subsequent sites around 11am. They indicated they could also supply and so I spoke with them again around 4pm and asked them to consider how they could respond. They emailed me a series of questions on Sunday to which I responded by which time Unified had already been tasked with the first hotels.

Unified is an Aboriginal owned and controlled organisation and has worked with DJPR on related social procurement initiatives. They are accredited with Kinaway and Supply Nation. While they are not a panel provider for security services utilising their services is absolutely in keeping with the concept

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**From:** PPO (DEDJTR) Personal Information@ecodev.vic.gov.au>  
**Sent:** Tuesday, 31 March 2020 4:18 PM  
**To:** Katrina Currie (DEDJTR) Personal Information@ecodev.vic.gov.au>  
**Subject:** FW: Security Services Procurement  
**Importance:** High

Hi Katrina – Please see the email below from Personal Ini Procurement is after more detail on how you came to engage Unified to deliver security services to be able to advise on a best course of action. I thought that you may have received a referral from AED, but am not sure. Are you able to advise.

On the contracting of Wilson, I am working through a contract template now. However, there are a couple of areas that I will need guidance on, so will need advice from DTF before I can provide you with a draft to review.

PPO

Principal Policy Officer | Inclusion, Employment

**Department of Jobs, Precincts and Regions**

Level 35, 121 Exhibition Street, Melbourne, Victoria Australia 3000

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**From:** Personal Information (DEDJTR) Personal Information@ecodev.vic.gov.au>

**Sent:** Tuesday, 31 March 2020 3:51 PM

**To:** PPO (DEDJTR) Personal Information@ecodev.vic.gov.au>

**Subject:** RE: Security Services Procurement

Hi PPO

Need clarity on the rationale for going outside the SPC in this instance. I understand there was an urgency to get things up and running quickly over the weekend but to have a non-approved firm providing security and effectively enforcing government regulation at quarantine sites off the back of some emails and phone calls presents significant risk to individuals involved and the department/Government that is not easily mitigated.

Need to be clear on why this provider was engaged instead of the other SPC providers (noting requests went to Wilson and MSS – who are on the SPC) and whether there is any reason to continue with them (as opposed to switching them out for an SPC provider, for example) in order to assist in determining next steps.

In the meantime, I briefed Personal Information from legal on this earlier today. If you do need some form of contract with anyone outside of the SPC framework, legal support will be required.

Personal Information

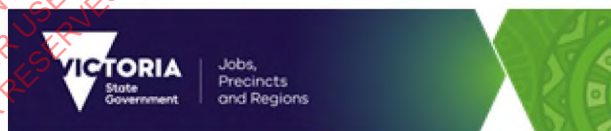
Strategic Procurement Specialist | Corporate Services - Investment and Procurement

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For more information about Procurement visit our [Landing Page](#) on DJPR's Intranet site

---

**From:** PPO (DEDJTR) (Personal Information) <@ecodev.vic.gov.au>  
**Sent:** Monday, 30 March 2020 6:48 PM  
**To:** (Personal Information) (DEDJTR) (Personal Information) <@ecodev.vic.gov.au>  
**Subject:** FW: Security Services Procurement

(Personal Info) – Not sure if the email history came through when I forwarded this on the phone.

PPO

Principal Policy Officer | Inclusion, Employment  
**Department of Jobs, Precincts and Regions**  
Level 35, 121 Exhibition Street, Melbourne, Victoria Australia 3000  
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(Personal Inform) <@ecodev.vic.gov.au>

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**From:** Katrina Currie (DEDJTR) (Personal Information) <@ecodev.vic.gov.au>  
**Sent:** Monday, 30 March 2020 6:17 PM  
**To:** PPO (DEDJTR) (Personal Informat) <@ecodev.vic.gov.au>  
**Subject:** RE: Security Services Procurement

Hi (PPO)

We need to use Unified as they are already in place. We need an exemption from the panel and I have been told this is possible by (Personal Information). I will shortly send an email to her and (Personal Information). (Personal Informa) I will copy you in asking for their assistance in getting the necessary things in place to contract and then pay the suppliers (currently unified and Wilson).

Kind regards

Katrina

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**From:** Katrina Currie (DEDJTR)  
**Sent:** Fri, 27 Mar 2020 23:50:03 +1100  
**To:** Lisa Buckingham (DEDJTR);David Clements (DEDJTR);Alex Kamenev (DEDJTR)  
**Subject:** Security

Hi There

Have emailed CEOs of Unified and Wilsons seeking contact tomorrow on quarantine support.

What are we wanting from Security personnel? Are we expecting them to escort to the hotel and/or provide site security? What shifts are envisaged? Is Crown okay with external security personnel?

At this time I assume the sole location is Crown.

Kind regards

Katrina

**Katrina Currie**

Executive Director | Employment, Inclusion

**Department of Jobs, Precincts and Regions**

Level 35, 121 Exhibition Street, Melbourne, Victoria Australia 3000

Personal Information

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**From:** David Clements (DEDJTR)  
**Sent:** Sat, 28 Mar 2020 07:53:03 +1100  
**To:** Katrina Currie (DEDJTR); Lisa Buckingham (DEDJTR); Alex Kamenev (DEDJTR); Cameron Nolan (DEDJTR); Rob Holland (DEDJTR)  
**Subject:** Re: Security

Personal Information ask how many people he could stand up today.

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**From:** Katrina Currie (DEDJTR) <Personal Information@ecodev.vic.gov.au>  
**Sent:** Saturday, March 28, 2020 7:04:39 AM  
**To:** David Clements (DEDJTR) <Personal Information@ecodev.vic.gov.au>; Lisa Buckingham (DEDJTR) <Personal Information@ecodev.vic.gov.au>; Alex Kamenev (DEDJTR) <Personal Information@ecodev.vic.gov.au>; Cameron Nolan (DEDJTR) <Personal Information@ecodev.vic.gov.au>; Rob Holland (DEDJTR) <Personal Information@ecodev.vic.gov.au>  
**Subject:** Re: Security

Morning all - Unified CEO has texted. Will call him shortly to advise that I will get back to him.

K

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**From:** David Clements (DEDJTR) <Personal Information@ecodev.vic.gov.au>  
**Sent:** Saturday, March 28, 2020 12:25:39 AM  
**To:** Katrina Currie (DEDJTR) <Personal Information@ecodev.vic.gov.au>; Lisa Buckingham (DEDJTR) <Personal Information@ecodev.vic.gov.au>; Alex Kamenev (DEDJTR) <Personal Information@ecodev.vic.gov.au>; Cameron Nolan (DEDJTR) <Personal Information@ecodev.vic.gov.au>; Rob Holland (DEDJTR) <Personal Information@ecodev.vic.gov.au>  
**Subject:** Re: Security

Cam and Rob

Please see Katrinas email below - thanks for the contacts Katrina.

Assume you're still working on the Model (good Luck) but once that takes shape can you give us a sense of requirements - or Alternatively do you have a contact at Crown or their current security provider who could give a steer?

Cheers

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**From:** Katrina Currie (DEDJTR) <Personal Information@ecodev.vic.gov.au>  
**Sent:** Friday, March 27, 2020 11:50 pm  
**To:** Lisa Buckingham (DEDJTR); David Clements (DEDJTR); Alex Kamenev (DEDJTR)  
**Subject:** Security

Hi There

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Have emailed CEOs of Unified and Wilsons seeking contact tomorrow on quarantine support.

What are we wanting from Security personnel? Are we expecting them to escort to the hotel and/or provide site security? What shifts are envisaged? Is Crown okay with external security personnel?

At this time I assume the sole location is Crown.

Kind regards

Katrina

**Katrina Currie**

Executive Director | Employment, Inclusion

**Department of Jobs, Precincts and Regions**

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Personal Information

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## 28/3 - SP AK DC KC

Saturday, 28 March 2020 11:25 AM

Security and concierge - which way 51-49 focus on security. People need to sit in their allocated sat on bus, and stay in their rooms unless told they can leave.

So need concierge, security.

Person call centre can put 360 app on their phone - geo tracking. We could do that.

SP do we have the workforce identified - call centre, physical security.

KC - security - have staff who are trained and can allocate 20 now 100 over the next few days. Understand balance security and empathy. Need 4 hours notice. Also have PPP

Wilson can stand up security as well. SP - Skybus saying just their drivers, but we think they need security, just what powers.

Tonight and tomorrow - CBD. Lets sort out those.

Timeframe - anyone still in customs. SP about to tick off of hotels. Talk to hotels about how interact with hotel. Unified will have to work with crown security.

Meeting 3pm at airport - Person and Person will go through the whole process.

Concierge - stellar are on case for tech and workforce - collect info from people via app at airport. Will there be enough adaptors, sim cards, access to wifi. Multi channel program.

SP don't want people entering the hotel. Might have to have a distribution system. No catching taxis. How about pepoel can book delivery through the app. We do a courier service. UBER is out. Can only be consumer passenger vehicles. Taxi couriers. 2 a week unless its an emergency - in which case the concierge.

Person does the app for call in, delivery. SP will get contact from CPV to liaise with. Up to them as to who delivers. How many extra people. Person need the passenger manifest and start planning what people need. Urgent needs they have right now. Wollies at southern cross - will be pumping. Rachael to talk to Person about supermarkets.

Concierge - link to a translator function. Person In from Multi to call FC.

AK to call trades hall re 2 companies. Person In to translator. Liaise security with crown. Rob to connect offer of supermarkets.

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**From:** David Clements (DEDJTR)  
**Sent:** Sat, 28 Mar 2020 16:56:41 +1100  
**To:** Katrina Currie (DEDJTR); Cameron Nolan (DEDJTR) [Personal Information] (DPC)  
**Subject:** Re: Cameron Nolan (DEDJTR) shared "Security in hotels - roles and responsibilities" with you.

Agree with Katrinas additions.

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**From:** Katrina Currie (DEDJTR) [Personal Information] @ecodev.vic.gov.au>  
**Sent:** Saturday, March 28, 2020 4:51:51 PM  
**To:** Cameron Nolan (DEDJTR) [Personal Information] h@ecodev.vic.gov.au>; David Clements (DEDJTR) [Personal Information] @ecodev.vic.gov.au>; Colin Carver (DPC) [Personal Information] @dpc.vic.gov.au>  
**Subject:** RE: Cameron Nolan (DEDJTR) shared "Security in hotels - roles and responsibilities" with you.

Hi Cam

Probably two points worth adding:

- They may need to prevent external parties trying to get into the hotel to meet family members or friends who have been quarantined
- They will need to liaise with hotel security (where it exists) for advice on hotel layouts or access and exit points; emergency evacuation protocols; etc.

One thing we haven't thought of is what if a guest or visitor sets off a fire alarm deliberately or accidentally necessitating a hotel evacuation? Most hotel evacuation meeting points are usually a few hundred metres from a hotel. If they were planning to abscond, this would be a good way of achieving that end.

Kind regards

Katrina

**From:** Cameron Nolan (DEDJTR) [Personal Information] @ecodev.vic.gov.au>  
**Sent:** Saturday, 28 March 2020 4:45 PM  
**To:** David Clements (DEDJTR) [Personal Information] @ecodev.vic.gov.au>; Katrina Currie (DEDJTR) [Personal Information] @ecodev.vic.gov.au>; Colin Carver (DPC) [Personal Information] @dpc.vic.gov.au>  
**Subject:** Cameron Nolan (DEDJTR) shared "Security in hotels - roles and responsibilities" with you.



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## Cameron Nolan (DEDJTR) shared a file with you

Hi David and Katrina

Here is a doc that Colin and I are going to send to DHHS to complete so they can properly brief our security firms. Anything you would like to see added?

Thanks  
Cam



[Security in hotels - roles and responsibilities](#)



This link only works for the direct recipients of this message.

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**Sent:** Mon, 30 Mar 2020 09:54:31 +1100  
**To:** Personal Information  
**Cc:** Cameron Nolan (DEDJTR) Personal Information David Clements (DEDJTR)  
**Subject:** RE: Proposal for Quarantine Works

Hi Personal Info

We have heard this morning that the flight from Sri Lanka will have far fewer numbers – 137 passengers. This means a reduced security presence will be required at the hotel today with fewer floors occupied. I approve your pricing structure but note that reduced security staffing numbers will be required today, impacting on total costs.

Given the currently moveable state of incoming passengers, I am authorising Wilson's proposal for the **first hotel only** at this time – and not all three as yet.

I will call shortly to discuss but am in back to back meetings until about 11am.

Kind regards

Katrina

---

**From:** Personal Information @wilsonsecurity.com.au>  
**Sent:** Monday, 30 March 2020 9:10 AM  
**To:** Katrina Currie (DEDJTR) Personal Information @ecodev.vic.gov.au>  
**Cc:** Cameron Nolan (DEDJTR) Personal Information @ecodev.vic.gov.au>; Personal Information @wilsonsecurity.com.au>  
**Subject:** RE: Proposal for Quarantine Works

Good Morning Katrina

We are seeking authorisation to proceed - can this be provided pls.

Regards Personal I

Personal Information

General Manager Regional Operations



**Wilson Security**

Level 3, 6 E  
nglish Street  
Essend V 3  
on Fiel l 0  
ds C 4  
1  
Australia

T Personal Information  
M  
E Personal Informa@wilsonsec  
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W www.wilsonsecurity.com  
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**From:** [Personal Information]

**Sent:** Sunday, 29 March 2020 9:34 PM

**To:** Katrina Currie (DEDJTR) [Personal Information] <[@ecodev.vic.gov.au](mailto:@ecodev.vic.gov.au)>

**Cc:** Cameron Nolan (DEDJTR) [Personal Information] <[@ecodev.vic.gov.au](mailto:@ecodev.vic.gov.au)>; [Personal Information]

[Personal Information] <[@wilsonsecurity.com.au](mailto:@wilsonsecurity.com.au)>

**Subject:** Proposal for Quarantine Works

Good Evening Katrina

We completed the site visit at Crowne Plaza this afternoon and gained a clearer understanding of the site and duties required. We have been advised that we start at 3 pm tomorrow ahead of an expected 340 people being transferred to the hotel.

In consultation with the various government representatives present, we estimated that the scope is closer to 27 people required 24/7 for the duration of the assignment. This is based on the following:

- Supervisor / site manager (1)
- 6 floors requiring 3 security officers each as there are 3 fire exits on each floor and no line of sight between them (18)
- Security offices at main entry and staff entry point (2)
- Escorts of people to their rooms (2)
- Relievers to ensure 23 staff receive breaks as per SSIA and NES (4)

All Security officers will be paid minimum Level 2 under the SSIA 2010 or Wilson Security EA (higher than SSIA) and will receive all required rest and meal breaks. We have also allowed for one meal per person prepared by the Hotel in a 12 hour shift as they will not be able to leave the site and it is undesirable for food to be brought in by security staff due to the risk of contamination.

In addition to the rate schedule in the attached Pricing Methodology document, Wilson will provide at no extra charge:

- Contract Manager
- HSE Advisor and support
- Corporate Risk management support
- HR and Rostering support

This is a significant deployment of personnel and we have selected a professional team at a time when security numbers in the state are nearing depletion, managed by a team who have experience with the Commonwealth Games and G20 in Brisbane and Melbourne, Crown Casino and all major events in Victoria. We have committed to supporting the service with all our corporate infrastructure and specialist resources.

We seek your formal confirmation of our appointment to the 3 nominated hotels and approval for the rates for service as submitted.

If you require further information please do not hesitate to contact me on [Personal Information]

Regards [Personal Information]

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**Sent:** Wed, 1 Apr 2020 15:32:33 +1100  
**To:** [Personal Information] (DEDJTR)  
**Cc:** Katrina Currie (DEDJTR)  
**Subject:** FW: Security Services Procurement  
**Importance:** High

Hi [Personal Information] – See email below from Katrina asking that I take the lead on seeing the contracting of both Unified and Wilson through. Unified is currently delivering security services at two sites and will not be allocated any additional sites. Wilson is currently delivering security services at one site, is on standby to deliver services at a second (now confirmed as the Pan Pacific Hotel), and will then be allocated a third as yet to be confirmed site. **At this stage I have a draft POC for Wilson with you for review and am awaiting advice on how best to proceed with Unified.**

I plan to approach MSS Security (which is on the Security Services Panel) for costings for security services at three further hotels – all yet to be confirmed. Katrina has already exchanged emails with MSS, and I am assuming that I should just pick this conversation up rather than going through any formal process. **Would appreciate your advice here on anything that should be included in my approach to MSS.**

Katrina has asked that I not contact any other providers on the Security Services Panel at this stage, as it is likely that eight hotels will suffice as numbers of arrivals are already beginning to drop off.

PPO  
Principal Policy Officer | Inclusion, Employment  
**Department of Jobs, Precincts and Regions**  
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[Personal Information]@ecodev.vic.gov.au  
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[jobs.vic.gov.au](http://jobs.vic.gov.au)



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**From:** Katrina Currie (DEDJTR) [Personal Information]@ecodev.vic.gov.au>  
**Sent:** Wednesday, 1 April 2020 2:24 PM  
**To:** [PPO] [Personal Information] (DEDJTR) [Personal Information]@ecodev.vic.gov.au>  
**Cc:** Cameron Nolan (DEDJTR) [Personal Information]@ecodev.vic.gov.au>  
**Subject:** RE: Security Services Procurement

Hi [PPO] (and Cam cc'd for visibility)

Tried to call. They will probably fill up Crown by Thursday and then move to Pan Pacific. This site is being offered to Wilson. Depending on what happens next a third hotel will also be offered to Wilson but it may not be the Airport hotel originally being planned as there are apparently some issues with its access for quarantined people.



We then move on to MSS. I will forward you their contact details so you can start to negotiate with them. They will get the next three sites but these are not yet confirmed. Check their email as I discussed potential sites with them earlier this week.

Key questions to check on:

- Access to PPE – if not available they will need to let us know so we can negotiate via Claire Febey and her team to source
- Staff training – ensure they have done online COVID awareness training available from the Commonwealth
- Capacity to scale up quickly – ensuring they have access to a staff pool that can be deployed fairly quickly when required
- Site walk throughs prior to assess staffing needs – access/entry points
- Evacuation protocols for each site
- NDAs for staff so that any media issues are properly managed
- They may ask about health issues or security as there is a 'no manhandling' policy for anyone trying to leave. For health issues DHHS needs to be notified (including for both physical and mental health) and for security issues it is VicPol.

You will need to act as a liaison point for the security companies on any issues including managing abscondee, media, COVID cases that might emerge, food issues, deliveries, liaison with on-site services (we supply a concierge through a labour hire company called d'nata at the moment); and liaison into Gonul Sorbest's team for onsite arrangements and Cam Nolan for advice on which hotels are being stood up and when we might need to activate the next contract.

Can you also manage the contracting piece through so that Wilson and Unified have contracts of service?

I have copied in Cam Nolan who has been my key contact throughout. If you could keep Cam and I informed of any issues that emerge, I will shadow you over the next few days while you pick up the work. Will send through emails and relevant contacts shortly.

Kind regards

Katrina

---

**From:** PFO [REDACTED] (DEDJTR) [Personal Information] [REDACTED]@ecodev.vic.gov.au>  
**Sent:** Tuesday, 31 March 2020 7:16 PM  
**To:** Katrina Currie (DEDJTR) [Personal Information] [REDACTED]@ecodev.vic.gov.au>  
**Subject:** Re: Security Services Procurement

Thanks Katrina. Are you able to provide details of the second and third hotels allocated to Wilson? And do we have lead contacts at each of the three hotels? These are required details in the form contract.

Also, do we need to get on the front foot on security arrangements for future hotels by getting costings from other providers on the Security Services Contract?

PPO

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---

**From:** Katrina Currie (DEDJTR) Personal Information [@ecodev.vic.gov.au](mailto:Katrina.Currie@ecodev.vic.gov.au)>  
**Sent:** Tuesday, March 31, 2020 6:52:11 PM  
**To:** PPO [@ecodev.vic.gov.au](mailto:Katrina.Currie@ecodev.vic.gov.au)>  
**Cc:** Personal Information (DEDJTR) Personal Information [@ecodev.vic.gov.au](mailto:Katrina.Currie@ecodev.vic.gov.au)>; Cameron Nolan (DEDJTR) Personal Information [@ecodev.vic.gov.au](mailto:Cameron.Nolan@ecodev.vic.gov.au)>  
**Subject:** RE: Security Services Procurement

Hi Personal Info

I was tasked with standing up a security team on Friday night by the following Saturday morning.

I sought advice from my employer engagement teams on security companies we have worked with through Jobs Victoria and asked for contact details of the firms concerned. I was provided with two options at that time – Wilson and Unified.

I emailed Unified and Wilsons at 11.30pm Friday night. Unified replied to me at 6.52am on Saturday morning and I began discussions at 7.00am as to their capability and capacity to deliver servicing at the first two sites by mid-afternoon Saturday. I was advised by text of their capability and this was followed up in telephone conversations. They attended site at 3pm to assess risk and staffing needs; briefed and planned their rosters and secured personnel; and were onsite delivering as required from 5am on Sunday morning.

Wilson replied to me by 8.00am on Saturday morning but by then I had already entered into discussions with Unified. I took up discussions with Wilsons for subsequent sites around 11am. They indicated they could also supply and so I spoke with them again around 4pm and asked them to consider how they could respond. They emailed me a series of questions on Sunday to which I responded by which time Unified had already been tasked with the first hotels. Wilson have been engaged for three subsequent hotels.

Unified is an Aboriginal owned and controlled organisation and has worked with DJPR on related social procurement initiatives. They are accredited with Kinaway and Supply Nation. While they are not a panel provider for security services utilising their services is in keeping with the **State Government's social procurement objectives of utilising Aboriginal businesses.**

A legal exemption should be sought but Unified are delivering and have been delivering services since Sunday. The rationale for the exemption is both immediate need and their responsiveness but also their status as an Aboriginal owned and controlled business under the Government's social procurement objectives.

Kind regards

Katrina

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**From:** PPO [REDACTED] (DEDJTR) [REDACTED]@ecodev.vic.gov.au>  
**Sent:** Tuesday, 31 March 2020 4:18 PM  
**To:** Katrina Currie (DEDJTR) [REDACTED]@ecodev.vic.gov.au>  
**Subject:** FW: Security Services Procurement  
**Importance:** High

Hi Katrina – Please see the email below from [REDACTED] Procurement is after more detail on how you came to engage Unified to deliver security services to be able to advise on a best course of action. I thought that you may have received a referral from AED, but am not sure. Are you able to advise?

On the contracting of Wilson, I am working through a contract template now. However, there are a couple of areas that I will need guidance on, so will need advice from DTF before I can provide you with a draft to review.

PPO [REDACTED]  
Principal Policy Officer | Inclusion, Employment  
**Department of Jobs, Precincts and Regions**  
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**From:** [REDACTED] (DEDJTR) [REDACTED]@ecodev.vic.gov.au>  
**Sent:** Tuesday, 31 March 2020 3:51 PM  
**To:** PPO [REDACTED] (DEDJTR) [REDACTED]@ecodev.vic.gov.au>  
**Subject:** RE: Security Services Procurement

Hi [REDACTED]

Need clarity on the rationale for going outside the SPC in this instance. I understand there was an urgency to get things up and running quickly over the weekend but to have a non-approved firm providing security and effectively enforcing government regulation at quarantine sites off the back of some emails and phone calls presents significant risk to individuals involved and the department/Government that is not easily mitigated.

Need to be clear on why this provider was engaged instead of the other SPC providers (noting requests went to Wilson and MSS – who are on the SPC) and whether there is any reason to continue with them (as opposed to switching them out for an SPC provider, for example) in order to assist in determining next steps.

In the meantime, I briefed [REDACTED] from legal on this earlier today. If you do need some form of contract with anyone outside of the SPC framework, legal support will be required.

[REDACTED]



Personal Information

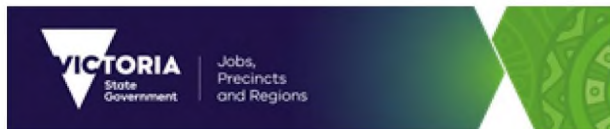
Strategic Procurement Specialist | Corporate Services - Investment and Procurement

**Department of Jobs, Precincts and Regions**

Level 13, 1 Spring Street, Melbourne, Victoria Australia 3000

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**From:** PPO (DEDJTR) Personal Information [@ecodev.vic.gov.au](mailto:Personal Information@ecodev.vic.gov.au)>

**Sent:** Monday, 30 March 2020 6:48 PM

**To:** Personal Information (DEDJTR) Personal Information [@ecodev.vic.gov.au](mailto:Personal Information@ecodev.vic.gov.au)>

**Subject:** FW: Security Services Procurement

Personal Information - Not sure if the email history came through when I forwarded this on the phone.

PPO

Principal Policy Officer | Inclusion, Employment

**Department of Jobs, Precincts and Regions**

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**Sent:** Monday, 30 March 2020 6:17 PM

**To:** PPO (DEDJTR) Personal Information [@ecodev.vic.gov.au](mailto:Personal Information@ecodev.vic.gov.au)>

**Subject:** RE: Security Services Procurement

Hi PPO

We need to use Unified as they are already in place. We need an exemption from the panel and I have been told this is possible by Personal Information. I will shortly send an email to her and Personal Information. I will copy you in asking for their assistance in getting the necessary things in place to contract and then pay the suppliers (currently unified and Wilson).

Kind regards

Katrina

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**From:** Katrina Currie (DEDJTR)  
**Sent:** Tue, 31 Mar 2020 18:52:11 +1100  
**To:** PPO (DJPR)  
**Cc:** Personal Information; Cameron Nolan (DJPR)  
**Subject:** RE: Security Services Procurement

Hi Personal Infor

I was tasked with standing up a security team on Friday night by the following Saturday morning.

I sought advice from my employer engagement teams on security companies we have worked with through Jobs Victoria and asked for contact details of the firms concerned. I was provided with two options at that time – Wilson and Unified.

I emailed Unified and Wilsons at 11.30pm Friday night. Unified replied to me at 6.52am on Saturday morning and I began discussions at 7.00am as to their capability and capacity to deliver servicing at the first two sites by mid-afternoon Saturday. I was advised by text of their capability and this was followed up in telephone conversations. They attended site at 3pm to assess risk and staffing needs; briefed and planned their rosters and secured personnel; and were onsite delivering as required from 5am on Sunday morning.

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Kind regards

Katrina

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**From:** PPO (DEDJTR) Personal Information <ecodev.vic.gov.au>  
**Sent:** Tuesday, 31 March 2020 4:18 PM  
**To:** Katrina Currie (DEDJTR) Personal Information <ecodev.vic.gov.au>

**Subject:** FW: Security Services Procurement  
**Importance:** High

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Principal Policy Officer | Inclusion, Employment

**Department of Jobs, Precincts and Regions**

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**From:** [Personal Information] (DEDJTR) [Personal Information] [@ecodev.vic.gov.au](mailto:[Redacted]@ecodev.vic.gov.au)>  
**Sent:** Tuesday, 31 March 2020 3:51 PM  
**To:** PPO [Redacted] (DEDJTR) <[Personal Information]@ecodev.vic.gov.au>  
**Subject:** RE: Security Services Procurement

Hi [PPO]

Need clarity on the rationale for going outside the SPC in this instance. I understand there was an urgency to get things up and running quickly over the weekend but to have a non-approved firm providing security and effectively enforcing government regulation at quarantine sites off the back of some emails and phone calls presents significant risk to individuals involved and the department/Government that is not easily mitigated.

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In the meantime, I briefed [Personal Information] from legal on this earlier today. If you do need some form of contract with anyone outside of the SPC framework, legal support will be required.

[Personal Information]

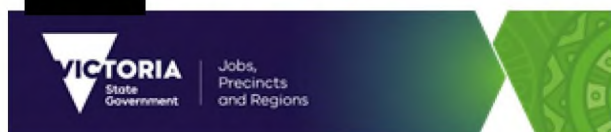
Strategic Procurement Specialist | Corporate Services - Investment and Procurement  
**Department of Jobs, Precincts and Regions**



Level 13, 1 Spring Street, Melbourne, Victoria Australia 3000

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E Personal Information@ecodev.vic.gov.au



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**From:** PPO (DEDJTR) Personal Information@ecodev.vic.gov.au>

**Sent:** Monday, 30 March 2020 6:48 PM

**To:** Personal Information (DEDJTR) Personal Information@ecodev.vic.gov.au>

**Subject:** FW: Security Services Procurement

Personal Info

– Not sure if the email history came through when I forwarded this on the phone.

PPO

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**From:** Katrina Currie (DEDJTR) Personal Information@ecodev.vic.gov.au>

**Sent:** Monday, 30 March 2020 6:17 PM

**To:** PPO (DEDJTR) Personal Information

**Subject:** RE: Security Services Procurement

Hi PPO

We need to use Unified as they are already in place. We need an exemption from the panel and I have been told this is possible by Personal Information I will shortly send an email to her and Personal I

Personal Inform I will copy you in asking for their assistance in getting the necessary things in place to contract and then pay the suppliers (currently unified and Wilson).

Kind regards

Katrina



**From:** Katrina Currie (DEDJTR)  
**Sent:** Fri, 27 Mar 2020 23:32:51 +1100  
**To:** [Redacted]@unifiedsecurity.com.au  
**Subject:** Urgent

Hi David

I am seeking urgent advice from Unified Security on their capacity to support a security response to quarantine measures associated with COVID-19 being implemented from tomorrow night 28 March 2020 for travellers returning to Australia through Melbourne Airport. The work will involve providing security support for the transfer and maintenance of travellers at a hotel site in central Melbourne.

Please contact me URGENTLY on [Redacted] tomorrow to discuss options/support.

Kind regards

Katrina Currie

**Katrina Currie**

Executive Director | Employment, Inclusion

**Department of Jobs, Precincts and Regions**

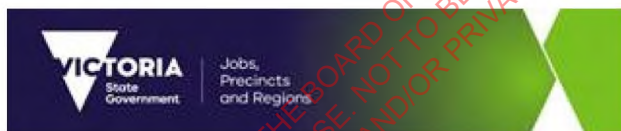
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**From:** Katrina Currie (DEDJTR)  
**Sent:** Fri, 27 Mar 2020 23:52:26 +1100  
**To:** Personal Information@wilsonsecurity.com.au  
**Subject:** FW: Urgent - Seeking contact

Dear Personal Information

I am seeking urgent advice from Wilson's Security on their capacity to support a security response to quarantine measures associated with COVID-19 being implemented from tomorrow night 28 March 2020 for travellers returning to Australia through Melbourne Airport.

Please contact me URGENTLY on Personal Information tomorrow to discuss options/support.

Kind regards

Katrina Currie

**Katrina Currie**

Executive Director | Employment, Inclusion

**Department of Jobs, Precincts and Regions**

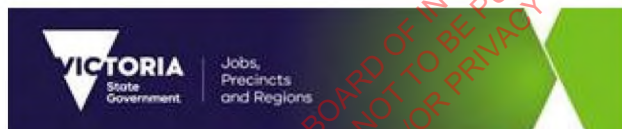
Level 35, 121 Exhibition Street, Melbourne, Victoria Australia 3000

T: 03 9651 9133 | M: Personal Information

Personal Information @ecodev.vic.gov.au

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**From:** Katrina Currie (DEDJTR)  
**Sent:** Mon, 30 Mar 2020 19:09:13 +1100  
**To:** Personal Information (DEDJTR), Personal Information (DEDJTR)  
**Cc:** PPO (DEDJTR); Cameron Nolan (DEDJTR), Personal Information (DEDJTR)  
**Subject:** Urgent procurement - Security Services associated with Quarantine Measures  
**Attachments:** Security Services CIVOD-19, RE: Proposal for Quarantine Works, Proposal for Quarantine Works

Hi Personal Information

Last Friday night I was tasked with standing up security firms to cover security services for people quarantined at hotels required under measures announced by the Premier. I contacted two firms late on Friday night (Unified Security and Wilson Security). I have asked both to let us know about PPE requirements. One seems to have factored these into their proposals.

- Unified were immediately responsive and able to stand up a team by Saturday afternoon. Unified agreed to establish the team and put them in place in anticipation of a contract. Unified were tasked with providing security across two Crown hotels and completed a site inspection on Saturday afternoon. Unified were in place and delivering security services from 5am Sunday morning. Their staffing numbers have varied as more of the hotel floors were filled. There were also some initial teething problems that led to 12 additional Unified staff being engaged to deliver meals on Sunday but this was resolved by Sunday evening. Unified submitted a proposal today that shows their costs but not how these are applied in the current context so further discussion will be required.
- Unified is not an approved panel provider for Security Services but they are a certified Indigenous owned business and have been both responsive and flexible. An exemption is required to operate outside the panel to contract with them. Unified's proposal is seemingly higher than Wilson's but it is difficult to compare like for like.
- Wilson contacted me later on Saturday and were asked about their availability to staff other hotels likely to come online this week. They completed a site inspection Sunday afternoon and submitted a proposal yesterday evening. They are now operational at one hotel site and are scheduled to undertake two other sites.
- Wilson are a panel provider but appear to have submitted a proposal that is higher than the panel pricing.
- A third provider, MSS, has also been contacted in anticipation of further sites being brought online. They have provided only an average price in an email but I have yet to get back to them.

I am asking PPO in my team to manage this directly with you going forwards.

Kind regards

Katrina

**Katrina Currie**

Executive Director | Employment, Inclusion

**Department of Jobs, Precincts and Regions**

Level 35, 121 Exhibition Street, Melbourne, Victoria Australia 3000

Personal Information



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# Department of Jobs, Precincts and Regions

## Procurement Policy

Version 1.0

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## Revision History

Version	Effective Date	Published Location	Review Date	Policy Owner /Branch	Version Notes	Approved By
1.0	17 April 2019	DJPR Intranet: <a href="https://intranet.djpr.vic.gov.au/policies-forms-and-templates/procurement-policy">https://intranet.djpr.vic.gov.au/policies-forms-and-templates/procurement-policy</a>	N/A	Executive Director of Finance and Procurement / Finance and Procurement	DJPR Procurement Policy has been created based on the previous DEDJTR Policy Version 2.4.	Secretary

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## Procurement Policy

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## Procurement Policy

### Procurement Policy

The people of Victoria expect the public sector to act with integrity, accountability, ethics and transparency in performing all aspects of its roles. Given the significant volume and value of the outlays involved and the impact of procurement on the delivery of government programs and services to the community, it is vital that public sector procurement is conducted well.

This Procurement Policy (the Policy) sets out the fundamental rules, behaviours and standards applicable to procurement activity within the Department of Jobs, Precincts and Regions (DJPR/the department).

Procurement can be defined as the acquisition, whether under formal contract or otherwise, of goods and/or services from third parties.

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## Procurement Policy

### 1. Policy Statement

This Policy is fully compliant with the supply policies of the Victorian Government Purchasing Board (VGPB) which governs the procurement lifecycle of non-construction goods and services across all Victorian Government departments, including DJPR.

The VGPB procurement principles underpin this Policy to ensure all public procurement (procurement) is undertaken with the highest standards of integrity, ethics, probity and financial prudence, achieves value for money, and protects the department's reputation.

All departmental procurement activities, regardless of the value, are to be conducted in a manner consistent with the mandatory minimum requirements contained in this Policy.

This Policy is applicable to all staff of DJPR. For the purposes of this Policy, staff is a person employed under the *Public Administration Act 2004* or is a consultant or a contractor to the department or Statutory Appointment or Administrative Offices. Contractors from labour hire companies are subject to the same conditions as DJPR employees.

The onus is on all staff involved in the procurement of goods and/or services and the associated Financial Delegates to understand, and correctly apply the Policy across all procurements within their control. Advice should be sought from the Strategic Procurement Unit on any areas of procurement where a Business Unit proposes to deviate from this Policy or requires assistance to manage the procurement.

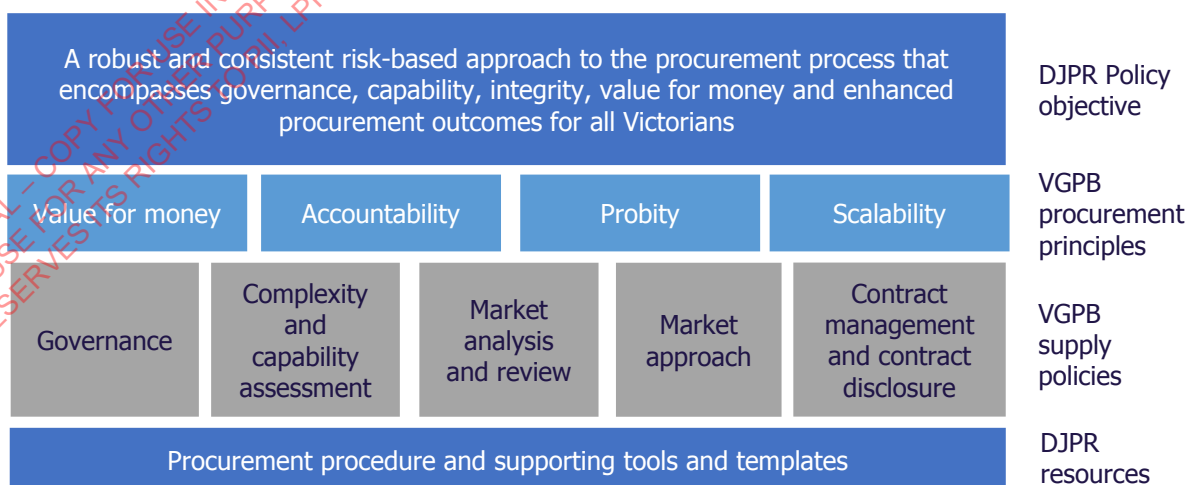
All staff involved in procuring goods and/or services should understand how best to manage the procurement process, analyse, and engage the market, and ensure that the procurement activity is managed by an appropriately skilled person with procurement capability. Alternatively, they should seek advice from the Strategic Procurement Unit prior to commencing the procurement process.

This Policy requires staff, as representatives of the department, to conduct themselves in a manner that complies with the VPS Code of Conduct and the Public-Sector Values as specified in the *Public Administration Act 2004*.

Failure to comply with this Policy may result in disciplinary action in accordance with local law and/or internal procedure, up to and including termination of employment or contract for services.

This Policy, in conjunction with its accompanying procedure document, and supporting tools and templates (located on the DJPR intranet), will assist staff to procure goods and services in accordance with Victorian Government requirements.

**Figure 1: DJPR procurement policy basis**



## Procurement Policy

### 1.1. Scope

This Policy covers purchasing and procurement of **non-construction goods and services** by DJPR staff and staff within Statutory Appointments and Administrative Offices. This includes third-party procurements, where DJPR procures on behalf of another entity.

This Policy covers State Purchasing Contracts (SPCs) and Sole Entity Purchasing Contracts (SEPCs), as described in Section 5 of this Policy.

This Policy **does not cover**:

- non-procurement activities (e.g. grants, sponsorships) except where they involve procurement activities.
- intra-government transactions or where another agency procures goods and services on the department's behalf. In this situation the appropriate Financial Delegate is responsible for ensuring value for money.
- Collaborative Research Agreements where the following criteria are satisfied:
  - i. The collaborator is named by the funding agency in writing, either in the Head Agreement, or in a letter from the funding agency Program Manager or Director approving the subcontract;
  - ii. The collaborator is contributing intellectual property and/or resources and/or financially to the project;
  - iii. The payments made to the collaborator are externally funded by the funding agency."
- procurement of building and construction 'works' and 'construction related' expenditure that fall under Ministerial Directions made under the *Project Development and Construction Management Act 1994* (PDCM Act). The Ministerial Directions and Instructions for public construction prescribe principles and procedures that Victorian government departments and public bodies must follow when they procure public construction works and services. These Ministerial Directions are supported by:
  - i. mandatory Instructions for Public Construction in Victoria (effective 1 July 2018),
  - ii. non-mandatory Guidance for Public Construction in Victoria (effective 1 July 2018).

'Construction related' procurement above \$250,000 (GST Inclusive) **must** be referred to the Strategic Procurement Unit for advice and noting.

### 1.2. Objective

The objective of this Policy is to ensure that the department's procurement procedures are efficient, clearly defined, maximise value for money and do so in accordance with legislation, VGPB Supply Policies and best-practice governance principles.

### 1.3. Compliance

Accountability for compliance rests with the:

- Secretary as the Accountable Officer for the department as a whole
- Deputy Secretary for their Groups
- Financial Delegate for the specific procurement activity relating to them exercising their financial delegation.

The Strategic Procurement Unit will manage Policy compliance by:

- Generating and issuing compliance reports to Deputy Secretaries and the Executive Board
- Addressing any non-compliance issues raised by an audit
- Developing recommendations for each Business Unit and the department as a whole, that if implemented will improve compliance.

## Procurement Policy

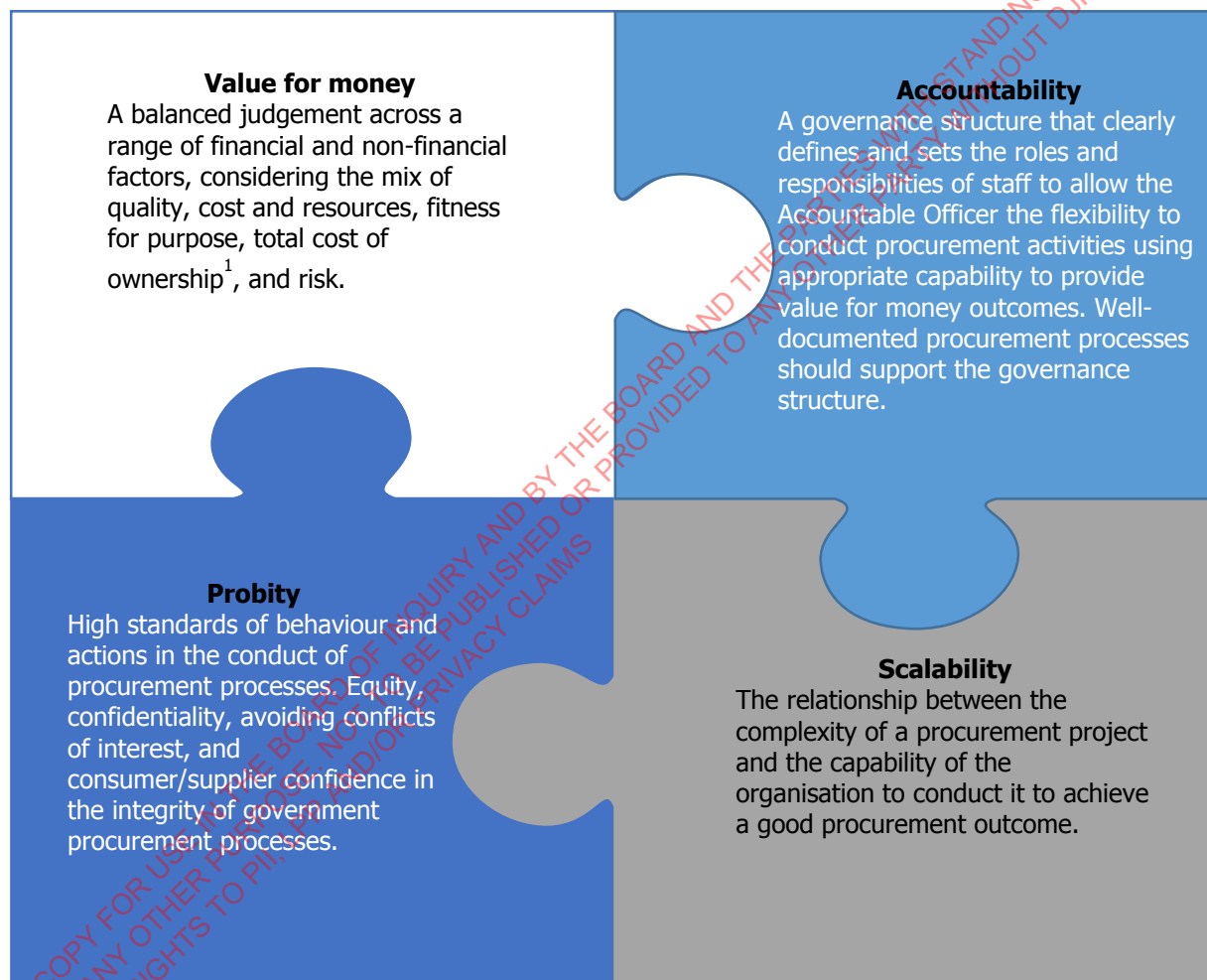
In the event of serious and/or repeated instances of non-compliance, the relevant Deputy Secretary will be notified, and if required the matter will be escalated to the Secretary.

The department procurement governance model is outlined in Appendix A1.1 to this Policy.

## 2. Procurement Principles

When applying the procurement policies, the department **must** ensure that all procurement activities meet the following principles, as set by VGPB, which are mandatory throughout all stages of the procurement process.

**Figure 2: Procurement principles**



1. For goods this includes the acquisition costs, maintenance and net cost of disposal. For services it includes the transitioning in, contract period and transitioning out phases of the contractual relationship.

## 3. Procurement Process and Approvals

### 3.1. Procurement Process

The department has adopted a four-stage approach to the procurement lifecycle, from identifying procurement needs through to contract award and management, as shown in Figure 3.

## Procurement Policy

**Figure 3: Procurement lifecycle stages**



While department staff conduct procurement activity on behalf of the State, decisions to spend relevant monies within the overall procurement lifecycle **must** be approved by those that have been delegated authority by the Accountable Officer within delegation thresholds prior to the acquisition of goods and/or the commencement of services.

This Policy adopts an agile approach to procurement requirements and approvals in line with the VGPB principles, to ensure that the approval process and the approach to market are adequate but without being unduly onerous. Approvals are required for three types of procurement activities, as follows:

**New procurement** - Approval to procure goods/services, including DJPR entering into a new contract with a supplier.

**Exemption** - Approval to procure new goods/services in a way that differs from the prescribed market approach.

**Contract variation** - Approval to vary the price and/or scope of an existing agreement with a supplier.

Within each of these three procurement types, approval is required at key points by those that have been delegated authority by the Accountable Officer, to confirm the procurement is in accordance with this Policy. Table 1 lists the approvals that are to be obtained for procurement activity, noting that an exemption may be sought from the prescribed market approach.

**Table 1: Approval requirements**

Procurement stage	Required approvals – standard process	Required approvals – exemption process
<b>A. Plan Procurement</b>	<b>Approval brief:</b> Market Engagement Strategy	<b>Approval brief:</b> Exemption from procurement process requirements
<b>B. Invitation &amp; Tender</b>	<b>N/A</b>	<b>N/A</b>
<b>C. Evaluate, Negotiate, Recommend and Award</b>	<b>Approval brief:</b> Supplier Engagement	<b>N/A</b>
<b>D. Contract Management</b>	<b>Approval brief:</b> Contract Variation	

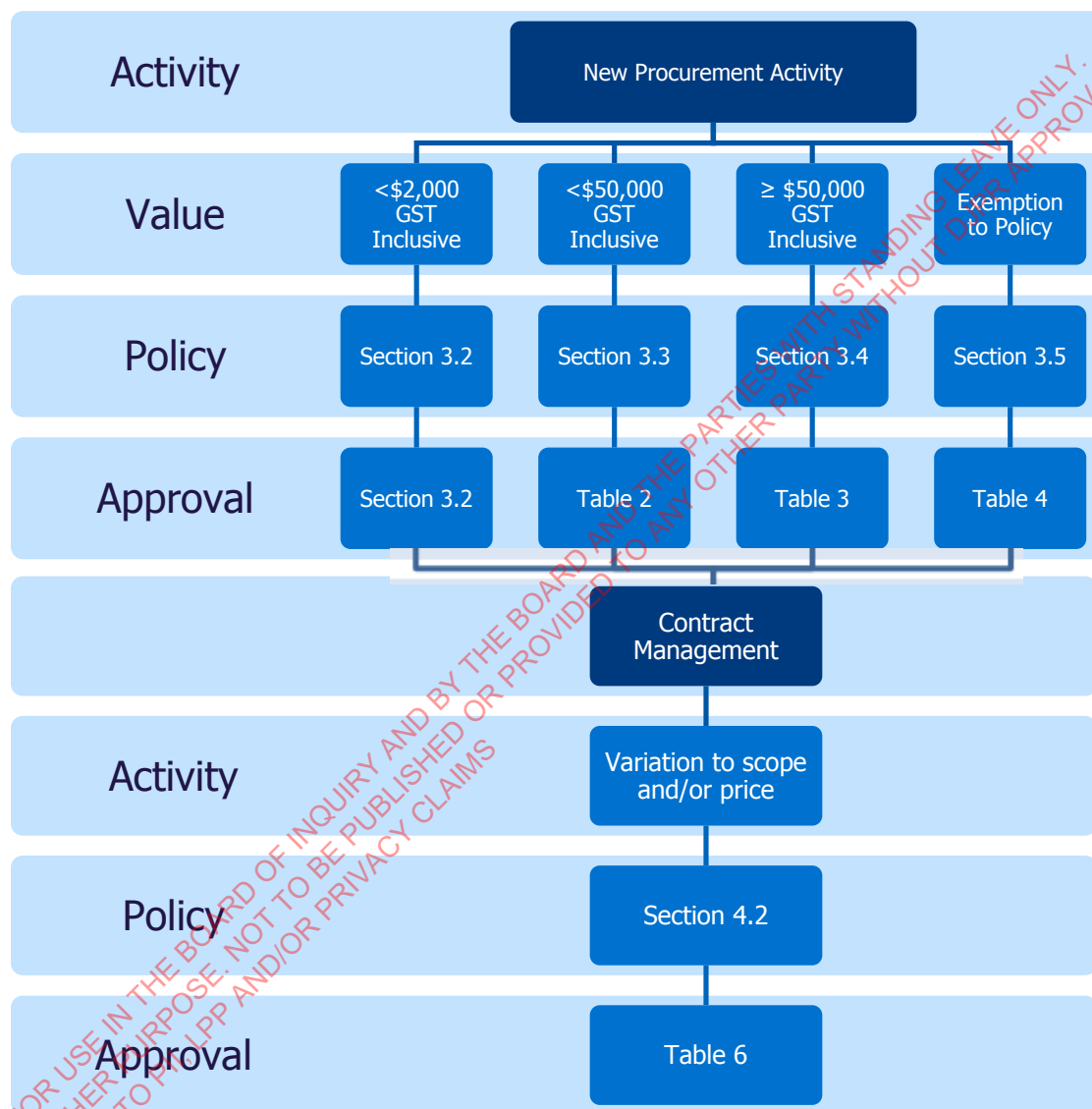
The approvals process is also applicable to State Purchasing Contracts (SPCs) and Sole Entity Purchasing Contracts (SEPCs), except those related to Legal Services or Staffing Services. In the case of external Legal Services or Staffing Services, approvals are undertaken in accordance with the rules of the associated SPC and in consultation with either the Legal and Legislation Unit or People and Workplace Services, as appropriate.

Figure 4 illustrates the Policy framework and the required procurement approvals, based on the activity and contract value.



Procurement Policy

Figure 4: Procurement approvals framework



Non-Standard Procurement Activities	Policy Section
Overseas Victorian Government Business Offices	Section 10

3.1.1 Order Splitting

“Order Splitting” is purchasing a good/service in instalments or individually purchasing the components of a single good/service with a view to reducing the total estimated value of the procured goods/services, and therefore avoiding the prescribed requirements of a procurement process.

“Order splitting” **must not** be undertaken. The estimate of the total procurement value is to reflect the contract value over the full contract period, including other costs that may be incurred in the procurement of the goods and/or services.

## Procurement Policy

### Example

The scope of a service provider, intended to be engaged to perform a specific function, is split into multiple orders, to reduce the value of each order below applicable thresholds for a competitive procurement process.

This constitutes "order splitting" and **must not** be undertaken.

### 3.2. Purchases below \$2,000

For one off purchases below \$2,000 (GST inclusive), the purchase may be conducted in 4 ways:

- Purchases made using a Purchasing Card (P-Card), in line with the DJPR P-Card Policy
- A Purchase Order, which **must** be approved by the appropriate Financial Delegate in advance of the purchase of goods or services
- Agriculture Victoria staff may directly pay invoices up to a value of up to \$200 (GST inclusive) for specified activity
- Where a P-Card or Purchase Order is not available, if appropriate, staff may use the Expense Reimbursement process or petty cash as appropriate.

### 3.3. Procurement below \$50,000 (GST inclusive)

For procurements below \$50,000 (GST inclusive) a minimum of one written quotation **must** be received. It is the responsibility of the staff involved in the procurement and the Financial Delegate to assess if a competitive procurement process is more appropriate, specifically considering the value for money objective.

Approval is provided by the Financial Delegate within the applicable Business Unit. In the case of approval being sought from within Business Units, the requestor of the goods or services cannot be the same person as the approver, to adhere to separation of duties requirements.

#### Approvals Framework: Below \$50,000 (GST inclusive)

Table 2 outlines the required approvals for each procurement stage of a procurement activity below \$50,000(GST inclusive).

**Table 2: New Procurements below \$50,000**

Cumulative contract value (GST inclusive)	Procurement Process	Procurement lifecycle stage and approval point		
		Stage A. Plan procurement	Stage B. Invitation to supply process	Stage C. Evaluate, Negotiate, Recommend and Award
		Approval brief: Market Engagement Strategy	N/A	Approval brief: Supplier engagement
Below \$50,000	Obtain a minimum of one written quote	N/A	N/A	Business Unit (Financial Delegate)

### 3.4. Procurement \$50,000 (GST inclusive) and above

For all procurements of \$50,000 (GST inclusive) and above, the approval route is determined by the Procurement Approvals Framework set out in Table 3 and is also applicable to multi-supplier State Purchase Contracts (as per Section 5).

## Procurement Policy

**Table 3: Approvals Framework**

Cumulative contract value (GST inclusive)	Procurement Process	Procurement lifecycle stage and approval point		
		Stage A. Plan procurement	Stage B. Invitation to supply	Stage C. Evaluate, Negotiate, Recommend and Award
		Approval brief: Market Engagement Strategy	N/A	Approval brief: Supplier engagement
\$50,000 to \$249,999	Obtain a minimum of three written quotes	Business Unit (Financial Delegate)	N/A	Business Unit (Financial Delegate)
\$250,000 and above	Selective or Open Public Tender, or RFT / RFQ	Executive Director of Finance and Procurement <sup>2</sup>	N/A	Executive Director of Finance and Procurement <sup>1 2</sup>

<sup>1</sup> Approval may be delegated by the Executive Director of Finance and Procurement to the Business Unit (Financial Delegate)

<sup>2</sup> The Executive Director of Finance and Procurement may seek expert advice in relation to any procurement in the exercise of the Executive Director of Finance and Procurement's duties

Where approval is required within the Business Unit, this may only be provided by the relevant Financial Delegate. The Financial Delegate **must** also confirm that the procurement has been fully undertaken in line with the Policy.

Approval processes involving the Executive Director of Finance and Procurement will require the responsible project manager to liaise with the relevant Procurement Specialist within the Strategic Procurement Unit who will guide them through the approval process.

### 3.5. Exemptions

Although an appropriate competitive procurement process best supports the department's procurement principles, there may be occasions when this approach cannot be adopted, or, if adopted will be (or is highly likely to be) inappropriate, unfeasible or unduly prohibitive. In such circumstances, an exemption from the prescribed market approach could be considered.

The responsible Project Manager (and all subsequent approvers) **must** be satisfied that the exemption is justified and not for the purposes of:

- avoiding the procurement process
- avoiding public scrutiny of government process
- masking poor planning, including insufficient time allowed to engage the market.

#### 3.5.1 Exemptions – Grounds For

Proposed exemptions following the prescribed market approach will be assessed on a case-by-case basis and will consider a number of relevant factors. The list (non-exhaustive) below outlines possible factors that may be considered as part of an exemption request.

- A demonstrated **absence of competition (e.g. Sole Supplier)**. Market analysis must show there is no other supplier capable of providing the goods or services
- Goods and/or services that are intended either as **replacements for, or extensions to, existing assets** (including ICT hardware and software) in circumstances where a change in supplier would necessitate the procurement of goods and/or services that do not meet interoperability or interchangeability requirements
- To procure a good and/or service prototype intended for a **limited trial**, providing that this would not give an advantage to the supplier of the prototype in a future

## Procurement Policy

related procurement, and/or the absence of competition in the supply of the prototype would not have the potential to limit future competition in a related procurement

- Where a good and/or service is formed during and for a specific contract pertaining to **research, studies, experiments, or other original developments**
- Goods purchased on a **commodity market**, or for purchases made under **advantageous conditions**, including unsolicited innovative proposals
- **Matters of urgency**, including the protection of human, animal and/or plant life, as a consequence of an unforeseen event or occurrence. This criterion does not accommodate procurement processes for which adequate timing has not been allowed and is separate to the Critical Incident Procurement Process.
- **Exceptional circumstances**, as determined and approved by a Minister or the Accountable Officer.

All proposed exemptions from procurement process requirements (other than the automatic exemptions defined in 3.5.2 below) **must** be requested and approved in accordance with Table 4.

**Table 4: Approvals to an exemption from the prescribed market approach**

Contract Value (GST Inclusive)	Approver
Below \$50,000	Not applicable – Engaging in a competitive procurement process is not mandatory for procurements below \$50,000 (GST inclusive).
\$50,000 to \$249,999	Financial Delegate
\$250,000 and above	Endorsed by the Executive Director of Finance and Procurement prior to approval by the Secretary.

In addition to the approval by the Financial Delegate, it is recommended that each DJPR Group nominates an Executive Officer to review all exemption requests (between \$50,000 and \$249,999) on behalf of their Group, prior to approval by the Financial Delegate.

The department's Contract Management System record that will subsequently be created must also show that the procurement approach used was an exemption.

The department's Contract Management System record that will subsequently be created must also show that the procurement approach used was an exemption.

### 3.5.2 Exemptions – Automatic Grounds

A small number of circumstances, and goods and services types, qualify for automatic exemption from adopting the prescribed market approach. The following list of procurement activities do not require approval of an exemption from procurement process requirements as per Section 3.5.1. The Financial Delegate from the relevant Business Unit can approve the Exemption Brief for transactions under the following categories, regardless of the value of the procurement:

- **Critical incidents** as referred to in Section 11 of this Policy
- Expenditure on goods or services by overseas **Victorian Government Business Offices**, as referred to in Section 10 of this Policy
- Purchasing of goods and services from an established **State Purchase Contract (SPC) or Sole Entity Purchase Contract (SEPC) that is a single supplier**



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**contract** (for example, Stationery and Workplace Consumables), as per Section 5.1 of this Policy

- Unit Expenditure on **print subscriptions and electronic subscriptions**, such as journals, newspapers, and the use of subscription credit information services
- Expenditure on attendance fees for **conferences and seminars**
- Hosting of **conferences or events** and related spend at **Government** venues (e.g. The State Library of Victoria, Federation Square, The Arts Centre, etc)
- Expenditure to secure **stall/display space** at exhibitions or conventions
- Engagement of **board member** appointments
- Spend on **corporate memberships** of professional bodies. This does not include personal professional memberships where the benefits accrue to the individual rather than to DJPR
- For assets acquired prior to the start date of this Policy, expenditure on maintenance where there is a sole supplier of a proprietary product. Where the asset has been acquired after the start date of the policy, the whole of life maintenance and consumables for the asset **must** be considered in the procurement of the asset.

### 3.5.3 Exemptions – Mandatory State Purchase Contracts

- If a mandatory State Purchase Contract exists for particular goods or services, then this must be used (for all contract values) unless an SPC exemption has been approved by the Executive Director of Finance and Procurement and the relevant SPC category manager (within the SPC lead department).
- The SPC exemption process requires the Project Manager to put forward their rationale for the exemption to a member of the Strategic Procurement Unit, by email. If supported by the Executive Director of Finance and Procurement, the Strategic Procurement Unit will then submit the exemption request to the SPC lead department and advise the Project Manager of the outcome.
- The Strategic Procurement Unit will keep a central record of all SPC exemption requests, including the outcome. The business area must ensure that within the contract record created in the Contract Management System, the "SPC Exemption" option is selected within the "Pre-qualified or Panel Supplier" field.

### 3.6. Post Tender Negotiations

Post tender negotiations are an acceptable and important step in achieving and demonstrating value for money. Negotiations may be in relation to cost, service quality, risks, and innovation.

For high value, above \$1Million (GST Inclusive) procurements, the Strategic Procurement Unit must be consulted, and a Procurement Specialist within the Strategic Procurement Unit may lead the development of a negotiation strategy that aligns with the overarching strategy outlined in the Evaluation Plan.

For lower value procurements, the Strategic Procurement Unit can be requested to provide negotiation support as required.

## 4 Contract Management & Disclosure

### 4.1. Contract Management Approach

Contract Management (post contract award) is the effective and efficient management of all activities during the contract period. It is essential for maximising financial and operational performance, minimising risk, and ensuring value for money is achieved.

Contract Managers are responsible for all aspects of contract management for their assigned contracts (post contract award), including:

## Procurement Policy

- creating a compliant contract record within the Contract Management System, and maintaining that record
- managing the Supplier's and DJPR's respective performance of their contractual obligations
- meeting contract disclosure requirements, in conjunction with the Strategic Procurement Unit
- escalating material supplier performance issues and/or disputes to the relevant Procurement Specialist within the Strategic Procurement Unit, the Legal and Legislation Unit and their Financial Delegate.

In line with VGPB requirements, the department requires that contracts are managed in a manner which:

- is commensurate with the criticality of the goods and/or services provided under the contract
- considers the balance between the potential value for money that can be achieved through contract management versus the effort required.

Except for purchases less than \$2,000 (GST inclusive) , all contracts **must** be registered in the department's Contract Management System within 30 days of the award of contract.

For all procurements that establish a contractual commitment of greater than one year and value above \$250,000, the Contract Manager **must** ensure that a Contract Management Plan is prepared.

### 4.2. Contract Disclosure

The department will disclose individual procurement contracts in accordance with VGPB Policy requirements. VGPB's policy has a mandatory requirement for contracts with total estimated value equal to or exceeding \$100,000 (GST inclusive) to have summary details disclosed on the Contracts Publishing System within 60 days of contract award.

Accordingly, this Policy requires that contract details **must** be recorded on the DJPR Contract Management System and the Contract Publishing System as soon as practicable after contract award. The nominated Contract Manager (post initial contract award) is responsible for the recording into the DJPR Contract Management System and the Strategic Procurement Unit will then upload the details into the Contract Publishing System.

Each individual variation, or variations with a cumulative value exceeding \$100,000 (GST inclusive) **must** be disclosed on the Contract Publishing System against the contract to which the variation relates.

Contracts greater than \$10 million (GST inclusive) **must** be fully disclosed. Only trade secrets or genuinely confidential business information will be withheld from voluntary disclosure, along with material which if disclosed would seriously harm the public interest. The department will be guided by the criteria established by the *Freedom of Information Act 1982*.

### 4.3. Contract Variations

A variation to a contract **must** be agreed between both parties to the contract via formal legal documentation. The Contract Manager must ensure that the appropriate approvals are attained prior to any variation being conducted, and that relevant records of supporting documentation are maintained once the variation is finalised.

In requesting approval of a variation, Contract Managers **must** adequately consider advice from the Legal and Legislation Branch prior to proposing any amendments to the terms and conditions of the contract.

Variations must not:

- be used to mask poor performance, poor planning or serious underlying problems (albeit these concerns may give rise to the need for variations)
- be requested primarily to avoid a competitive process.

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There are three types of contract variation, detailed in Table 5: Contract Variation Types.

**Table 5: Contract Variation Types**

Variations to Scope	Variation to Price	Variation to Time Only (non-price)
<p>Changes to contractual arrangements that impact the scope may include variations to the quantity or nature of the deliverables and can potentially impact the overall viability of the original contract. All requests for variations to the originally approved scope <b>must</b>:</p> <ul style="list-style-type: none"> <li>○ not significantly change the contract requirements and/or substantial parts of the original transaction</li> <li>○ consider the costs and risks of retendering or supplementary tendering versus the costs and risks of continuing to use the existing supplier.</li> </ul> <p>Significant variations to the original scope <b>must</b> be approved in accordance with Table 6 prior to any commitment to vary the agreement, regardless of any change in price.</p>	<p>All contract variations that require an increase to the approved total contract value <b>must</b> seek approval based on the cumulative contract value (original approved spend plus the value of all approved and proposed variations) in accordance with Table 6.</p>	<p>Time-only variations relate to a change of the contract expiry date, where no additional expenditure is required. These variations are contract management related and no procurement approvals are required. The varied contract <b>must</b> still satisfy the core procurement principles and <b>must not</b> change the scope of the contract.</p> <p>Requests for time-only variations should not be sought to bring forward scope from a future stage of a project (or introduce new scope) that was not approved under the original procurement.</p>

### 4.3.1 Approval Framework: Contract Variations

All contract variations **must** be approved in accordance with Table 6 prior to any commitment to vary the agreement. All approvals **must** first obtain the approval of the relevant Financial Delegate within the Business Unit.

**Table 6: Variation Approvals**

Cumulative Contract Value (GST inclusive)	Approval
Below \$250,000	Business Unit (Financial Delegate)
\$250,000 and above	Executive Director of Finance and Procurement

<sup>1</sup> if the Executive Director of Finance and Procurement is not satisfied with the merits of the variation request, the Executive Director of Finance and Procurement may escalate the request to the Secretary.

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### 5 Whole of Government Panels and Standard Contracts

#### 5.1. State Government purchasing arrangements

DJPR is currently a signatory to a number of State Purchase Contracts (SPCs), which are panel arrangements or standing offer agreements for Victorian Government common use goods and services.

Individual departments can also be the lead entity for the procurement of SPCs. Where DJPR is the lead entity for establishing an SPC, this process must be undertaken with and managed by the Strategic Procurement Unit.

Sole Entity Purchase Contracts (SEPCs) are similar to SPCs, in that they are an aggregated supply contract for the supply of goods or services. SEPCs are raised by an individual department or agency for specific use by that entity only. Staff wishing to establish an SEPC should contact a member of the Strategic Procurement Unit regarding the process for establishing an SEPC.

The following applies in relation to State Government purchasing arrangements:

- Where the scope of a Mandatory SPC or SEPC satisfactorily meets the procurement needs, these **must** be used unless an exemption from using the SPC is sought and approved (see section 3.5.3).
- Where legal and/or staffing services form part of a broader procurement project requirement, such procurements should be included as part of the approval process for the broader project
- All approval frameworks still apply to procurements from SPCs or SEPCs (including the need to select the correct procurement process), except for purchasing of goods and services from an established SPC or SEPC that is a single supplier contract (for example, Stationery and Workplace Consumables), which is exempt from requiring Executive Director of Finance and Procurement approval.

For more information, refer to the full details of current State Purchase Contracts at <http://www.procurement.vic.gov.au/State-Purchase-Contracts>

#### 5.2. Contract Types

A suite of baseline contracts has been developed for procurement of goods and services by the Victorian Government. Further advice can be sought from the Legal and Legislation Unit on the most appropriate standard contract to use for the goods and/or services required. Legal and Legislation Unit can provide guidance on how to complete contract schedules and specifications.

These standard contracts can be used without consultation with the Legal and Legislation Unit providing that no departures or amendments are made.

Standard Whole of Government contracts and department contracts **must** be used for all procurements where available for the required goods and/or services.

In instances where suppliers will only engage based on their own form of agreement, for example "standard software licences", these agreements **must** be:

- referred to the Legal and Legislation Unit for review and advice approved in writing (typically via email) by the Legal and Legislation Unit (including any negotiated amendments), prior to any recommendation being made, or commitment given, to enter in to any such agreement.



## Procurement Policy

### 6 Probity

#### 6.1. Overview

Probity is a fundamental VGPB procurement principle, which **must** be adopted throughout all stages of the procurement process, as outlined in Section 2 of this Policy. The department has a high regard to probity and staff **must** apply appropriate behaviours and actions in the conduct of procurement processes, including:

- Identifying, preventing and managing conflicts of interest
- Acting with integrity and impartiality, and reducing the risk of corruption
- Securing confidential market engagement information
- Applying and documenting consistent and transparent processes
- Engaging a probity practitioner(s) where the complexity of the procurement activity warrants independent process oversight.

This section outlines these key probity concepts, for which the department has put in place a number of policies and controls to be adopted for procurement activity.

#### 6.2. External Probity Services

Engaging external probity helps ensure high standards of probity in the conduct of procurement activity. The decision to engage external probity services is based on whether the complexity of the procurement activity warrants independent process oversight. External probity services should add value to the capability of the procurement team in conducting the procurement process. Probity covers two dimensions of probity service: probity auditor and probity advisor.

A probity auditor ensures process compliance and a probity advisor provides guidance on achieving standards of probity across the entire procurement process. A probity auditor works independently of the procurement team and is not subject to direction by the project manager for the relevant procurement. They monitor progress of the procurement for probity compliance and contribute as required to ensure probity objectives are achieved.

An external probity advisor **must** be engaged whenever the anticipated Procurement value is \$1,000,000 (GST inclusive) and above.

#### 6.3. Conflict of Interest

A conflict of interest is where an involved staff member or an approver has private interests that could improperly influence, or be perceived to influence, their decisions or actions in the performance of their public duties.

All staff involved in procurement activities should be briefed on their responsibilities with regard to advising of actual, potential or perceived conflicts of interest, both before and during the procurement process. DJPR staff **must** disclose all actual, potential and perceived conflicts of interest, in line with the Conflict of Interest Policy.

Relevant project and procurement staff **must** keep documentation to evidence the management of conflicts of interest. Areas of the department may elect to implement more stringent conflict of interest processes.

If a member of staff fails to appropriately identify, disclose and manage an actual, potential or perceived conflict of interest, they may be in breach of the VPS Code of Conduct, and subject to disciplinary action.

## Procurement Policy

### 6.4. Gifts, Benefits and Hospitality

Acceptance of gifts may give rise to a conflict of interest, or a perception of a conflict of interest. The requirements of the Acceptance Gifts, Benefits and Hospitality Policy **must** be followed, including for responding to gifts, benefits and hospitality offered by suppliers, tenderers and contractors.

Procurement may also be a high-risk area for corruption. Staff involved in procurement activity are more likely to be offered gifts, benefits and hospitality by suppliers and potential suppliers. These must not be accepted. Staff should be vigilant and minimise the possibility of such occurrences.

### 6.5. Confidentiality

Procurement documents and information received from suppliers **must** be kept confidential.

It is the responsibility of the manager of the procurement process to ensure confidentiality requirements are met, and that bids are seen only by appropriate staff who form part of the evaluation process and/or have signed a confidentiality declaration as part of the process.

### 6.6. Recording and Storage of Procurement Documents

Actions and decisions need to be accounted for and, in particular, good record keeping of decisions is imperative for auditing and accountability purposes.

Project managers are responsible for maintaining appropriate documentation for each procurement to provide sufficient detail to enable independent review (e.g. by external auditors). Each project manager **must** create a compliant contract record within the Contract Management System, and maintain that record, including ensuring a signed contract is available.

The Project Manager **must** establish an official DJPR TRIM file at the beginning of each procurement and maintain soft copy procurement files to demonstrate that a transparent procurement process has been undertaken consistent with this Policy. Post contract award, a Contract Manager is assigned who **must** keep appropriate documentation such as supplier review and payment invoices.

## 7 Asset Disposal

Disposal of assets should be considered when the asset is identified as being obsolete, no longer complying with occupational health and safety standards, reaching its optimum selling time to maximise returns, beyond repair or surplus to requirements.

The disposal of assets is a key consideration in the forward planning of any procurement activity. Department assets are to be disposed of in a way that considers probity, security, sustainability and transparency, as well as environmental and social factors.

If the evaluation of disposal options does not warrant modification to extend the life of the asset or transferring it to another party or recycling, the asset **must** ordinarily be disposed of by way of public auction or public tender. An alternative approach **must** be sought where cost of disposal process exceeds the residual value of the asset.

## 8 Local Jobs First (LJF)

Local Jobs First requires government departments and agencies to consider competitive local suppliers (incl. SMEs) when awarding contracts related to Projects valued at:

- \$1 million (GST exclusive) or more in regional Victoria
- \$3 million (GST exclusive) or more in metropolitan Melbourne or for state-wide activities

If LJF applies;

- it should be considered as part of the Market Engagement Strategy

## Procurement Policy

- the procurement must be registered with the Industry Capability Network (ICN) before going to market.

## 9 Social and Sustainable Procurement

### 9.1. Social Procurement

Social Procurement involves using the procurement process to generate positive social outcomes in addition to the efficient delivery of goods and services. It can be applied to address complex challenges facing Victorian communities, and can be achieved through such means as:

- Economic empowerment by purchasing goods and services from social benefit suppliers
- Employing and training socially and economically disadvantaged people.

The Strategic Procurement Unit supports Social Procurement principles and objectives, and will work to implement:

- Social procurement outcomes into future DJPR policy and procedure, including strategy and KPIs
- Ways to encourage proactive and innovative thinking and practice to increase social value.

### 9.2. Sustainable Procurement

DJPR is committed to procuring goods and/or services that minimise environmental impact and consider the sustainable procurement three pillars approach: People (Social), Planet (Environmental) and Profit (Economic).

Sustainable procurement is a process whereby organisations meet their needs for goods, services, works, and utilities in a way that achieves value for money on a whole-of-life basis in terms of generating benefits not only to the organisation, but also to society and the economy, whilst minimising impact to the environment.

Sustainable value for money considerations not only include the price and quality of a product and service, but also goods/services that contain recyclable content, are recyclable, minimise waste and greenhouse gas emissions, conserve energy and water, minimise habitat destruction and environmental degradation, and are non-toxic.

Staff involved in procurement activities are to have a high regard for suppliers that can demonstrate how their own operations and the goods and/or services they are providing have a reduced environmental impact and promote sustainable procurement principles.

## 10 Overseas Victorian Government Business Offices

Procurement of goods and services by Victorian Government Business Offices (VGBOs) outside Australia, for consumption outside Australia is not included within the scope of this Policy.

However, VGBOs should adopt procurement processes appropriate to the local situation, and the prescribed market approach and procurement approvals framework outlined in Table 2, Table 4 and Table 6 of sections 3.2 and 3.4 of this Policy do not apply.

All procurement activity by VGBOs outside Australia **must** continue to satisfy the core procurement principles of value for money, probity, scalability and accountability.

To achieve this, overseas VGBOs should establish guidance on optimal approaches to market to be adopted based on the complexity of procurement activities, having regard to the local environment. Seeking a minimum of three written quotes from suitable suppliers is generally appropriate for small to medium procurements.

Overseas VGBOs should establish approval frameworks for procurement activity, including established documented processes for approval of:

- Market Engagement Strategy
- Release to Market
- Supplier Engagement.

## Procurement Policy

- All procurement activity must obtain approval from the appropriate Financial Delegate prior to supplier engagement. The Executive Director of Finance and Procurement **must** be notified of any procurement activity with a total estimated contract value of greater than AUD \$250,000 equivalent.

Contracts of total estimated value equal to or exceeding AUD \$100,000 equivalent and/or contracts with the potential to expose the department or the State to significant risk should be reviewed and endorsed by Legal and Legislation Branch prior to being executed.

## 11 Management of Critical Incidents

Critical incident protocols and processes are invoked when a relevant Minister, Accountable Officer or Executive Director of Finance and Procurement declares a critical incident to exist in relation to the operation of procurement processes by reason of:

- An emergency within the meaning of the *Emergency Management Act 1986*
- An incident that causes the department's business continuity plan to be activated
- An incident that represents a serious and urgent threat to the health, safety or security of a person or property
- A situation that represents a serious or urgent disruption to services provided by the department.

During a critical incident the department will:

- Take into account value for money, accountability and probity to the extent that they can be applied given the severity and urgency of the incident
- Adopt record keeping processes to the extent that they can be applied given the severity and urgency of the incident
- Adhere to contract disclosure requirements.

The procurements will be noted by the Executive Director of Finance and Procurement and Financial Delegate as required, post the incident.

## 12 Complaints Management

The department is committed to transparent and accountable practices when seeking goods and services from suppliers and to ensuring procurement processes work effectively and fairly for all parties.

To maintain high standards of probity, procurement complaints **must** be handled in a consistent, fair and transparent manner. The department has developed a procurement complaint management process to ensure that any potential suppliers who may have concerns relating to a procurement process conducted by the department can have those concerns addressed through an independent review process.

The investigation of a complaint and subsequent response **must** be overseen by a person not involved in the subject matter of the complaint.

For more information, refer to the DJPR Procurement Complaints Management Procedure at <http://economicdevelopment.vic.gov.au/about-us/overview/tenders-quotes-contracts/procurement-complaint-management-procedure>



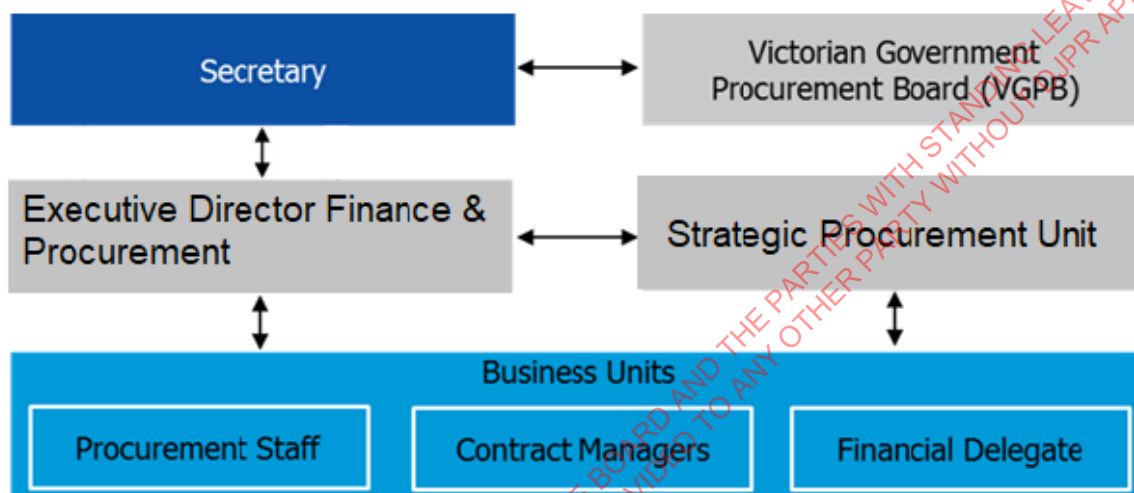
## Procurement Policy

### Appendices

#### A1.1 Procurement Governance - Roles and Accountabilities

The Procurement Governance Model represents the main relationships within the department to manage an efficient and effective procurement function, as outlined in Figure 5. The governance framework identifies the roles and responsibilities to ensure compliance with VGPB supply policies, with key roles identified in this Appendix.

**Figure 5: Procurement Governance Model**



#### Accountable Officer

The Secretary is the Accountable Officer under the requirements of the *Financial Management Act 1994*. The department Secretary is accountable for all procurement carried out within the department. The Secretary is responsible for establishing the procurement governance framework and implementing a robust Procurement Policy.

The Secretary has delegated responsibilities for particular procurement processes through this Policy to the Executive Director of Finance and Procurement and other departmental staff. However, the Secretary retains the right to make procurement decisions at any time.

For the Accountable Officer to make decisions on when to exercise delegated powers, the Executive Director of Finance and Procurement needs to provide adequate information as appropriate.

In particular, the Accountable Officer should be informed:

- When the procurement event is of such a magnitude or potential risk exposure for the department or Victorian Government that the Accountable Officer could reasonably expect to be informed
- Where significant complaints have been raised with respect to a procurement process or event.

#### Victorian Government Purchasing Board (VGPB)

The Victorian Government Purchasing Board has a strategic oversight role focused on compliance with the VGPB's supply policies to deliver greater value for money during both the market engagement and contract term. DJPR may nominate complex/strategic procurement activities to the VGPB for advice in accordance with VGPB's *Guide to Oversight of Strategic Procurement*.

## Procurement Policy

### Executive Director of Finance and Procurement

The Executive Director of Finance and Procurement has a strategic role to play in:

- Providing expert advice and guidance to the Accountable Officer on matters related to the procurement governance framework
- Overseeing the development, application and ongoing assessment of the procurement governance framework as per Figure 5.
- Ensuring that the complaints management process demonstrates due process and integrity
- Ensuring the department adheres to the procurement governance framework with the highest regard to probity, complies with legislation and policies, operates effectively and has a strong focus on value for money.

The role champions cost control, efficiency and best practice procurement while seeking opportunities to drive supply aggregation and procurement collaboration across DJPR. The Executive Director of Finance and Procurement also supports and advises the Secretary with respect to their accountabilities and end-to-end procurement matters.

The Executive Director of Finance and Procurement approves certain procurements as outlined at Section 3.

### Strategic Procurement Unit

The Strategic Procurement Unit provides a strategic centre of expertise and procurement leadership with an emphasis on building capability and capacity across the department. Among other things, the Unit:

- Supports the Executive Director of Finance and Procurement by providing professional advice regarding Procurement Policy, practice and governance
- Identifies strategic sourcing and category management initiatives to leverage and drive value for money outcomes
- Works closely with Business Units to deliver measurable benefits by leading or supporting high value and/or high complexity procurement initiatives
- Assists Business Units in developing and leading contract negotiation strategies
- Facilitates the development of procurement capability within the department in line with the capability assessment
- Reports to the Executive Director of Finance and Procurement as required on any approvals, deviations from Policy or exemption requests.

**From:** Katrina Currie (DEDJTR)  
**Sent:** Sun, 29 Mar 2020 23:43:24 +1100  
**To:** Jamie Adams  
**Cc:** Cameron Nolan (DEDJTR); David Clements (DEDJTR)  
**Subject:** RE: Hotels Work - Notes from our discussion

Hi Jamie

Thanks for your notes of our earlier conversation. I note that your average pricing is likely to be \$51 per hour per worker covering all shifts over a 24 hour period. I assume this average rate is inclusive of weekend/public holidays as well as overnight rates. Are there any other management or overhead costs proposed for this engagement or is the \$51 per hour inclusive of this?

Please note that I will also require your written assurance that staff will be paid in accordance with relevant award conditions including any shift or other allowances. Please advise also whether the staff are employed as ongoing permanent, part-time or full-time or casual staff (or a mix).

I note your earlier advice that PPE may be an issue. Can you please provide advice in writing of the numbers of daily gloves/masks required once we confirm numbers for each site.

In all likelihood we will make other arrangements for the delivery of food to guest rooms but we will have to advise once we have details of the sites.

We are keen to ensure this initiative supports Victorians who may otherwise have been displaced from their jobs. I will come back to you with further advice on information we will be seeking about the staff you have engaged for this project and their circumstances prior to this engagement.

The quote is required now to ensure we can prepare a contract and raise a purchase order. Your early advice would be welcome.

I will touch base tomorrow to let you know how things are progressing.

Kind regards

Katrina

**Katrina Currie**

Executive Director | Employment, Inclusion

**Department of Jobs, Precincts and Regions**

Level 35, 121 Exhibition Street, Melbourne, Victoria Australia 3000

T: Personal Information

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[jobs.vic.gov.au](http://jobs.vic.gov.au)



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---

**From:** Jamie Adams Personal Information @msssecurity.com.au>  
**Sent:** Sunday, 29 March 2020 3:46 PM  
**To:** Katrina Currie (DEDJTR) <Personal Information @ecodev.vic.gov.au>  
**Subject:** RE: Hotels Work - Notes from our discussion

**Jamie Adams**

General Manager Victoria & Tasmania

Level 3, 650 Lorimer St Port Melbourne VIC 3207 Australia

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---

**From:** Jamie Adams  
**Sent:** Sunday, 29 March 2020 3:43 PM  
**To:** Personal Information @ecodev.vic.gov.au  
**Subject:** Hotels Work - Notes from our discussion

MSS one of 3 companies at this stage, maybe more

1 site at Crown – Metropol, Promenade, Crown Towers – all done and assigned to other companies

2 other sites following Monday and Tuesday's confirmations re flights incoming

Have to be available Monday or Tuesday to do a Risk Assessment



Walk Through of site to be conducted to assess Access and Exit points and site specific instructions will be provide for each

All about Verbal De-escalation of people want to abscond. Vic Pol will have a presence at each site (likely)

Sufficient staff to cover all critical areas – Reception to deal with family members to drop stuff off etc. – arranging escorts for smokers

Each site will be different

Crown has security delivering foodstuffs and collecting rubbish

PPE required – Masks, gloves, Hand Sanitiser

People are being spaced in – bus by bus

We will get a heads up from DHHS rep on site

Anyone with health concerns will be re-directed away from hotels and won get on buses, only people without symptoms

Sorted into particular hotels – soft handover – AFP will handover to Vic Pol person on bus who will take over – DJPR person on site

Any issues with people absconding or getting aggressive – Vic Pol – health DHHS – DJPR for any personnel issues (I don't like my lunch stuff)

We will get FAQ's

Main requirements will be meal deliveries and rubbish collection, could be staff on each floor etc. May be asked to escort to recreation areas or smoking issues

Evac protocols need to be established

All staff need to do the COVID-19 on-line training – link as follows: <https://covid-19training.gov.au/index.html> can be replaced by our information

Issues with enrolment due to volume

Meals will be labelled for rooms and produced largely on site. Guards will need to deliver appropriately.

DHHS, Medical, VicPol and DJPR

Need to be signing confidentiality agreements – no special format.

Likely stand up sites are Mercure Welcome in Melbourne, 4 Points by Sheraton, maybe Novotel Melbourne on Collins, Novotel Geelong, Travelodge Hotel in Docklands

Cameron Nolan will be key contact

Data to be provided on jobs saved as a result of this potential additional work

Food will not be provided for security personnel by department – can leave site to source food.  
Storage on site is likely to be available but to be confirmed as part of site visits.

If there is anything I have missed let me know. As an indication I expect the hourly cost for 1 officer x 24 hours per day x 7 days per week will be \$51.00 per hour ex GST, but can confirm once we have a clearer indication of numbers etc.

**Jamie Adams**

General Manager Victoria & Tasmania

Level 3, 650 Lorimer St Port Melbourne VIC 3207 Australia

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**From:** Cameron Nolan (DEDJTR)  
**Sent:** Sat, 28 Mar 2020 23:22:49 +1100  
**To:** Gonul Serbest (DEDJTR); Paul Stagg (DEDJTR) [Personal Information] (DEDJTR)  
**Cc:** Katrina Currie (DEDJTR); David Clements (DEDJTR); Rob Holland (DEDJTR)  
**Subject:** Unified security staffing levels

Hey Global Vic superstars,

See below on Unified staffing levels for tomorrow. As foreshadowed, we'll let you keep liaising with Unified directly on any changes needed to these resourcing levels or configurations based on what's happening on the ground.

Also we're hoping there will be a seamless relationship and communication between DHHS, VicPol, our security and hotel security on how to support the CHO to best enforce his direction. But if any issues emerge (e.g guests keep getting inconsistent advice or directions from these different actors, or security are being too aggressive to guests etc.) let us know and we can help work out a solution with you.

We will give you an update on Wilsons for the next round of hotels tomorrow.

Thanks  
Cam

Cam Nolan  
Executive Director - Priority Projects Unit  
Department of Jobs, Precincts and Regions

[Personal Information]

**From:** Nigel Coppick <[Personal Information]@unifiedsecurity.com.au>

**Sent:** Saturday, March 28, 2020 11:03 pm

**To:** Katrina Currie (DEDJTR)

**Cc:** David Clements (DEDJTR); Cameron Nolan (DEDJTR); David Millward

**Subject:** Re: Flights and hotel locations

Good Evening Katrina,

I hope you are well, to give you an update on today's overview of locations. We see the commencement tomorrow to look as follows

### **Crown Promenade**

6 x Officers - to assist with front forecourt support for bus movements, this has been requested by Victoria Police. We will also utilise these members at Crown Metropole later in the day

3 x officers - to support escorts up to the floors

1 x Officer - to support security presence within the lift area as there is an emergency exit

1x Officer - to support sky bridge exit point

15 x officers - We have been advised that they will be utilising 5 levels within the Promenade complex, upon review of these locations, we have established 3 egress points, 2 exit stairwells and a back of house elevator that can provide you access the basement to ensure security of these locations 3 officers will be required per level.

1 x site supervisor

3 x relief staff to support toilet breaks and welfare checks

### **Total number 30 personnel**

We were also asked about assisting with meals to the levels... happy to discuss further.

We will review these numbers at the end of the day and provide you an update

### **Crown Metropole**

6 x Officers - to assist with front forecourt support for bus movements, this has been requested by Victoria Police. These officer were utilised at Crown Promenade

3 x officers - to support escorts up to the floors

1 x Officer - to support security presence with in the front foyer

30 x officers - We have been advised that they will be utilising 15 floors within the Metropole complex, upon review of these locations, we have established 2 egress points, 2 exit stairwells, the back of house elevator is located next to the stair well so we can reduce numbers in this space

1 x site supervisor

4 x relief staff

### **Total number 45 personnel**

We were also asked about assisting with meals to the levels... happy to discuss further.

We will review these numbers at the end of the day and provide you an update

We are mindful of the current position and want to ensure that we are meeting the service needs in the space.

All personnel will be supplied with appropriate PPE.

### **Emergency Procedures**

I have spoken to Crown Security And Victoria Police, in relation to the emergency evacuation process. Crown have advised that they have a 4 min response to check on the Alarm prior to a evacuation being made.



Superintendent Personal Informal has indicated that a communicate will be provided to 000 in relation to these location and members will assist both the crown security and Unified Security in moving all persons to the Queen bridge underpass. Where an exclusion zone will be made to ensure that the general public is kept away from the area, until such time as they can be returned to there accomodation.

Our personnel will be on the ground as follows

0500 - Crown induction  
0600 - Security briefing Promenade

0900 - Crown Induction  
1000 - Security briefing Metropole

1700 - Crown induction  
1800 - Security briefing

2100 - Crown induction  
2200 - Security briefing Metrople

David and I will be on site, as well as members of my Victorian operations team.

Please let me know if there is anything else we can do for you. I will contact you tomorrow with updates.

Regards

Kind Regards,

**Nigel Coppick**  
**Victorian State Manager**

Victoria Office  
Unit 6/109 Whitehorse Road  
Blackburn VIC 3130 Australia

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On 28 Mar 2020, at 9:42 pm, Katrina Currie (DEDJTR)

Personal Information  
[Redacted] @ecodev.vic.gov.au> wrote:

Hi Nigel

- Passenger numbers and the flights they are coming through on.

- **Crown Promenade**

- LA805 (104 PAX)
- QR994 (59PAX)
- CZ321 (38 PAX)
- MU737 (18 PAX)

**Crown Metropole**

- AC037 (163 PAX)
- NZ123 (100 PAX)
- QR904 (141 PAX)

Kind regards

Katrina

\*\*\*\*\*  
\*\*\*\*\*

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**From:** [Personal Information] (DEDJTR)  
**Sent:** Sat, 28 Mar 2020 16:12:51 +1100  
**To:** Katrina Currie (DEDJTR);Cameron Nolan (DEDJTR);Unni Menon (DEDJTR)  
**Cc:** David Clements (DEDJTR);Alex Kamenev (DEDJTR)  
**Subject:** RE: Wilson Security

Noted. The plan is to keep people close to the CBD in case they require testing.

---

**From:** Katrina Currie (DEDJTR) [Personal Information] @ecodev.vic.gov.au>  
**Sent:** Saturday, 28 March 2020 3:16 PM  
**To:** Cameron Nolan (DEDJTR) [Personal Information] @ecodev.vic.gov.au>; [Personal Information] (DEDJTR) [Personal Information] @ecodev.vic.gov.au>; Unni Menon (DEDJTR) [Personal Information] @ecodev.vic.gov.au>  
**Cc:** David Clements (DEDJTR) [Personal Information] @ecodev.vic.gov.au>; Alex Kamenev (DEDJTR) [Personal Information] @ecodev.vic.gov.au>  
**Subject:** Wilson Security

Hi Cam, et al

Wilson Security are coming back to me with an estimate of their capacity however they have already indicated they would struggle to do the regional towns.

This means we need to source providers in those areas or risk bussing in security who....then have to be put up in hotels. I will ask my team to start looking at the options for security in the regional locations.

Kind regards

Katrina

**Katrina Currie**

Executive Director | Employment, Inclusion

**Department of Jobs, Precincts and Regions**

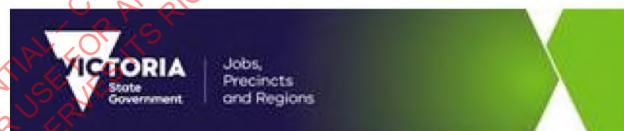
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**From:** David Clements (DEDJTR)  
**Sent:** Mon, 30 Mar 2020 06:49:01 +1100  
**To:** Katrina Currie (DEDJTR); Personal Information DEDJTR); Cameron Nolan (DEDJTR)  
**Cc:** Gonul Serbest (DEDJTR)  
**Subject:** Re: Proposal for Quarantine Works

Hi all

Couple of things.

On the walk through at Crowne the fact that the hotel was providing meals @ \$10 per person to rooms was raised. Wilson staff were keen to access that. Hotel seemed ok with that but said they hadn't been asked. We could perhaps just add to hotel end to simplify if worth it.

The numbers align with walk through.

It would be great to set up a comparison table with all firms to identify any significant variations. Low price may not be preferred due to award compliance need but good to see.

Wilson seemed less prepared to do some things I understand unified are doing - such as assist to get luggage off bus.

This was due to both hurting themselves and being contaminated by touching things... seemed quite anxious about this. Apparently unified less so.

As a result of this reluctance I got dnata to swap out their planned staff for a couple from their luggage handling team at the airport. So this lifts Wilson's cost.

CAM what is process for contract negotiation and signing? Apols if that's already clear and I've missed it.

DC

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**From:** Katrina Currie (DEDJTR) Personal Information @ecodev.vic.gov.au>

**Sent:** Sunday, March 29, 2020 11:08:02 PM

**To:** Personal Information (DEDJTR) <Personal Information @global.vic.gov.au>; Cameron Nolan (DEDJTR)

Personal Information @ecodev.vic.gov.au>

**Cc:** Gonul Serbest (DEDJTR) Personal Information @global.vic.gov.au>; David Clements (DEDJTR)

Personal Information @ecodev.vic.gov.au>

**Subject:** FW: Proposal for Quarantine Works

Hi Person Cam

Note that they have included in their pricing meals. Not sure how this would work in practice as I have told Unified today that their staff must provide their own meals.

If Wilson's have factored in cover for meal/other breaks and security staff can leave the hotel (unlike the guests) I am not clear on why we are being charged for meals and even if that would cover the



cost of meals provided by Crown. I will discuss with them tomorrow. Their pricing also looks high when you consider the average hourly rate for a mid-point security guard is \$22 per hour. If you factor in 25% casual loading it is \$28 per hour. Allowing for my basic calculations, there is a margin here of around 35% on the basic price and higher on the weekend and public holiday pricing. That is way over the labour hire rate.

Are there any other glaring issues you think I need to address? Their pricing is based on three hotels. I note they will not charge us for management overheads (except in the hourly rate). I note also their observation that security numbers in the state are 'nearing depletion'.

Am briefing MSS tomorrow. We need to think about whether we might need to bring on ISS as well.

I will seek pricing information from the other suppliers. If Wilson are way over the others, we may want to reconsider three hotels. Will do some quick work on this tomorrow.

Kind regards

Katrina

---

**From:** Greg Watson [Personal Information] <[Personal Information]@wilsonsecurity.com.au>  
**Sent:** Sunday, 29 March 2020 9:34 PM  
**To:** Katrina Currie (DEDJTR) [Personal Information] <[Personal Information]@ecodev.vic.gov.au>  
**Cc:** Cameron Nolan (DEDJTR) [Personal Information] <[Personal Information]@ecodev.vic.gov.au>; [Personal Information] <[Personal Information]@wilsonsecurity.com.au>  
**Subject:** Proposal for Quarantine Works

Good Evening Katrina

We completed the site visit at Crowne Plaza this afternoon and gained a clearer understanding of the site and duties required. We have been advised that we start at 3 pm tomorrow ahead of an expected 340 people being transferred to the hotel.

In consultation with the various government representatives present, we estimated that the scope is closer to 27 people required 24/7 for the duration of the assignment. This is based on the following:

- Supervisor / site manager (1)
- 6 floors requiring 3 security officers each as there are 3 fire exits on each floor and no line of sight between them (18)
- Security offices at main entry and staff entry point (2)
- Escorts of people to their rooms (2)
- Relievers to ensure 23 staff receive breaks as per SSIA and NES (4)

All Security officers will be paid minimum Level 2 under the SSIA 2010 or Wilson Security EA (higher than SSIA) and will receive all required rest and meal breaks. We have also allowed for one meal per person prepared by the Hotel in a 12 hour shift as they will not be able to leave the site and it is undesirable for food to be brought in by security staff due to the risk of contamination.

In addition to the rate schedule in the attached Pricing Methodology document, Wilson will provide at no extra charge:

- Contract Manager
- HSE Advisor and support
- Corporate Risk management support
- HR and Rostering support



This is a significant deployment of personnel and we have selected a professional team at a time when security numbers in the state are nearing depletion, managed by a team who have experience with the Commonwealth Games and G20 in Brisbane and Melbourne, Crown Casino and all major events in Victoria. We have committed to supporting the service with all our corporate infrastructure and specialist resources.

We seek your formal confirmation of our appointment to the 3 nominated hotels and approval for the rates for service as submitted.

If you require further information please do not hesitate to contact me on [Personal Information]

Regards Greg

**Greg Watson**  
n  
General Manager Regional Operations



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**From:** Nigel Coppick  
**Sent:** Mon, 30 Mar 2020 15:59:22 +1100  
**To:** Katrina Currie (DEDJTR)  
**Cc:** Personal Information  
**Subject:** Security Services CIVOD-19

Ms Katrina Currie  
Executive Director Employment inclusion  
Department of Jobs, Precincts and Regions  
Level 35, 121 Exhibition Street, VIC, 3000

Dear Ms Currie

Many thanks for opportunity to provide pricing for Security Services for the current CIVOD-19 situation that is currently effective the State of Victoria. Unified Security Group is an 100 percent privately owned indigenous company. We are the only Security organisation that is certified with Kinaway and Supply Nation.

We are currently support Metro Rail across the Melbourne Rail network, as well as several project's across the Roads Victoria Projects. We are currently contracted across the following locations Victoria;

- South Eastern Project Alliance (SEPA)
- Mordialloc Freeway Project (MFP)
- Western Project Alliance (WPA)

This has provided the organisation with significant ability to align our, Social and Indigenous Engagement piece. This success has enabled our Victorian Business to grow and successful employee 37 people in this space, with direct engagement with Job Victoria, Brotherhood of Saint Laurence, Macauley Services and A to B Mentoring and Indigenous Employment.

As CIVOD-19 cases continue to raise within Victoria, We have seen several Industries forced to close during this period, to prevent the spread of this virus. This has misplaced thousand of Victorian's and their families, resulting in significant unemployment.

The Security industry in Victoria, has seen as an essential service, and as a consequence has seen significant growth and emergency support to assist Privately owned organisations and both State and Federal Governments.

As you are aware we have been provided a limited window to arrange security overlays for two locations across the Crown Complex. This Service support security elements for the Victorian Government recent decision to quarantine all Victorians flying in on international flights.

As a Segment leader in the employment of Social and Indigenous employment, this has enabled Unified Security Group to utilise our partnerships to provide fixed term employment to support those that have currently been affected in the crisis.

Currently Unified Security Group has been able to recruit specifically for this task, a total of 93 recently and long term unemployed Victorian's to support this initiative. This has been a significant recruiting challenge, however, a satisfying and rewarding experience.

All employee have completed the following

- Federal Government CIVOD-19 Certification
- Non-Disclosure Agreement (NDA)
- Crown inducted

Please see below rates provision for Security Service these are GST Exclusive.

Position	Monday to Friday Day	Monday to Friday Night	Saturday	Sunday	Public Holiday
Manager	\$90.00	\$90.00	\$90.00	\$90.00	\$90.00
Supervisor	\$65.00	\$65.00	\$65.00	\$65.00	\$65.00
Security Officer	\$49.95	\$51.91	\$69.49	\$89.28	\$109.13

Additional Chargeable as consumables

Safety Glasses	\$3.95 per Unit
Gloves 100 per box	\$50 per Box
Face Masks 50 per box	\$65 per Box
Hazmat suits	\$30 per unit

We look forward to speaking with you soon.

Kind Regards

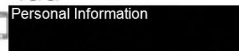
Kind Regards,

**Nigel Coppick**  
Victorian State Manager

Victoria Office  
Unit 6/109 Whitehorse Road  
Blackburn VIC 3130 Australia

Personal @unifiedsecurity.com

.au

Personal Information 

1300 658 657

1300 658 647





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**From:** Greg Watson  
**Sent:** Sun, 29 Mar 2020 21:33:35 +1100  
**To:** Katrina Currie (DEDJTR)  
**Cc:** Cameron Nolan (DEDJTR); Personal Information  
**Subject:** Proposal for Quarantine Works  
**Attachments:** DJPR Hotel Quarrantine Rates.pdf

Good Evening Katrina

We completed the site visit at Crowne Plaza this afternoon and gained a clearer understanding of the site and duties required. We have been advised that we start at 3 pm tomorrow ahead of an expected 340 people being transferred to the hotel.

In consultation with the various government representatives present, we estimated that the scope is closer to 27 people required 24/7 for the duration of the assignment. This is based on the following:

- Supervisor / site manager (1)
- 6 floors requiring 3 security officers each as there are 3 fire exits on each floor and no line of sight between them (18)
- Security offices at main entry and staff entry point (2)
- Escorts of people to their rooms (2)
- Relievers to ensure 23 staff receive breaks as per SSIA and NES (4)

All Security officers will be paid minimum Level 2 under the SSIA 2010 or Wilson Security EA (higher than SSIA) and will receive all required rest and meal breaks. We have also allowed for one meal per person prepared by the Hotel in a 12 hour shift as they will not be able to leave the site and it is undesirable for food to be brought in by security staff due to the risk of contamination.

In addition to the rate schedule in the attached Pricing Methodology document, Wilson will provide at no extra charge:

- Contract Manager
- HSE Advisor and support
- Corporate Risk management support
- HR and Rostering support

This is a significant deployment of personnel and we have selected a professional team at a time when security numbers in the state are nearing depletion, managed by a team who have experience with the Commonwealth Games and G20 in Brisbane and Melbourne, Crown Casino and all major events in Victoria. We have committed to supporting the service with all our corporate infrastructure and specialist resources.

We seek your formal confirmation of our appointment to the 3 nominated hotels and approval for the rates for service as submitted.

If you require further information please do not hesitate to contact me on Personal Information

Regards Greg

**Greg Watso**

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General Manager Regional Operation

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**Sent:** Fri, 3 Apr 2020 14:44:02 +1100  
**To:** [Personal Information]  
**Subject:** RE: Hotels Work - Notes from our discussion

[Personal Information]— We don't know how many floors in the hotel we will be occupying at this stage as we are not yet sure of how many arrivals we will need to accommodate on the day. We are generally given 12-24 hours' notice on incoming flights. The occupancy level will become clearer as we reach the delivery date. My apologies for not being able to give you more detail at this stage.

We will take your advice on the number of guards required and the positioning of guards to deliver on the required scope of services outlined in my email earlier today. Please submit a proposal following your walkthrough.

24/7 coverage will be required once services commence.

[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

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**From:** [Personal Information]@msssecurity.com.au>  
**Sent:** Friday, 3 April 2020 2:38 PM  
**To:** [PPO] (DEDJTR); [Personal Information]@ecodev.vic.gov.au>; Jamie Adams  
[Personal Information]@msssecurity.com.au>; [Personal Information]@msssecurity.com.au>  
**Cc:** [Personal Information]@msssecurity.com.au>; [Personal Information]  
[Personal Information]@msssecurity.com.au>; [Personal Information]@msssecurity.com.au>; [Personal Information]  
[Personal Information]@msssecurity.com.au>  
**Subject:** RE: Hotels Work - Notes from our discussion

Thanks [PPO] We will contact [Personal Information] and arrange a site walkthrough prior to Tuesday.

Do you have an indication of number of guards, coverage hours and positions? So we can start to lock in guards from today and over the weekend.

Thanks

Kind Regards

[Personal Information]

Business Manager Client Services

Level 3, 650 Lorimer St Port Melbourne VIC 3207 Australia

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e Personal Information [@msssecurity.com.au](mailto:Personal Information@msssecurity.com.au)



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---

**From:** PPO [REDACTED] DEDJTR) [REDACTED] Personal Information [@ecodev.vic.gov.au](mailto:Personal Information@ecodev.vic.gov.au)>  
**Sent:** Friday, 3 April 2020 1:15 PM  
**To:** Jamie Adams <[REDACTED] Personal Information [@msssecurity.com.au](mailto:Personal Information@msssecurity.com.au)>; [REDACTED] Personal Information  
 [REDACTED] Personal Information [@msssecurity.com.au](mailto:Personal Information@msssecurity.com.au)>; [REDACTED] Personal Information [@msssecurity.com.au](mailto:Personal Information@msssecurity.com.au)>  
**Subject:** RE: Hotels Work - Notes from our discussion

Hi James – I have updated details for your first assignment.

We now expect your start date to be Tuesday 7 April. I can confirm closer to this date, as this will depend on the flow of arrivals over the next few days.

The hotel has been confirmed as the Mercure Welcome Melbourne, 265 Little Bourke Street, Melbourne VIC 3000. [REDACTED] Personal Information is your contact at Mercure and can be reached on [REDACTED] Personal Information to arrange a walk-through of the hotel.

Please make out invoices to the Department of Jobs, Precincts and Regions and mark them to my attention. Our preference is for fortnightly invoicing.

Please let me know if you have any queries/issues.

PPO [REDACTED]

Principal Policy Officer | Inclusion, Employment  
**Department of Jobs, Precincts and Regions**  
 Level 35, 121 Exhibition Street, Melbourne, Victoria Australia 3000  
 T: 03 965 19934 | M: [REDACTED] Personal Information  
 [REDACTED] Personal Information [@ecodev.vic.gov.au](mailto:Personal Information@ecodev.vic.gov.au)

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**From:** Personal Information Personal Information <[@msssecurity.com.au](mailto:@msssecurity.com.au)>  
**Sent:** Friday, 3 April 2020 10:22 AM  
**To:** PPO (DEDJTR) Personal Information <[@ecodev.vic.gov.au](mailto:@ecodev.vic.gov.au)>; Personal Information  
<Personal Information <[@msssecurity.com.au](mailto:@msssecurity.com.au)>; Personal Information <[@msssecurity.com.au](mailto:@msssecurity.com.au)>  
**Subject:** RE: Hotels Work - Notes from our discussion

Sorry PPO I should have mentioned in our call, but are you able to provide invoice and billing details so we can have you set up prior to commencement?

Understand the location is still to be confirmed but if we can get these details it would certainly help.

Also billing frequency – weekly?

Regards,

**Jamie Adams**

General Manager Victoria & Tasmania

Level 3, 650 Lorimer St Port Melbourne VIC 3207 Australia

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Coronavirus (COVID-19)

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1.5M

Australian Government

Protect yourself and others from getting sick

## Wash your hands

- after coughing or sneezing
- when caring for the sick
- before, during and after you prepare food
- before eating
- after toilet use
- when hands are visibly dirty
- after handling animals or animal waste

World Health Organization

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**From:** PPO (DEDJTR) [mailto: [Personal Information]@ecodev.vic.gov.au]  
**Sent:** Friday, 3 April 2020 9:57 AM  
**To:** Jamie Adams [Personal Information]@msssecurity.com.au>; [Personal Information]@msssecurity.com.au>; [Personal Information]@msssecurity.com.au>  
**Subject:** RE: Hotels Work - Notes from our discussion

Hi Jamie – Our on the ground crew have provided the following list of responsibilities for your staff at designated hotels. I understand that you have limited supplies of PPE at the moment. They have suggested that you issue your staff with what PPE you have and we will work through the Department and Health and Human Services to supply additional PPE.

Please let me know if there will be any other issues in delivering on these requirements:

- Security teams will need to be responsible for the provision of their staff's personal protection equipment (PPE).
- No Security officer is to refuse wearing PPE.

On site, security are responsible for:

Before check in:

- In position on floors where guests are staying.

During check in:

- Accompanying guests in the lift up to their floor. No more than 4 per lift (including the security officer).
- Assisting with arriving busses (such as getting luggage off bus if people need help).
- Being present to manage any on site issues.

Once checked in:

- Maintaining presence on floors, lobby and front door.
- Receiving parcels and logging details.
- Delivering parcels to rooms (once checked and approved by the DHHS authorised officer).
- Maintain security: Only allowing authorised persons to enter premise.

Escalation of issues:

- Guest health related requests or concerns must be communicated to the DHHS Authorised Officer or Nurse on site as soon as possible.
- Dinner / food complaints to be communicated to the hotel.
- Any other onsite queries to be communicated to the DJPR Site Manager.

**In any emergency – dial 000.**

I will keep you posted on any further developments.

PPO

Principal Policy Officer | Inclusion, Employment  
 Department of Jobs, Precincts and Regions

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**From:** PPO (DEDJTR)

**Sent:** Thursday, 2 April 2020 4:51 PM

**To:** Jamie Adams Personal Information [@msssecurity.com.au](mailto:msssecurity.com.au) Personal Information

Personal Information [@msssecurity.com.au](mailto:msssecurity.com.au); Personal Information [@msssecurity.com.au](mailto:msssecurity.com.au)

**Cc:** Katrina Currie (DEDJTR) Personal Information [@ecodev.vic.gov.au](mailto:ecodev.vic.gov.au)

**Subject:** RE: Hotels Work - Notes from our discussion

Excellent – Thank you Jamie and team.

I look forward to speaking with you tomorrow and will keep you posted on any developments as they come through.

PPO

Principal Policy Officer | Inclusion, Employment

**Department of Jobs, Precincts and Regions**

Level 35, 121 Exhibition Street, Melbourne, Victoria Australia 3000

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**From:** Jamie Adams Personal Information [@msssecurity.com.au](mailto:msssecurity.com.au)

**Sent:** Thursday, 2 April 2020 4:36 PM

**To:** PPO (DEDJTR) Personal Information [@ecodev.vic.gov.au](mailto:ecodev.vic.gov.au); Personal Information

Personal Information [@msssecurity.com.au](mailto:msssecurity.com.au); Personal Information [@msssecurity.com.au](mailto:msssecurity.com.au)

**Cc:** Katrina Currie (DEDJTR) Personal Information [@ecodev.vic.gov.au](mailto:ecodev.vic.gov.au)

**Subject:** RE: Hotels Work - Notes from our discussion

Good afternoon PPO

I can confirm our acceptance of your offer and will be in a position to confirm numbers by COB tomorrow, however we are working through this process now.

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We will work on sourcing PPE however as I indicated previously our stock is likely to be more than 3 weeks away at this stage.

We will make contact again tomorrow to provide a further update and of course if any further information comes to light please don't hesitate to reach out myself or any of my team and we will respond accordingly.

Thanks,

**Jamie Adams**

General Manager Victoria & Tasmania

Level 3, 650 Lorimer St Port Melbourne VIC 3207 Australia

t Personal Information

f [Redacted]

m Personal Information

e [\[Redacted\]@msssecurity.com.au](mailto:[Redacted]@msssecurity.com.au)

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Coronavirus (COVID-19)

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HELP STOP THE SPREAD AND STAY HEALTHY

1.5M

Australian Government

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- before eating
- after toilet use
- when hands are visibly dirty
- after handling animals or animal waste

World Health Organization

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**From:** PPO [REDACTED] (DEDJTR) [mailto:[\[REDACTED\]@ecodev.vic.gov.au](mailto:[REDACTED]@ecodev.vic.gov.au)]  
**Sent:** Thursday, 2 April 2020 3:44 PM  
**To:** Jamie Adams <[\[REDACTED\]@msssecurity.com.au](mailto:[REDACTED]@msssecurity.com.au)>; [\[REDACTED\]@msssecurity.com.au](mailto:[REDACTED]@msssecurity.com.au)>; [\[REDACTED\]@msssecurity.com.au](mailto:[REDACTED]@msssecurity.com.au)>  
**Cc:** Katrina Currie (DEDJTR) <[\[REDACTED\]@ecodev.vic.gov.au](mailto:[REDACTED]@ecodev.vic.gov.au)>  
**Subject:** RE: Hotels Work - Notes from our discussion

Jamie – I am writing in order to engage the services of MSS Security for the delivery of security services at hotels receiving incoming international travellers to serve out their compulsory isolation period.

We require that you be ready to commence delivery from either Sunday 5 April or Monday 6 April, depending on the numbers of international arrivals over coming days. The Victorian Government is currently in negotiations with a number of hotels to host arrivals, and I will be in touch with you as soon as a hotel is confirmed. We estimate that 40-50 staff will be required to secure the hotel, but I will attempt to arrange access for you to conduct a walk-through of the hotel as soon as possible to confirm. The Victorian Government will need to approve final proposed numbers.

There will potentially be two further hotels for which we would require MSS Security to deliver security services. However, this is also dependent on the number of international arrivals over coming days. I will keep you advised on developments here.

I am currently in contact with relevant on the ground staff regarding the provision of PPE and will keep you advised on developments here also. I ask that you prepare to cover your own PPE requirements on commencement if this is possible.

We propose using a Purchase Order Contract under your existing State Purchase Contract for Security Services at the rates outlined in your email below for this engagement. Our procurement staff can commence drafting a Purchase Order Contract on your acceptance of this offer. It is likely that you will be provided with a draft for your review after the commencement of services.

Can you please advise regarding your acceptance and ability to deliver against these requirements.

I am happy to discuss any queries that you may have.

PPO [REDACTED]  
Principal Policy Officer | Inclusion, Employment  
**Department of Jobs, Precincts and Regions**  
Level 35, 121 Exhibition Street, Melbourne, Victoria Australia 3000  
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**From:** Jamie Adams Personal Information <[jamie.adams@msssecurity.com.au](mailto:jamie.adams@msssecurity.com.au)>  
**Sent:** Thursday, 2 April 2020 12:03 PM  
**To:** PPO (DEDJTR) Personal Information <[dedjtr@ecodev.vic.gov.au](mailto:dedjtr@ecodev.vic.gov.au)>; Personal Information <[jamie.adams@msssecurity.com.au](mailto:jamie.adams@msssecurity.com.au)>; Personal Information <[jamie.adams@msssecurity.com.au](mailto:jamie.adams@msssecurity.com.au)>  
**Cc:** Katrina Currie (DEDJTR) Personal Information <[dedjtr@ecodev.vic.gov.au](mailto:dedjtr@ecodev.vic.gov.au)>  
**Subject:** RE: Hotels Work - Notes from our discussion

Good morning PPO

Personal Information will be leading up this project should we be required to provide staffing to the hotel locations in the Metro and Geelong areas. I have copied Anthony into this email, as well as Chris Saunders, who heads up our Operations team.

We are familiar with the POC arrangements however would just like to confirm there will be no requirement for a Bank Guarantee for this project (our pricing assumes this to be the case)?

Our Pricing has been provided in the table below and falls in line with the ceiling rates under the SPC we have with the Victorian Government.

	Monday to Friday Day (12 hrs)	Monday to Friday Night (12 hrs)	Saturday	Sunday	Public Holiday
Security Officer	\$44.25	\$52.82	\$64.00	\$83.74	\$103.48
Concierge Officer	\$44.25	\$52.82	\$64.00	\$83.74	\$103.48
Security Supervisor	\$48.93	\$58.48	\$70.94	\$92.94	\$114.94

All rates are expressed as GST exclusive and will be charged at a minimum 4 hour charge per officer per engagement.

With regard to resources as discussed with Katrina we believe we can source at least 100 officers, and possibly 50 more if required. As a guide we expect we could source 20 officers within 24 hours, 50 within 72 hours and 100 within 5 days, across various locations.

We do not have sufficient PPE for all staff currently – masks, gloves and sanitiser – however we are expecting deliveries in some quantities within the next 3 weeks. Our rates do not provide for this PPE and would be on-charged at cost + 10%, for which we would be happy to provide receipts. In the interim we would require the Department to provide PPE until our supplies arrive. (Note masks are N95-type).

As at current date our staff have not undertaken the COVID-19 Training on the Australian Government website. Largely access has been difficult due to the volume of people undertaking the training, however I was able to access and complete the training today myself so I believe this should be able to be facilitated in the future. MSS Security has however been providing regularly training and updates with identical information to all our employees for several weeks now so we believe our employees are well-versed in the available information. We will ensure wherever possible (based on accessibility) all staff undertake the training prior to deployment.

We await your further advice in regards to potential commencement and stand ready to assist as required. On another note please be advised based on our contract execution requirements a POC will need to be executed by our Directors who are all based in Sydney so this may take some days in the current environment given MSS Security management are almost exclusively working remotely at the moment. However we are more than prepared to commence pre contract execution is required on the basis we are proceeding to contract execution stage.

Please feel free to contact me should you require any further information.

Best Regards,

**Jamie Adams**

General Manager Victoria & Tasmania

Level 3, 650 Lorimer St Port Melbourne VIC 3207 Australia

t [Redacted]  
f [Redacted]

m [Redacted]

e [Redacted]

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**From:** PPO (DEDJTR) [mailto:Personal Information@ecodev.vic.gov.au]  
**Sent:** Thursday, 2 April 2020 10:41 AM  
**To:** Jamie Adam [Personal Information@msssecurity.com.au]  
**Cc:** Katrina Currie (DEDJTR) [Personal Information@ecodev.vic.gov.au]  
**Subject:** RE: Hotels Work - Notes from our discussion

Hi Jamie – I work with Katrina Currie at DJPR and she has asked me to assist her with managing the security arrangements at hotels receiving incoming international travellers to serve out their compulsory isolation period.

I have been in touch with our procurement team regarding your query on the form of contract for this engagement, and they have advised that a Purchase Order Contract under the State Purchase Contract for Security Services that you have in place with the Victorian Government would be best. It would be great if you could update your costings accordingly using this template:

	Monday to Friday Day (12 hrs)	Monday to Friday Night (12 hrs)	Saturday	Sunday	Public Holiday
	\$	\$	\$	\$	\$
	\$	\$	\$	\$	\$

I am in touch with our coordinator on hotels for this project and will let you know as soon as I have details on which hotels we will require security support. I understand that this doesn't help you in framing costing and apologise. However, I can advise that we would look for an initial engagement period of approximately four weeks with the option to extend for up to a further two months depending on need.

It would also be great to get detail on the following:

- Whether you have the required Personal Protective Equipment for staff.
- Whether staff have completed online COVID-19 awareness training.
- Capacity to scale up quickly – a sense of how long it would take for you to deploy at a designated hotel.

I can act as your point of contact for any issues or queries that you have on this. Please feel free to contact me via email or mobile (details below).

PPO

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

T: [REDACTED]

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

[djpr.vic.gov.au](http://djpr.vic.gov.au)

[jobs.vic.gov.au](http://jobs.vic.gov.au)



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**From:** Katrina Currie (DEDJTR) [REDACTED] [@ecodev.vic.gov.au](mailto:ecodev.vic.gov.au)

**Sent:** Monday, 30 March 2020 11:28 AM

**To:** [REDACTED] (DEDJTR) [REDACTED] [@ecodev.vic.gov.au](mailto:ecodev.vic.gov.au)

**Subject:** FW: Hotels Work - Notes from our discussion

**From:** Jamie Adams [REDACTED] [@msssecurity.com.au](mailto:msssecurity.com.au)

**Sent:** Monday, 30 March 2020 7:25 AM

**To:** Katrina Currie (DEDJTR) [REDACTED] [ecodev.vic.gov.au](mailto:ecodev.vic.gov.au)

**Cc:** Cameron Nolan (DEDJTR) [REDACTED] [@ecodev.vic.gov.au](mailto:ecodev.vic.gov.au); David Clements (DEDJTR)

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

**Subject:** RE: Hotels Work - Notes from our discussion

Good morning Katrina,

Appreciate your response last night and hope to respond to each of your questions/ concerns below.

In the first instance if you are able to advise the form of contract we can expect for this work, that is will this be in the form of a Purchase Order Contract under the current SPC arrangement with the Victorian Government? This may have some bearing on cost dependent on payment terms and any other special conditions which may exist impacting direct or indirect costs.

With regard to the indicative rate I provided, this does not include public holiday additional costs given we are unable to accurately determine either the proposed commencement date or the

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duration this work may be required. If you are able to advise how you would like the quote/ rates provided – Hourly schedule of rates, flat rate, weekly rate etc. – I'll be happy to provide a more accurate quote taking into consideration the proposed form of contract.

We note your expectation all officers engaged for this work are remunerated in accordance with a valid industrial instrument which meets the requirements of the SSIA 2010. MSS Security engages directly employed staff under the MSS Security Victorian Enterprise Agreement 2017, which meets or exceeds all wage rates, allowances and shift penalties stipulated within the Award. With respect to our subcontract partners, our subcontracts stipulate the requirement to meet the SSIA requirements at minimum. Our partners are selected on this basis, these arrangements are formalised in contract and we undertake periodic audits of our partners and their employees to confirm compliance to this requirement.

I await your further advice regarding reporting requirements, potential site visits for the purposes of undertaking Risk Assessments and potential commencement of services.

Regards,

**Jamie Adams**

General Manager Victoria & Tasmania

Level 3, 650 Lorimer St Port Melbourne VIC 3207 Australia

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f  
m  
e  
w

Personal Information

Personal Information

Personal Information

[@msssecurity.com.au](mailto:jamie.adams@msssecurity.com.au)

[www.msssecurity.com.au](http://www.msssecurity.com.au)



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**From:** Katrina Currie (DEDJTR) [mailto:[katrina.currie@ecodev.vic.gov.au](mailto:katrina.currie@ecodev.vic.gov.au)]

**Sent:** Sunday, 29 March 2020 11:43 PM

**To:** Jamie Adams [mailto:[jamie.adams@msssecurity.com.au](mailto:jamie.adams@msssecurity.com.au)]

**Cc:** Cameron Nolan (DEDJTR) [mailto:[cameron.nolan@ecodev.vic.gov.au](mailto:cameron.nolan@ecodev.vic.gov.au)]; David Clements (DEDJTR)

[mailto:[jamie.adams@msssecurity.com.au](mailto:jamie.adams@msssecurity.com.au)]

**Subject:** RE: Hotels Work - Notes from our discussion

Hi Jamie

Thanks for your notes of our earlier conversation. I note that your average pricing is likely to be \$51 per hour per worker covering all shifts over a 24 hour period. I assume this average rate is inclusive of weekend/public holidays as well as overnight rates. Are there any other management or overhead costs proposed for this engagement or is the \$51 per hour inclusive of this?

Please note that I will also require your written assurance that staff will be paid in accordance with relevant award conditions including any shift or other allowances. Please advise also whether the staff are employed as ongoing permanent, part-time or full-time or casual staff (or a mix).

I note your earlier advice that PPE may be an issue. Can you please provide advice in writing of the numbers of daily gloves/masks required once we confirm numbers for each site.

In all likelihood we will make other arrangements for the delivery of food to guest rooms but we will have to advise once we have details of the sites.

We are keen to ensure this initiative supports Victorians who may otherwise have been displaced from their jobs. I will come back to you with further advice on information we will be seeking about the staff you have engaged for this project and their circumstances prior to this engagement.

The quote is required now to ensure we can prepare a contract and raise a purchase order. Your early advice would be welcome.

I will touch base tomorrow to let you know how things are progressing.

Kind regards

Katrina

**Katrina Currie**

Executive Director | Employment, Inclusion

**Department of Jobs, Precincts and Regions**

Level 35, 121 Exhibition Street, Melbourne, Victoria Australia 3000

Personal Information

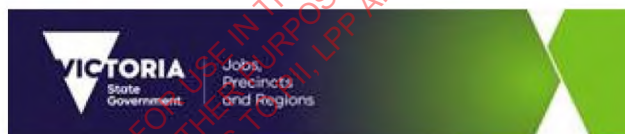
T:

Personal Information

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[djpr.vic.gov.au](http://djpr.vic.gov.au)

[jobs.vic.gov.au](http://jobs.vic.gov.au)



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**From:** Jamie Adams Personal Information [s@msssecurity.com.au](mailto:s@msssecurity.com.au)>

**Sent:** Sunday, 29 March 2020 3:46 PM

**To:** Katrina Currie (DEDJTR) [Personal Information] [@ecodev.vic.gov.au](mailto:@ecodev.vic.gov.au)>  
**Subject:** RE: Hotels Work - Notes from our discussion

**Jamie Adams**

General Manager Victoria & Tasmania

Level 3, 650 Lorimer St Port Melbourne VIC 3207 Australia

**t** [Personal Information]  
**f** [Personal Information]  
**m** [Personal Information]  
**e** [Personal Information] [@msssecurity.com.au](mailto:@msssecurity.com.au)  
**w** [www.msssecurity.com.au](http://www.msssecurity.com.au)



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**From:** Jamie Adams  
**Sent:** Sunday, 29 March 2020 3:43 PM  
**To:** [Personal Information] [@ecodev.vic.gov.au](mailto:@ecodev.vic.gov.au)  
**Subject:** Hotels Work - Notes from our discussion

MSS one of 3 companies at this stage, maybe more

1 site at Crown – Metropol, Promenade, Crown Towers – all done and assigned to other companies

2 other sites following Monday and Tuesday's confirmations re flights incoming

Have to be available Monday or Tuesday to do a Risk Assessment

Walk Through of site to be conducted to assess Access and Exit points and site specific instructions will be provide for each

All about Verbal De-escalation of people want to abscond. Vic Pol will have a presence at each site (likely)

Sufficient staff to cover all critical areas – Reception to deal with family members to drop stuff off etc. – arranging escorts for smokers

Each site will be different

Crown has security delivering foodstuffs and collecting rubbish



PPE required – Masks, gloves, Hand Sanitiser

People are being spaced in – bus by bus

We will get a heads up from DHHS rep on site

Anyone with health concerns will be re-directed away from hotels and won get on buses, only people without symptoms

Sorted into particular hotels – soft handover – AFP will handover to Vic Pol person on bus who will take over – DJPR person on site

Any issues with people absconding or getting aggressive – Vic Pol – health DHHS – DJPR for any personnel issues (I don't like my lunch stuff)

We will get FAQ's

Main requirements will be meal deliveries and rubbish collection, could be staff on each floor etc. May be asked to escort to recreation areas or smoking issues

Evac protocols need to be established

All staff need to do the COVID-19 on-line training – link as follows: <https://covid-19training.gov.au/index.html> can be replaced by our information

Issues with enrolment due to volume

Meals will be labelled for rooms and produced largely on site. Guards will need to deliver appropriately.

DHHS, Medical, VicPol and DJPR

Need to be signing confidentiality agreements – no special format.

Likely stand up sites are Mercure Welcome in Melbourne, 4 Points by Sheraton, maybe Novotel Melbourne on Collins, Novotel Geelong, Travelodge Hotel in Docklands

Cameron Nolan will be key contact

Data to be provided on jobs saved as a result of this potential additional work

Food will not be provided for security personnel by department – can leave site to source food. Storage on site is likely to be available but to be confirmed as part of site visits.

If there is anything I have missed let me know. As an indication I expect the hourly cost for 1 officer x 24 hours per day x 7 days per week will be \$51.00 per hour ex GST, but can confirm once we have a clearer indication of numbers etc.

**Jamie Adams**

General Manager Victoria & Tasmania



Level 3, 650 Lorimer St Port Melbourne VIC 3207 Australia

t Personal Information

f [Redacted]

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**Sent:** Tue, 31 Mar 2020 15:58:09 +1100  
**To:** Katrina Currie (DEDJTR)  
**Subject:** FW: Security Contracts

Have the green light to proceed with a Standard Contract for Wilson. Working on this now.

PPO

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

T: Personal Information

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

[djpr.vic.gov.au](http://djpr.vic.gov.au)

[jobs.vic.gov.au](http://jobs.vic.gov.au)



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**From:** PPO (DEDJTR)

**Sent:** Tuesday, 31 March 2020 3:12 PM

**To:** Katrina Currie (DEDJTR) Personal Information [@ecodev.vic.gov.au](mailto:ecodev.vic.gov.au)>

**Subject:** FW: Security Contracts

Hi Katrina – I have provided the Secretary's office (via Personal Information) with the requested costing estimates for DPC/DTF.

I am still waiting on advice from DTF as well as Persona and Persona on how to proceed with the contracts for Wilson and Unified. I am waiting on advice via Personal Inf for both. I am unable to make a start on these without guidance.

PPO

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

T: Personal Information

Personal Inform [@ecodev.vic.gov.au](mailto:ecodev.vic.gov.au)

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**From:** PPO (DEDJTR)

**Sent:** Tuesday, 31 March 2020 1:24 PM



**To:** Katrina Currie (DEDJTR) Personal Information [@ecodev.vic.gov.au](mailto:@ecodev.vic.gov.au)>  
**Subject:** Security Contracts

Hi Katrina – I've just spoken with Personal Info regarding the contracting of these services.

#### Wilson

- This one should be straightforward as Wilson is a signatory to the Security Services Contract and we should be able to use the Contract for this engagement. Personal Info is liaising with the contract owner in DTF to bypass the 'go to market' procurement requirements and we are waiting on advice from DTF on how best to proceed.

#### Unified

- This one is more difficult as Unified is not a signatory to the Security Services Contract. There is significant risk currently attached to this one as Unified has not undergone a due diligence process and has not agreed to the service standards as set out in the Security Services Contract. Personal Info is keen to get an agreement in place soon to mitigate against this risk but is awaiting guidance from Personal Information on how best to proceed, as this is new territory for the department. He says that it is likely that we will need to seek advice from Legal.

#### Future Contracts

- Personal Info is aware that arrangements are currently being made with a number of hotels across the State to accommodate future arrivals. If we are going to have a continued role in putting security arrangements in place for these hotels, Personal Info has asked that we draw on the five providers who have signed on to the Security Services Contract only. We could structure our contracts with these providers to enable them to be scaled up to new sites as required. Please let me know if this is something that we will be involved with going forward so that we can look to frame contracts accordingly.

**PPO**

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

T: Personal Information

Personal Info [@ecodev.vic.gov.au](mailto:@ecodev.vic.gov.au)

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**From:** Katrina Currie (DEDJTR) Personal Information [@ecodev.vic.gov.au](mailto:@ecodev.vic.gov.au)>

**Sent:** Tuesday, 31 March 2020 12:34 PM

**To:** PPO (DEDJTR) Personal Information [@ecodev.vic.gov.au](mailto:@ecodev.vic.gov.au)>

**Cc:** Personal Information (DEDJTR) Personal Information [@ecodev.vic.gov.au](mailto:@ecodev.vic.gov.au)>

**Subject:** Fwd: Urgent request - cost of quarantine



Hi PPO

Can you liaise directly with Person on this please?

Thanks

Katrina

Get [Outlook for iOS](#)

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**From:** Personal Information (DEDJTR) Personal Information @ecodev.vic.gov.au>  
**Sent:** Tuesday, March 31, 2020 12:31 pm  
**To:** Katrina Currie (DEDJTR)  
**Subject:** FW: Urgent request - cost of quarantine

Hi Katrina

I just had a chat to Cam Nolan and he said you were the best person to speak to about coming up with some initial estimates for the Security work to advise DTF/DPC.

While I know this is currently going through the contracting process if there are any estimates we could provide based on current staffing levels/rate/hours per day etc it would be of assistance. Noting quantum would of course be subject to change.

Thanks and happy to discuss the best approach.

Personal Information

Director, Business Partnering | Investment and Procurement | Corporate Services

**Department of Jobs, Precincts and Regions**

M: Personal Information

Personal Information @ecodev.vic.gov.au

*For HR matters contact Gary Atherton, Director Business Partnerships and Attraction, P&C at Personal Information @ecodev.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.

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**From:** Personal Information (DEDJTR) Personal Information @ecodev.vic.gov.au>  
**Sent:** Tuesday, 31 March 2020 11:24 AM  
**To:** Cameron Nolan (DEDJTR) <Personal Information @ecodev.vic.gov.au>; Personal Information (DEDJTR) Personal Information @ecodev.vic.gov.au>; Claire Febey (DEDJTR) Personal Information @ecodev.vic.gov.au>; David

Clements (DEDJTR) [Personal Information] <[Personal Information]@ecodev.vic.gov.au>; [Personal Information] (DEDJTR) <[Personal Information]@ecodev.vic.gov.au>; [Personal Information] (DEDJTR) <[Personal Information]@ecodev.vic.gov.au>;  
 Gonul Serbest (DEDJTR) [Personal Information] <[Personal Information]@global.vic.gov.au>; Katrina Currie (DEDJTR) <[Personal Information]@ecodev.vic.gov.au>; Lisa Buckingham (DEDJTR) <[Personal Information]@ecodev.vic.gov.au>; [Personal Information] (DEDJTR) <[Personal Information]@ecodev.vic.gov.au>; [Personal Information] (DEDJTR) <[Personal Information]@global.vic.gov.au>; Rob Holland (DEDJTR) <[Personal Information]@ecodev.vic.gov.au>; Tim Sullivan (DEDJTR) <[Personal Information]@global.vic.gov.au>; Unni Menon (DEDJTR) <[Personal Information]@ecodev.vic.gov.au>  
 Cc: Claire Febey (DEDJTR) [Personal Information] <[Personal Information]@ecodev.vic.gov.au>; [Personal Information] (DEDJTR) <[Personal Information]@ecodev.vic.gov.au>; [Personal Information] (DEDJTR) <[Personal Information]@ecodev.vic.gov.au>; [Personal Information] (DEDJTR) <[Personal Information]@ecodev.vic.gov.au>; [Personal Information] (DEDJTR) <[Personal Information]@ecodev.vic.gov.au>

**Subject:** Urgent request - cost of quarantine

Good morning everyone

As some of you already know we have had urgent requests from DPC and DTF regarding the **current and ongoing cost of quarantine**.

Can I please ask for your input on this as matter of urgency - [Personal Information] *will be in touch by phone in the next little while to discuss this further and see how we can support you to input.*


**I understand there are a few emails regarding these requests floating around – can I please ask that you provide your input through the PPU to be provided to Simon as a package before we go back to DPC/DTF.**

Kind regards,

[Personal Information]

Principal Policy Adviser | Priority Projects Unit | Office of the Secretary  
**Department of Jobs, Precincts and Regions**  
 Level 36, 121 Exhibition Street, Melbourne, Victoria 3000  
 T: [Personal Information]

**I am in the office on Mondays, Tuesdays and Fridays.**  
**See how the work we do is making a difference: [The Victorian Connection](#).**

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Each people

- exceptions on compassionate grounds
- AFP will accompany buses & escort
- VicPol will meet people as they arrive
- practical

↳ authorised officer (DHHS) will brief security firm

↳ VicPol - Backstop.

↳ 24 hr nurse / psycho-social

- People can leave their rooms

↳ Roaming security

↳ Paul Younis (DOT)

3pm -

- walk-through

- Hotels - 1.5m away

- light touch security model

in individual detention orders



Wilson's unlikely

- 8-10 people
- AFP

- Ballarat
- Bendigo
- Geelong
- Mansfield

Personal Information

[Redacted] @ unitedsecurity.com.au.

Today

nigela

- ↳ Crewne Metropole
- ↳ Crewne Premenade.

Personal Information

[Redacted] /GOMU.

Personal Information

Personal Information

Personal Information

[Redacted] / [Redacted] / [Redacted]

BF - CUSTOMS

AFP - Jerome - Buses.

VicPol -

Nigel Coppick

8am tomorrow morning

- Cleared customs??

2300 start

11:20pm

1800 10:55pm flight from HK.

- Payment - PPO

↳ security costs

- Hotel

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Personal Information

- Crowne.

→ Unified - security  
 → Crowne  
 ↳ Sunday morning.

↓  
 Unified security assisting DHHS  
 with implementation of quarantine  
 orders are upheld.

→ Michael Mefflin - DHHS - orders not yet  
 signed off. Self-isolation / physical  
 distancing - 1.5m apart.

→ Security not to manhandle - Key  
 messaging  
 ↳ Non-compliance  
 ↳ Contact police directly

→ 1800 DHHS Authorised officer  
 Number

→ Fact sheets for people arriving

→ Michael Mefflin. Personal Information (DHHS)

→ confirm start-off-time

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Wilson's

- 70% airport (150 usually).
- 120 re-homing
- some going out to the Banks
- supply partners:-

sub-contractors } Newforce  
 SBL  
 Rapid Security

- Downsizing in aviation for screeners.
- moving permanent staff around.
- Risk of stand-down.
- People will want the staff again
- staff retained
- staff re-employed.

crowne

8am } passengers - [REDACTED]  
 12pm }  
 8pm }  
 ↓  
 12-24 hours notice.

- Concierge - key contact at hotel  
 W4

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- concierge → media will be told.
- state control centre.

219 - Promenade.

Food safety

404 - metropole

SILK ↑

1 room per floor - "smoking room"

Rob: PPE / EMV - 1500 MASKS  
500 GLOVES.

- Airport
  - Bldgs
  - Hotels
- } DHHS Responsible

→ No requirement for any rooms tonight.

→ Mini bars / chocolate.

They can buy their own booze.

→ Self-isolate - 2 people - Park Royal.

→ medical support - panadol

↓ DHHS  
if someone gets sick.

→ Supply of security contractors.

↳ Security Guards need to be connected with DHHS.

↳ Is there a phone number that ~~Gemma~~ United can call.

Up to 5 VicPol

& 1 person throughout.



Jamie MSS

- 100 security x 2.  
personnel. available now.
- Preserving - SWU contract network
  - IR licensing
  - wage rates
- Regional sites
  - NOT Bendigo?
  - ✓ - Ballarat = SWU contract.
  - Geelong - large direct presence.

Mansville ??

Personal Information

[REDACTED] @mss.com.au.]

media/comm.

COVID training -

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## Greg Watson - Wilsons

### - Issues WHS

- ↳ risk of cross-contamination
- ↳ food services
- ↳ cleaning services

↳ Vic POT x 5 per hotel.

↳ perimeter

↳ facilitate registration

↳ escorting people - no more than 4 people per unit.

↳ catering - 3 boxes per day.  
↳ hotel staff

↳ help facilitate - existing staff  
Kitchen to doors

↳ Next hotels. - PM

- ① Crowne Plaza - 400
- ② Pan Pacific - 370
- ③ Park Royal - 390

↳ 3 x hotels

→ Incoming flights

→ Ground transport / taxi options

↳ 100 people onsite

→ Appoint site manager

↳ 12 food handlers

↳ to provide food

Access to back of house

**From:** [Personal Information] (DEDJTR)  
**Sent:** Tue, 31 Mar 2020 09:29:20 +1100  
**To:** Alex Kamenev (DEDJTR); Katrina Currie (DEDJTR)  
**Cc:** Lisa Buckingham (DEDJTR)  
**Subject:** RE: security companies being used

Spoke to [Person].

He is pragmatic on this and needing to keep Unified in there but also happy that we are looking at a broader mix for future options as well.

Cheers,

[Personal Information]

Executive Director, Policy - Precincts and Suburbs  
**Department of Jobs, Precincts and Regions**  
 Level 12, 1 Spring Street, Melbourne, Victoria 3000  
 Ph [Personal Information] [\[Personal Information\]@ecodev.vic.gov.au](mailto:[Personal Information]@ecodev.vic.gov.au)  
[djpr.vic.gov.au](http://djpr.vic.gov.au)

**EA Contact Details:** [Personal Information] T. 03 8392 7517 or E. [Personal Information]@ecodev.vic.gov.au




---

**From:** Alex Kamenev (DEDJTR) [Personal Information]@ecodev.vic.gov.au>  
**Sent:** Monday, 30 March 2020 3:42 PM  
**To:** Jim Round (DEDJTR) [Personal Information]@ecodev.vic.gov.au>; Katrina Currie (DEDJTR) [Personal Information]@ecodev.vic.gov.au>  
**Cc:** Lisa Buckingham (DEDJTR) [Personal Information]@ecodev.vic.gov.au>  
**Subject:** FW: security companies being used

Hi [Person]/Katrina

Could you two chat about current state of security companies doing hotel work.

[Personal Information] agreed to Unified for 48 hours initially as they aren't preferred with Trades. We are using Wilsons and MSS (which are Trades supported) and probably will ISS (which are also).

In short, we need [Personal Information] to agree to a longer stint with Unified at Crown. It's just way too disruptive and complicated to change at this point. But you can reassure him that we're picking from the other three for now for other work. **Jim can you cover with him**

You can be blunt and say Wilson have proven very difficult to work with and unhelpful, while Unified have been a dream. You should also emphasise, that Unified employ loads of Jobs Victoria clients, so it's actually serving a broader public purpose



Cheers  
Alex

**Alex Kamenev**

Deputy Secretary, Precincts and Suburbs  
**Department of Jobs, Precincts and Regions**  
Level 12, 1 Spring Street, Melbourne, Victoria Australia 3000

Personal Information [alex.kamenev@ecodev.vic.gov.au](mailto:alex.kamenev@ecodev.vic.gov.au)

EA – Personal Information [alex.kamenev@ecodev.vic.gov.au](mailto:alex.kamenev@ecodev.vic.gov.au)

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**From:** PPO [REDACTED] (DEDJTR)  
**Sent:** Wed, 1 Apr 2020 16:52:21 +1100  
**To:** Katrina Currie (DEDJTR)  
**Cc:** Cameron Nolan (DEDJTR) [Personal Information] (DEDJTR)  
**Subject:** RE: Security Services Procurement

Thanks Katrina – Good to have those details confirmed and to have a point of contact.

Note that I have just reached out to Wilson (cc'd you in).

PPO [REDACTED]

Principal Policy Officer | Inclusion, Employment  
**Department of Jobs, Precincts and Regions**  
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[Personal Information]

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

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---

**From:** Katrina Currie (DEDJTR) [Personal Information] [@ecodev.vic.gov.au](mailto:[REDACTED]@ecodev.vic.gov.au)>  
**Sent:** Wednesday, 1 April 2020 4:42 PM  
**To:** PPO [REDACTED] (DEDJTR) [Personal Information] [@ecodev.vic.gov.au](mailto:[REDACTED]@ecodev.vic.gov.au)>  
**Cc:** Cameron Nolan (DEDJTR) [Personal Information] [@ecodev.vic.gov.au](mailto:[REDACTED]@ecodev.vic.gov.au)>; [Personal Information] (DEDJTR) [Personal Information] [@ecodev.vic.gov.au](mailto:[REDACTED]@ecodev.vic.gov.au)>  
**Subject:** RE: Security Services Procurement

Hi [PPO] [REDACTED]

Have spoken to Cam – [Personal Information] [REDACTED] is picking up Cam's role (copied in here) so will be a key liaison point for you from hereon. Everything you have written below is confirmed.

I will send emails to all the security firms notifying them that you [PPO] [REDACTED] will be their day to day liaison going forward. If they report issues on sites you will need to liaise with [Personal Information] [REDACTED] for advice on resolution or escalation.

Thanks so much!

Kind regards

Katrina

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**From:** PPO (DEDJTR) [@ecodev.vic.gov.au](#)  
**Sent:** Wednesday, 1 April 2020 3:23 PM  
**To:** Katrina Currie (DEDJTR) [@ecodev.vic.gov.au](#)  
**Cc:** Cameron Nolan (DEDJTR) [@ecodev.vic.gov.au](#)  
**Subject:** RE: Security Services Procurement

Thanks Katrina – Will do my best to pick this up.

I'd just like to confirm the current situation with you before proceeding. Security arrangements for hotels currently in place for the quarantining of international arrivals are:

#### Unified Security

- **Crown Promenade** and **Crown Metropol**. Both hotels are currently at capacity, with Unified in place and delivering security services.

There will be no further sites allocated to Unified Security.

#### Wilson Security

- **Crowne Plaza**. Currently accepting new arrivals, with Wilson in place and delivering security services.
- **Pan Pacific Melbourne**. Will begin accepting arrivals once Crowne Plaza is at capacity. Security services at this hotel will be provided by Wilson, which is aware of this and is prepared to commence servicing this site as required.
- A third hotel that has yet to confirmed will be allocated to Wilson once capacity is reached at Pan Pacific.

#### MSS Security

- To be approached for costings for the delivery of security services at three further hotels. Details to be confirmed at all three hotels at this stage.

Cam – Are you (or somebody in your team) best placed to advise on which hotels are being stood up and to arrange for access and any other requirements for these security providers?

PPO

Principal Policy Officer | Inclusion, Employment  
**Department of Jobs, Precincts and Regions**  
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**From:** Katrina Currie (DEDJTR) <[Personal Information]@ecodev.vic.gov.au>  
**Sent:** Wednesday, 1 April 2020 2:24 PM  
**To:** PPO [Personal Information] (DEDJTR) <[Personal Information]@ecodev.vic.gov.au>  
**Cc:** Cameron Nolan (DEDJTR) <[Personal Information]@ecodev.vic.gov.au>  
**Subject:** RE: Security Services Procurement

Hi [PPO] (and Cam cc'd for visibility)

Tried to call. They will probably fill up Crown by Thursday and then move to Pan Pacific. This site is being offered to Wilson. Depending on what happens next a third hotel will also be offered to Wilson but it may not be the Airport hotel originally being planned as there are apparently some issues with its access for quarantined people.

We then move on to MSS. I will forward you their contact details so you can start to negotiate with them. They will get the next three sites but these are not yet confirmed. Check their email as I discussed potential sites with them earlier this week.

Key questions to check on:

- Access to PPE – if not available they will need to let us know so we can negotiate via Claire Febey and her team to source
- Staff training – ensure they have done online COVID awareness training available from the Commonwealth
- Capacity to scale up quickly – ensuring they have access to a staff pool that can be deployed fairly quickly when required
- Site walk throughs prior to assess staffing needs – access/entry points
- Evacuation protocols for each site
- NDAs for staff so that any media issues are properly managed
- They may ask about health issues or security as there is a 'no manhandling' policy for anyone trying to leave. For health issues DHHS needs to be notified (including for both physical and mental health) and for security issues it is VicPol.

You will need to act as a liaison point for the security companies on any issues including managing abscondees, media, COVID cases that might emerge, food issues, deliveries, liaison with on-site services (we supply a concierge through a labour hire company called d'nata at the moment); and liaison into Gonul Sorbest's team for onsite arrangements and Cam Nolan for advice on which hotels are being stood up and when we might need to activate the next contract.

Can you also manage the contracting piece through so that Wilson and Unified have contracts of service?

I have copied in Cam Nolan who has been my key contact throughout. If you could keep Cam and I informed of any issues that emerge, I will shadow you over the next few days while you pick up the work. Will send through emails and relevant contacts shortly.

Kind regards

Katrina



---

**From:** PPO (DEDJTR) Personal Information <[ecodev.vic.gov.au](mailto:ecodev.vic.gov.au)>  
**Sent:** Tuesday, 31 March 2020 7:16 PM  
**To:** Katrina Currie (DEDJTR) Personal Information <[ecodev.vic.gov.au](mailto:ecodev.vic.gov.au)>  
**Subject:** Re: Security Services Procurement

Thanks Katrina. Are you able to provide details of the second and third hotels allocated to Wilson? And do we have lead contacts at each of the three hotels? These are required details in the form contract.

Also, do we need to get on the front foot on security arrangements for future hotels by getting costings from other providers on the Security Services Contract?

PPO

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**From:** Katrina Currie (DEDJTR) Personal Information <[ecodev.vic.gov.au](mailto:ecodev.vic.gov.au)>  
**Sent:** Tuesday, March 31, 2020 6:52:11 PM  
**To:** PPO (DEDJTR) Personal Information <[ecodev.vic.gov.au](mailto:ecodev.vic.gov.au)>  
**Cc:** Personal Information (DEDJTR) Personal Information <[ecodev.vic.gov.au](mailto:ecodev.vic.gov.au)>; Cameron Nolan (DEDJTR) Personal Information <[ecodev.vic.gov.au](mailto:ecodev.vic.gov.au)>  
**Subject:** RE: Security Services Procurement

Hi Personal Informa

I was tasked with standing up a security team on Friday night by the following Saturday morning.

I sought advice from my employer engagement teams on security companies we have worked with through Jobs Victoria and asked for contact details of the firms concerned. I was provided with two options at that time – Wilson and Unified.

I emailed Unified and Wilsons at 11.30pm Friday night. Unified replied to me at 6.52am on Saturday morning and I began discussions at 7.00am as to their capability and capacity to deliver servicing at the first two sites by mid-afternoon Saturday. I was advised by text of their capability and this was followed up in telephone conversations. They attended site at 3pm to assess risk and staffing needs; briefed and planned their rosters and secured personnel; and were onsite delivering as required from 5am on Sunday morning.

Wilson replied to me by 8.00am on Saturday morning but by then I had already entered into discussions with Unified. I took up discussions with Wilsons for subsequent sites around 11am. They indicated they could also supply and so I spoke with them again around 4pm and asked them to consider how they could respond. They emailed me a series of questions on Sunday to which I responded by which time Unified had already been tasked with the first hotels. Wilson have been engaged for three subsequent hotels.

Unified is an Aboriginal owned and controlled organisation and has worked with DJPR on related social procurement initiatives. They are accredited with Kinaway and Supply Nation. While they are not a panel provider for security services utilising their services is in keeping with the **State Government's social procurement objectives of utilising Aboriginal businesses.**

A legal exemption should be sought but Unified are delivering and have been delivering services since Sunday. The rationale for the exemption is both immediate need and their responsiveness but also their status as an Aboriginal owned and controlled business under the Government's social procurement objectives.

Kind regards

Katrina

---

**From:** PPO (DEDJTR) Personal Information [\[redacted\]@ecodev.vic.gov.au](mailto: [redacted]@ecodev.vic.gov.au)>  
**Sent:** Tuesday, 31 March 2020 4:18 PM  
**To:** Katrina Currie (DEDJTR) Personal Information [\[redacted\]@ecodev.vic.gov.au](mailto: [redacted]@ecodev.vic.gov.au)>  
**Subject:** FW: Security Services Procurement  
**Importance:** High

Hi Katrina – Please see the email below from Personal Info Procurement is after more detail on how you came to engage Unified to deliver security services to be able to advise on a best course of action. I thought that you may have received a referral from AED, but am not sure. Are you able to advise.

On the contracting of Wilson, I am working through a contract template now. However, there are a couple of areas that I will need guidance on, so will need advice from DTF before I can provide you with a draft to review.

PPO  
 Principal Policy Officer | Inclusion, Employment  
**Department of Jobs, Precincts and Regions**  
 Level 35, 121 Exhibition Street, Melbourne, Victoria Australia 3000  
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**From:** Personal Information (DEDJTR) Personal Information [\[redacted\]@ecodev.vic.gov.au](mailto: [redacted]@ecodev.vic.gov.au)>  
**Sent:** Tuesday, 31 March 2020 3:51 PM  
**To:** PPO (DEDJTR) Personal Information [\[redacted\]@ecodev.vic.gov.au](mailto: [redacted]@ecodev.vic.gov.au)>  
**Subject:** RE: Security Services Procurement

Hi PPO

Need clarity on the rationale for going outside the SPC in this instance. I understand there was an urgency to get things up and running quickly over the weekend but to have a non-approved firm providing security and effectively enforcing government regulation at quarantine sites off the back of some emails and phone calls presents significant risk to individuals involved and the department/Government that is not easily mitigated.

Need to be clear on why this provider was engaged instead of the other SPC providers (noting requests went to Wilson and MSS – who are on the SPC) and whether there is any reason to continue with them (as opposed to switching them out for an SPC provider, for example) in order to assist in determining next steps.

In the meantime, I briefed [Personal Information] from legal on this earlier today. If you do need some form of contract with anyone outside of the SPC framework, legal support will be required.

[Personal Information]

[Personal Information]

Strategic Procurement Specialist | Corporate Services - Investment and Procurement

**Department of Jobs, Precincts and Regions**

Level 13, 1 Spring Street, Melbourne, Victoria Australia 3000

[Personal Information]

E: [Personal Information]@ecodev.vic.gov.au



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For more information about Procurement visit our [Landing Page](#) on DJPR's Intranet site

**From:** PPO [Personal Information] (DEDJTR) [Personal Information]@ecodev.vic.gov.au>

**Sent:** Monday, 30 March 2020 6:48 PM

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

**Subject:** FW: Security Services Procurement

[Personal Information] – Not sure if the email history came through when I forwarded this on the phone.

PPO

Principal Policy Officer | Inclusion, Employment

**Department of Jobs, Precincts and Regions**

Level 35, 121 Exhibition Street, Melbourne, Victoria Australia 3000

[Personal Information]

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**From:** Katrina Currie (DEDJTR) [Personal Information] <[redacted]@ecodev.vic.gov.au>  
**Sent:** Monday, 30 March 2020 6:17 PM  
**To:** PPO [redacted] (DEDJTR) [Personal Information] <[redacted]@ecodev.vic.gov.au>  
**Subject:** RE: Security Services Procurement

Hi PPO [redacted]

We need to use Unified as they are already in place. We need an exemption from the panel and I have been told this is possible by [Personal Information] I will shortly send an email to her and [Personal Information] [Personal Information] I will copy you in asking for their assistance in getting the necessary things in place to contract and then pay the suppliers (currently unified and Wilson).

Kind regards

Katrina

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**Sent:** Wed, 1 Apr 2020 16:17:13 +1100  
**Subject:** RE: Proposal for Quarantine Works

Hi Greg – I work with Katrina Currie at DJPR and she has asked me to assist her with managing the security arrangements at hotels receiving incoming international travellers to serve out their compulsory isolation period.

Forgive me for going over what will be old ground, but I just want to confirm where things currently stand with you. At the moment I have Wilson as providing security services at the Crowne Plaza Hotel and on standby to deliver security services at the Pan Pacific Melbourne (for when Crowne Plaza reaches capacity). This is expected in coming days. Wilson will also be delivering security services at a third hotel which has yet to be confirmed. Please let me know if this is incorrect.

I can act as your point of contact for any issues that you have at Crowne Plaza, for your move in to Pan Pacific (for which I assume you have arrangements in place), and regarding the third site. Please feel free to contact me via email or mobile (details below) with any queries/issues.

Finally, I have been in touch with our procurement team regarding a contract for this engagement. We are currently drafting a Purchase Order Contract under the State Purchase Contract that you have in place with the Victorian Government. I hope to have a draft in coming days for you to review.

Thanks and I look forward to working with you moving ahead on this.

PPO

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

T: Personal Information

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**From:** Katrina Currie (DEDJTR) Personal Information @ecodev.vic.gov.au>

**Sent:** Monday, 30 March 2020 11:27 AM

**To:** PPO Personal Information (DEDJTR) Personal Information @ecodev.vic.gov.au>

**Subject:** FW: Proposal for Quarantine Works

**From:** Greg Watson Personal Information @wilsonsecurity.com.au>

**Sent:** Sunday, 29 March 2020 9:34 PM

**To:** Katrina Currie (DEDJTR) Personal Information @ecodev.vic.gov.au>

**Cc:** Cameron Nolan (DEDJTR) Personal Information @ecodev.vic.gov.au>; Personal Information

Personal Information [@wilsonsecurity.com.au](mailto: [REDACTED]@wilsonsecurity.com.au)>

**Subject:** Proposal for Quarantine Works

Good Evening Katrina

We completed the site visit at Crowne Plaza this afternoon and gained a clearer understanding of the site and duties required. We have been advised that we start at 3 pm tomorrow ahead of an expected 340 people being transferred to the hotel.

In consultation with the various government representatives present, we estimated that the scope is closer to 27 people required 24/7 for the duration of the assignment. This is based on the following:

- Supervisor / site manager (1)
- 6 floors requiring 3 security officers each as there are 3 fire exits on each floor and no line of sight between them (18)
- Security offices at main entry and staff entry point (2)
- Escorts of people to their rooms (2)
- Relievers to ensure 23 staff receive breaks as per SSIA and NES (4)

All Security officers will be paid minimum Level 2 under the SSIA 2010 or Wilson Security EA (higher than SSIA) and will receive all required rest and meal breaks. We have also allowed for one meal per person prepared by the Hotel in a 12 hour shift as they will not be able to leave the site and it is undesirable for food to be brought in by security staff due to the risk of contamination.

In addition to the rate schedule in the attached Pricing Methodology document, Wilson will provide at no extra charge:

- Contract Manager
- HSE Advisor and support
- Corporate Risk management support
- HR and Rostering support

This is a significant deployment of personnel and we have selected a professional team at a time when security numbers in the state are nearing depletion, managed by a team who have experience with the Commonwealth Games and G20 in Brisbane and Melbourne, Crown Casino and all major events in Victoria. We have committed to supporting the service with all our corporate infrastructure and specialist resources.

We seek your formal confirmation of our appointment to the 3 nominated hotels and approval for the rates for service as submitted.

If you require further information please do not hesitate to contact me on Personal Information

Regards Greg

**Greg Watson**

General Manager Regional Operations



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nglish Street  
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on Fiel l 0  
ds C 4  
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**From:** Cameron Nolan (DEDJTR)  
**Sent:** Mon, 30 Mar 2020 08:09:49 +1100  
**To:** Katrina Currie (DEDJTR);David Clements (DEDJTR)  
**Subject:** Re: Metropolis incident

Great. We'll use this to bolster our case to DHHS that they should insist on a 24/7 police presence. Sydney have the army there for Pete's sake.

Cam Nolan  
 Executive Director - Priority Projects Unit  
 Department of Jobs, Precincts and Regions

Personal Information

**From:** Katrina Currie (DEDJTR) Personal Information @ecodev.vic.gov.au>  
**Sent:** Monday, March 30, 2020 8:08 am  
**To:** Cameron Nolan (DEDJTR); David Clements (DEDJTR)  
**Subject:** Re: Metropolis incident

Not police - their onsite supervisor

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**From:** Cameron Nolan (DEDJTR) Personal Information @ecodev.vic.gov.au>  
**Sent:** Monday, March 30, 2020 7:59:13 AM  
**To:** Katrina Currie (DEDJTR) Personal Information @ecodev.vic.gov.au>; David Clements (DEDJTR) Personal Information @ecodev.vic.gov.au>  
**Subject:** Re: Metropolis incident

Just to check- does Duty Manager mean the security guard boss or police?

Cam Nolan  
 Executive Director - Priority Projects Unit  
 Department of Jobs, Precincts and Regions

Personal Information

**From:** Katrina Currie (DEDJTR) Personal Information @ecodev.vic.gov.au>  
**Sent:** Monday, March 30, 2020 7:47:58 AM  
**To:** Cameron Nolan (DEDJTR) Personal Information @ecodev.vic.gov.au>; David Clements (DEDJTR) Personal Information @ecodev.vic.gov.au>  
**Subject:** Fwd: Metropolis incident

FYI

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**From:** Nigel Coppick Personal Information @unifiedsecurity.com.au>  
**Sent:** Monday, March 30, 2020 6:06 am  
**To:** Katrina Currie (DEDJTR)  
**Cc:** David Millward  
**Subject:** Metropolis incident

Hi Katrina,

I hope you are well, at 0307Hrs we had a significant issue, where a male from room 1516

decamped from his room, as he was in need of a cigarette.

The Male in question was quite agitated and highly augmentative, he 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 Male in question, after a brief discussion the male complied with directive and was escorted back to his accomodation.

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

Regards

1516  
Kind Regards,

**Nigel Coppick**  
**Victorian State Manager**

**Victoria Office**  
Unit 6/109 Whitehorse Road  
Blackburn VIC 3130 Australia

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📄 

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**From:** Katrina Currie (DEDJTR)  
**Sent:** Fri, 3 Apr 2020 21:40:17 +1100  
**To:** David Clements (DEDJTR); PPO (DEDJTR); Gonul Serbest (DEDJTR)  
**Cc:** Cameron Nolan (DEDJTR)  
**Subject:** Re: Security - Wilson

As PPO suggests we need to have a conversation with Wilson management. MSS is being prepared but haven't yet been given specific hotels. We can utilise Unified again beyond MSS allocations. MSS seems a bit more cooperative than Wilson. Maybe we could let Wilson finish this round of quarantine at Crown and swap out for Unified giving them the whole site. Then let MSS get sorted and then swap out other Wilson sites for a fourth provider. We may need to start briefing and bringing on others early next week.

K

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**From:** David Clements (DEDJTR) Personal Information <@ecodev.vic.gov.au>  
**Sent:** Friday, April 3, 2020 9:32:02 PM  
**To:** PPO (DEDJTR) Personal Information <@ecodev.vic.gov.au>; Gonul Serbest (DEDJTR) Personal Information <t@global.vic.gov.au>  
**Cc:** Katrina Currie (DEDJTR) Personal Information <@ecodev.vic.gov.au>; Cameron Nolan (DEDJTR) Personal Information <@ecodev.vic.gov.au>  
**Subject:** Re: Security - Wilson

Thanks PPO. Was Gonul in the loop on what we sent them?

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**From:** PPO (DEDJTR) Personal Information <@ecodev.vic.gov.au>  
**Sent:** Friday, April 3, 2020 9:28:57 PM  
**To:** David Clements (DEDJTR) Personal Information <@ecodev.vic.gov.au>; Gonul Serbest (DEDJTR) Personal Information <@global.vic.gov.au>  
**Cc:** Katrina Currie (DEDJTR) Personal Information <@ecodev.vic.gov.au>; Cameron Nolan (DEDJTR) Personal Information <@ecodev.vic.gov.au>  
**Subject:** Re: Security - Wilson

We actually don't have a contract in place with Wilson yet as this is still being worked through with DTF.

The only alternative for a quick swap out would be Unified. We currently have Wilson at two hotels and mobilising for a third on Sunday (which will have them at capacity). This would be impossible for Unified to cover in full and would leave us with serious constraints for the coming week.

We sent through a list of expectations/responsibilities to Wilson this afternoon, which I'm hoping will trigger a shift. I would suggest trying to work through expectations with Wilson or we will be at serious risk of not being able to provide security cover.

We could look to switch once we have other providers mobilised (if there isn't a shift from Wilson).

PPO  
[REDACTED]

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**From:** David Clements (DEDJTR) [REDACTED]@ecodev.vic.gov.au>

**Sent:** Friday, April 3, 2020 8:27:31 PM

**To:** Gonul Serbest (DEDJTR) [REDACTED]@global.vic.gov.au>

**Cc:** PPO [REDACTED] (DEDJTR) [REDACTED]@ecodev.vic.gov.au>; Katrina Currie (DEDJTR)

[REDACTED]@ecodev.vic.gov.au>; Cameron Nolan (DEDJTR) [REDACTED]@ecodev.vic.gov.au>

**Subject:** Re: Security - Wilson

Thanks Gonul. So sorry theyve been poor.

Unfortunately they were the preferred provider of trades hall...as opposed to Unified who Katrina identified...

Katrina and [REDACTED] - what would process be to switch them out?

Contract let's us?

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**From:** David Clements (DJPR)  
**Sent:** Wed, 15 Apr 2020 09:38:35 +1000  
**To:** PPO (DJPR);Gonul Serbest (DJPR);DJPR COVID Accom-Lead (DJPR)  
**Cc:** Paul Stagg (DJPR);Katrina Currie (DJPR)  
**Subject:** RE: Wilson's Security

Hi all

Obviously unacceptable on Wilsons' part – however I think PPO's advice here is correct.

He will pursue the legal advice with urgency.

We will also discuss next steps in raising further with Wilsons senior mgt.

dc

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**From:** PPO (DJPR) Personal Information i@ecodev.vic.gov.au>  
**Sent:** Wednesday, 15 April 2020 9:33 AM  
**To:** Gonul Serbest (DJPR) Personal Information @global.vic.gov.au>; DJPR COVID Accom-Lead (DJPR) <DJPRcovidaccom-lead@ecodev.vic.gov.au>  
**Cc:** Paul Stagg (DJPR) Personal Information @global.vic.gov.au>; David Clements (DJPR) Personal Information @ecodev.vic.gov.au>; Katrina Currie (DJPR) Personal Information @ecodev.vic.gov.au>  
**Subject:** RE: Wilson's Security

Hi Gonul – I will need to have a chat to Legal regarding our options on this. Wilson has a State Purchase Contract with the Victorian Government for the provision of security services that runs to 188 pages. On top of this we've got a Purchase Order Contract (yet to be executed) that runs for another 80 pages. These documents are written in legalese and I'm not confident in offering advice... I have left a message with my contact at Legal.

As you say, if we're exiting from Crown Plaza and Mercure Welcome then things are more straightforward with these sites. Things may be more complicated if we are looking to switch them out at Pan Pacific. The contract end date for delivery of services is 30 April (with extension options built in), so this may provide a clean exit opportunity at Pan Pacific. But again, I need to confirm with Legal.

In the meantime I notice that Personal Information at Wilson has written to advise that they are working to improve service delivery at Pan Pacific and will have senior management on site this weekend. Hopefully this helps in the interim.

Finally, I understand that we're looking at a significant influx of arrivals from Friday. Would we still look to wind sites down should this eventuate? If we lose Wilson's capacity, I will need to gauge capacity at other providers.

PPO

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

Personal Information@ecodev.vic.gov.au

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[jobs.vic.gov.au](https://jobs.vic.gov.au)



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**From:** Gonul Serbest (DJPR) <[Personal Information]@global.vic.gov.au>  
**Sent:** Tuesday, 14 April 2020 10:08 PM  
**To:** DJPR COVID Accom-Lead (DJPR) <[DJPRcovidaccom-lead@ecodev.vic.gov.au]>; [PPO] (DJPR) <[Personal Information]@ecodev.vic.gov.au>  
**Cc:** Paul Stagg (DJPR) <[Personal Information]@global.vic.gov.au>  
**Subject:** Re: Wilson's Security

Thanks Rachaele

Paul as you would be aware - we have had significant issues with Wilson from day dot. In line with that I'd be keen to understand how their contract is structured.

As we work through exits at hotels, can we also exit them. For eg. by the end of the week - crown plaza will be empty. And we are not looking to go back in so that's pretty straight forward. However in the case of pan Pac which will be reused - how can we move them on and what's the notice period.

The other large property is Mercure which could end up the same as crown plaza.

Happy to discuss.

Gönül

Gönül Serbest  
 Chief Executive Officer | Global Victoria  
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 T: [Personal Information]@global.vic.gov.au  
 W: global.vic.gov.au

**From:** DJPR COVID Accom-Lead (DJPR) <[DJPRcovidaccom-lead@ecodev.vic.gov.au]>  
**Sent:** Tuesday, April 14, 2020 9:46:08 PM  
**To:** [PPO] (DJPR) <[Personal Information]@ecodev.vic.gov.au>  
**Cc:** Gonul Serbest (DJPR) <[Personal Information]@global.vic.gov.au>; Paul Stagg (DJPR) <[Personal Information]@global.vic.gov.au>  
**Subject:** Wilson's Security

H [PPO]

Gonul and I discussed this today. Could you please work with Gonul to formalise a written concern to Wilson's Security, noting this is the second such incident this week and unacceptable.

Thanks,  
 Rachaele

**Rachaele May**

A / Executive Director Emergency Coordination and Resilience

**Department of Jobs, Precincts and Regions**

402 Mair Street Ballarat, Victoria Australia 3350

T: Personal InformationPersonal Information[@agriculture.vic.gov.au](mailto: [REDACTED]@agriculture.vic.gov.au)**djpr.vic.gov.au**

Please note I work from home on FRIDAY

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**From:** Rachaele E May (DJPR) Personal Information [@agriculture.vic.gov.au](mailto: [REDACTED]@agriculture.vic.gov.au)>**Sent:** Tuesday, 14 April 2020 7:53 PM**To:** DJPR COVID Accom-Lead (DJPR) <[DJPRcovidaccom-lead@ecodev.vic.gov.au](mailto:DJPRcovidaccom-lead@ecodev.vic.gov.au)>**Subject:** FW: Security Complaint**Rachaele May**

A / Executive Director Emergency Coordination and Resilience

**Department of Jobs, Precincts and Regions**

402 Mair Street Ballarat, Victoria Australia 3350

T: Personal InformationPersonal Information[@agriculture.vic.gov.au](mailto: [REDACTED]@agriculture.vic.gov.au)**djpr.vic.gov.au**

Please note I work from home on FRIDAY

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**From:** PPO Personal Information (DJPR) <[\[REDACTED\]@ecodev.vic.gov.au](mailto: [REDACTED]@ecodev.vic.gov.au)>**Sent:** Tuesday, 14 April 2020 5:55 PM**To:** Personal Information (DJPR) <[\[REDACTED\]@ecodev.vic.gov.au](mailto: [REDACTED]@ecodev.vic.gov.au)>**Cc:** Rachaele E May (DJPR) <[\[REDACTED\]@agriculture.vic.gov.au](mailto: [REDACTED]@agriculture.vic.gov.au)>**Subject:** RE: Security Complaint

I will contact Wilson Security now to have this guard removed.

Personal Information

Principal Policy Officer | Inclusion, Employment

**Department of Jobs, Precincts and Regions**

Level 35, 121 Exhibition Street, Melbourne, Victoria Australia 3000

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From: [Personal Information] <[redacted]@ecodev.vic.gov.au>  
 Sent: Tuesday, 14 April 2020 5:41 PM  
 To: PPO [redacted] (DJPR) <[redacted]@ecodev.vic.gov.au>  
 Cc: Rachaele E May (DJPR) <[redacted]@agriculture.vic.gov.au>  
 Subject: FW: Security Complaint

Can you please address asap with Security firm

I will escalate with DHHS to have a welfare check by nurse on site

Can you also circle back so that we can update guest on outcome

### Felicia Cousins

Executive Director | Transformation and Performance | Rural and Regional Victoria

**Department of Jobs, Precincts and Regions**

33 Breed St Traralgon 3844

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[Personal Information] <[redacted]@ecodev.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]@stellarxm.com>  
 Sent: Tuesday, 14 April 2020 5:33 PM  
 To: [Personal Information] <[redacted]@ecodev.vic.gov.au>  
 Cc: [Personal Information] <[redacted]@stellarxm.com>; [Personal Information] <[redacted]@thirdhorizon.com.au>; [Personal Information] <[redacted]@thirdhorizon.com.au>  
 Subject: Security Complaint

Hi [Personal Information]

Another security complaint received today.

I have guest [Personal Information] Crowne Plaza 813 that has received an inappropriate note under her door from a security guard. The note said something like "Hey hun, add me on snapchat" - she looked up his name and looked up on Facebook and it's a security guard and wants to complain.

[Personal Information] is his name - He took her outside a few days ago for outside time .... with 2 other guests... 2 other security guards.



Personal Information

Customer Success Program Manager

Personal Information

[\[redacted\]@stellarxm.com](mailto: [redacted]@stellarxm.com)

[www.stellarxm.com](http://www.stellarxm.com)

experience matters



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