

From: [REDACTED Personal information] (Supt) </O=VICPOLICE/OU=MELCENTRAL/CN=RECIPIENTS/CN=VP23618>
To: Grainger, Michael; Tully, Timothy; [REDACTED Personal information]
Sent: 27/03/2020 9:19:01 PM
Subject: Passengers returning from Overseas - mandatory isolation in CBD hotels - Briefing [DLM=For-Official-Use-Only]
Attachments: FW: Operation BANDOR - [DLM=For-Official-Use-Only]; Fwd: Quarantine Planning Teleconference - 28/03/2020 10:00hrs; i200327 - GRAINGER - 1ST MEETING NOTES.pdf

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Hi all,

Following the PM's announcement re above the EM Commissioner has the role to co-ordinate the planning and implementation of this action

Victoria Police has the responsibility to take the lead on the developing the law enforcement plan.

Victoria Police will have an enforcement role.

Initial planning for the VP policing response can be summarised as follows: As at 2100rs on 27/3/2020.
 (See attached document for further information)

What we do know:

- DJPR has overall responsibility to develop the end-to-end plan and contact Claire ?? to contact Mick Grainger as contact for further planning
- Direction to be invoked from midnight Saturday and is currently being drafted – details tbc
- First aircraft anticipated for arrival 0700 hrs Sunday AM and then 4 further flights through Sunday with last flight at 1800hours carrying an estimated 0900-1500 pax – to be confirmed (from AFP Aviation manager Supt Simone Butcher via APAM)
- Similar arrivals are expected for Monday, Tuesday and Wednesday and then anticipate numbers reducing
- Sky bus being contracted to transport people to hotels
- Security guards to be contracted to provide a level of security at the hotels.
- CCP recommendation that private security is to be the first line of security
- Follow – up conversation with **ABF SPOC Liaison officer** [REDACTED Personal information] – ABF role to facilitate process from aircraft to kerb where they hand to DHHS (?)
- Follow-up conversation with **AFP Liaison officer and Commander Aviation** – See email embedded for further Including -
- **Transport to Hotels** – the AFP have agreed to provide a plain clothes officer/s (police/PSOs) on board each bus that depart the airport to the nominated hotel. The role of the AFP is for a general security/welfare presence only, plain clothes can be casual, must be kitted up and wearing relevant PPE (mask and gloves). Please note passengers would have undergone testing prior to boarding the bus. Any passengers who have symptoms or test positive will be transported separately to hospital. Transport will be required for officers to return to duty post bus disembarkation.
- DHHS to co-ordinate and plan the reception process at the hotels to ensure social distancing (this process may take some).
- Health needs to be identified and anticipate medical hotline to being established to triage calls for assistance (not to overload AV or local health providers)
- DHHS responsible for release procedures including arranging transport to final address

What we don't know:

Details regarding police powers (anticipate the Health and Well-being Act powers) and this direction being drafted and anticipate confirmation early AM on Saturday - or State of Disaster powers if invoked?

Confirmed numbers of arrivals – see estimates provided at this point
 Names of hotels (Crown nominated as initial provider that is ready to receive people)
 Number of hotels providers within the CBD (Suggested that CBD preferred as opposed to regional locations and to have them close to the testing centres)
 Likelihood of people to absconding/compliance
 Intention is isolation in the room and uncertain if that allows some limited movement in hotel ?
 Individual CCTV or other IT monitoring capabilities of the hotel that can assist the security guards monitoring movements

Information sharing (flight manifests) between departments – to be clarified
 ADF support – unclear what ADF role – other than to “support us in our planning” Vs PM announcement ?

Proposed Victoria Police enforcement role:

Maintain a policing presence at the transfer of passengers from arrival at the hotel through reception process.
 On-going tasking to support the security guards – patrolling the hotels
 Providing response to calls for assistance

Resourcing model:

Role for Operation Sentinel – utilise existing surge capacity
 Role for ND1 to oversee processing, patrolling and response capacity
 Further details of number of hotels, flight arrival times and numbers of passengers going forward is required to prepare the full resourcing model.

Briefings:

DPC, A/C NWM, Cmdr Tum Tully and A/Cmdr Therese Fitzgerald briefed on above and initial discussions regarding proposed resourcing model.

Next steps –

1. EMV meeting at 0900 hours Saturday 28 March - attendees A/C Grainger, Cmdr Tim Tully, SPOC Planning Cell manager **PHONE IN ON** ^{REDACTED} _{Personal information} Meeting should confirm arrangements to including further details re the number of hotels to secured and confirmation of passenger numbers
2. SPOC Ops and Planning Task to finalise the overall law enforcement plan (including confirmation of the ABF and AFP proposed actions)
3. SPOC Ops and Planning Cells to support Cmdr Tully to develop Vic Pol Resourcing model based on above enforcement role

Thanks everyone.

Regards

^{REDACTED} _{Personal information}
^{REDACTED} _{Personal information} **Superintendent | Policing Research & Innovation Division | Capability Department**

Email: ^{REDACTED} _{Personal information} @police.vic.gov.au web address: www.police.vic.gov.au

Phone: ^{REDACTED} _{Personal information} Mobile: ^{REDACTED} _{Personal information}

Address: Level 6, 637 Flinders Street, Docklands, Melbourne 3008

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Classified by ^{REDACTED} _{Personal information} @police.vic.gov.au on 27/03/2020 10:18:59 PM

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From: Grainger, Michael <michael.grainger@police.vic.gov.au>

Sent: Friday, 27 March 2020 6:32 PM

To: ^{REDACTED} _{Personal information} @police.vic.gov.au

Cc: ^{REDACTED} _{Personal information} (Supt) <^{REDACTED} _{Personal information} @police.vic.gov.au>

Subject: 200327 - Grainger Notes from EMC meeting - PM's direction re self isolation in hotels

OFFICIAL: Sensitive

1633	EMV - Andrew Crisp. Supt. ^{REDACTED} _{Personal information} (SPOC Planning), ^{REDACTED} _{Personal information} and myself in meeting, with support from ^{REDACTED} _{Personal information} .	<<i>200327 - GRAINGER - 1ST
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	<p>Discuss arrangements around PM's announcement - effective midnight, tomorrow night (28.03.20). Designated locations will be nominated and arrivals will need to stay for 14 days. I advocated for CBD hotels as a preference. Focus will be on arrivals at Tullamarine and DJPR (Claire xxx) are also considering private flights arriving and Ports (Include Jet-Base for example). Does it include Cargo Ships? = No Avalon Airport is not included. Sky Bus will be the conveyance of choice (Jerome Weimer - Dept. of Transport). Identifying a workflow process is the focus of DJPR. DJPR will have the responsibility of developing the end-to-end process (Claire XX). Claire will contact me to discuss VP's position on this. The Process planning will be broken into 4 stages (which I liked).</p> <ol style="list-style-type: none"> 1. Reception 2. Transport 3. Accommodation 4. Return to Community (see notes) <p>Aircrew and arriving cargo ships crews will be exempt I asked question about what Powers we will be acting under. Jason Helps (DHHS) advises that we will be acting under revised CHO Directions under the Community Health and Wellbeing Act.</p>	MEETING NOTES.pdf>>
1735	<p>Met with REDACTED Personal information - debriefed meeting. She will talk to Operations and Planning Cells and Deputy State Police Commander and start to develop a loose policing response. I will connect her with DJPR tonight. REDACTED Personal info will contact A/Supt REDACTED along with ABF and AFP liaisons to help contribute to a draft plan</p>	

Regards,
Michael GRAINGER

Assistant Commissioner | State Emergencies & Support Command
Victoria Police

email michael.grainger@police.vic.gov.au | web address: www.police.vic.gov.au

phone: REDACTED Mobile: REDACTED

address: Level 9 Tower 1, VPC, 637 Flinders Street, Docklands 3008 | DX: 210096

I acknowledge the traditional custodians of the land on which I live and work and pay my respect to the Elders both past & present.



OFFICIAL: Sensitive

From: REDACTED </O=VICPOLICE/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=MOURITZ, REDACTED on behalf of SPOC-PLANNING-MGR
To: REDACTED
Sent: 27/03/2020 6:50:19 PM
Subject: FW: Operation BANDOR - [DLM=For-Official-Use-Only]
Attachments: Mandatory Quarantine Summary.pptx

OFFICIAL: Sensitive

REDACTED Business Analyst | Corporate and Workplace Performance Unit
Personal information
Organisational Performance Division | Capability Department

email: REDACTED @police.vic.gov.au | **phone:** REDACTED
Personal information Personal information
address: Level 3, Tower 2, 637 Flinders Street, Docklands, 3008

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From: REDACTED <REDACTED@afp.gov.au>
Personal information Personal information
Sent: Friday, 27 March 2020 7:48 PM
To: SPOC-PLANNING-MGR <SPOC-PLANNING-MGR@police.vic.gov.au>
Subject: Operation BANDOR - [DLM=For-Official-Use-Only]

For-Official-Use-Only

Good evening

Further to my discussion with REDACTED earlier this evening.
Personal information

The following information may assist in relation to the overseas travellers being quarantined.

I have been advised that the AFP will have the following roles/responsibilities:

Border – liaise and assist ABF and associated agencies in corralling passengers for border processing. There may also be a requirement to assist in passenger communication announcements, public order and issuance of directions in terminals, airside or on board aircrafts.

Landside – assist airport operators and their service providers in public order and compliance of visitors at airports not entering international terminals. Department of Infrastructure have the lead on this and should have communicated requirements to airport operators, please liaise with airport operators to assist where required.

Transport to Hotels – the AFP have agreed to provide a plain clothes officer/s (police/PSOs) on board each bus that depart the airport to the nominated hotel. The role of the AFP is for a general security/welfare presence only, plain clothes can be casual, must be kitted up and wearing relevant PPE (mask and gloves). Please note passengers would have undergone testing prior to boarding the bus. Any passengers who have symptoms or test positive will be transported separately to hospital. Transport will be required for officers to return to duty post bus disembarkation.

Hotel liaison/security – please note the AFP will not be providing onsite liaison or security/law enforcement

functions at Hotels this will now be a State/Territory responsibility, we will however hand over to the relevant point of contact from the State/Territory on arrival at the nominated hotel (more details to follow).

Attached is the Mandatory Quarantine Summary provided to AFP Canberra ICC, which illustrates responsibilities.

I have been asked to ascertain from SPOC Planning cell the following information (if known/available):

Flight details

I have advised AFP Canberra ICC that at this stage that flight details are not known.

Nominated hotels for quarantined passengers

I have advised AFP Canberra ICC that at this stage that Crown Casino is the only known hotel.

Transport scheduling details

I have advised AFP Canberra ICC that at this stage the only information to hand is that Skybus is being contracted to provide transport.

Desired handover arrangements between AFP on arrival at hotel with the relevant receiving State/Territory agency.

I have advised AFP Canberra ICC that at this stage that arrangements have not yet been identified.

Any advice about any of the above would be very much appreciated.

DETECTIVE SERGEANT [REDACTED Personal information]
TEAM LEADER
CRIME OPERATIONS
Tel: [REDACTED Personal information] Ex: [REDACTED Personal info] Mob: [REDACTED Personal information]
www.afp.gov.au



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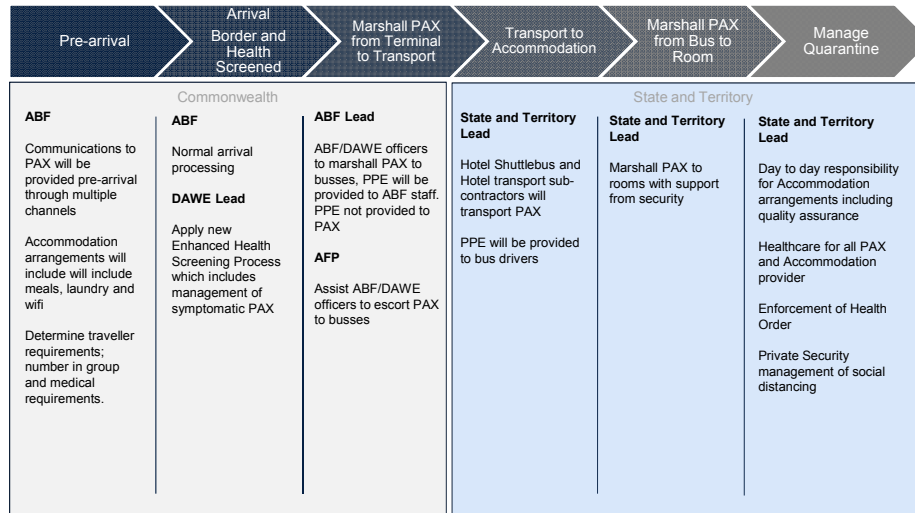


Australian
BORDER FORCE

Process Summary for Mandatory Quarantine

For Official Use Only

Mandatory Quarantine Process Overview



Arrangements will be in place to maintain appropriate social distancing and security at all times from disembarkation to quarantine completion

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From: Grainger, Michael </O=VICPOLICE/OU=MELCENTRAL/CN=RECIPIENTS/CN=VP24461>
To: REDACTED (Supt)
CC: REDACTED; REDACTED
Sent: 27/03/2020 8:45:32 PM
Subject: Fwd: Quarantine Planning Teleconference - 28/03/2020 10:00hrs
Attachments: Draft+Plan.docx

FYI. Someone from planning needs to be part of this. I will also participate.

Regards,

Michael Grainger
Assistant Commissioner
State Emergencies & Support Command,
Victoria Police
Ph: REDACTED

From: - - SCC Support <sccvic.support@scc.vic.gov.au> on behalf of - - SCC Support <sccvic.support.scc.vic.gov.au@service.whispir.com>
Sent: Friday, March 27, 2020 21:15
To: Michael Grainger
Subject: Quarantine Planning Teleconference - 28/03/2020 10:00hrs

There will be a Quarantine Planning Teleconference held Saturday 28/03/2020 at 10:00hrs.

Please dial REDACTED

Further to the National Cabinet meeting today and enhanced border security measures that will see incoming passengers transported to enforced quarantine locations in Melbourne from midnight tomorrow evening, the attached planning arrangements have been developed.

All departments are requested to review this document in order to:

- o Address the known unknowns from the teleconference today
- o Inform existing plans
- o Confirm primary points of contact for each Department or function
- o Review, refine and update assigned Department tasks to inform a coordinated multi-agency plan

Information is requested for the teleconference that validates considerations outlined in the tasks section of this document and identify changes required including clarification of the following:

- o Legal
- o Medical support required during all phases
- o Welfare services
- o Interpreters
- o Personal Transport
- o Unaccompanied minors
- o Survey of passenger requirements on arrival and throughout the quarantine period

Regards, SCC Strategic Planning

VICTORIA ENFORCED QUARANTINE PLANNING PROCESS

- **Emergency Management Commissioner is leading the coordination of the combined agency planning in response to the National Cabinet's direction to implement the heightened measures to address COVID-19**
- **The below work is the product from today's teleconference and is designed to highlight departmental responsibilities**
- **All departments are requested to review this document in order to:**
 - **Address the known unknowns from the teleconference today**
 - **Inform existing plans**
 - **Confirm primary points of contact for each Department or function**
 - **Review, refine and update assigned Department tasks to inform a coordinated multi-agency plan (End state)**
- **Information is requested for the 10:00am teleconference(invitation to be sent) that validates considerations outlined in the tasks section of this document and identify changes required including clarification of the following:**
 - Legal
 - Medical support required during all phases
 - Welfare services
 - Interpreters
 - Personal Transport
 - Unaccompanied minors
 - Survey of passenger requirements on arrival and throughout the quarantine period

SITUATION

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

MISSION

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

EXECUTION

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

General Overview of the Plan

Preliminary Actions

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

Phase 1 – Reception

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

Phase 2 – Transport

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

Phase 3 – Accommodation

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

Phase 4 – Return to the Community

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

Tasks

Preliminary Actions

- Information of quarantine plan disseminated
 - Individuals
 - Families

- Contracted solutions
- Quarantine accommodation and contracted transport booked
- Workforce identified and in position to conduct tasks
- Arrival schedules and manifests confirmed

Phase 1 – Reception

- Department of Transport
 - Sky bus contract - Tullamarine
 - Regional transportation
- Department of Jobs, Precincts and Regions
 - Reception parties established and coordinated at all entry points
 - Melbourne airport and customs liaison
 - Incoming passenger data
- Department of Health and Human Services
 - Health screening
 - Direction at airports and maritime ports
 - Providing access to psychological support
- VICPOL
 - Land side airport security
 - Liaise with AFP and Border Force

Phase 2 – Transport

- Department of Transport
 - Skybus tasked in accordance with projected arrivals
- Department of Jobs, Precincts and Regions
 - Reception parties established at quarantine accommodation
- Department of Health and Human Services
 - Health support officers embarked on busses
 - Welfare services
- VICPOL
 - Bus escorts to ensure isolation compliance

Phase 3 – Accommodation

- Department of Jobs, Precincts and Regions
 - Management of accommodation contracts
 - Reception parties established to coordinate movement of passengers to quarantine accommodation
 - Management of life support for all passengers including food and amenities
 - Manage private security contract to enforce isolation of quarantine accommodation
- Department of Health and Human Services
 - Health checks conducted
 - COVID-19 testing conducted
 - Medical care provided

- Transfer to health facility if required
- VICPOL
 - Provide security reserve force to support private security if required

Phase 4 – Return to the Community

- Department of Transport
 - Provision of transport to passengers to transit to original destination
- Department of Health and Human Services
 - Conduct of health reviews to allow release back into the community
 - Brief members on responsibilities
 - Psychological support

Coordinating Instructions

Timings

- **Prelim**
 - Arrival data and maritime ports confirmed no later than 28 1000 Mar 20
 - Transport confirmed no later than 28 1300 Mar 20
 - Quarantine Accommodation confirmed no later than 28 1600 Mar 20
 - International terminal at Tullamarine prepared for quarantine no later than 28 2200 Mar 20
 - Passengers set in place no later than 28 2350 Mar 20
- **Phase 1**
 - Reception party at international airport and maritime port no later than 28 2359 Mar 20
- **Phase 2**
 - Nil
- **Phase 3**
 - Passengers are quarantined for a 14 days minimum
- **Phase 4**
 - Nil

Locations

- Airports
 - Tullamarine
- Maritime Ports.
 - TBC
- Quarantine Accommodation.
 - TBC

COORDINATION

- State Control Centre is the central coordination point for all phases

Communications Plan

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

Planning Points of Contact

- Department of Transport -
- Department of Jobs, Precincts and Regions -
- Department of Health and Human Services -
- VICPOL -
- Department of Premier and Cabinet –
- Emergency Management Victoria -

EMC - 1630 meeting re PM's direction to isolate returning travellers

CLEAVER, Kerry

Subject: State Control Centre- Strategic Planning Group - COVID19
Location: Teleconference ph REDACTED Personal information
Start: Wed 25/03/2020 11:30 AM
End: Wed 25/03/2020 12:30 PM
Show Time As: Tentative
Recurrence: (none)
Meeting Status: Not yet responded
Organizer: SCC-Vic (Strategic Plan) Strategic Plan - Planning Team.

DHHS.
@ who's leading?

CLAIRE (DJPR)

A Strategic Planning teleconference will be held daily (unless otherwise advised) at 11:30hrs.

You are encouraged to utilise the dial in option for this meeting due to the current COVID-19 situation.

Dial SCC teleconference number REDACTED Personal information Important - If dialling from a smart phone, use *3 to mute and *4 to unmute

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- ① Reception
 - AFP
 - ABF.] need to be present to reinforce importance of direction } security & Ans.
 - Melbourne Airport has their critical incident team established.
 - vehicle trucks to support AFP?
- ② Transport
 - who will control these people
 - where will people's cars be stored
 - what's our plan to deal with roadside reception - AFP/NSW/ABF liaison & work out.
- ③ Accommodation
 - JP presence for de-bussing as well @ private security.
 - Medical needs in accommodation
 - Reception plan
- ④ Return to Community
 - Medical checks prior to departure.

CITR

what - Comm. Bio-Security Act?

'ANDREW EXEMPT'

- Powers -
JASON HEPS - DHHS.

Date / Time	Monthly Overtime _____	Monthly Court Hours _____	Rest Days Owed _____
	Particulars of Duties		Claims
26/3/20	As per agenda & minutes		
26/3/20 1630	As Off Duty		
26/3/20	Wednesday, Thursday		
0730	On Duty. Administration		
0900	Meeting 1MT #10 COVID 19		
	As per minutes & agenda		
1100	Meeting 1MT #11 COVID 19		
	as per minutes & agenda		
1400	Meeting with representatives of Regional Ops & Regions re. Op INTERLONC. Chaired by Supt O'Brien. - Overview of concept of operations.		
1425	Administration		
1630	Off Duty		
0730			
27/3/20	Friday		
0730	On Duty. Administration		
0900	Meeting 1MT #11 COVID 19		
	As per agenda & minutes		
1100	Meeting 1MT #12 COVID 19		
1600	Off Duty		
28/3/20	Saturday		
0900	On Duty. Administration		
1000	Meeting SCC - Texas Quarantine of all persons entering Australia - Decision to be enforced as of 0600h.		
29/3/20	Need to engage with OHS & Cent of Gravity & other support agencies as per the process / operation to transport people from Tallamonne Airport		

Date / Time	Particulars of Duties	Claims
	<p>Monthly Overtime _____ Monthly Court Hours _____ Rest Days Owed _____</p> <p># Quarantine beatings</p> <ul style="list-style-type: none"> - require details on which hotels (CBB preferred), expected arrival times of flight, passenger numbers. - Actions pending re directing - require contact details of the support agencies. - Will need Vic of presence at full response report re. Coordinating - Vic of not planning security of Quarantine beatings → to assess with transition to accommodation of beatings → provide security to take over. 	
1100	<p>State 197 #13. COVID 19</p> <p>per agenda + minutes</p>	
1150	<p>Administration Planning re. forced Quarantine arrangements</p>	
1815	<p>Dec. - further discussion re. Arrangements & Planning for forced Quarantine</p> <ul style="list-style-type: none"> - Flight flight 0730 hrs. - final list to be provided - Possible that the direction will need to be given - to each merchandise - time Report the hotel (require Hotel name + room numbers) → legal bill working through them - Discussions regarding progress of bill re. welfare/wellbeing of family members. (Need boss?) - Plane scheduled to arrive 2257 hrs. tonight → if lands prior to occur they no issues. Monitoring same - Victoria Police to check manifest at hotel (OATHS) ensure all persons who get on bus get off. 	

Date / Time	Monthly Overtime _____	Monthly Court Hours _____	Rest Days Owed _____
	Particulars of Duties		Claims
	<p>DHS confirmed that security will be engaged at each hotel.</p> <p>DHS confirmed that Red Cross may be advised to gather information from passengers collected at hotel.</p> <p>DHS made it clear that on seen an order is given the person is in the custody of DHS → other agencies are simply assisting.</p> <p>- Name of operation - Op SOTERIA</p> <p>- Possible but there may be a de-brief after the 1st couple to ensure that there are no issues.</p>		
2030	Off Duty		
29/3/20	Sunday		
0700	On Duty. Administration. Monitor Op SOTERIA		
1100	On Duty. M/T # 13. COVID 19		
1150	Administration. Monitor Op SOTERIA		
0730	Off Duty.		
30/3/20	Monday		
0700	On Duty. Administration. Monitor Op SOTERIA		
0800	Monitor M/T # 12 COVID 19.		
1100	<p>As per minutes & agenda</p> <p>- Handover to A/Chief FITZGERALD. (Senior Policy Commander - On Duty role)</p> <p>State M/T # 14 COVID 19.</p> <p>As per agenda & minutes.</p>		
1145	Off Duty		
1600	Off Duty.		
31/3/20	Tuesday R.O No. 4 K.E 28/3/20		
2/4/20	Wednesday R.O No. 1 K.E 11/4/20		

Op SOTERIA - Updates [DLM=For-Official-Use-Only]

From: "Tully, Timothy" <timothy.tully@police.vic.gov.au>
To: REDACTED Personal information <REDACTED Personal information@police.vic.gov.au>, REDACTED Personal information <REDACTED Personal information@police.vic.gov.au>
Cc: "Cornelius, Luke" <luke.cornelius@police.vic.gov.au>, REDACTED Personal information <REDACTED Personal information@police.vic.gov.au>, "Grainger, Michael" <michael.grainger@police.vic.gov.au>, REDACTED Personal information <REDACTED Personal information@police.vic.gov.au>
Date: Sat, 28 Mar 2020 20:26:35 +1100
Attachments: Unnamed Attachment (148 bytes); Unnamed Attachment (98 bytes); Updated T2 International Arrivals Sun 29 March.xlsx (10.96 kB)

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REDACTED
Personal information

Again, thankyou for your efforts today in pulling this operation together from a VicPol perspective. I have just come from a teleconference with EMV and other stakeholders regarding the operation. Updates as follows:

- Op Order name has changed to Op SOTERIA.
- DHHS is the control agency with a number of other agencies providing support.
- Still awaiting the 'Direction' to be finalised. A number of legal issues with this.
 - Likely that 'Direction' will need to be given to each individual
 - Likely that 'Direction' will need to state hotel and also room number
 - Likely that there will be 2 separate 'Directions':
 - § Airport – 'Direction' re Hotel
 - § Hotel – Amended 'Direction' to state hotel and also hotel number
- In relation to the flight that is currently in transit and expected to arrive at around 2257 hrs tonight – slightly delayed and new arrival time is 2302 hrs. As long as this plane lands before 0000 hrs there will not be an issue. The only other matter is that obviously the 'Direction' needs to be in force by this time or there is nothing that can be done in terms of forced quarantine. Some contingency plans are in place if the 'Direction' is made and plane arrives after 0000hrs – however I expect if this is the case VicPol will need to deploy resources to this.
- Made very clear that VicPol are responsible for 'security' during the transition of the 'Transport' Phase into the 'Accommodation' Phase. AFP responsible for security during transport and will provide escort. VicPol will transition responsibility for security to the private security (DHHS) during the accommodation phase.
- VicPol will be required to validate the manifest to ensure that all persons on the manifest are accounted for in terms of transitioning into the accommodation (Suggest that the S/Sgt take hold of the manifest and tick the names off etc. Hand back to DHHS upon completion).
- Confirmation from DHHS that private security has been engaged at the hotels.
- DHHS may engage a third party (Red Cross or similar) to gather information from the passengers (possibly given a document to fill out whilst in transit to the hotel. Will be collected at the hotel by DHHS etc.
- DHHS have confirmed that as soon as the 'Direction' is given the person is in the 'custody' (for want of a better term) of DHHS. All other agencies are simply supporting DHHS in this operation, although the 'Direction' will provide powers to police etc.
- Likely to be a quick de-brief after the first arrivals to ensure that the process is working as it should.
- Likely to be media present at the hotel – need to factor in ensuring media is prevented from accessing passengers. Suggest the establishment of both inner cordon (where bus stops for passengers to disembark) and outer cordon (driveway entrance or similar).

- Likely to have family members attend – as per above considerations with media. Establish cordons as above – possible that they may be able to quickly converse – not sure. Strictly nil contact between parties. Strictly nil exchange of items between parties. Strictly nil prolonged catch ups and conversations etc. Common sense to prevail.
- **Media / Family to remain outside the outer cordon.**
- Updated flight details – **note that new flight listed for 0630 hrs in the morning:**
- <<...>>
- Hotel details as follows (cross reference arrival times with flights in above spreadsheet):

Crown Promenade
LA805 (104 PAX)
QR994 (59PAX)
CZ321 (38 PAX)
MU737 (18 PAX)

Crown Metropole
AC037 (163 PAX)
NZ123 (100 PAX)
QR904 (141 PAX)

If there are any issues let me know.

See you in the morning..

Tim TULLY | Commander 27557 | North West Metro Region – Commander North | Victoria Police

email: timothy.tully@police.vic.gov.au | web address: www.police.vic.gov.au

phone: ^{REDACTED} address: 637 Flinders St, Melbourne, 3000 | DX 210096



Operation Soteria

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

Operations Plan

Approved for distribution by:

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

Operation Soteria

Distribution

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

Document Details

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

Operation Soteria

1. SITUATION

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

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

1.1 Background

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

1.2 Authorising Environment - TBC

Public Health and Wellbeing Act 2008 (Vic)

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

1.3 Definitions

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

2. MISSION

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

Operation Soteria

3. EXECUTION

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

3.1 Phases to achieve identified objectives

3.1.1 Preliminary Actions

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

3.1.2 Phase 1 – Reception

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

3.1.3 Phase 2 – Transport

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

3.1.4 Phase 3 – Accommodation

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

3.1.5 Phase 4 – Return to the Community

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

Operation Soteria

3.2 Preliminary Phase

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

3.3 Phase 1 – Reception

Note: REDACTED

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

3.3.1 Communications

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

3.3.2 Airside Operations

3.3.2.1 AFP/ABF

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

3.3.2.2 DHHS

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

3.3.2.3 AFP/ABF

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

3.3.2.4 Department of Transport (DoT)

- Manage bus transport State-side to accommodation

3.3.2.5 VicPol

- REDACTED
- REDACTED

Operation Soteria

3.3.3 State-side Operations

3.3.3.1 DHHS and DJPR

- Reception parties established and coordinated at all identified accommodation

3.3.3.2 VicPol

- REDACTED

3.4 Phase 2 – Transport

Note: DoT are lead

3.4.1 Communications

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

3.4.2 DoT

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

3.4.3 AFP

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

3.4.4 VicPol

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

3.4.5 DHHS and DJPR

- Prepare for incoming passenger accommodation registration

3.5 Phase 3 – Accommodation

3.5.1 Communications

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

3.5.2 DJPR

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

Operation Soteria

- Management of services for all passengers including food and amenities

3.5.3 DHHS

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

3.5.4 VicPol

- Provision of support to private security as required

3.6 Phase 4 – Return to the Community

3.6.1 Communications

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

3.6.2 DHHS

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

3.6.3 DoT

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

3.7 Strategies and tactics proposed to achieve tasks and objectives

3.7.1 Coordinating Instructions

3.7.1.1 Timings

Preliminary Phase

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

Phase 1

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

Phase 2

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

Phase 3

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

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Phase 4

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

3.7.1.2 Locations

Airports

- Tullamarine

Maritime Ports

- TBC

Quarantine Accommodation

- TBC

3.8 Daily arrivals schedule – see Appendix 2

3.9 Synchronisation matrix - See Appendix 4

4. COORDINATION

State Control Centre is the central coordination point for all phases

4.1 Communications Plan (Lead DHHS - Marita Tabain)

4.1.1 Authorisation of communications plan by DPC

4.1.2 Communications plan to incorporate:

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

4.2 Planning Points of Contact – See Appendix 3

Operation Soteria

Appendix 1

Detention Order pending

Operation Soteria

Appendix 2

DAILY TIMINGS (AS AT 28 1609 MAR 20)

Arrivals for 29 March 2020

Passenger arrivals MEL (Tullamarine)

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

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

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

Operation Soteria

Appendix 3

Contacts List

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

Operation Soteria

Appendix 4

Outline of agency involvement across the stages of enforced quarantine

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

From: REDACTED
To: SPOC-PLANNING-MGR; REDACTED Personal information; Grainger, Michael; Tully, Timothy; REDACTED Personal information; REDACTED Personal information
Subject: Fwd: Approved Operations Plan - Operation Soteria - Version 1.0 released 28 March 2020 2000 hours
Date: Saturday, 28 March 2020 8:40:27 PM
Attachments: [Operations Plan - Operation Soteria - 28 March 2020 v1.0 - final.docx](#)

REDACTED

Superintendent
Priority Community Division

From: SCC-Vic (Strategic Plan) Strategic Plan <sccvic.stratplan@scc.vic.gov.au>

Sent: Saturday, March 28, 2020 8:18 pm

To: REDACTED Personal information (DPC); REDACTED Personal information (SRO); REDACTED Personal information; Simon Phemister (DEDJTR); REDACTED Personal information (DPC); REDACTED Personal information (DPC); REDACTED Personal information (DEDJTR); REDACTED Personal information (DHHS); REDACTED Personal information (DJCS); REDACTED Personal information (DPC); REDACTED Personal information (DJCS); REDACTED Personal information (DOT); Claire Febey (DEDJTR); REDACTED Personal information (DJCS); Michael Grainger (VICPOL); REDACTED Personal information @defence.gov.au; Jason Helps (DHHS); REDACTED Personal information (DJCS); REDACTED Personal information (DPC); REDACTED Personal information (PTV); REDACTED Personal information (DPC); Andrew S Crisp (DJCS); REDACTED Personal information (DOT); REDACTED Personal information (VICPOL); REDACTED Personal information (VICPOL); REDACTED Personal information (DJCS); REDACTED Personal information (DPC); SCC-Vic (Strategic Communications); Chris B Eagle (DELWP); Braedan Hogan (DHHS); REDACTED Personal information (DEDJTR); REDACTED Personal information (DJCS)

Cc: REDACTED @emv.vic.gov.au

Subject: Approved Operations Plan - Operation Soteria - Version 1.0 released 28 March 2020 2000 hours

Good evening everyone,

Following today's Operation Soteria planning meetings, I provide the approved operations plan. Thank you to everyone for your efforts today and contributions to the development of this plan. The CHO Detention Notice will be appended as Appendix 1 when finally approved and distributed to you.

Kindest regards

Kaylene Jones

Strategic Planning Officer
SCC Strategic Planning Cell

State Control Centre | Level 4, 8 Nicholson Street, East Melbourne VIC 3002

Ph: REDACTED Confidential

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

The information in this message and in any attachments may be confidential. If you are not the intended recipient of this message, you must not read, forward, print, copy, disclose, or use in any way the information this message or any attachment contains. If you are not the intended recipient, please notify the sender immediately and delete or destroy all copies of this message and any attachments.

FW: OP BANDOR final.doc [DLM=For-Official-Use-Only]

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Personal information @police.vic.gov.au>
To: REDACTED
@police.vic.gov.au>, TPSC-POC-MGR <tpsc-poc-
mgr@police.vic.gov.au>
Cc: "Tully, Timothy" <timothy.tully@police.vic.gov.au>, REDACTED
Personal Information
REDACTED
Personal information @police.vic.gov.au>
Date: Sat, 28 Mar 2020 20:06:18 +1100
Attachments: 200328 - OP SOTERIA - final.doc (114.18 kB)

OFFICIAL: SensitiveHello REDACTED
Personal inform

Can you please upload the new named version.

Op Sentinel – this Op Order has been retitled from Bandor to Op SOTERIA.
<<...>>

Thanks

REDACTED
Personal infor**OFFICIAL: Sensitive**

From: Tully, Timothy <timothy.tully@police.vic.gov.au>
Sent: Saturday, 28 March 2020 7:50 PM
To: REDACTED
@police.vic.gov.au>
Cc: SPOC-PLANNING <SPOC-PLANNING@police.vic.gov.au>; REDACTED
Personal information
<REDACTED
Personal information @police.vic.gov.au>; REDACTED
@police.vic.gov.au>; REDACTED
@police.vic.gov.au>; REDACTED
@police.vic.gov.au>
Subject: RE: OP BANDOR final.doc [DLM=For-Official-Use-Only]

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Updated Op Order – Forced Quarantine of Australian Arrivals – renamed as discussed – OP SOTERIA.

Please upload on PEEC and circulate as required.

Any issues let me know.

Tim TULLY | Commander 27557 | North West Metro Region – Commander North | Victoria Police

email: timothy.tully@police.vic.gov.au | **web address:** www.police.vic.gov.au
phone: REDACTED
Personal information address: 637 Flinders St, Melbourne, 3000 | DX 210096

From: REDACTED
Personal information
Sent: Saturday, 28 March 2020 19:11
To: Tully, Timothy; Grainger, Michael; SPOC-OPERATIONS-MGR; SPOC-PLANNING-MGR; REDACTED
Personal Information
REDACTED
Personal information; REDACTED
Personal information
Subject: FW: OP BANDOR final.doc [DLM=For-Official-Use-Only]

OFFICIAL: Sensitive

Find attached the approved Op Order for Op Bandor.

Regards

Peter
State Deputy Police Commander

OFFICIAL: Sensitive

From: REDACTED @police.vic.gov.au>
Sent: Saturday, 28 March 2020 5:42 PM
To: Tully, Timothy <timothy.tully@police.vic.gov.au>; REDACTED Personal information REDACTED @police.vic.gov.au>;
Grainger, Michael <michael.grainger@police.vic.gov.au>; REDACTED Personal information REDACTED
<REDACTED @police.vic.gov.au>; REDACTED Personal information REDACTED @police.vic.gov.au>
Subject: OP BANDOR final.doc [DLM=For-Official-Use-Only]

For Official Use Only

Good afternoon,

Please find final copy of Op BANDOR for perusal.

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Personal inform

If no further updates could you please load into Statewide PEEC shell.



<< File: OP BANDOR final.doc >>

Regards

REDACTED | Inspector
Licensing & Public Safety
NWM – Specialist Operations

REDACTED
Level 2, Tower 1, VPC 637 Flinders St Docklands

OFFICIAL: Sensitive

		Operation Soteria		
		Victoria Police Response		
		Date Commencing midnight 28th March 2020		
				
SITUATION	MISSION - OUTLINE	EXECUTION, TASKS & POLICE INSTRUCTIONS	ADMIN & LOGISTICS	COMMAND & COMMS
<p>As heightened measures to curb the spread of the Covid-19 virus, the Prime Minister has directed that all passengers returning to Australia from international destinations are to undergo 14 days enforced quarantine.</p> <p>It is anticipated that up to 1500 passengers per day will arrive at Melbourne Airport in the first few days. Alternative ports include Essendon Airport (charter planes), Port of Melbourne (cargo), Geelong Port (Cargo), Western Port, Hastings (Cargo) and station pier.</p> <p>Control for every movement of persons arriving remains the authority of the Chief Health Officer. It is planned that quarantine will occur across various hotels within the ND1 CBD for a 14 days period.</p> <p>“Operation Bandor” has been established with the key stakeholders including DHHS (Lead Agency), AFP, DPC, ABF, EMV, DJCR, DJPR, Dept of Transport and others as required.</p> <p>The operation is conducted in four stages:</p> <p>Stage 1 – Reception Passengers arrive via international airport or maritime port and are separated from general public in order to be processed for quarantine.</p> <p>Stage 2 – Transport Transportation of passengers from place of arrival to place of quarantine in the vicinity of a Covid-19 testing centre.</p> <p>Stage 3 – Accommodation This phase commences when reception party receives passengers at the place of quarantine. 14 days isolation will occur at this location.</p> <p>Stage 4 – Return to the Community This phase begins when the passenger is reviewed for exit by quarantine management and ends once the person has been briefed on their health responsibilities and exits quarantine.</p> <p>Risk Assessment This operation has been assessed as routine.</p>	<p>Mission To provide support during Stage 2 & 3 of Operation Bandor to ensure:</p> <ul style="list-style-type: none"> Maintenance of public order Any attempt to breach or breaches of the direction of the Chief Health Officer to quarantine are effectively managed 	<p>Liaison Officer Victoria Police will provide a liaison officer at the Melbourne Airport to:</p> <ul style="list-style-type: none"> provide support and a point of contact for the control and supporting agencies to provide timely situational updates to the PC & PFC to facilitate VicPol planning and response to planned activities. <p>Airport Precinct – policing role: Victoria Police liaison (MERC) is support to AFP whilst passengers are Airside. VicPol will provide a policing presence Stateside to support AFP in the management and response to any Public Order issues within the Melbourne Airport precinct. To ensure:</p> <ul style="list-style-type: none"> that public order is maintained to ensure a safe and secure environment support for the tier one security personnel is provided management of any attempted breach or actual breach of quarantine by any arriving international passengers at the accommodation precinct prior to entering the place of quarantine <p>Accommodation Precinct – policing role: Victoria Police are to provide a police presence at each accommodation precinct to ensure:</p> <ul style="list-style-type: none"> that public order is maintained to ensure a safe and secure environment support for the tier one security personnel is provided at each quarantine location prior to the passengers entering the place of quarantine management of any attempted breach or actual breach of quarantine by any arriving international passengers at the accommodation precinct prior to entering the place of quarantine <p>It is acknowledged that each quarantine location will differ, however support to POM and security of the area must be adjusted accordingly to provide a safe and secure environment. Motel locations TBC</p> <p>Upon completion of the processing of passengers and their placement into hotel rooms, Vicpol will ensure adequate safety is in place by Tier 1 security and hand over security to State Govt Vic Dept of Jobs, Precincts and Regions.</p> <p>Rostered duty 0700hrs to 1500hrs (if required until relieved) 1500hrs to 2300hrs (if required until relieved) 2300hrs to 0700hrs (if required pending flight times)</p>	<p>Dress Members in full operational uniform in high visibility vests and baseball caps.</p> <p>Equipment Full OSTT equipment to be worn/carried, including ballistic vest / IOEV.</p> <p>Vehicles Vehicle to be sourced from own workplace.</p> <p>Meals Meals will not be supplied. Time to be allocated in field of operations and as directed by the Fwd Commander</p> <p>Briefing To be conducted at a safe location in the field by the Police Fwd Commander at the commencement of the shift.</p> <p>Arrests Passengers arriving from various international locations are to be isolated by direction of the Chief Health Officer. DHHS will provide this direction to each of the arriving passengers and they will be compelled to comply. Victoria Police have responsibility to prevent any breaches of the CHO direction. The PFC will ensure clear communication with passengers and stakeholders to facilitate explanation of the directions to ensure and influence prevention of breaches. On the instruction of the Police Commander for this operation, an arrest(s) may be required. Safety of police members is paramount and safety prevention briefing and PPE will be provided as per the COVID-19 Safety Hub.</p> <p>Interviews As per above instructions.</p> <p>Safety</p> <ul style="list-style-type: none"> All members to have full PPE equipment and follow the instructions as outlined in their safety briefings. Social distancing requirements are to be applied where practicable and enforced at all times unless operational response dictates otherwise. Safe Tactics applies. <p>Overtime Overtime to be applied in accordance with normal operating procedures</p> <p>Dismissal As directed by the Police Forward Commander. Upon completion of this activity, units to return to own work location.</p>	<p>Command Police Commander Commander Tim Tully REDACTED Personal information</p> <p>Dept COMMANDER: Supt REDACTED REDACTED Personal information Call Sign:</p> <p>Police Forward Commander: Inspector REDACTED REDACTED Call Sign: White 150</p> <p>LO role: AM A/Insp REDACTED REDACTED Personal information PM SSGT REDACTED REDACTED Personal information</p> <p>Communications Channel 01-01</p> <p>Call signs/Contact White</p> <p>Prepared by: NWM RPOC Ops Insp REDACTED REDACTED Personal information A/Insp SPOC Planning Supt REDACTED</p> <p>CC: NWMR AC SPOC cells and command NWM Commanders NWMR OSD Supt NWMR SSD Supt NWM D1 Supt SESC AC OIC Media Unit ND4 Supt Liaison Officers</p> <p>Attachments:</p> <p>Anticipated Quarantine Locations:</p> <p>Anticipated Flight Schedule:  Flights Sunday 29032020.docx</p>

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		<p>Supply of Personnel per shift NWMMR</p> <ul style="list-style-type: none">• 1 Inspector – Police Forward Commander• 2 Senior Sergeants <p>Op Sentinel from across NWMMR Per Hotel</p> <ul style="list-style-type: none">• 2 Sergeants• 10 ORs <p>It is likely that there will be simultaneous action at more than 1 hotel, with various numbers of passengers, which will require additional resources for this operation.</p> <p>Liaison Officer AM A/Insp [REDACTED] PM SSGT [REDACTED]</p> <p>Airport Precinct (Stateside) drawn from ND4 Op Sentinel</p> <ul style="list-style-type: none">• 1 Sgt• 4 OR's <p>Op Sentinel other Regions/Commands</p> <ul style="list-style-type: none">• 1 SSGT• 2 Sgts• 10 OR's <p>Hotel Locations:</p> <ul style="list-style-type: none">• TBC		
--	--	--	--	--

UPdated Op Order Op SOTERIA [DLM=For-Official-Use-Only]

From: "Tully, Timothy" <timothy.tully@police.vic.gov.au>
To: REDACTED
Personal information @police.vic.gov.au, REDACTED
Personal information
REDACTED
Personal information @police.vic.gov.au
Date: Sun, 29 Mar 2020 08:41:45 +1100
Attachments: 200328 - OP SOTERIA - final.doc (114.69 kB)

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Personal information

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Amended op Order re Op SOTERIA – references to OP BANDOR removed.

Please ensure that this is uploaded to PEEC.



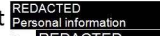
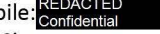

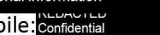

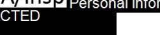



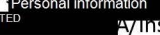
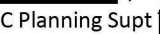

Any issues let me know.

Tim TULLY | Commander 27557 | North West Metro Region – Commander North | Victoria Police

email: timothy.tully@police.vic.gov.au | web address: www.police.vic.gov.au

phone: REDACTED
Confidential | mobile: REDACTED | address: 637 Flinders St, Melbourne, 3000 | DX 210096

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		Operation SOTERIA			
		Victoria Police Response		Date Commencing midnight 28th March 2020	
SITUATION	MISSION - OUTLINE	EXECUTION, TASKS & POLICE INSTRUCTIONS	ADMIN & LOGISTICS	COMMAND & COMMS	
<p>As heightened measures to curb the spread of the Covid-19 virus, the Prime Minister has directed that all passengers returning to Australia from international destinations are to undergo 14 days enforced quarantine.</p> <p>It is anticipated that up to 1500 passengers per day will arrive at Melbourne Airport in the first few days. Alternative ports include Essendon Airport (charter planes), Port of Melbourne (cargo), Geelong Port (Cargo), Western Port, Hastings (Cargo) and station pier.</p> <p>Control for every movement of persons arriving remains the authority of the Chief Health Officer. It is planned that quarantine will occur across various hotels within the ND1 CBD for a 14 days period.</p> <p>“Operation Soteria” has been established with the key stakeholders including DHHS (Lead Agency), AFP, DPC, ABF, EMV, DJCR, DJPR, Dept of Transport and others as required.</p> <p>The operation is conducted in four stages:</p> <p>Stage 1 – Reception Passengers arrive via international airport or maritime port and are separated from general public in order to be processed for quarantine.</p> <p>Stage 2 – Transport Transportation of passengers from place of arrival to place of quarantine in the vicinity of a Covid-19 testing centre.</p> <p>Stage 3 – Accommodation This phase commences when reception party receives passengers at the place of quarantine. 14 days isolation will occur at this location.</p> <p>Stage 4 – Return to the Community This phase begins when the passenger is reviewed for exit by quarantine management and ends once the person has been briefed on their health responsibilities and exits quarantine.</p> <p>Risk Assessment This operation has been assessed as routine.</p>	<p>Mission To provide support during Stage 2 & 3 of Operation Soteria to ensure:</p> <ul style="list-style-type: none"> Maintenance of public order Any attempt to breach or breaches of the direction of the Chief Health Officer to quarantine are effectively managed 	<p>Liaison Officer Victoria Police will provide a liaison officer at the Melbourne Airport to:</p> <ul style="list-style-type: none"> provide support and a point of contact for the control and supporting agencies to provide timely situational updates to the PC & PFC to facilitate Victoria Police planning and response to planned activities. <p>Airport Precinct – policing role: Victoria Police liaison (MERC) is support to AFP whilst passengers are Airside. VicPol will provide a policing presence Stateside to support AFP in the management and response to any Public Order issues within the Melbourne Airport precinct. To ensure:</p> <ul style="list-style-type: none"> that public order is maintained to ensure a safe and secure environment support for the tier one security personnel is provided management of any attempted breach or actual breach of quarantine by any arriving international passengers at the accommodation precinct prior to entering the place of quarantine <p>Accommodation Precinct – policing role: Victoria Police are to provide a police presence at each accommodation precinct to ensure:</p> <ul style="list-style-type: none"> that public order is maintained to ensure a safe and secure environment support for the tier one security personnel is provided at each quarantine location prior to the passengers entering the place of quarantine management of any attempted breach or actual breach of quarantine by any arriving international passengers at the accommodation precinct prior to entering the place of quarantine <p>It is acknowledged that each quarantine location will differ, however support to POM and security of the area must be adjusted accordingly to provide a safe and secure environment. Motel locations TBC</p> <p>Upon completion of the processing of passengers and their placement into hotel rooms, Victoria Police will ensure adequate safety is in place by Tier 1 security and hand over security to State Govt Vic Dept of Jobs, Precincts and Regions.</p> <p>Rostered duty 0700hrs to 1500hrs (if required until relieved) 1500hrs to 2300hrs (if required until relieved) 2300hrs to 0700hrs (if required pending flight times)</p> <p>Supply of Personnel per shift NWMMR</p> <ul style="list-style-type: none"> 1 Inspector – Police Forward Commander 2 Senior Sergeants <p>Op Sentinel from across NWMMR Per Hotel</p> <ul style="list-style-type: none"> 2 Sergeants 10 ORs 	<p>Dress Members in full operational uniform in high visibility vests and baseball caps.</p> <p>Equipment Full OSTT equipment to be worn/carried, including ballistic vest / IOEV.</p> <p>Vehicles Vehicle to be sourced from own workplace.</p> <p>Meals Meals will not be supplied. Time to be allocated in field of operations and as directed by the Fwd Commander</p> <p>Briefing To be conducted at a safe location in the field by the Police Fwd Commander at the commencement of the shift.</p> <p>Arrests Passengers arriving from various international locations are to be isolated by direction of the Chief Health Officer. DHHS will provide this direction to each of the arriving passengers and they will be compelled to comply. Victoria Police have responsibility to prevent any breaches of the CHO direction. The PFC will ensure clear communication with passengers and stakeholders to facilitate explanation of the directions to ensure and influence prevention of breaches. On the instruction of the Police Commander for this operation, an arrest(s) may be required. Safety of police members is paramount and safety prevention briefing and PPE will be provided as per the COVID-19 Safety Hub.</p> <p>Interviews As per above instructions.</p> <p>Safety</p> <ul style="list-style-type: none"> All members to have full PPE equipment and follow the instructions as outlined in their safety briefings. Social distancing requirements are to be applied where practicable and enforced at all times unless operational response dictates otherwise. Safe Tactics applies. <p>Overtime Overtime to be applied in accordance with normal operating procedures</p> <p>Dismissal As directed by the Police Forward Commander. Upon completion of this activity, units to return to own work location.</p>	<p>Command Police Commander Commander Tim Tully Mob: </p> <p>Dept COMMANDER: Supt:  Mobile:  Call Sign:</p> <p>Police Forward Commander:  Mobile:  Call Sign: White 150</p> <p>LO role: AM A/Insp:   PM SSGT:  </p> <p>Communications Channel 01-01</p> <p>Call signs/Contact White</p> <p>Prepared by: NWM RPOC Ops Insp:   SPOC Planning Supt: </p> <p>CC: NWMMR AC SPOC cells and command NWM Commanders NWMMR OSD Supt NWMMR SSD Supt NWM D1 Supt SESC AC OIC Media Unit ND4 Supt Liaison Officers</p> <p>Attachments:</p> <p>Anticipated Quarantine Locations:</p> <p>Anticipated Flight Schedule:  Flights Sunday 29032020.docx</p>	

It is likely that there will be simultaneous action at more than 1 hotel, with various numbers of passengers, which will require additional resources for this operation.

Liaison Officer

AM A/Insp REDACTED Personal Information
PM SSGT REDACTED

Airport Precinct (Stateside) drawn from ND4 Op Sentinel

- 1 Sgt
- 4 OR's

Op Sentinel other Regions/Commands

- 1 SSGT
- 2 Sgts
- 10 OR's

Hotel Locations:

- TBC

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Operation SOTERIA
Victoria Police Response **Date Commencing midnight 28th March 2020**



SITUATION	MISSION - OUTLINE	EXECUTION, TASKS & POLICE INSTRUCTIONS	ADMIN & LOGISTICS	COMMAND & COMMS
<p>On 13 March, the Australian Government advised Australians to reconsider their need to travel overseas. On 17 March, the Government urged Australians overseas who wished to return home to do so as soon as possible by commercial means. On 18 March, the travel advice for the entire world was elevated to 'Do Not Travel'. On 24 March, the Prime Minister announced a ban on all Australians travelling overseas.</p> <p>The return home of Australians is happening in a range of ways, including via scheduled and facilitated commercial flights, or private charters. In some cases (particularly where the arrangement is via private charter), this is occurring with little notice and sometimes without the authority required by, or the intervention of government.</p> <p>As heightened measures to curb the spread of the Covid-19 virus, the Prime Minister has directed that all passengers returning to Australia from international destinations undergo 14 days enforced quarantine.</p> <p>International repatriation flights are arriving at Melbourne Airport from 29th of March until ongoing through 2020. The numbers of flights and PX on board is not often known by DFAT/Borderforce/DHHS/AFP and Melbourne Airport until 24 hours before arrival.</p> <p>Control for every movement of persons arriving remains the authority of the Chief Health Officer. Currently there are approx. 3,000 people in forced quarantine in 15 hotels. Quarantine will occur across various hotels within ND1 and ND4 for a 14 day period.</p> <p>“Operation SOTERIA” has been established with key stakeholders including DHHS (Lead Agency), AFP, DPC, ABF, EMV, DJCR, DJPR, Dept of Transport and others as required.</p> <p>The operation is conducted in four stages:</p> <p>Stage 1 – Reception Passengers arrive via international airport or maritime port and remain airside and separated in order to be processed for quarantine.</p> <p>Stage 2 – Transport Transportation of passengers from Melbourne Airport to place of quarantine. AFP provide vehicle escort of bus to hotel.</p> <p>Stage 3 – Accommodation This phase commences when reception party receives passengers at the place of quarantine. 14 days isolation will occur at this location.</p> <p>Stage 4 – Return to the Community This phase begins when the passenger is reviewed for exit by quarantine management and ends once the person has been briefed on their health responsibilities and exits quarantine.</p> <p>Risk Assessment This operation has been assessed as routine.</p>	<p>Mission To provide support during Stage 2 & 3 of Operation SOTERIA to ensure:</p> <ul style="list-style-type: none"> • Maintenance of public order • Any attempt to breach or breaches of the direction of the Chief Health Officer to quarantine are effectively managed • Victoria Police provide support to AFP, DHHS and DJPR for enforcement and compliance issues. • Provision of support to private security as required • Prepare for transition for State-side security • Preparation and establishment of State-side security • Liaise with AFP and Border Force • Security and management of passenger disembarkation from transport to accommodation • Marshalling and security of incoming passengers • Receive manifest and passengers from AFP on arrival at accommodation 	<p>Liaison Officer Victoria Police will provide a strategic (Op SOTERIA) and forward liaison (Divisional 265) to:</p> <ul style="list-style-type: none"> • provide support and a point of contact to supporting agencies • to provide and receive timely situational updates to facilitate Victoria Police planning and response to Stage 2 and unplanned activities <p>Airport and Accommodation Precinct (ND1 & ND4)– policing role: VicPol will provide a policing presence Stateside at each accommodation precinct to ensure:</p> <ul style="list-style-type: none"> • that public order is maintained to ensure a safe and secure environment • Traffic Management in support of Dept of Transport (Skybus) with parking and overflow requirements • support for the tier one security personnel is provided at each quarantine location prior to the passengers entering the place of quarantine • management of any attempted breach or actual breach of quarantine by any arriving international passengers at the accommodation precinct prior to entering the place of quarantine <p>It is acknowledged that each quarantine location will differ, however support to POM, TMP's and security of the area must be adjusted accordingly to provide a safe and secure environment.</p> <p>Hotel locations as of 10.04.2020 Crown Metropol Crown Promenade Crowne Plaza Melbourne Pan Pacific Melbourne Mercure Welcome Melbourne Parkroyal Melbourne Airport Four Points by Sheraton, Docklands Melbourne Marriott Hotel Holiday Inn Melbourne Airport Holiday Inn Flinders lane Novotel Melbourne on Collins</p> <p>Travelodge Hotel Docklands Travelodge Hotel Southbank Rydges on Swanston Pullman Marriott Melbourne</p> <p>Upon all passengers being received into hotel, Victoria Police will clear, and security role will be the responsibility of Tier 1 contracted security with oversight from State Govt Vic Dept of Jobs, Precincts and Regions (DJPR)</p> <p>Victoria Police will continue to provide a Tier 2 level response activated via Police Communications (triple zero)</p> <p>Rostered duty 0600 to 1400hrs 1400hrs to 2200hrs 2200hrs to 0600hrs</p> <p>Policing resource model is attached as appendix.</p>	<p>Dress Members in full operational uniform in high visibility vests and baseball caps.</p> <p>Equipment Full OSTT equipment to be worn/carried, including ballistic vest / IOEV PPE – Full PPE including Masks, Goggles and Gloves to be worn throughout ingress (stage 3). Direction from DHHS and reinforced by Deputy Commissioner PATTON</p> <p>Vehicles Vehicle to be sourced from own workplace.</p> <p>Meals Meals will not be supplied. Time to be allocated in field of operations and as directed by the Fwd Commander</p> <p>Briefing Briefing Pack to be forwarded via email from Op SOTERIA to PFC outlining outer cordon ingress plan specific to relevant Hotel, TMP (if required) and safety instructions</p> <p>Briefing to be conducted at a determined location or in the field by the Police Fwd Commander prior to deployment</p> <p>Arrests Passengers arriving from various international locations are to be isolated by direction of the Chief Health Officer. DHHS will provide this direction to each of the arriving passengers and they will be compelled to comply. Victoria Police have responsibility to prevent any breaches of the CHO direction. The PFC will ensure clear communication with passengers and stakeholders to facilitate explanation of the directions to ensure and influence prevention of breaches. On the instruction of the Police Commander for this operation, an arrest(s) may be required. Safety of police members is paramount and safety prevention briefing and PPE will be provided as per the COVID-19 Safety Hub.</p> <p>Interviews As per above instructions.</p> <p>Safety</p> <ul style="list-style-type: none"> • All members to have full PPE equipment and follow the instructions as outlined in their safety briefings. • Social distancing requirements are to be applied where practicable and enforced at all times unless operational response dictates otherwise. • Safe Tactics applies. <p>Overtime Overtime to be applied in accordance with normal operating procedures</p> <p>Dismissal As directed by the Police Forward Commander. Upon completion of this activity, units to return to own work location.</p>	<p>Command Police Commander Commander Tim Tully Mob: REDACTED Personal information</p> <p>Dept COMMANDER: Supt: REDACTED Personal information Mob: REDACTED Personal information</p> <p>Police Forward Commander: Relevant 265's as per Op SOTERIA tasking</p> <p>LO role: Insp: REDACTED Personal information A/Insp: REDACTED Personal information A/Insp: REDACTED Personal information S/Sgt: REDACTED Personal information</p> <p>Communications REDACTED Personal information</p> <p>Call signs/Contact White</p> <p>Prepared by: Insp: REDACTED Personal information A/Insp: REDACTED Personal information REDACTED Insp</p> <p>CC: NWMR AC SPOC cells and command NWM Commanders NWMR OSD Supt NWMR SSD Supt NWM D1 Supt SESC AC OIC Media Unit ND4 Supt Liaison Officers</p> <p>Attachments: Resource model (TBC) Attendance at Quarantined Hotel Guidelines Detainee Support Mechanism</p>

Insp

REDACTED
Personal Information

OFFICIAL: Sensitive

OFFICIAL: Sensitive



VICTORIA POLICE

Operation SOTERIA

Victoria Police Response
Ongoing from 29th March 2020

Situation



VICTORIA POLICE

To curb the spread of the Covid-19 virus, the Prime Minister has directed that all passengers returning to Australia from international destinations are to undergo 14 days enforced quarantine.

Control for every movement of persons arriving remains the authority of the Chief Health Officer. Currently there are over 3,000 people in forced quarantine across 16 within ND1 and ND4

Op SOTERIA is a multi agency operation (DHHS Primacy) involving key partners from Australian Federal Police (AFP), Department of Jobs, Precentis and Regions (DJPR), Australian Border Force (ABF), Department of Transport and Victoria Police managing the ingress and egress of international passengers to/from quarantine sites.

Mission



VICTORIA POLICE

- To support our key partners by providing a visible and responsive policing service to ensure;
- Public order is maintained
 - Any attempt to breach or breaches of the direction of the Chief Health Officer (CHO) to quarantine are effectively managed

Execution - Command



VICTORIA POLICE

Police Forward Commander: (White 260)

Deputy Forward Commanders: (Rostered Sergeants)

Police Commander Strategic:

Op SOTERIA Liaison (*refer to tasking email re on duty contact*)

- Inspector [REDACTED Personal information] - Mobile: [REDACTED Personal information]
- S/Sgt [REDACTED Personal information] - Mobile [REDACTED Personal information]
- S/Sgt [REDACTED Personal information] - Mobile: [REDACTED Personal information]

Execution



VICTORIA POLICE

This operation is conducted in four stages:

Stage 1 – Reception

Passengers arrive via international airport. They are processed by ABF, medically screened by DHHS and served a direction and detention notice made by the CHO by Authorised Officers

Stage 2 – Transport

Transportation of passengers from place of arrival to place of quarantine undertaken by Dept of Transport (Sky Bus) with AFP escort

Stage 3 – Accommodation

This phase commences when reception party receives passengers at the place of quarantine. 14 days isolation will occur at this location.

Stage 4 – Return to the Community

This phase begins when the passenger is reviewed for exit by quarantine management and ends once the person has been briefed on their health responsibilities and exits quarantine.

Execution



VICTORIA POLICE

Our role is to support DHHS and Security during ingress and egress (stage 3 & 4). To do this we will;

1. Deploy on scene
2. Set up approved TMP to facilitate arriving/departing vehicles
Sky Bus during ingress / Approved taxi company/ride share during egress
3. Cordon the ground level area (direct engagement with passengers is not required – This is undertaken by DHHS and Security)

While DHHS are the control agency, Victoria Police have a legislated coordination role. Our presence also provides our key partners reassurance and enhances our professionalism

Execution



VICTORIA POLICE

Current Hotel Sites-

Crown Promenade – 8 Whiteman St (cnr Queens Bridge St)

Crown Metropol – 8 Whiteman St (cnr Clarendon St)

Crowne Plaza Melbourne – 1-5 Spencer Street

Pan Pacific Melbourne – 2 Convention Place

Parkroyale Melbourne Airport – Arrival Dve Melb Airport

Mercure Welcome Melbourne – 265 Little Bourke St

Novotel Melbourne on Collins – 270 Collins St

Four Points by Sheraton, Docklands – 443 Docklands Dve

Travelodge Hotel Docklands – 66 Aurora Lane

Novotel Melbourne South Wharf – 7 Convention

Travelodge Hotel Southbank – 9 Riverside Quay

Melbourne Marriott Hotel – Cnr Exhibition & Lonsdale St

Holiday Inn Melbourne – 575 Flinders Lane

Holiday Inn Melbourne Airport – 10-14 Centre Rd, Melb Airport

Rydges on Swanston – 701 Swanston St, Carlton

Stamford Plaza – 111 Little Collins Street, Melbourne

Briefing member;

1. Acknowledge hotels being used for ingress/egress

2. If members are not required to support ingress/egress, reassurance visits to Hotel sites are to be undertaken to support key partners in conjunction with Sentinel tasking

Execution



VICTORIA POLICE

Brief to TMP and Cordon as per tasking document for specific sites

You may choose to do this onsite

Execution - Risks



VICTORIA POLICE

It is acknowledged that ingress is of greater risk than egress; and each quarantine site will differ in risk subject to location, pedestrian and vehicle traffic, time of day, number of passengers arriving/departing and support provided by our key partners. As such the need to be flexible and forward plan with relevant agencies is paramount.

Considerations;

Passengers breaking quarantine:

- Attempt to flee upon disembarking bus
- Family and friends onsite wanting to greet/engage with passenger
- Walking out of hotel

Media:

- Allocate a media point if required

Interference:

Delivery personnel may require access during ingress/egress times. This is the responsibility of Hotel staff/Security to facilitate, however a sterile corridor must be maintained to ensure travellers are kept away from the public.

Challenge anyone breaching the quarantine zone (pedestrians or travellers) pursuant to Public Health & Wellbeing Regulations powers

Admin / Logistics



VICTORIA POLICE

Dress - Members in full operational uniform including high vis vests and baseball caps

Equipment - Full OSTT equipment to be worn/carried, including ballistic vest / IOEV

Vehicles - Vehicle to be sourced from own workplace

Meals

- Time to be allocated in the field as directed by the PFC
- Pre arranged meal packs may be provided by Op SOTERIA liaison when large ingress/egress is expected

Overtime - To be applied in accordance with normal operating procedures

Dismissal - As directed by the PFC

Communications

Channel - 01-01

Call sign: - White

Safety



VICTORIA POLICE

All members to have full PPE equipment during ingress including goggles, masks and gloves -
(REINFORCED BY D/C PATTON)

Social distancing requirements are to be applied where practicable and enforced at all times unless operational response dictates otherwise

Safe Tactics applies

Considerations;

- Crime scene tape may be used to reduce public contact and increase physical barriers within area of operation
- As per Vic Pol - Safety Fact Sheet PPE must be worn when close personal contact with a person who is confirmed COVID-19 positive or at high risk of carrying the virus is anticipated. **During egress** persons exiting have undertaken 14 days quarantine and are not displaying signs or symptoms - General PPE in line with safe tactics applies, however **if you enter a hotel site FULL PPE must be worn**

Operation Soteria
Op.Soteria-Minutes-2020-03-29-1300hrs



EM-COP Library Filename – Op Soteria-Minutes-2020-03-29-1300hrs

Operation Soteria

Meeting Details			
Meeting Date	29 March 2020	Start	1300hrs
Teleconference	9037 8885	End	1330hrs
Location	State Control Centre, Bogong Room		
Minutes	SRC Executive Support – REDACTED Personal information		
Members	Name	Attendees (+ as required)	Name
Deputy State Controller – Op Soteria (Chair)	Chris Eagle (CE)	DOT	Kim Schriener (KS)
EMC	Andrew Crisp (AC)	VicPol	Steve Fontana (SF) Tim Tully (TT) REDACTED Personal information REDACTED
State Controller Health	Jason Helps (JH)	DPC	Sarah Caines (SC) Helen Stitt (HS)
DHHS	REDACTED Michael Mefflin (MM) REDACTED		
DJPR	Claire Febey (CF)		

Actions from Previous Meetings

No	Meeting Date	Action	Assigned to	Due Date

Item	Subject
1.	<p>Situational Awareness</p> <p>DHHS – (CH)</p> <ul style="list-style-type: none"> • Only 1 flight remaining for arrival today, all others have arrived. • 1 passenger flagged for potential exemption – not granted.

2.

Operations*Reports on mornings transfers, key issues, items for review***DHHS**

- DJPR Concierge staff and DHHS staff at airport.
- Have staff and nurses at Crown Metropol & Promenade hotels with distribution of passengers between both.
- **Action:** Clarification of booking hotels roles & responsibilities with DJPR & DHHS.
- Currently mapping out end to end process, with roles and responsibilities.
- SC – Any concerns around language support or dietary requirements? [REDACTED] – Interpreter services are available if required.
- CF – A number of people have contacted support/hotel concierge line and having discussions around dietary requirements.

DJPR

- Had [REDACTED Personal information] on the ground, 17 staff mobilised overnight were critically important.
- **Action:** Check consistency of information supplied on plane, at airport and hotels. Eg. Card on plane says they can continue on next flight leg.
- Positive feedback from passengers around additional supports provided.
- Some concerns from people travelling alone, supports required for health and wellbeing.
- High level of anxiety around recreation and movement. Policy needs to be sorted with DHHS.
- Not enough people on the ground to quickly process passengers at Hotels which delayed the buses.
- [REDACTED] – We are staffing up further, referring recreation query to Public Health for further guidance.

DOT

- Worked well at Melbourne Airport getting buses into place.
- Concur with DJPR that more staff are required at hotels due to delaying buses. Buses had to circle and 2 held at the airport.
- Skybus need confirmation of hotels for tomorrow to plan route.
- Challenge with Air Canada flight due to volume of luggage.
- Clarification of transport arrangements if people need to go to hospital.

VicPol

- TT – No issues besides back up of buses.
- Need confirmation of flight time for tomorrow and hotels to be used.
- CF – Reconciliation of today's accommodation to see what stock is available. Both hotels used today will most likely take more tomorrow and Crown Plaza being stood up.
- TT – Concern is process for tracking which passengers are at each hotel and when they can be released. Thinking also required around any evacuation that may need to happen at a hotel and the implications for the mixing of groups quarantined on different dates.
- [REDACTED] – Dave Cullen Manager State Intel will be building a single source of truth, if VicPol and DJPR could provide information to StratIntel on data needs and data inputs.

3.	<p>Planning - Forward look at following day</p> <ul style="list-style-type: none"> CE - 729 people arriving tomorrow on 4 flights. CF – No information around arrivals, need to confirm across this group who will be responsible for monitoring ports and other airports. Action: CE & JH – Clarify who is responsible for gathering intel on international arrivals at ports and airports. MM – Qantas flight coming in tomorrow, landing in Perth first, no one disembarking and flight then coming to Melbourne with 60 passengers.
4.	<p>Health and Safety</p> <ul style="list-style-type: none"> CF – We only have enough PPE for DJPR staff, we need more for contractors being used. New hotels will only partake in operation if they can be provided PPE for their staff to use. Need confirmation of managing staff presence on the ground at the airport tomorrow. ██████ - MM and his team will be managing staff requirements at airport moving forward. JH – Will need to clarify what PPE is required moving on, taking into account social distancing when possible to conserve PPE usage. MM – supplied PPE today at airport for everyone involved in the operation, but will need more from tomorrow.
5.	<p>Welfare and Wellbeing</p> <ul style="list-style-type: none">
6.	<p>Other Business</p> <ul style="list-style-type: none"> CE - Confirmed 1330hrs daily meetings from tomorrow on same number.
7.	<p>Emergency Management Commissioner</p> <ul style="list-style-type: none"> Thank you to everyone for the honest and frank discussion.
8.	Next Scheduled Meeting – 1330hrs, Monday 30 March 2020

Actions			
No	Action	Assigned to	Due Date
1.	Clarification of booking hotels (roles & responsibilities) with DJPR & DHHS.	JH	30/3/2020
2.	Check consistency of information supplied to passengers – (Plane, Airport and Hotel)	MM	30/3/2020
3.	Clarify who is responsible for gathering intel on international arrivals at ports and airports.	CE / JH	30/3/2020

Operation Soteria
Op.Soteria-Minutes-2020-03-31-1330hrs



EM-COP Library Filename – Op Soteria-Agenda-2020-03-31-1330hrs

Operation Soteria

Meeting Details			
Meeting Date	31 March 2020	Start	1330hrs
Teleconference	9037 8885	End	1400hrs
Location	State Control Centre, Bogong Room		
Minutes	SRC Executive Support		
Members	Name	Attendees (+ as required)	Name
Deputy State Controller – Op Soteria (Chair)	Chris Eagle (CE)	DOT	Kim Schriener (KS)
EMC	Andrew Crisp (AC)	VicPol	REDACTED Personal Information
State Controller Health	Andrea Spiteri (AS)	DPC	
DHHS	Braedon Hogan (BH)		
DJPR	Claire Febey (CF) Rob Holland RH)		

Actions from Previous Meetings				
No	Meeting Date	Action	Assigned to	Due Date
1	29/3/2020 30/3/2020	Clarification of booking hotels (roles & responsibilities) with DJPR & DHHS. Still fine tuning.	JH	30/3/2020
2	29/3/2020	Check consistency of information supplied to passengers – (Plane, Airport and Hotel) 31/03/2020 -EMC asked that this had been resolved – needs to be clarified DJPR to follow-up.	MM	30/3/2020
3	29/3/2020	Clarify who is responsible for gathering intel on international arrivals at ports and airports. COMPLETE Contact border force re all flights and seaports.	CE / JH	30/3/2020
4	30/3/2020	Longlist of Hotels required to get a better understanding on capacity, location and proximity to services.	BH/CF	31/3/2020
5	30/03/2020	DoT to let VicPOL know who to contact regarding ingress and egress to the site. COMPLETE	CF/TF/JT	31/03/2020
6.	30/03/2020	Clarification that masks were delivered and received by the airport required. COMPLETE System now in place.	CF	31/03/2020
7.	30/03/2020	Minibars not being removed from Crown Plaza to be followed up. Meeting today around food and beverage resolving the issue will update next meeting.UPDATE required.	CF	31/03/2020

8	30/03/2020	<p>Evacuation planning procedures to be followed up for hotels. DJPR has prepared some advice for DHHS as to how to customise some measures needed in a quarantine context. Duty mangers are aware of the evacuation procedures. VicPOL require evacuation plans for each hotel and the overlay that has been discussed with DHHS for the quarantine. Evacuation responsibility sits with hotel (Duty Manager). DJPR to update next meeting to confirm that Duty Managers understand and have accepted that they own this responsibility. UPDATE required DJPR.</p> <p>Working with MFB and VICSES that they are connected and understood across all responder agencies. REPORT back at next meeting required.</p>	DJPR DHHS	31/03/2020
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Item	Subject
1.	<p>Situational Awareness</p> <p>Deputy State Controller - Health</p> <ul style="list-style-type: none"> Shift in focus for group now that procedures passengers and procedures to get passengers into quarantine in hotels has been accomplished. Focus now on how to look after the welfare and supervision of these passengers in the longer term.

2.	<p>Operations</p> <p><i>Reports on mornings transfers, key issues, items for review</i></p> <p>DHHS</p> <ul style="list-style-type: none"> • Welfare and supervision going well at the airport. Procedure well in place and things running smoothly and issues being dealt with as they happen. • Newly formed team at 50 Lonsdale to work on processes for ongoing work in this space eg smoking, physical activity etc. • A positive case in one hotel has been identified. Working with Hotel re support around this case and the issues around that. • Contact tracing will occur and assess who they have been in contact with and track those individuals. • DJPR – need to discuss how we share and manage that communication strategy for positive case to ensure proper procedures are put in place. • Options on movement to hospital and isolation/quarantine will be assessed on a case to case basis. • No risk to other via air-conditioning as the virus is not airborne. <p>DJPR</p> <ul style="list-style-type: none"> • Using remaining capacity today at Metropole and Promenade and will be utilising Crown Plaza tomorrow. Thinking through individual issues at each hotel as well as the whole. • Focus today for DJPR with DHHS, VicPOL and other ensuring best possible data quality is being captured and shared. • Clarifying policy on what can be delivered and what is possible with staffing. Important work as goods that they want to purchase assists with health and wellbeing. • Smoking another point to clarify, working with DHHS and if it possible how will they smoke. • Recreation is also an important need given that people are in spaces that don't have fresh air. But logistics need to be developed around how that might be achieved. • Food quality also being assessed to ensure the best food quality. <p>DOT</p> <ul style="list-style-type: none"> • <p>VicPol</p> <ul style="list-style-type: none"> • Participated in a t/c regarding deliveries coming in and processes to ensure the delivery. • Ensure any communications are received through the SPLO PBA email. <p>Other</p> <ul style="list-style-type: none"> • JH and Geoff Colsell working on PPE and the supply issues.
3.	<p>Planning</p> <p><i>Forward look at following day</i></p> <ul style="list-style-type: none"> • Air • Sea

4.	Health and Safety <ul style="list-style-type: none"> •
5.	Welfare and Wellbeing <ul style="list-style-type: none"> •
6.	Coordination State Controller – Health / Deputy State Controller <ul style="list-style-type: none"> • DHHS <ul style="list-style-type: none"> •
7.	Communication <ul style="list-style-type: none"> • CE working with the SCC Intel function as the central source of information.
8.	Other Business <ul style="list-style-type: none"> • Look at what has been achieved and don't look at what hasn't been achieved yet and continue with the great work.
9.	Next Scheduled Meeting – 1330hrs, 1 April 2020

Actions

No	Action	Assigned to	Due Date
1.			

Operation Soteria
Op.Soteria-Minutes-2020-04-01-1330hrs



EM-COP Library Filename – Op Soteria-Minutes-2020-04-01-1330hrs

Operation Soteria

Meeting Details			
Meeting Date	1 April 2020	Start	1330hrs
Teleconference	9037 8885	End	1411hrs
Location	State Control Centre, Bogong Room		
Minutes	SRC Executive Support		
Members	Name	Attendees (+ as required)	Name
Deputy State Controller – Op Soteria (Chair)	Chris Eagle (CE)	DOT	Kim Schriener (KS)
EMC		VicPol	REDACTED Personal information
State Controller Health		DPC	Steph Puls (SD)
DHHS	Braedan Hogan (BH) [REDACTED]		
DJPR	Claire Febey (CF) Rob Holland (RH)		

Actions from Previous Meetings

No	Meeting Date	Action	Assigned to	Due Date
1	29/3/2020	Clarification of booking hotels and their capacity (roles & responsibilities) with DJPR & DHHS. 1/4/20 – Still working on.	JH	30/3/2020
2	29/3/2020	Check consistency of information supplied to passengers – (Plane, Airport and Hotel) 1/4/20 – BH updated fact sheets for Airport. Working on a daily newsletter.	MM	30/3/2020
3	30/3/2020	Minibars not being removed from Crown Plaza to be followed up. 1/4/2020 – CF Alcohol has now been removed, in for 1 day only.	CF	31/3/2020 Complete
4	30/3/2020	Evacuation planning procedures to be followed up for hotels. 1/4/20 – AH VicPol have what they need.	DJPR / DHHS	31/3/2020

Item	Subject
1.	Situational Awareness Deputy State Controller - Health <ul style="list-style-type: none"> •

2.

Operations*Reports on mornings transfers, key issues, items for review***DHHS**

- [REDACTED] – Airport process running smoothly, people processed in a timely manner.
- [REDACTED]
 - Overall the Promenade best set up with a business centre set up. Metropol set up is not ideal for Nurses, room at end of floor where you need to walk through occupied rooms. Working with hotel management. Crown Plaza also has some issues we are working through. DHHS staff are at each site, working with nurses and concierge.
 - If issues are critical re meeting dietary requirement then allowing deliveries.
 - Nurses over run with health and mental health needs, would like to refer people over support via telephone. Allowing nurses to focus on people that may be starting to develop symptoms around COVID.
- CF – DJPR staff on the ground have raised concerns re DHHS having enough staff on the ground to deal with demand issues.
- BH – Can have further discussion offline, the Newsletter under the door with contact number may divert the demand on the ground.
- [REDACTED] - Need to consider if Red Cross, Beyond Blue or Lifeline could assist with Mental Health issues that are arising, will chat offline.
- [REDACTED]
 - Security at Metropol advising people are smoking in rooms, they are letting it go at the moment. Security briefed daily and have strategy if people try and leave their room.
 - One passenger taken away for back treatment, when he returned staff just dropped him off. Will work on a process to deal with this type of thing moving forward.
 - Minor transported this morning and the process worked well.
- CE – Are start of shift briefings now in place re use of PPE.
- [REDACTED] - Conducted at Crown Plaza and the Promenade this morning, just about to do one at Metropol.
- [REDACTED] - Works proceeding well 3 points of data, providing directly to [REDACTED Personal Information] at SCC.
- CF – Can distribute information now and establish a protocol.

DJPR

- Focussed on solving key issues driving people's satisfaction and comfort: smoking, recreation, policy around deliveries, food/dietary requirement.
- Working with DHHS regarding the operating model on the ground and understanding the model of care and how we interact with it (as an agency and through contracting staff).
- Trying to gain an understanding of expected demand for modelling work.

DOT

- Sufficient supply of buses to accommodate any flight schedule changes. AFP supporting well with challenges air side.

VicPol

- TF – Operation is going well, concerned if disgruntle passengers decide to leave hotel. Need to understand what response would be like.
- AH – Need to understand what staffing levels are stationed at each hotel and contact points.
- BH – I can be central coordination point, we have Authorised Officers at each hotel 24/7. Can facilitate conversation with DJPR about security and concierge staffing.

	<ul style="list-style-type: none"> • ACTION – Security escalation process to VicPol. VicPol response and requirements under detention order. • AH – SCT discussions regarding detainee, isolation, quarantine. Need clarity moving forward on proper reference. • BH – Passengers for internal use with VicPol for this operation. <p>Other</p> <ul style="list-style-type: none"> • [REDACTED] – It would be good to know rostering arrangements from DJPR and who they are so that we can contact them. • CF – Will take as action and provide details. Would also ask DHHS to do the same. • ACTION – DJPR & DHHS to share data of key people on the ground and also provide details to agency command / SCC.
3.	<p>Planning</p> <p><i>Forward look at following day</i></p> <ul style="list-style-type: none"> • CE - 2 or 3 flights per day with 100 passengers today and around 150 passengers tomorrow. This links into forward planning for hotels.
4.	<p>Health and Safety</p> <ul style="list-style-type: none"> • BH - Cleaning regime after buses have come through to wipe down areas of hotel. • CF – Seeking advice from DHHS on what the cleaning regime should be. • BH – Guidance online, frequency as often as possible. • CF – Would also need practice principals ie. After every intake, people being moved around etc. • RH – Wider issue coming in from other hotels we have contracted with, cleaning companies are saying they will charge more re possible COVID related. • CE – Yesterday we had a confirmed case of COVID that was reported. Yesterday afternoon an agreed process has been set up, DHHS is to advise the Deputy Controller Op Soteria, I will then advise agencies as needed/required. DHHS will follow the normal processes re close contact etc. The Authorised Officer on site will then take charge of actions to be undertaken on site. PPE should be used at all times like any person could be a potential case. Person will then be moved to an appropriate floor.
5.	<p>Welfare and Wellbeing</p> <ul style="list-style-type: none"> •
6.	<p>Coordination</p> <p>State Controller – Health / Deputy State Controller</p> <ul style="list-style-type: none"> • <p>DHHS</p> <ul style="list-style-type: none"> •

7.	<p>Communication</p> <ul style="list-style-type: none"> • CF – How will cases be reported and how will it be managed with others in the hotel. • BH – We do not release that level of information. • CF – Need to look at the assumption it gets into public domain. Prepare for how it would be handled, could create a spike in mental health issues. • BH – ACTION – Will liaise with CHO about how he would want it to handle it. • SP – DPC can help with communications for passenger information if needed. • BH – Daily newsletter being worked on with linkages to other services, we will go through usual approval processes. • CF – Would be good to include housekeeping arrangements etc.
8.	<p>Other Business</p> <ul style="list-style-type: none"> •
9.	Next Scheduled Meeting – 1330hrs, 2 April 2020

Actions			
No	Action	Assigned to	Due Date
1.	Security escalation process to VicPol. VicPol response and requirements under detention order.	BH / AH	3/4/2020
2.	Preparation on how we manage communications if a confirmed case of a passenger is made known in the media.	BH	2/4/2020
3.	DJPR & DHHS to share data of key people on the ground and also provide details to agency command / SCC.	■ CF	2/4/2020

Operation Soteria
Op Soteria-Minutes-2020-04-02-1330hrs



EM-COP Library Filename – Op Soteria MInutes-2020-04-02-1330hrs

Operation Soteria

Meeting Details			
Meeting Date	2 April 2020	Start	1330hrs
Teleconference	9037 8885	End	13:57hrs
Location	State Control Centre, Bogong Room		
Minutes	SRC Executive Support		
Members	Name	Attendees (+ as required)	Name
Deputy State Controller – Op Soteria (Chair)	Scott Falconer (SE)	DOT	
EMC	Andrew Crisp (AC)	VicPol	REDACTED Personal information
State Controller Health		DPC	Sarah Caines (SC) Helen Stitt (HS)
DHHS	Braedan Hogan (BH) REDACTED	EMV	Justin Kibell
DJPR	Claire Febey (CF)	DHHS	Michael Mefflin (Airport)



Actions from Previous Meetings				
No	Meeting Date	Action	Assigned to	Due Date
4	1/4/2020	Security escalation process to VicPol. VicPol response and requirements under detention order.	BH / AH	On going Meeting later today to develop plan
5	1/4/2020	Preparation on how we manage communications if a confirmed case of a passenger is made known in the media.	BH	Ongoing Daily newsletter being distributed to advise passengers on information. Measures taken at hotel to mitigate infection control
6	1/4/2020	DJPR & DHHS to share data of key people on the ground and also provide details to agency command / SCC.	████ CF	Data sharing has been landed.

Item	Subject
1.	<p>Situational Awareness</p> <p>Deputy State Controller - Health</p> <ul style="list-style-type: none"> • Vic has 68 confirmed cases 1036 in total 5 deaths 442 people recovered • Further overview on media talking points for covid19



2.

Operations*Reports on mornings transfers, key issues, items for review***DHHS**

- Work done with DJPR on service design. Meeting held yesterday on roles and responsibilities and how operating model works in hotels. Details on service design will be circulated for finalising, the aim is this will alleviate resources to do other programs
- Smoking policy being worked through – should be available shortly.
- Comms being worked through – ensuring standing items are worked on
- Exemptions are noted in a much clearer process. This can now be shared
- Transport directions around intent for supervised visits to funerals
- Also emerging medical needs and transport options, working with DoT for transport options
- Level of staffing at hospitals with some DHHS management
- Considerations still to be given around food
- Michael – Airport - No issues at Airport. 4 Flights today - 117 people will go to crown plaza, 2 flights this morning with 105 passengers no issues
- Smooth operations today at the Promenade and update on Crown, biggest activity was people understanding they knew they were in quarantine.
- Working through people with Anxiety and mental health issues
- Matt – Pan Pacific ready so 4.55 tomorrow getting ready
- FEMO team deployed to support the hospitals and added a GP increased nursing presence and mental health information
- There is a bottle neck about mental health and anxiety issues

DJPR

- Discussion with DHHS over 24 hour service model and supports DJPR are providing at Hotels. – further information to clarify
- Activating Pan Pacific hotel – it will come online tomorrow for passengers arriving in tomorrow's groups
- Provision of basic support and that it is consistent across all hotels and that Agency needs are coordinated and met
- Strong focus on food high degrees of anxiety on dietary requirements and that they are being met , issue with food allergies and safety
- Good idea would be signage on the doors for people with allergies etc
- Will get further advice from DHHS
- Will discuss with hotel management and hotel contractors and staff re provision of food
- Travellers arriving today with kosher needs which is important during Passover
- Food provision will have to come from outside the hotel as very specific requirements re preparation etc
- This group arrive at 6pm this evening
- Focus on delivery of food to ensure that grocery orders and care packages to home is safely delivered
- Communication is now key so that appropriate channels can be met
- Needs to be approved by DHHS so seamless process which is seen as integral
- Follow up on worker health and safety issue on cleaning practices, DHHS staff looked at this, need info on type and frequency of cleaning
- Arrangements will take place once we have advice
- DJPR are working on arrangements regarding funeral funeral arrangements

DOT

	<ul style="list-style-type: none"> Up to date with all of actions <p>VicPol</p> <ul style="list-style-type: none"> orderly intake of passengers at hotel Enjoyed good communications with AFP colleagues Preparing ground personnel for Pan Pacific tomorrow Planning for other hotels over weekend period REDACTED noted that there is work being done on a flowchart so escalation processes can be considered
3.	<p>Planning</p> <p><i>Forward look at following day – Air / Sea</i></p> <ul style="list-style-type: none">
4.	<p>Health and Safety</p> <ul style="list-style-type: none">
5.	<p>Welfare and Wellbeing</p> <ul style="list-style-type: none"> DHHS–undertaking sourcing an ongoing arrangement with PPE so that not at low supply. Need to replenish as a priority Careful messaging needs to be conveyed around PPE
6.	<p>Coordination</p> <p>State Controller – Health / Deputy State Controller</p> <ul style="list-style-type: none"> <p>DHHS</p> <ul style="list-style-type: none">
7.	<p>Communication</p> <ul style="list-style-type: none"> DHHS Whilst Comms are continuing to be approved then there will be no hold ups DJPR –have received anecdotal feedback around frequency of comms – information is that it could be a bit better. This issue has been escalated and improved comms is an ongoing priority



8.	<p>Other Business</p> <p>Evacuation Process</p> <p>Need to make sure that everyone is clear on plans</p> <p>DJPR and DHHS all have evacuation plans for each hotel all plans provided</p> <p>Meeting and email will be held with hotel staff for responsibility of evacuation</p> <p>VICPOL – requested daily updates on room allocation for each person under “detention” as constantly moving data. This information is critical in the event of an evacuation</p> <p>DJPR – will start providing this information directly to VicPol and to DHHS (where is only currently provided)</p> <p>VICPOL – REDACTED Personal information – question re responsibility around an incident of criminality and has that been worked through.</p> <p>Advice by REDACTED Personal information is that this is currently being managed and a flow chart will be provided as to how matters of criminality will be progressed and when VicPol need to become engaged. This will be circulated upon completion</p>
9.	Next Scheduled Meeting – 1330hrs, 3 April 2020

Actions			
No	Action	Assigned to	Due Date
1.			

Operation Soteria
Op Soteria-Minutes-2020-04-05-1330hrs



EM-COP Library Filename – { FILENAME * MERGEFORMAT }

Operation Soteria

Meeting Details			
Meeting Date	5 April 2020	Start	1330hrs
Teleconference	9037 8885	End	1354hrs
Location	State Control Centre, Bogong Room		
Minutes	SRC Executive Support		
Members	Name	Attendees (+ as required)	Name
Deputy State Controller – Op Soteria (Chair)	Scott Falconer (SE)	DOT	Kim Schriener (KS)
EMC	-----	VicPol	REDACTED Personal information
State Controller Health	Jason Helps (JH)	DPC	Bruce Atherton (BA)
DHHS	██████████ Pam Williams (PW)	EMV	-----
DJPR	Claire Febey (CF)	DHHS	██████████ (Airport) ██████████
SCC Comms	-----		

Op Soteria-Actions List-2020-04-05-1330hrs

No	Meeting Date	Action	Assigned to	Due Date
1.	1/4/2020	Security escalation process to VicPol. VicPol response and requirements under detention order.	VicPol/DHHS	COMPLETE.
2.	1/4/2020	Preparation on how we manage communications if a confirmed case of a passenger is made known in the media.	DHHS/DJPR	COMPLETE.
3.	3/4/2020	Follow up on the passengers that are not on the reconciled DHHS/DJPR hotel quarantine list.	DHHS/DJPR	5/04/2020 – IN PROGRESS . DHHS required to support DJPR in reconciling outstanding gaps in passenger manifests/hotel quarantine lists.
4.	3/4/2020	All agencies to send indicative costs for the four stages of the operation so far directly to HS cc SF by 1630 4/04/2020.	All	COMPLETE.
5.	3/4/2020	DPC and EMC to look to identify contacts that may be able to assist in gaining information on the numbers of Australians returning home and capacity trigger points for all jurisdictions (to discuss offline).	EMC	TBC – IN PROGRESS . EMC to follow-up with EMA and set up a t/c meeting with the national group looking at this modelling.
6.	3/4/2020	Intel to report back whether repatriation data from DFAT in is more or less than they current receive and is useful.	Intel Team	5/04/2020 – IN PROGRESS .
7.	4/4/2020	Deputy Commissioner REDACTED Personal information has requested (through SCT) that Operation Soteria gather some data from the impacts of those in isolation and what broader isolation might look like including key risks that might come out of that.	Deputy SC Health	COMPLETE.
8.	4/4/2020	Processes for Premier and Minister referrals from people in hotels reaching out to political officers and how they looped back into the system need to be considered. SF will follow-up and report back to DPC and the group. Referrals to be sent to D/SC.	SF	COMPLETE.
9.	5/4/2020	State Controller direction required for hotel allocation tomorrow.	SF	5/4/2020 – IN PROGRESS .
10.	5/4/2020	FAQs or scripts to be developed for exit process.	DHHS/DJPR	ASAP – IN PROGRESS .

Operation Soteria

Op Soteria-Minutes-2020-04-05-1330hrs



11.	5/4/2020	State Controller to confirm what type of staff DHHS are requesting via DoT Secretary.	JH	5/4/2020 – IN PROGRESS.
12.	5/4/2020	Share call centre trends document with Intelligence and Jamie Templeton (VicPol) directly.	DJPR	6/4/2020 – IN PROGRESS.

Item	Subject
1.	<p>Situational Awareness</p> <p>Deputy State Controller - Health</p> <ul style="list-style-type: none"> • Thank you for everyone's great efforts to date – it is much appreciated. • Victoria has 20 new cases, bringing the State's total to 1,135. • This includes eight Victorian fatalities and 573 people that have recovered. • Yesterday, 282 passengers arrived in Victoria on five flights, with the last flight arriving at 1830hrs. Experiencing only minor issues daily. • Today, 247 passengers are expected to arrive on four flights. The last flight is scheduled to arrive at 1730hrs. • Passengers will be transported to the Metropol or Mercure hotel. • Previous actions were discussed: <ul style="list-style-type: none"> ○ #2 – A daily newsletter is being distributed to keep passengers informed. Measures being taken at hotel to mitigate infection control. Action complete. ○ #3 – DJPR made progress yesterday to reconcile eight people. There are final gaps still urgently requiring DHHS support. This includes six people who were recorded on flights but not in hotels; and five people recorded in hotels who were not listed on the passenger manifest. DJPR are not able to resolve with the data they have access to. ○ #7 – Any Operation Soteria issues through to the Deputy State Controller – Health. Action complete. ○ #8 – Any referrals to Deputy State Controller – Health.
2.	<p>Operations</p> <p><i>Reports on mornings transfers, key issues, items for review</i></p> <p>DHHS</p> <ul style="list-style-type: none"> • [REDACTED] – Mercure Welcome hotel has been activated/ 'online' today, incoming passengers to arrive this afternoon. • No new risks or issues to report. • Continuing transparency of processes regarding hotel selection with DHHS over coming days. • [REDACTED] (DHHS) will be coming in to work in this space. • Across DHHS and DJPR, a lot of work underway to prepare for the 'exit process.' Preparing travellers to move on from hotels, anticipate complexities that may arise. • Transparency on exemption process. Implementing Federal update to exemptions. • [REDACTED] – Would appreciate if we could understand the reconciliation process at the airport – would be good to know. Link in. • Flights in today with no issues. • PW – Trying to improve the way we are working together. • Working through new accommodation offer for healthcare workers. <p>DJPR</p> <ul style="list-style-type: none"> • CF – Need to seek decision for allocation tomorrow – this will be an action for immediately after this meeting. • A number of Mercure rooms are too small to accommodate people for 14 days – our view is not to use these rooms to full capacity. • Continue with plan to activate Park Royal tomorrow. • For last minute flight fluctuations, suggest using 100 Mercure rooms. Decision required. • All current contracts with hotels have been provided to the State Controller for review. Shows which hotels have room capacity and also which have greatest room size. • Our government support service (call centre) across quarantine hotels has raised that 'exit' remains a big concern. FAQs or scripts on this matter will be required – detailing arrangements when people can leave to alleviate concerns. • To improve support to DHHS, DJPR are preparing a report from call centre data showing people calling >10 times. This will provide insight on where people are experiencing distress.

	<ul style="list-style-type: none"> Data reconciliation remains an urgent issue to be led by DHHS. Seeking intelligence via DPC with assessing future demand/planning. Forward planning, capacity in Sydney etc. Any future work that can be done around repatriation. Seeking advice on how decision making sits with this group for the broader accommodation project to include healthcare workers. SF will call following meeting. <p>DOT</p> <ul style="list-style-type: none"> No change, running same as yesterday. Query for DHHS – DoT Secretary received a request for staff to go into roster in lieu of authorised officers. Seeking clarity what type of staff you're seeking? JH to follow up offline. <p>VicPol</p> <ul style="list-style-type: none"> Tomorrow inspections at Novotel and Sheraton. Interested in the DJPR trends document. Agreed to share with usual Intelligence email and <small>REDACTED Personal information</small> directly. Managing VicPol resources moving forward. Want some resources dedicated to Operation Soteria – currently using those tasked to Operation Sentinel. SF – Anecdotal patterns from hotels were shared with Deb Abbott. Will speak to Deb if there's anything we can share. <p>DPC</p> <ul style="list-style-type: none"> Nil.
3.	<p>Planning</p> <p><i>Forward look at following day – Air / Sea</i></p>
4.	<p>Health and Safety</p>
5.	<p>Welfare and Wellbeing</p>
6.	<p>Coordination</p> <p>State Controller – Health / Deputy State Controller</p> <ul style="list-style-type: none"> <p>DHHS</p> <ul style="list-style-type: none"> Addressed above.
7.	<p>Communication</p> <ul style="list-style-type: none">
8.	<p>Other Business</p> <ul style="list-style-type: none"> Confirm distribution list so that group is receiving minutes. Chris Eagle incoming D/SC for the next four days. Scott Falconer will return after this.



9.	Next Scheduled Meeting – 1330hrs, 6 April 2020
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Operation Soteria
Op Soteria-Agenda-2020-04-06-1330hrs



EM-COP Library Filename – { FILENAME * MERGEFORMAT }

Operation Soteria

Meeting Details			
Meeting Date	Monday 6 April 2020	Start	1330hrs
Teleconference	9037 8885	End	0000hrs
Location	State Control Centre, Bogong Room		
Minutes	SRC Executive Support		
Members	Name	Attendees (+ as required)	Name
Deputy State Controller – Op Soteria (Chair)	Chris Eagle (CE)	DOT	Kim Schriener (KS) Jeroen Wiemar (JW)
EMC	Andrew Crisp (AC)	VicPol	REDACTED Personal information REDACTED Personal information Mick Grainger (MG) REDACTED Personal information Tim Tully (TT)
State Controller Health	Jason Helps (JH)	DPC	Bruce Atherton (BA) Stephanie Eathorne (SE) Helen Sitt (HS) Sarah Caines (SC)
DHHS	REDACTED Pam Williams (PW) Braedan Hogan (BH) Marita Tabain (MT)	EMV	
DJPR	Claire Febey (CF) Rob Holland (RH)	DHHS (Airport)	REDACTED Michael Mefflin (MM)
SCC Comms		ADF	John Molnar (JM)

Actions from Previous Meetings

No	Meeting Date	Action	Assigned to	Due Date
		Insert once finalised		

Item	Subject
1.	Situational Awareness Deputy State Controller - Health <ul style="list-style-type: none"> •
2.	Operations <i>Reports on mornings transfers, key issues, items for review</i> DHHS <ul style="list-style-type: none"> • DJPR <ul style="list-style-type: none"> • DOT <ul style="list-style-type: none"> • VicPol <ul style="list-style-type: none"> • Other <ul style="list-style-type: none"> •
3.	Planning <i>Forward look at following day – air and sea</i> <ul style="list-style-type: none"> •
4.	Health and Safety <ul style="list-style-type: none"> •

5.	Welfare and Wellbeing <ul style="list-style-type: none"> •
6.	Coordination State Controller – Health / Deputy State Controller <ul style="list-style-type: none"> • DHHS <ul style="list-style-type: none"> •
7.	Communication <ul style="list-style-type: none"> •
8.	Other Business <ul style="list-style-type: none"> •
9.	Next Scheduled Meeting – 1330hrs, Tuesday 7 April 2020

Actions

No	Action	Assigned to	Due Date
1.			

Operation Soteria
Op Soteria-Minutes-2020-04-08-1330hrs



EM-COP Library Filename – { FILENAME * MERGEFORMAT }

Operation Soteria

Meeting Details			
Meeting Date	Wednesday 8 April 2020	Start	1330hrs
Teleconference	9037 8885	End	1349hrs
Location	State Control Centre, Bogong Room		
Minutes	SRC Executive Support		
Members	Name	Attendees (+ as required)	Name
Deputy State Controller – Op Soteria (Chair)	Chris Eagle (CE)	DOT	Kim Schriener (KS)
EMC	Apology	VicPol	REDACTED REDACTED Personal information REDACTED Personal information
State Controller Health		DPC	Amanda
DHHS	Braedan Hogan (BH)	DHHS (Airport)	
DJPR	Claire Febey (CF)	ADF	James Cheshire (JC)
SCC Comms	Doster Mitchell (DM)	Assurance and Learning	

Actions from Previous Meetings

No	Meeting Date	Action	Assigned to	Due Date
1.	3/4/2020	<p>DPC/EMC to identify contacts to assist in gaining information on numbers of Australians returning home and capacity trigger points for all jurisdictions.</p> <p><i>6/4/2020 - Home Affairs will pursue with ADF better intelligence on flight arrivals.</i></p> <p><i>7/4/2020 - parts to this action now with the first component being completed that better reporting for numbers are being received from DFAT.- COMPLETE</i></p> <p><i>7/4/2020 - The second part is trigger points for forward planning to now be held over to later in the meeting. Information received today will impact forward planning</i></p> <p><i>8/4/2020 – CE to followup with the EMC.</i></p>	EMC	<p>COMPLETED part 1</p> <p>In PROGRSS Part 2</p>
3.	5/4/2020	<p>Exit process to be developed by multiple agencies in anticipation of individuals leaving hotel quarantine.</p> <p><i>7/4/2020 – Hope to be finalised this afternoon. BH to follow up today.</i></p>	DHHS/DJPR	In progress

Item	Subject
1.	<p>Situational Awareness</p> <p>Deputy State Controller - Health</p> <ul style="list-style-type: none"> •

2.	<p>Operations</p> <p><i>Reports on mornings transfers, key issues, items for review</i></p> <p>DHHS</p> <ul style="list-style-type: none"> • New arrivals of 3 flights today with some complexities, running late, an unaccompanied minor and a person of interest. • Meetings this morning with most agencies around the uplift in capacity. • <u>Exit planning:</u> <ul style="list-style-type: none"> ○ Includes organising departure mechanics and what needs to be done when exiting the hotels. ○ Transport piece is working through what passengers will need when they leave and where they are headed. Draft of information that will provided to passengers on their departure being finalised that should be available to share with this group tomorrow. • An walk through exercise will be run on Saturday to go through the exit plan to see the steps and identify any gaps. <p>DJPR</p> <ul style="list-style-type: none"> • WWill be focusing on supporting in the exit planning, and ensuring hotels are read to receive repatriation flights. • Travelodge Docklands and Novotel Melbourne and are almost ready to come online for the repatriation flights. Onsite visits tomorrow to Travelodge in Southbank and Batemans Hill on Collins are being arranged. Reaching out to ensure the right parties on site for these visits. • Will ensure that all the 14 hotels are activated for surge number arrivals in coming days. <p>DOT</p> <ul style="list-style-type: none"> • No further updates. <p>VicPol</p> <ul style="list-style-type: none"> • Incident occurred in Crown Plaza this morning. • Look forward to catching up again to gain more details and have further discussion following on from this mornings' meeting around the plans. <p>Other</p> <ul style="list-style-type: none"> • Forward plan from Melbourne Airport – no confirmed passenger numbers yet for the two flights arriving tomorrow. • The next repatriated flight is scheduled to arrive 0200 on Friday morning. Waiting for more information on numbers. • The larger flight will arrive Saturday with an estimated 440 passengers (no time has been confirmed for arrival), which is largest to come through at one time.
3.	<p>Planning</p> <ul style="list-style-type: none"> • DoT has already given Sky bus the heads up on the repatriated flight coming in.

4.	<p>Health and Safety</p> <ul style="list-style-type: none"> • Incident at Crown Promenade where a man had packed his bag and wanted to leave. He was quite angry. Police were in attendance as well as a nurse and mental health support were provided. BH – Health nurses been placed in each of the hotels to assist with mental health as well as the hotline from Beyond Blue. The additional support will hopefully provide alleviation to nurses and GPs.
5.	<p>Welfare and Wellbeing</p> <ul style="list-style-type: none"> •
6.	<p>Coordination</p> <p>State Controller – Health / Deputy State Controller</p> <ul style="list-style-type: none"> • <p>DHHS</p> <ul style="list-style-type: none"> •
7.	<p>Communication</p> <ul style="list-style-type: none"> • DM – Would like to understand how the dry run goes so preparations can start noting that media may be present for this event and there may be an impact of media outlets being outside the hotel. • DPC – nothing to report • AFP – noting to report •
8.	<p>Other Business</p> <ul style="list-style-type: none"> • BH – possibly Uruguay cruise ship returning to Australia with 94 Australians and 15 New Zealanders. CF – please keep us on the loop on this so we can ensure we have capacity in hotels KS – will need to work through transport options • JT – also what is that going to look like in terms of security. • BH still being worked through asnd the information is coming in. There is a possibly a charter flight that we may be able to take through another terminal at Melbourne airport.
9.	<p>Next Scheduled Meeting – 1330hrs, Thursday 9 April 2020</p>

Actions			
No	Action	Assigned to	Due Date
1.			

Operation Soteria
Op.Soteria-Minutes-2020-04-14-1330hrs



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Operation Soteria			
Meeting Details			
Meeting Date	14 April 2020	Start	1330hrs
Teleconference	9037 8885	End	1409hrs
Location	State Control Centre, Bogong Room		
Minutes	SRC Executive Support		
Members	Name	Members	Name
Deputy State Controller – Op Soteria (Chair)	Chris Eagle (CE)	DOT	
EMC	Andrew Crisp (EMC)	VicPol	REDACTED Personal information Tim Tully (TT) REDACTED Personal information
State Controller Health	Andrea Spiteri (AS)	DPC	Amanda Pickrell (AP)
DHHS	Braedan Hogan (BH) Pam Williams (PW) Angie Bone (AB)	SCC Comms	Doster Mitchell (DM) & a DPC Rep
DHHS (Airport)	REDACTED	AFP	James Cheshire (JC)
DJPR	Rachaele May (RM)	Assurance and Learning	Lee Dalglish (LD)

Operation Soteria

Op Soteria-Minutes-2020-04-14-1330hrs



Actions from Previous Meetings				
No	Meeting Date	Action	Assigned to	Due Date
1.2	3/4/2020	<p>DPC/EMC to follow-up the quarantine expectations in other jurisdiction once passengers have completed their quarantine in Victoria.</p> <p><i>9/4/2020 – EMC mentioned at SCT that he was expecting a spreadsheet to be shared later today that that provided the jurisdictional quarantine requirements. – IN PROGRESS</i></p> <p><i>10/4/2020 – (AP) will follow up and confirm ASAP.</i></p> <p><i>11/4/2020 – (AP) Have been unable to confirm at this stage.</i></p> <p>14/4 – CE still being worked on.</p>	DPC - AP	In PROGRESS Part 2



Item	Subject
1.	<p data-bbox="284 461 564 490">Situational Awareness</p> <p data-bbox="284 506 683 535">Deputy State Controller - Health</p> <ul data-bbox="331 555 1390 1155" style="list-style-type: none"> <li data-bbox="331 555 1390 674">• The EMC, BH, AP and I dialled into a National teleconference (NCM) this morning around current plans and where things are up to, all states having similar problems with capacity and resources. There was a commitment from all to have a joined up approach and share information, there will be weekly meetings. <li data-bbox="331 678 1390 797">• Repatriation flights was the main item, across Australia there has been 19 flights so far with 2,600 people coming in. They advised there are 1 million Australian residents overseas and estimate about 10,000 people have indicated they are wanting to come home in the few weeks. <li data-bbox="331 801 1390 860">• Committee is looking to stagger and staging the flights so that the National capacity can cope with the numbers. <li data-bbox="331 864 1390 949">• In regards to locations with large numbers to return like Delhi, they will look to fly people home in state bunches where possible. The aim is to where possible have people do their quarantine at their home port <li data-bbox="331 954 1390 1039">• 2 weeks ago there was 6,500 people trying to get home. Now only 3 cruise ships left with 159 people trying to return. None of the 3 cruise ships have COVID cases on them. One of the cruise ships has 24 passengers returning to Melbourne tomorrow. <li data-bbox="331 1043 1390 1155">• AP – Home Affairs made some recommendations, there is a coordination task to be completed by the end of the week, one item is where we are unable to bunch people to go directly to their state that there be an airside option to transfer them to their state to serve the quarantine period.

2. **Operations**

Key issues, pressure points, dependencies and information sharing

DHHS

- BH – People who receive our daily state situation reporting will have seen a section on Intel containing data on the current operation. We are working on tightening up the data reported.
- Work conducted over the weekend and we are still reinforcing around food safety. Daily briefings with Team Leaders at hotels about what the process looks like.
- Working on our ongoing supports in Mental Health at Hotels for passengers and how we screen them.
- Establishing an Operations Centre at the Fitzroy office, standing up an IMT which will report into Dep Controller Health.
- PW – The exit process on the weekend had some things not go smoothly, early unexpected exits effected the flow. Police did a great job with cordoning onlookers away and media at a suitable distance. First day we had 462 out, 2nd day we had approx. 330 out. Smaller groups the last couple of days. We have a chance to re-group and reframe our processes.
- PW sharpening up our medical and mental health work.
- PW – Looking at broader accommodation support, for people in the community. Cabinet Submission being developed.
- AB – A key issue is AO's very stretched as the number of sites increase, looking to get systems into support existing AO's and on board new AO's from other government departments.
- AB – 3 cases of anaphylaxis, detainees taken to hospital for treatment. New processes worked on with food safety team now in place.
- BH – Thanks to all the great work on food safety last week, working with team leaders
- [REDACTED] – Everything going ok, planning on next repat flights.

DJPR

- Thanks to DHHS on food safety policy allowing people to use Uber eats, with the process being co-designed.
- Cleaning commenced today at two of the hotels and will continue tomorrow, they should be back online Thursday.
- There are big intakes on Friday and Sunday, approximately 700 each day.
- Doing further planning on receiving large numbers. Sunday has 2 large flights arriving an hour apart.
- Will put forward for consideration bringing on an additional 2 hotels towards the end of the week.
- Have had complaints from one of the hotels with food quality and quantity issues, we are looking into the hotel.
- Sent out 1st of daily report, happy for feedback and can circulate to the group
- Looking at the data for people who are still here in Victoria unable to onward travel. Some are in vulnerable position and can't afford to travel.
- CE – Will send data daily with minutes.

DOT

-

VicPol

- TT - Mick Grainger has reached out to DHHS for a meeting around expectations for support if needed for security at Hotels.
- TT - Have had some advice for people being allowed out for a walk, perhaps for mental health. Would like advice on what arrangements look like for each hotel.
- ~~BH – Physical exercise policy is enacted across the hotels, managed by the AO's and they work with security to ensure they are supervised with distancing and appropriate PPE. Can send through to VicPol how it is being operationalised.~~
- TT - Would be happy to get visibility of what arrangements are at each location.
- BH – We are following up and will link you in.
- EMC – Ensure Dep State Controller is invited for meetings outside of these

Operation Soteria

Op Soteria-Minutes-2020-04-14-1330hrs



3.	<p>Planning</p> <p><i>Forward look at following day/s</i></p> <ul style="list-style-type: none"> CE - We need to identify what is our total capacity, with hotels. Ins and outs etc. to take back to the National committee. Due to domestic flight network being nearly non-existent, we need to look at forward planning and engage with airlines in advance. BH – A limiting factor is resources as well, AO's are an issue. Not just beds, we need to work out what DHHS capacity is with AO's. (Food safety, security and compliance etc.) CE – As a group we need to identify what our maximum capacity. AP – A couple of smaller jurisdictions to raised their hospital systems max out at a particular point. RM – we are starting to look at it with our planners, we may need to consider other regional locations/outer metro. Lots of rooms, but not all are suitable for people to stay in 14 day detention. RM - Would be keen to partake in a broader long term planning strategy discussion on accommodation. BH – Let's have a conversation today to see who we can bring into the discussion. CE – We need to have this information by Thursday to feedback to NCM, we need to get it about 80-90% right at least.
4.	<p>Health and Wellbeing (staff and travellers)</p> <ul style="list-style-type: none">
5.	<p>Communication</p> <ul style="list-style-type: none"> BH – Our comms team are working with DJPR comms, and will work the Comms person in the Operations centre. Two newsletter have gone out approved by DPC which in psychosocial messaging and other useful information. Reviewing all the comms to ensure they are fit for purpose and bring them under one plan
6.	<p>Other Business</p> <ul style="list-style-type: none"> We are up to day 18, Scott started to engage with Assurance and Learning to start a mid-review. Look to get something out tomorrow around surveying for continuous improvement.
7.	Next Scheduled Meeting – 1330hrs, 15 April 2020

Actions

No	Action	Assigned to	Due Date
1.			



Victoria Forced Quarantine for all Australian Arrivals

From

Midnight 28 March 2020

Operational Plan

Approved for distribution by:

Emergency Management Commissioner	Signature	Date / Time
Andrew Crisp		28/3/2020 1800

Distribution

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

Document Details

Version	Status	Author	Reviewer	Authorised for Release	Date
0.1	Draft for initial discussion	Kaylene Jones / Angus Hindmarsh		Andrew Crisp	27 March 2020
0.2	Draft for release as version 1	Deb Abbott / Kaylene Jones		Andrew Crisp	28 March 2020
1.0	Final Version released			Andrew Crisp	28 March 20

1. SITUATION

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

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

1.1 Background

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

1.2 Authorising Environment

TBA – Directions and authority to execute (Chief Health Officer)

Note any specific agency interpretation necessary in order to execute plan.

1.3 Definitions

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

2. MISSION

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

3. EXECUTION

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

3.1 Phases to achieve identified objectives

3.1.1 Preliminary Actions

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

3.1.2 Phase 1 – Reception

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

3.1.3 Phase 2 – Transport

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

3.1.4 Phase 3 – Accommodation

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

3.1.5 Phase 4 – Return to the Community

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

3.2 Outstanding actions required to complete execution phases

Action # and date raised	Details	Agency/officer	Status Red = Yet to commence Orange = in progress Green = Completed
01 27/3/20	Legal <ul style="list-style-type: none"> • DHHS to clarify the regulatory environment for all agencies from which to operate 	DHHS	In Progress
02 28/3/20	Information (message content and passage of information for Individuals and Families <ol style="list-style-type: none"> 1 DPC has lead for the development of message content. 2 Develop communication plan. To returning citizens/residents 3 To returning citizens/residents family 4 Media release plan DPC to work with agencies and communications structures to develop and implement. Note immediate need of clients eg passenger arrival packs.	DPC	In Progress
03 27/3/20	Contracting (this includes transport, private security, accommodation, food, laundry specialist needs etc) <ul style="list-style-type: none"> • DJPR has lead for securing all needs (less transport) • DOT has lead for transport contract arrangements 	DJPR DOT (Transport)	In Progress
04 27/3/20	Workforce (includes identifying, preparing and positioning throughout all phases) <ul style="list-style-type: none"> • Rostering 	ALL	In Progress
05 27/3/20	Knowledge (all information that informs receipt, registration and processing of passengers) <ul style="list-style-type: none"> • Australian Border Force has the lead for providing arrival schedules and manifests 	DJPR	In Progress
06 27/3/20	Security needs re travel between airport and accommodation needs to be considered and planned for if required.	VicPol	In Progress

3.3 Preliminary Phase

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

3.4 Phase 1 – Reception (REDACTED Claim for prohibition on publication), DJPR have lead State-side)

3

3.3

3.4.1 Department of Premier and Cabinet

Information is distributed according to the Communications Plan.

3.4.2 Airside Operations

3.4.2.1 AFP/Borderforce

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

3.3.2.2 Department of Health and Human Services

- Provision of and conduct of health screening and other well-being services (including psycho-social support)
- Provision of personal protective equipment for passengers
- Registration and initial needs identification of passengers for State-side use/application
- Provision of information pack for passengers (DPC/DJPR/DHHS Communications)

3.3.2.3 AFP/Borderforce

- Establish arrivals area for transport
- Marshall Passengers for boarding
- Assist boarding of passengers onto bus transport airside

3.3.2.4 Department of Transport

- Bus transport transitions to State-side

3.3.2.5 VicPol

- REDACTED
Claim for prohibition on publication
- REDACTED
Claim for prohibition on publication

3.4.3 State-side Operations

3.3.2.6 Department of Jobs, Precincts and Regions

- Reception parties established and coordinated at all identified accommodation

3.3.2.7 VicPol

- REDACTED
Claim for prohibition on publication

3.4 Phase 2 – Transport (Department of Transport have lead)

3.4.1 Department of Premier and Cabinet

- Communications provision and instructions to agencies as per Communications Plan.

3.4.2 Department of Transport

- Skybus and other DoT solutions tasked in accordance with projected arrivals
- Transfer passengers to assigned accommodation

3.4.3 VicPol

- Security and management of passenger disembarkation
- Marshalling and security of incoming passengers

3.4.4 Department of Jobs, Precincts and Regions

- Prepare for incoming passenger accommodation registration

3.5 Phase 3 – Accommodation

3.5.1 Department of Premier and Cabinet

- Communications provision and instructions to agencies as per Communications Plan.

3.5.2 Department of Jobs, Precincts and Regions

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

3.5.3 Department of Health and Human Services

- Establish FEMO teams at accommodation points to undertake initial health screening
- If required, social workers to provide support to passengers with complex needs
- Provision of psycho-social first aid
- Access to 24/7 nursing support for emerging health needs

- Provision of regular welfare calls to all quarantined passengers

3.5.4 VicPol

- Provision of support to private security as required

3.5.5 Synchronisation matrix- See Appendix 3

3.6 Phase 4 – Return to the Community

3.6.1 Department of Premier and Cabinet

- Communications provision and instructions to agencies as per Communications Plan.

3.6.2 Department of Transport

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

3.6.3 Department of Health and Human Services

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

3.7 Strategies and tactics proposed to achieve tasks and objectives

3.7.1 Coordinating Instructions

Timings

Preliminary Phase

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

Phase 1

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

Phase 2

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

Phase 3

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

Phase 4

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

3.8 Daily arrivals schedule – see Appendix 1

Locations

Airports

- Tullamarine

Maritime Ports.

- TBC

Quarantine Accommodation.

- TBC

4. COORDINATION

- State Control Centre is the central coordination point for all phases

4.1 Communications Plan (Lead DPC/DHHS -

REDACTED
Personal information

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

4.2 Planning Points of Contact – See Appendix 2

Victoria's response planning process:

27 Mar 2020 4.30pm Teleconference summary of actions:

Planning considerations:

- Emergency Management Commissioner is leading the coordination of the combined agency planning in response to the National Cabinet's direction to implement the heightened measures to address COVID-19
- The below work is the product from today's teleconference and is designed to highlight departmental responsibilities
- All departments are requested to review this document in order to:
- Address the known unknowns from the teleconference today
 - Inform existing plans
 - Confirm primary points of contact for each Department or function
 - Review, refine and update assigned Department tasks to inform a coordinated multi-agency plan (End state)
- Information is requested for the 10:00am teleconference(invitation to be sent) that validates considerations outlined in the tasks section of this document and identify changes required including clarification of the following:
 - Legal
 - Medical support required during all phases
 - Welfare services
 - Interpreters
 - Personal Transport
 - Unaccompanied minors
 - Survey of passenger requirements on arrival and throughout the quarantine period

28 Mar 2020 10.00am Teleconference summary of actions:

- Further refinement continues against the key areas listed below and the Melbourne Airport Crisis Management Team (MA CMT) arrangements.
 - Legal
 - Medical support required during all phases
 - Welfare services
 - Interpreters
 - NOTE: Personal Transport is no longer a factor
- A teleconference of the MA CMT is scheduled on 28 March 2020 at 11.30am
- A 'dry-run' exercise will be conducted at Melbourne Airport on 28 March 2020 at 3.00pm

28 Mar 2020 5.00pm Teleconference summary of actions:

At the conclusion of the 1700 teleconference it is strongly suggested that this be considered the confirmed plan for the first arrival which is presently assumed as 29 0020 Mar 20.

Appendix 1

DAILY TIMINGS (AS AT 28 1609 MAR 20)

Arrivals for 29 March 2020

Passenger arrivals MEL (Tullamarine)

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

Flights in transit 28 March 2020

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

Appendix 2

Contacts List

Department	Contact Name	Email	Phone
Department of Transport	Jeroen Weimar Kim Schriener	REDACTED @ptv.vic.gov.au REDACTED Claim for prohibition of @transport.vic.gov.au	
Department of Jobs, Precincts and Regions	Claire Febey Rob Holland	REDACTED Claim for prohibition of @ecodev.vic.gov.au REDACTED Claim for prohibition of @ecodev.vic.gov.au	
Department of Health and Human Services - SCC	Braedan Hogan	REDACTED Personal information @dhhs.vic.gov.au	
VicPol	Mick Grainger	REDACTED Personal information @police.vic.gov.au REDACTED Personal information @police.vic.gov.au	
Department of Premier and Cabinet – Communications	Marita Tabain Sarah Caines		
Department of Premier and Cabinet	Helen Stitt	REDACTED Personal information @dpc.vic.gov.au	
Department of Health and Human Services – Melbourne Airport Representative			
Emergency Management Victoria	Deb Abbott Kaylene Jones	REDACTED Personal Information @scc.vic.gov.au	
ADF	John Molnar	REDACTED Personal information @scc.vic.gov.au	

Appendix 3**Outline of agency involvement across the stages of enforced quarantine**

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

Situation Report – DJPR Hotel Quarantine

COVID-19 Response – Operation Soteria

This report is not for dissemination wider than the intended audience

From	DJPR Support Agency Commander – Rachaele May
To	
Situation report number	4
Operational period	16 April 2020
Issued at	1800hrs
Response to	DJPR Hotel Quarantine – Operation Soteria

Incident aims and objectives

Incident aim:

DJPR will support DHHS in the mandatory quarantining of international arrivals by managing and delivering hotel quarantine operations to reduce the potential spread of COVID-19.

Hotel operations includes the acquisition and allocation of hotels, management of the quarantined civilians from their arrival at the hotel until they exit hotel quarantine, typically 14 days unless they are showing symptoms of COVID-19.

Incident objectives:

- Manage hotel operations and emerging issues on the ground.
- Provide a comfortable stay to people under quarantine, given health directions and protocols.
- Support DHHS with the implementation of quarantine operations, including the health and wellbeing of quarantined civilians.
- Ensure the safety and wellbeing of DJPR staff and contractors working on the incident.

Background

The DJPR Hotel Quarantine Project was established on Friday 27 March 2020. The first international travellers arrived on Sunday 29 March 2020.

People are placed under individual detention orders and required to remain in quarantine for 14 days to reduce the risk of COVID-19 spreading through the community.

[Hotel guests](#) commenced exiting quarantine on Sunday 12 April.

Current situation

NGV staff have been recruited and will begin assisting Hotel Operations as of 16 April 2020.

As of 16 April 2020, the Crown Promenade is empty; Crowne Plaza will be empty by the end of the day.

A security forum teleconference between DJPR, VicPol and security companies, was held on 16 April to discuss security management of the hotel quarantine facilities.

Table 1. Cumulative total number of people in quarantine to 11.59pm 15 April 2020

Hotel	Total people quarantined
Crown Metropol	482
Crown Promenade	446
Crowne Plaza	355
Four Points by Sheraton, Melbourne Docklands	340
Holiday Inn Melbourne Airport	66
Mercure Welcome Melbourne	343
Novotel on Collins	485
Pan Pacific Melbourne	401
Parkroyal Melbourne Airport	173
Rydges on Swanston	99
Travelodge Docklands	327
Travelodge Southbank	248
Total	3765

Government Support Service (GSS)

Summary 29 March – 13 April 2020. This report is updated every 3 days.

- 7306 calls from 3068 guests have contacted GSS during the reporting period.
- In total, 87% have had their issue(s) resolved, 8% are awaiting follow-up/escalation resolution (including packages currently in the delivery process), 5% still require a call-back from GSS and less than 1% checked out before the GSS could call them back
- Almost three-quarters of all callers only make contact once or twice; 6.5% of callers make 7 or more calls.
- There were 107 nurse requests and 6 escalated complaints (largely to Stellar Team Leaders)
- Call volumes increased significantly over the long weekend (10th -13th April) – up almost 300% compared to the previous daily average. This was largely due to an influx of post-quarantine enquires.

Predicted situation

Current hotel contracts cease on 28 April. A meeting has been coordinated for 17 April 2020 to determine hotels that will be extended for an additional month.

The Novotel South Wharf and Melbourne Marriott Hotel have been acquired and are expected to be online over the next 2 to 3 days.

Forward allocation of rooms based on flight information is being implemented with the aim that rooms will be allocated 5 days in advance where possible.

An assessment of data management processes is being undertaken.

Guest exit schedule

Table 2. Guest exit schedule, *excluding early exits or hotel relocations*

Hotel	16-Apr	17-Apr	18-Apr	19-Apr	20-Apr	21-Apr
Crown Metropol	14		22	75		
Crown Promenade						
Crowne Plaza	116					
Four Points by Sheraton, Melbourne Docklands						209
Holiday Inn Melbourne Airport						
Mercure Welcome Melbourne			151			
Novotel on Collins						
Pan Pacific Melbourne		111	260			
Parkroyal Melbourne Airport				62		68
Rydges on Swanston						
Travelodge Docklands						
Travelodge Southbank						
Daily total	130	111	282	226	62	277

Table 3. List of onward travel destinations and numbers of *travellers*, based on phone calls to travellers

Exit date	Vic	Tas	QLD	NSW	WA	ACT	NT	SA	Unknown	Total
13 April	244	4	12	17	13	4	1	7		322
14 April	122	2	2	2		2			13	143
15 April	85	3			2	1		5	5	101
16 April	91		5	3	1	2		2	12	116
17 April	74	3	6	4	2	7	-	11	3	110

Expected arrivals and hotel allocations

The tables below outline expected flights, whether it is a business-as-usual (BAU) flight or repatriation (REP) flight, passenger numbers (based on previous flight loads), estimated rooms required and hotel allocation.

Note confirmation of flights and passenger numbers is only 24-48 hrs in advance, often only once the flight has taken off, and is still subject to change (e.g. DHHS exemptions, transit). Hence, the figures and allocations for future days are **highly subject to change**.

Table 4. Expected flights tomorrow (17 April)

Flight no.	Date	Flight type	Estimated passengers	Estimated rooms required	Hotel allocation
BI005	17/04/2020	BAU	16	10	Holiday Inn Melbourne Airport
JT2849	17/04/2020	REP	451	347	Crown Metropol
UL604	17/04/2020	REP	290	223	Novotel South Wharf
QR904	17/04/2020	BAU	100	90	Novotel South Wharf

Table 5. Expected flights later in the week. (*highly subject to change*)

Flight no.	Date	Flight type	Estimated passengers	Estimated rooms required	Provisional hotel allocation
NZ123	18/04/2020	BAU	30	23	Crown Promenade
GA716	18/04/2020	BAU	30	23	Crown Promenade
QR904	18/04/2020	BAU	50	38	Crown Promenade
MH149	19/04/2020	BAU	80	62	Crown Promenade
QR904	19/04/2020	BAU	50	38	Crown Promenade
NZ123	20/04/2020	BAU	30	23	Crown Promenade
QR904	20/04/2020	BAU	50	38	Crown Promenade
JT2849	20/04/2020	REP	440	340	Holiday Inn Flinders Lane and Marriott Hotel
BI005	21/04/2020	BAU	5	4	TBA
GA716	21/04/2020	BAU	30	23	TBA (Forecast capacity at Promenade, Metropol, Mercure)
QR904	21/04/2020	BAU	50	38	TBA (Forecast capacity at Promenade, Metropol, Mercure)
QR904	22/04/2020	BAU	50	38	TBA (Forecast capacity at Promenade, Metropol, Mercure)
MH149	22/04/2020	BAU	80	62	TBA (Forecast capacity at Promenade, Metropol, Mercure)

Predicted hotel capacity and pipeline of hotels

The table below outlines current and predicted capacity across hotels currently used and yet to be activated, using the information in the tables above. Again, the figures and allocations for future days are **highly subject to change**.

Table 6. Current hotel capacity and predicted capacity after provisional flight allocations (**highly subject to change**)

Quarantine hotels that have been activated	Current Status	Not allocated							Not allocated							Not allocated						
		Rooms available for allocation (Start of day)							Allocations							Post allocations						
		16/04/2020	17/04/2020	18/04/2020	19/04/2020	20/04/2020	21/04/2020	22/04/2020	16/04/2020	17/04/2020	18/04/2020	19/04/2020	20/04/2020	21/04/2020	22/04/2020	16/04/2020	17/04/2020	18/04/2020	19/04/2020	20/04/2020	21/04/2020	22/04/2020
Crown Metropol	Has capacity - rooms are being cleaned	331	396	63	63	85	160	160	-	347	-	-	-	-	-	331	49	63	63	85	160	160
Crown Promenade	Has capacity	236	336	400	315	215	154	154	-	-	85	100	62	-	-	236	336	315	215	154	154	154
Crowne Plaza	Has capacity - Not a preferred site	118	218	318	338	338	338	338	-	-	-	-	-	-	-	118	218	318	338	338	338	338
Pan Pacific Melbourne	Has capacity	30	30	Check-out	130	230	330	402	-	-	-	-	-	-	-	30	30	Check-out	130	230	330	402
Mercure Welcome Melbourne	Has capacity	96	54	54	Check-out	54	154	205	42	-	-	-	-	-	-	54	54	54	Check-out	54	154	205
Parkroyal Melbourne Airport	Has limited capacity	16	16	16	16	Check-out	Check-out	81	-	-	-	-	-	-	-	16	16	16	16	Check-out	Check-out	81
Four Points by Sheraton, Melbourne Docklands	Full	10	10	10	10	10	Check-out	10	-	-	-	-	-	-	-	10	10	10	10	10	Check-out	10
Holiday Inn Melbourne Airport	Reserved for transit	50	50	38	38	38	38	Check-out	-	12	-	-	-	-	-	50	38	38	38	38	38	Check-out
Travelodge Hotel Melbourne Docklands	Full	14	14	14	14	14	14	14	-	-	-	-	-	-	-	14	14	14	14	14	14	14
Travelodge Hotel Melbourne Southbank	Has capacity	61	16	16	16	16	16	16	45	-	-	-	-	-	-	16	16	16	16	16	16	16
Novotel South Wharf	Has capacity (online on Friday)	345	345	32	32	32	32	32	-	313	-	-	-	-	-	345	32	32	32	32	32	32
Melbourne Marriott Hotel	Has capacity (online by Sunday)	170	170	170	170	170	1	1	-	-	-	-	169	-	-	170	170	170	170	1	1	1
Holiday Inn Flinders Lane	Has capacity (online by Sunday)	170	170	170	170	170	1	1	-	-	-	-	169	-	-	170	170	170	170	1	1	1
Novotel on Collins	Full	19	19	19	19	19	19	19	-	-	-	-	-	-	-	0	0	0	0	0	0	0
The Victoria Hotel	Contracted - To be activated	305	305	305	305	305	305	305	-	-	-	-	-	-	-	305	305	305	305	305	305	305
Stamford Plaza Hotel	Contracted - To be activated	204	204	204	204	204	204	204	-	-	-	-	-	-	-	204	204	204	204	204	204	204
Rendezvous Hotel Melbourne	Contracted - To be activated	288	288	288	288	288	288	288	-	-	-	-	-	-	-	288	288	288	288	288	288	288

Red Hotels	Current Status	Rooms available for allocation (Start of day)							Allocations							Post allocations						
		16/04/2020	17/04/2020	18/04/2020	19/04/2020	20/04/2020	21/04/2020	22/04/2020	16/04/2020	17/04/2020	18/04/2020	19/04/2020	20/04/2020	21/04/2020	22/04/2020	16/04/2020	17/04/2020	18/04/2020	19/04/2020	20/04/2020	21/04/2020	22/04/2020
Rydges on Swanston	Full	8	8	8	8	8	8	8	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Grand Chancellor	Yet to be activated	160	TBC	TBC	TBC	TBC	TBC	TBC	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Transit hotels (not quarantine)	Current Status	Rooms available for allocation (Start of day)							Allocations							Post allocations						
		16/04/2020	17/04/2020	18/04/2020	19/04/2020	20/04/2020	21/04/2020	22/04/2020	16/04/2020	17/04/2020	18/04/2020	19/04/2020	20/04/2020	21/04/2020	22/04/2020	16/04/2020	17/04/2020	18/04/2020	19/04/2020	20/04/2020	21/04/2020	22/04/2020
Batmans hill on Collins	TBC	170	TBC	TBC	TBC	TBC	TBC	TBC	-	-	-	-	-	-	-	-	-	-	-	-	-	-

High room capacity

Limited room capacity

Very limited room capacity / full

Hotels for future activation

- Holiday Inn Flinders Lane – expected to be online on 19 April
- Followed by Stamford, Victoria Hotel, Rendezvous

Media and Communications

- Welcome packs and facts sheets are provided to new arrivals
- Four days prior to the end of their quarantine period guests are provided with information packs to assist them in their departure.
- A call centre is available between 9am and 10.30pm every day to provide assistance to hotel guests during their period of quarantine. It will be moving to a 24-hour service in the next few days.

Next situation report

17 April 2020

Approval



DJPR Support Agency Commander – Rachaele May

16 April 2020

Hotel	Department Health and Human Services (DHHS)			DJPR Site Contact	Security
	Team Leader Duty Phone	Nurse Duty Phone	AO Number		
Four Points	TBA REDACTED Confidential	REDACTED Confidential	REDACTED Confidential	REDACTED Confidential	MSS AM: REDACTED Confidential
TravelLodge Docklands	REDACTED Confidential	REDACTED Confidential	REDACTED Confidential	REDACTED Confidential	
Stamford Plaza	TBA	TBA	TBA		PM: REDACTED Confidential
Park Royal - Melb Airport (ND4)	REDACTED Confidential	REDACTED Confidential	REDACTED Confidential	(AM) REDACTED Confidential	
Holiday Inn - Melb Airport (ND4)	REDACTED Confidential	REDACTED Confidential	REDACTED Confidential	(PM) REDACTED Confidential	United Security REDACTED Confidential
Crown Promenade	REDACTED Confidential	REDACTED Confidential	REDACTED Confidential	REDACTED Confidential	
Crown Metropol	REDACTED Confidential	REDACTED Confidential	REDACTED Confidential	REDACTED Confidential	United Security REDACTED Confidential
Crowne Plaza	REDACTED Confidential	REDACTED Confidential	REDACTED Confidential	(AM) REDACTED Confidential	
Pan Pacific	REDACTED Confidential	REDACTED Confidential	REDACTED Confidential	(PM) REDACTED Confidential	United Security REDACTED Confidential
Rydges Swanston	REDACTED Confidential	REDACTED Confidential	REDACTED Confidential	REDACTED Confidential	
TravelLodge Southbank	REDACTED Confidential	REDACTED Confidential	REDACTED Confidential	Managed by DHHS REDACTED Confidential	United Security REDACTED Confidential
Novotel Collins	REDACTED Confidential	REDACTED Confidential	REDACTED Confidential	(AM) REDACTED Confidential	
Novotel South Wharf	TBA	TBA	TBA	(PM) REDACTED Confidential	United Security REDACTED Confidential
Holiday Inn Flinder's Lane	REDACTED Confidential	REDACTED Confidential	REDACTED Confidential	REDACTED Confidential	
Marriot CBD	TBA	TBA	TBA	(AM) REDACTED Confidential	Wilson Security REDACTED Confidential (offsite)
Mercure Welcome	REDACTED Confidential	REDACTED Confidential	REDACTED Confidential	(PM) REDACTED Confidential	
ESCALTION via email	dhsopsoteriaeoc@dhhs.vic.gov.au				

This document IS NOT to be disseminated - It may be shared with Sergeant's only

From: Grainger, Michael </O=VICPOLICE/OU=MELCENTRAL/CN=RECIPIENTS/CN=VP24461>
To: Andrea Spiteri (DHHS)
CC: REDACTED
Personal information
Sent: 14/04/2020 11:57:53 AM
Subject: 200414 - VicPol request re Hotel Security Engagement forum

OFFICIAL: Sensitive

Good morning Andrea.

Operation Soteria is going well from a Victoria Police perspective.

Our Police Forward Commander (Acting Superintendent Jamie Templeton) sees an opportunity for Victoria Police to engage directly with Tier 1 Security Providers at all relevant hotels in an effort to better-coordinate our shared interest in security, law enforcement and community assurance roles during the self-isolation and release period, particularly as we see increasing volumes of returning travellers.

I do not wish to complicate coordination efforts so am seeking your advice on three things;

- Would DHHS support Victoria Police developing a network or forum to be led by Victoria Police, that engages security companies specifically on security and community safety issues,
- Is there an existing forum or methodology that you feel could be utilised, that already exists and
- How would you like outcomes of any such additional engagement to be reported back to DHHS?

Regards,

Michael GRAINGER

Assistant Commissioner | State Emergencies & Support Command
Victoria Police

email michael.grainger@police.vic.gov.au | web address: www.police.vic.gov.au

phone: REDACTED
Personal information

address: Level 9 Tower 1, VPC, 637 Flinders Street, Docklands 3008 | DX: 210096

I acknowledge the traditional custodians of the land on which I live and work and pay my respect to the Elders both past & present.



OFFICIAL: Sensitive

200415 - Advocacy for Security/Police forum - detainees

From: "Grainger, Michael" <michael.grainger@police.vic.gov.au>
To: "Tully, Timothy" <timothy.tully@police.vic.gov.au>
Cc: REDACTED d@police.vic.gov.au>, REDACTED s@police.vic.gov.au>
Date: Wed, 15 Apr 2020 11:07:50 +1000

OFFICIAL: Sensitive

REDACTED and I again advocated on this point with DHHS (Andrea Spiteri) and Chris Eagle (Deputy SRC – Health) today, to pull together the police/security/ AO forum as a high priority. They are supportive and will further pursue today. REDACTED will convey the outcome and continue to advocate for you ASAP.

Regards,

Michael GRAINGER

Assistant Commissioner | State Emergencies & Support Command
Victoria Police

email michael.grainger@police.vic.gov.au | web address: www.police.vic.gov.au

phone: REDACTED | Mobile: REDACTED Confidential

address: Level 9 Tower 1, VPC, 637 Flinders Street, Docklands 3008 | DX: 210096

I acknowledge the traditional custodians of the land on which I live and work and pay my respect to the Elders both past & present.



OFFICIAL: Sensitive

From: Tully, Timothy <timothy.tully@police.vic.gov.au>
Sent: Tuesday, 14 April 2020 8:32 PM
To: Grainger, Michael <michael.grainger@police.vic.gov.au>; REDACTED @police.vic.gov.au>
Cc: REDACTED Personal Information @police.vic.gov.au>
Subject: FW: Minutes from Operation Soteria meeting 14/4/2020 [DLM=For-Official-Use-Only]

For Official Use Only

Mick and REDACTED Personal Information

Please refer to attached minutes from the SCC Op SOTERIA meeting today. Issues regarding security and also reports of those in quarantine being allowed to go for a walk etc were raised and are detailed in the minutes.

I have requested visibility of what arrangements are in place for each venue so that Victoria Police is fully aware.

Regardless, please advise as to when the proposed meeting with DHHS and also managers of the various security firms will be scheduled.

Any queries please let me know.

Tim TULLY | Commander 27557 | North West Metro Region – Commander North | **Victoria Police**

email: timothy.tully@police.vic.gov.au | web address: www.police.vic.gov.au

phone: REDACTED | mobile: REDACTED | address: 637 Flinders St, Melbourne, 3000 | DX 210096

For Official Use Only

Classified by timothy.tully@police.vic.gov.au on 14/04/2020 8:32:24 PM

From: SCC-Vic (State Controller Health) <sccvic.sctrl.health@scc.vic.gov.au>
Sent: Tuesday, 14 April 2020 6:13 PM
To: operationsoteria@em.vic.gov.au
Cc: SCC-Vic (State Controller Health) <sccvic.sctrl.health@scc.vic.gov.au>
Subject: Minutes from Operation Soteria meeting 14/4/2020

Dear all,

Please find attached the minutes from today's (14/4/2020) Operation Soteria meeting.

Kind regards
Kieran

On behalf of

Chris Eagle
SCC-Vic (Deputy State Response Controller Health)
State Control Centre | 8 Nicholson Street East Melbourne Victoria 3002
Ph: ^{REDACTED} (1300 EMV SCC) | Fax: ^{REDACTED} DX: 210098
Email: sccvic.sctrl@scc.vic.gov.au | Web: <https://cop.em.vic.gov.au>

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From: Tully, Timothy </O=VICPOLICE/OU=MELCENTRAL/CN=RECIPIENTS/CN=VP27557>
To: Grainger, Michael
Sent: 15/04/2020 1:04:32 PM
Subject: Fwd: Pan Pacific Hotel South Wharf 15/04/2020
Attachments: IMG_2186.jpg; IMG_2187.jpg; IMG_2188.jpg; IMG_2189.jpg

Will give you a call

Tim TULLY | Commander 27557 | North West Metro Region – Commander North| Victoria Police

email: timothy.tully@police.vic.gov.au | web address: www.police.vic.gov.au

phone: REDACTED address: 637 Flinders St, Melbourne, 3000| DX 210096

From: REDACTED Personal information @vicinity.com.au>
Sent: Wednesday, April 15, 2020 12:58 pm
To: nigel.howard@police.vic.gov.au; timothy.tully@police.vic.gov.au
Subject: FW: Pan Pacific Hotel South Wharf 15/04/2020

Nigel and Tim

We have got the quarantined people again out this morning.

One has tried to enter a convenience store on site

You will see a guard from Pan Pacific restricting access to the site but allows a pathology vehicle to enter.

FYI

Feel free to use as required

REDACTED
Personal inform

REDACTED
Personal information

Vicinity Centres

National Office
Level 4, Chadstone Tower One
1341 Dandenong Road
Chadstone Victoria 3148



D REDACTED
Personal information

M

E

CONNECT WITH US



Acknowledgement of Country

As an owner and manager of community hubs right across Australia, Vicinity acknowledges the traditional custodians of the lands on which we operate and we pay our respect to Elders past, present and emerging.

From: REDACTED Personal information @vicinity.com.au>

Sent: Wednesday, 15 April 2020 12:34 PM

To: REDACTED Personal information @vicinity.com.au>; REDACTED Personal information

REDACTED Personal information @vicinity.com.au>; REDACTED Personal information @vicinity.com.au> REDACTED Personal information

REDACTED Personal information @vicinity.com.au>

Subject: RE: Pan Pacific Hotel South Wharf

H REDACTED
Personal info

Please see attached photos from this morning.

I happen to see the gentleman go down Rona Walk and stand in front of Urban Hub.

The guard went and spoke to him and he moved away and back out into the exclusion area

The car entering the area is a pathology car.

Thanks

REDACTED
Personal information

Vicinity Centres

DFO South Wharf
20 Convention Centre Place
South Wharf Victoria 3006



D REDACTED
M Personal information
E

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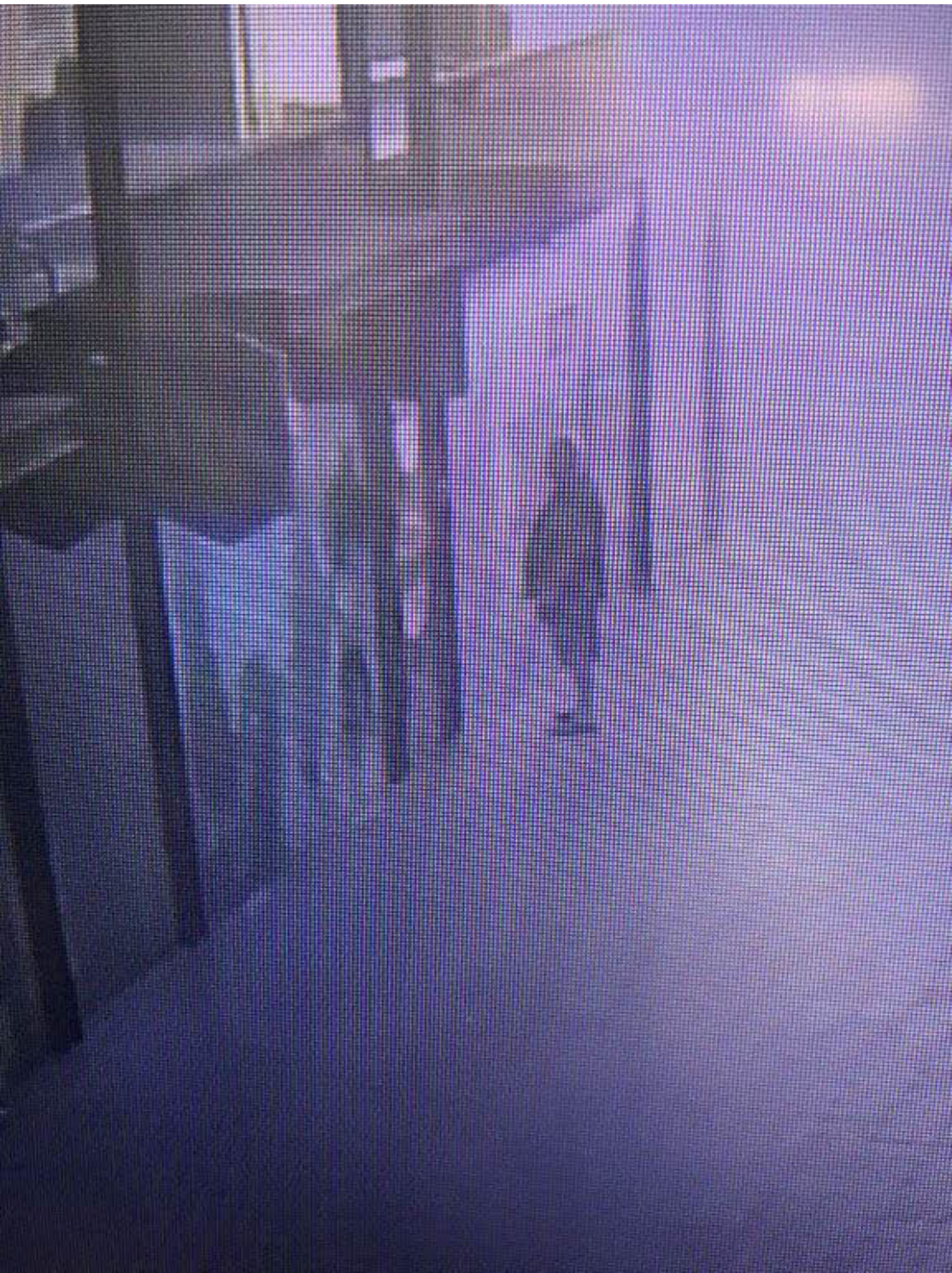


hub

Rona Wk

8 8





From: Tully, Timothy </O=VICPOLICE/OU=MELCENTRAL/CN=RECIPIENTS/CN=VP27557>
To: REDACTED
CC: REDACTED
Sent: 15/04/2020 2:19:22 PM
Subject: FW: for noting: Security / Vicpol discussion

OFFICIAL: Sensitive

REDACTED
 Personal inf

As per our discussion. Please engage with REDACTED and organise for the proposed Security forum to be scheduled ASAP. I am more than happy to attend but note that I commence leave on Friday (I am conscious of the fact that you probably need to take a couple of RD's as well and the availability of the other stakeholders may see this forum being scheduled early next week). If it could be scheduled prior to the end of this week that would be a good outcome – I am sure REDACTED will be able to facilitate this in your absence.

In the interim I will forward the photo's that we received today to Chris Eagles and Pam Williams so they have line of sight of this. It may mean that DHHS engage directly with security to address the immediate concerns before this becomes an issue in the media.

Any problems please let me know.

Tim TULLY | Commander 27557 | North West Metro Region – Commander North | Victoria Police

email: timothy.tully@police.vic.gov.au | **web address:** www.police.vic.gov.au
phone: REDACTED **mobile:** REDACTED **address:** 637 Flinders St, Melbourne, 3000 | DX 210096

OFFICIAL: Sensitive

From: REDACTED <REDACTED@police.vic.gov.au>
Sent: Wednesday, 15 April 2020 13:16
To: Tully, Timothy <timothy.tully@police.vic.gov.au>; REDACTED <REDACTED@police.vic.gov.au>;
 SCC-Vic (State Controller Health) <sccvic.sctrl.health@scc.vic.gov.au>
Cc: Grainger, Michael <michael.grainger@police.vic.gov.au>; DJPR COVID Accom-Lead (DJPR
 <DJPRcovidaccom-lead@ecodev.vic.gov.au>
Subject: FW: for noting: Security / Vicpol discussion

OFFICIAL: Sensitive

Hi REDACTED & Chris

Rachaele has provided the details below of the point of contact for each of the security providers for the quarantine hotels.

Tim/REDACTED
 Can I leave it with you to coordinate a meeting between Vic Pol & the Security Companies to address the issues we are seeing/been made aware of around exercising etc.

Chris
 Are you able to provide the details of an Authorised Officer Representative to attend this meeting as well.

Thanks REDACTED

REDACTED APM | Superintendent
 Senior Police Liaison Officer
 State Emergency Response Coordination Division
 State Emergencies & Support Command | Victoria Police

email: [REDACTED Personal information]@police.vic.gov.au <[REDACTED Personal information]@police.vic.gov.au>
 web: www.police.vic.gov.au <<http://www.police.vic.gov.au>>
 phone: [REDACTED Personal information] mobile: [REDACTED Personal information]
 address: Level 9, Tower 1, Victoria Police Centre,
 637 Flinders Street, Docklands Vic 3008

OFFICIAL: Sensitive

From: DJPR COVID Accom-Lead (DJPR) <DJPRcovidaccom-lead@ecodev.vic.gov.au>
Sent: Wednesday, 15 April 2020 1:04 PM
To: SCC-Vic (State Controller Health) <sccvic.sctrl.health@scc.vic.gov.au>; [REDACTED Personal information] <[REDACTED Personal information]@police.vic.gov.au>
Cc: [REDACTED Personal information] (DJPR) <[REDACTED Personal information]@ecodev.vic.gov.au>
Subject: FW: for noting: Security / Vicpol discussion

Hi Chris,

See below the invitees from each of the security companies.

Can you also please invite [REDACTED] cc'd above.

Regards,
 Rachaele

Rachaele May

A / Executive Director Emergency Coordination and Resilience

Department of Jobs, Precincts and Regions

402 Mair Street Ballarat, Victoria Australia 3350

T: [REDACTED Personal information] M: [REDACTED Personal information]
rachaele.e.may@agriculture.vic.gov.au

djpr.vic.gov.au

Please note I work from home on FRIDAY

From: [REDACTED] (DJPR) <[REDACTED]@ecodev.vic.gov.au>
Sent: Wednesday, 15 April 2020 12:03 PM
To: DJPR COVID Accom-Lead (DJPR) <DJPRcovidaccom-lead@ecodev.vic.gov.au>
Cc: [REDACTED] (DJPR) <[REDACTED]@global.vic.gov.au>; [REDACTED] (DJPR) <[REDACTED]@global.vic.gov.au>; [REDACTED] (DJPR) <[REDACTED]@global.vic.gov.au>
Subject: RE: for noting: Security / Vicpol discussion

Thanks Rachaele – This sounds like a good step as the security companies were expressing concern about a lack of direction/clarity on the management of exercise breaks. Hopefully a meeting will enable everybody to get on the same page.

Key contacts for security companies (by hotel):

Current Providers	Current Sites	Key Contacts
Wilson Security	<ul style="list-style-type: none"> • Crowne Plaza • Pan Pacific • Mercure Welcome 	[REDACTED Personal information] – General Manager Regional Operations [REDACTED Personal information] [REDACTED Personal information] < [REDACTED]@wilsonsecurity.com.au >
Unified Security	<ul style="list-style-type: none"> • Crown Metropol • Crown Promenade • Travelodge Southbank • Novotel on Collins 	[REDACTED Personal information] – Victoria State Manager [REDACTED Personal information] [REDACTED Personal information] < [REDACTED]@unifiedsecurity.com.au >

	<ul style="list-style-type: none"> • Rydges on Swanston • Novotel South Wharf • Marriott on Exhibition 	
MSS Security	<ul style="list-style-type: none"> • ParkRoyal Airport • Four Points by Sheraton • Holiday Inn Airport • Travelodge Docklands 	REDACTED Personal Information – Business Manager Client Services REDACTED REDACTED Personal Information @msssecurity.com.au

Principal Policy Officer | Inclusion, Employment

Department of Jobs, Precincts and Regions

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

T: REDACTED | M: REDACTED

REDACTED
Personal Information @ecodev.vic.gov.au

djpr.vic.gov.au

jobs.vic.gov.au



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

From: DJPR COVID Accom-Lead (DJPR) <DJPRcovidaccom-lead@ecodev.vic.gov.au>

Sent: Wednesday, 15 April 2020 11:38 AM

To: REDACTED (DJPR) <REDACTED@ecodev.vic.gov.au>

Cc: REDACTED (DJPR) <REDACTED@global.vic.gov.au>; REDACTED (DJPR)

<REDACTED@global.vic.gov.au>; REDACTED (DJPR) <REDACTED@global.vic.gov.au>

Subject: for noting: Security / Vicpol discussion

Hi REDACTED

Note below a request for a meeting between security companies and Victoria Police to be arranged later today. This is due some concerns VicPol have regarding how security staff are implementing the DHHS exercise / fresh air policy (I don't have any specific examples).

Can you please advise who should join this discussion.

Regards,

Rachaele

Rachaele May

A / Executive Director Emergency Coordination and Resilience

Department of Jobs, Precincts and Regions

402 Mair Street Ballarat, Victoria Australia 3350

T: REDACTED
Personal Information | M: REDACTED
Personal Information

rachaele.e.may@agriculture.vic.gov.au

djpr.vic.gov.au

Please note I work from home on FRIDAY

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

Sent: Wednesday, 15 April 2020 9:40 AM

To: DJPR COVID Accom-Lead (DJPR) <DJPRcovidaccom-lead@ecodev.vic.gov.au>; REDACTED
Personal Information

(VICPOL) <REDACTED@police.vic.gov.au>

Subject: Security / Vicpol discussion

Hi Rachaele,

REDACTED
Personal information

will give you a call later today to set up a meeting between Vicpol and the security companies.

He will provide info when he calls, but part of it is issues at South Wharf yesterday.

When a meeting is arranged, can you let me know so i can attend, but also ask DHHS compliance (AOs) to be involved.

Thanks,

Chris

SCC-Vic (State Controller - Health)

State Control Centre | 8 Nicholson Street East Melbourne Victoria 3002

Ph: REDACTED Personal information | Fax: REDACTED | DX: 210098

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

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From: Tully, Timothy
Sent: Wednesday, 15 April 2020 15:05
To: [REDACTED] SCC-Vic (State Controller Health)
 <scovic.sctrl.health@scc.vic.gov.au>
Cc: [REDACTED] [REDACTED]@police.vic.gov.au; Grainger, Michael
 <michael.grainger@police.vic.gov.au>; [REDACTED] [REDACTED]@police.vic.gov.au;
 [REDACTED] [REDACTED]@police.vic.gov.au
Subject: Proposed Security forum re Quarantine Locations

OFFICIAL: Sensitive

Pam and Chris,

Post today's SCC Op SOTERIA meeting I have asked Insp [REDACTED] and Supt [REDACTED] to schedule the proposed security forum ASAP. Supt [REDACTED] has provided details of the relevant security company representatives who are to be involved (details attached below). If there are specific people from your respective areas who need to be present can I ask that you provide the details to Insp [REDACTED] or Supt [REDACTED] so that an invitation can be extended accordingly.

Also apologies for highlighting some of the issues in terms of 'quarantined persons' perceived to be leaving quarantine. We fully understand that there is a mental health and well being component to this situation. Simply, we are trying to get a 'line of sight' of the arrangements for each the respective locations so that there is no misunderstanding. The proposed forum will assist with this. We are very keen to engage directly with the stakeholders and provide support where possible and also clarify expectations for police involvement and also what the picture may look like if police need to attend.

I have attached photographs that were forwarded directly to both Supt [REDACTED] and I today (similar email yesterday) with a brief description of observations. The issues would appear to be related to the Pan Pacific Hotel and operators have expressed some concern given that this location is in the immediate vicinity of the DFO, which is still operating and being accessed by members of the public. Hopefully, the perceptions are incorrect or it is an isolated incident but it will give you a quick overview as to some of the issues we are dealing within in this space (whilst the pictures do not provide the full picture the commentary regarding same is as follows - One has tried to enter a convenience store on site. A guard from Pan Pacific restricts access to the site but allows a pathology vehicle to enter).

If there are any issues please let me know.

Key contacts for security companies (by hotel):

Current Providers	Current Sites	Key Contacts
Wilson Security	<ul style="list-style-type: none"> Crowne Plaza Pan Pacific Mercure Welcome 	[REDACTED] – General Manager Regional Operations [REDACTED] [REDACTED]@wilsonsecurity.com.au
Unified Security	<ul style="list-style-type: none"> Crown Metropol Crown Promenade Travelodge Southbank Novotel on Collins 	[REDACTED] – Victoria State Manager [REDACTED] [REDACTED]@unifiedsecurity.com.au

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	<ul style="list-style-type: none"> • Rydges on Swanston • Novotel South Wharf • Marriott on Exhibition 	
MSS Security	<ul style="list-style-type: none"> • ParkRoyal Airport • Four Points by Sheraton • Holiday Inn Airport • Travelodge Docklands 	REDACTED Personal information – Business Manager Client Services REDACTED REDACTED Personal information @msssecurity.com.au

Tim TULLY | Commander 27557 | North West Metro Region – Commander North | Victoria Police

email: timothy.tully@police.vic.gov.au | **web address:** www.police.vic.gov.au
phone: REDACTED Personal information | **mobile:** REDACTED Personal information | **address:** 637 Flinders St, Melbourne, 3000 | DX 210096

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OFFICIAL: Sensitive

OFFICIAL: Sensitive

From: Tully, Timothy
Sent: Thursday, 16 April 2020 13:17
To: [REDACTED]@police.vic.gov.au
Cc: [REDACTED]@police.vic.gov.au
Subject: FW: Pan Pacific Hotel South Wharf 16/04/2020

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Thanks [REDACTED]

Tim TULLY | Commander 27557 | North West Metro Region – Commander North | Victoria Police

email: timothy.tully@police.vic.gov.au | web address: www.police.vic.gov.au
 phone: [REDACTED] mobile: [REDACTED] address: 637 Flinders St, Melbourne, 3000 | DX 210096

OFFICIAL: Sensitive

From: [REDACTED]@police.vic.gov.au
Sent: Thursday, 16 April 2020 11:00
To: Tully, Timothy <timothy.tully@police.vic.gov.au>
Subject: FW: Pan Pacific Hotel South Wharf 16/04/2020

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Hi Tim

Spoken to [REDACTED] and briefed him on where we are going with the meeting this afternoon.

[REDACTED]

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From: [REDACTED]
Sent: Thursday, 16 April 2020 10:53 AM
To: Tully, Timothy <timothy.tully@police.vic.gov.au>; [REDACTED]
 <[\[REDACTED\]@police.vic.gov.au](mailto:[REDACTED]@police.vic.gov.au)>
Subject: FW: Pan Pacific Hotel South Wharf 16/04/2020

Tim and [REDACTED]

Not much change at Pan Pacific
 Some now appear with take away coffee!

[REDACTED]

[REDACTED]
 [REDACTED]
 [REDACTED]
 Vicinity Centres

OFFICIAL: Sensitive

OFFICIAL: Sensitive

National Office
Level 4, Chadstone Tower One
1341 Dandenong Road
Chadstone Victoria 3148



REDACTED
Personal information

CONNECT WITH US    

Acknowledgement of Country

As an owner and manager of community hubs right across Australia, Vicinity acknowledges the traditional custodians of the lands on which we operate and we pay our respect to Elders past, present and emerging.

From: REDACTED
Personal information

Sent: Thursday, 16 April 2020 10:50 AM

To: REDACTED
Personal information

REDACTED
Personal information

Subject: Re: Pan Pacific Hotel South Wharf

No worries, thanks for the update.

They are still out and about exercising... not too many this morning.

We will continue to monitor - but from my observation the exclusion zone is being poorly managed, we even saw what looked like someone with a takeaway coffee.

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OFFICIAL: Sensitive

OFFICIAL: Sensitive



Jess Harney
Centre Manager
Vicinity Centres

DFO South Wharf

OFFICIAL: Sensitive

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20 Convention Centre Place
South Wharf Victoria 3006

D +61 3 9099 1111

M +61 409 035 605

E jessica.harney@vicinity.com.au

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From: [REDACTED] Personal information </O=VICPOLICE/OU=MELCENTRAL/CN=RECIPIENTS/CN=VP24167>
To: [REDACTED] Personal information Tully, Timothy; Grainger, Michael
Sent: 17/04/2020 8:42:11 AM
Subject: Minutes from COVID 19 Security Forum, 16/4/2020 teleconference [DLM=For-Official-Use-Only]

For Official Use Only

Mick, [REDACTED] Personal information Tim,

Please find below notes from yesterday's Security Forum.

Cheers [REDACTED] Personal information

[REDACTED] Personal information | Superintendent
Specialist Operations
North West Metro Region | Victoria Police

email: [REDACTED] Personal information @police.vic.gov.au **web:** www.police.vic.gov.au
phone: [REDACTED] **mobile:** [REDACTED]
address: Victoria Police Centre, 637 Flinders Street Docklands, VIC 3008
 For Official Use Only

Classified by richard.paterson@police.vic.gov.au on 17/04/2020 8:42:10 AM

From: [REDACTED] Personal information <[REDACTED] Personal information@police.vic.gov.au>
Sent: Thursday, 16 April 2020 9:06 PM
To: [REDACTED] Personal information <[REDACTED] Personal information@police.vic.gov.au>
Cc: [REDACTED] Personal information <[REDACTED] Personal information@police.vic.gov.au>; [REDACTED] Personal information <[REDACTED] Personal information@police.vic.gov.au>
Subject: Minutes from COVID 19 Security Forum, 16/4/2020 teleconference

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Notes from security forum re quarantine locations in NWMR, Thursday 16th April, 2020, 1500 hrs – 1545 hrs via teleconference.

Present

Supt [REDACTED] Personal information, S/SGt [REDACTED] Personal information (Unified Security), [REDACTED] Personal information (DHHS), [REDACTED] Personal information (Wilson Security), [REDACTED] Personal information (Crown), [REDACTED] Personal information (MSS), [REDACTED] Personal information (DHHS compliance), [REDACTED] Personal information (DJPR)

- Discussion around how the original security operation to support CHO direction that persons returning to Melbourne must be quarantined in hotels for 14 days has changed and continues to evolve.
- The original plan was for persons detained under the direction of an Authorised Officer (DHHS) were to be isolated. There has been some creep into the original scope so that some detainees in hotel accommodation are now able to leave various venues to exercise/get some fresh air which is beneficial from a physical/mental health perspective. Process is variable based on the security providers capacity, layout of the premises and advice from the AO at the time. They are generally at set times and always under the approval of the AO. There is an expectation from Vic Pol that where people do leave for a break then security will provide a presence. People are not allowed to go shopping. Current challenge is having security capacity to perform this task.
- Several examples of complexity and risk surrounding search/seizure provisions for contraband (alcohol/drugs, weapons – cutlery eg.) being brought into the hotels via vendors such as Uber eats, and other family members. AO and Security have no additional power to search/seize/detain. Consistency of a State and National application of protocol is required.
- All queries regarding detainees prescription medication to go via DHHS EOC which operates will commence operating from Brunswick from 6 am to 12 midnight.
- If urgent police assistance is required at a COVID 19 site then caller should indicate that the incident is occurring at the nominated hotel which is a COVID 19 site. This assists the call taker to

prioritise/allocate the task.

- DHHS team leaders are available as 'roving' capacity during the night. There are 3 x AO teams providing service for Melbourne CBD hotels rather than having a dedicated AO at each hotel.
- [REDACTED] can provide communication from DJPR across to security providers.

Cheers

REDACTED
Personal inform

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OP SOTERIA – TASKING SHEET

WHITE 260 ROLE/RESPONSIBILITIES;

- Attend at Melbourne West Police Station (Corporate conference room – Level 1) and conduct operational & safety briefing of all members rostered for Op Soteria
- It would be beneficial if all details have the list of hotels and associated map.
- There are specific **hotel maps** with associated contacts & TMPs that have been included in your joining instructions
- Deploy on scene with Op Soteria resources 1/3/15 (refer to **staffing matrix** provided), note if a surge capacity is required there is 1/7 rostered on Op Sentinel AM/PM and periodically PORT will be available. All units are allocated 'White' prefix and all are operating on channel 01-01
- Establish and maintain contact with the relevant AFP Forward Commander to facilitate orderly passenger transfer and updated timings
- Deploy on scene with Op Soteria resources 1/3/15. These resources may need to be divided to attend at specific Hotel locations depending on ingress/egress for the day
- Refer to **Quarantine Tracker spreadsheet** and relevant date, this will have a list of hotels where ingress is to occur and will also have details of those hotels where person will egress after completion of their 14 day quarantine period
- Ensure you have access to **External Stakeholder Contact List & Internal Contact List**
- Once deployed provide an outer perimeter around the ground level ingress zone at nominated Hotel (direct engagement is not required with passengers – this will be undertaken by private security & DHHS personnel)
- Ensure members use full PPE (mask, gloves and glasses) however direct engagement with passengers is not expected
- An Authorised Officer (AO) will be at Hotel during ingress. Liaise with AO to ensure understanding of expectations as per below:
 - Challenge anyone breaching the quarantine zone (pedestrians or travellers) pursuant to Public Health & Wellbeing Regulations powers however this is unlikely
 - Send a copy of the flight manifest provided by AFP after ingress complete including confirmed number of PAX quarantined. Document is to be sent to NWMETRO-SPECIALIST-OPS and MELB-DIVPLANUNIT-MGR PBEA (scan & email or photograph & email via IRIS device)
 - If members are not actively engaged in ingress or egress of persons undergoing quarantine, please task them to patrol the vicinity of the 16 hotels where persons are quarantined and engage with external stakeholders
 - If there are COVID-19 incidents in the Divisions and all other Op Sentinel units are not available, it will be at the discretion of the White 260 if members allocated to Op Soteria are released to assist
- At conclusion of shift conduct hot debrief with members & ensure Op Sentinel returns are emailed to RIMU-NWMERTO-OIC

Attendance at Incidents that occur in hotel where persons are quarantined

- Any incidents that occur in the hotels (ie: Family violence incidents, refusals to comply with CHO orders, mental health episodes) are to be responded to as per usual Victoria Police protocols. HOWEVER appropriate supervision, briefings, IMT/EMTs and above all else, safety briefings are to be conducted whether it be in person or via on air direction. SAFE TACTICS are to be employed. **Please refer to Op Soteria – Attendance Guidelines**
- PACER units are available on PM shifts and should be contacted when dealing with Mental Health episodes
- Be mindful of appropriate resourcing for any incidents, employ specialist services where necessary, ensure all members have appropriate PPE, but avoid exposing members unnecessarily when other options are available

Summary of CAD events at quarantine hotels from 28 Mar 2020 to 15 July 2020

Hotel Name	Hotel Street Address	CAD Event Count by Street Address	CAD Event by Hotel Name
Brady Hotels Central - Melbourne	22 LT LA TROBE ST, MELBOURNE	4	4
Crown Metropol - Southbank	57 CLARENDON ST, SOUTHBANK	13	17
	30035023 WHITEMAN ST, SOUTHBANK	4	
Crown Promenade - Southbank	40 QUEENS BRIDGE ST, SOUTHBANK	1	12
	40 WHITEMAN ST, SOUTHBANK	11	
Crowne Plaza Melbourne - Docklands	18 SIDDELEY ST, DOCKLANDS	2	7
	1 SPENCER ST, DOCKLANDS	5	
	18 PEARL RIVER RD, DOCKLANDS	1	
Four Points By Sheraton - Docklands	443 DOCKLANDS DR, DOCKLANDS	3	12
	8 PEARL RIVER RD, DOCKLANDS	8	
Holiday Inn - Melbourne Airport	10 CENTRE RD, MELBOURNE AIRPORT	2	2
Holiday Inn Melbourne On Flinders - Melbourne	30034935 FLINDERS LANE, MELBOURNE	5	8
	561 FLINDERS LANE, MELBOURNE	3	
Hotel Grand Chancellor - Melbourne	131 LONSDALE ST, MELBOURNE	2	2
Melbourne Marriott Hotel - Melbourne	92 LONSDALE ST, MELBOURNE	1	1
Mercury Grand Hotel On Swanston - Melbourne	191 SWANSTON ST, MELBOURNE	1	1
Mercury Melbourne Therry St - Melbourne	43 THERRY ST, MELBOURNE	4	4
Mercury Welcome - Melbourne	265 LT BOURKE ST, MELBOURNE	1	1
Novotel - South Wharf	7 CONVENTION CENTRE PL, SOUTH WHARF	3	3
Novotel Melbourne Central - Melbourne	399 LT LONSDALE ST, MELBOURNE	6	6
Novotel Melbourne On Collins - Melbourne	258 COLLINS ST, MELBOURNE	2	12
	270 COLLINS ST, MELBOURNE	10	
Pan Pacific Melbourne - South Wharf	2 CONVENTION CENTRE PL, SOUTH WHARF	15	16
	2 CONVENTION CENTRE PL, SOUTH WHARF	1	
Park Royal Melbourne Airport- Tullamarine	30035896 AIRPORT DR, TULLAMARINE	1	2
	50 ARRIVAL DR, MELBOURNE AIRPORT	1	
Pullman Melbourne Albert Park - Melbourne	61 QUEENS RD, MELBOURNE	1	1
Pullman Melbourne On The Park - East Melbourne	192 WELLINGTON PDE, EAST MELBOURNE	1	1
Rydges - Melbourne	174 EXHIBITION ST, MELBOURNE	4	4
Rydges On Swanston Carlton Melbourne - Carlton	701 SWANSTON ST, CARLTON	1	1
Stamford Hotel	Unknown	1	1
Travelodge Hotel Melbourne Docklands - Docklands	66 AURORA LANE, DOCKLANDS	13	13
Grand Total		131	131

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