

From: DJPR COVID Accom-Lead (DJPR)
Sent: Sun, 19 Apr 2020 13:46:21 +1000
To: Gonul Serbest (DJPR);BAS Planning (DEDJTR);Paul Stagg (DJPR); [Personal Information] (DJPR); [Personal Information] (DJPR);Felicia Cousins (DJPR); [Personal Information] (DJPR); [Personal Information] (DJPR);Unni Menon (DJPR); [Personal Information] (DJPR)
Cc: DJPR COVID Accom-Support (DJPR); [Personal Information] (DJPR); [Personal Information] (DJPR)
Subject: For noting - DHHS new Command Structure for Hotels
Attachments: COVID-19 Command Structure for Hotels-Accommodation copy V5.pptx

FYI

Rachaele May

A / Executive Director Emergency Coordination and Resilience

Department of Jobs, Precincts and Regions

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Please note I work from home on FRIDAY

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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

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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

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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.

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3. EXECUTION

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

3.1 Phases to achieve identified objectives

3.1.1 Preliminary Actions

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

3.1.2 Phase 1 – Reception

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

3.1.3 Phase 2 – Transport

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

3.1.4 Phase 3 – Accommodation

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

3.1.5 Phase 4 – Return to the Community

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

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3.2 Preliminary Phase

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

3.3 Phase 1 – Reception

Personal Information

Personal Inform

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

Personal Inform

VicPol

Personal Information

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3.3.3 State-side Operations

3.3.3.1 DHHS and DJPR

- Reception parties established and coordinated at all identified accommodation

Personal Inform

VicPol

Personal Information

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)

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- 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

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Appendix 1

Detention Order pending

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Appendix 2

DAILY TIMINGS (AS AT 28 1609 MAR 20)

Arrivals for 29 March 2020

Passenger arrivals MEL (Tullamarine)

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

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

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

Operation Soteria

Appendix 3

Contacts List

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

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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: Accommodation days
Command and Control	SCC	Queue and trigger DHHS as required	Monitoring the task and coordinate actions	Monitoring the task and coordinate actions	Monitoring and coordinate actions
	DHHS	Plan/organise	Operational command	Operational command	Operational command
Process	Australian Border Force/ Australian Federal Police	Preparation	Receive and process passengers (airside). Handover from Personal Information		
Process	DJPR	Preparation		Transfer of responsibility from DJPR to DoT	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
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, respond to passengers

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					accomm
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 rea
Security	VicPol	Prepare for response, contain			Support containment and r
Health and Wellbeing	DHHS	Prepare for support			Supportin

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From: Pam Williams (DHHS)
Sent: Tue, 28 Apr 2020 10:37:37 +1000
To: Personal Information (DJPR); Rachaele E May (DJPR); DJPR COVID Accom-Lead (DJPR)
Subject: FW: Operation Soteria plan v2.0 - for approval to distribute
Attachments: Operation Soteria Plan v2.0.docx

Just in case you did not get this!

Pam Williams
COVID19 Accommodation Commander
 Department of Health and Human Services
 Personal Information @dhhs.vic.gov.au
www.dhhs.vic.gov.au

Soteria (Ancient Greek : Σωτηρία) was the goddess or spirit (daimon) of safety and salvation, deliverance, and preservation from harm.

From: Jason Helps (DHHS) Personal Information @dhhs.vic.gov.au>
Sent: Sunday, 26 April 2020 10:44 AM
To: Pam Williams (DHHS) Personal Information @dhhs.vic.gov.au>; Melissa Skilbeck (DHHS) Personal Information @dhhs.vic.gov.au>; Personal Information (DHHS) Personal Information @dhhs.vic.gov.au> Personal Information (DHHS) Personal Information @dhhs.vic.gov.au>
Cc: Andrea Spiteri (DHHS) Personal Information @dhhs.vic.gov.au>
Subject: RE: Operation Soteria plan v2.0 - for approval to distribute

Sorry Pam, here it is.

From: Pam Williams (DHHS) Personal Information @dhhs.vic.gov.au>
Sent: Sunday, 26 April 2020 10:43 AM
To: Jason Helps (DHHS) Personal Information @dhhs.vic.gov.au>; Melissa Skilbeck (DHHS) Personal Information @dhhs.vic.gov.au>; Personal Information (DHHS) Personal Information @dhhs.vic.gov.au> Personal Information (DHHS) Personal Information @dhhs.vic.gov.au>
Cc: Andrea Spiteri (DHHS) Personal Information @dhhs.vic.gov.au>
Subject: RE: Operation Soteria plan v2.0 - for approval to distribute

Please share the approved final plan

Pam Williams
COVID19 Accommodation Commander
 Department of Health and Human Services
 Personal Information @dhhs.vic.gov.au
www.dhhs.vic.gov.au

Soteria (Ancient Greek : Σωτηρία) was the goddess or spirit (daimon) of safety and salvation, deliverance, and preservation from harm.

From: Jason Helps (DHHS) Personal Information @dhhs.vic.gov.au>
Sent: Sunday, 26 April 2020 10:35 AM
To: Melissa Skilbeck (DHHS) Personal Information @dhhs.vic.gov.au>; Personal Information (DHHS) Personal Information @dhhs.vic.gov.au>; Pam Williams (DHHS) Personal Information @dhhs.vic.gov.au>; Personal Information (DHHS) Personal Information @dhhs.vic.gov.au>

Cc: Andrea Spiteri (DHHS) <[Personal Information]@dhhs.vic.gov.au>
Subject: FW: Operation Soteria plan v2.0 - for approval to distribute

All,

EMC has approved the Operation Soteria plan.

From: Andrew S Crisp (DJCS) <[Personal Information]@justice.vic.gov.au>
Sent: Sunday, 26 April 2020 10:31 AM
To: Andrea Spiteri (DHHS) <[Personal Information]@dhhs.vic.gov.au>; SCC-Vic (EMC Executive Officer) <[Personal Information]@dhhs.vic.gov.au>
Cc: Jason Helps (DHHS) <[Personal Information]@dhhs.vic.gov.au>; Braedan Hogan (DHHS) <[Personal Information]@dhhs.vic.gov.au>
Subject: RE: Operation Soteria plan v2.0 - for approval to distribute

Hi Andrea,

Thanks very much for the Operation Soteria v2.0 plan that I have approved. My compliments to those responsible for developing such a comprehensive plan especially given the ongoing and significant operational activity.

Regards,

Andrew

Andrew Crisp APM
 Emergency Management Commissioner

Emergency Management Victoria
 Level 23, 121 Exhibition Street, Melbourne 3000

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

EA: <[Personal Information]@emv.vic.gov.au> **E** <[Personal Information]@emv.vic.gov.au>
www.emv.vic.gov.au



Working in conjunction with Communities,
 Government, Agencies and Business

**This office is based on the land of the Traditional Owners, the people of the Kulin Nations.
 We acknowledge their history, culture and Elders both past and present.**

From: Andrea Spiteri (DHHS) <[Personal Information]@dhhs.vic.gov.au>
Sent: Friday, 24 April 2020 7:30 PM
To: Andrew S Crisp (DJCS) <[Personal Information]@justice.vic.gov.au>; SCC-Vic (EMC Executive Officer) <[Personal Information]@dhhs.vic.gov.au>
Cc: Jason Helps (DHHS) <[Personal Information]@dhhs.vic.gov.au>; Braedan J Hogan (DHHS) <[Personal Information]@dhhs.vic.gov.au>
Subject: Operation Soteria plan v2.0 - for approval to distribute

Hi Andrew

Please see attached Operation Soteria plan v2.0 as discussed today for your approval to distribute. Please note that while annexures are referenced in the document, they are live operational documents subject to constant update, therefore referenced in the plan but not attached in the version for approval.

Please let me, or Jason over the weekend, know if you have any queries. We propose to continue to develop content representing the other agencies responsibilities in the next version.

Kind regards
Andrea

Andrea Spiteri
Director Emergency Management
Department of Health and Human Services

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Operation Soteria

Mandatory Quarantine for all Victorian Arrivals

Approved for distribution

Emergency Management Commissioner	Signature	Date
Andrew Crisp		

Distribution

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Strategic Planning Committee	DHHS
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0.2	Draft for release as version	Deb Abbott / Kaylene Jones	Operation Soteria Coordination meeting	Andrew Crisp	28 March 2020 - 1815 hours
1.0	Final Version released	Deb Abbott / Kaylene Jones	-	Andrew Crisp	28 March 2020 - 2000 hours
2.0	New version released	DHHS Deputy Commander	Public Health Commander DHHS Commanders State Controller - Health	Andrew Crisp	

Abbreviations/Acronyms

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

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1 Introduction

1.1 Purpose

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

1.2 Scope

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

1.3 Audience

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

1.4 Background

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

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

The objectives for people returning from overseas to Victoria are:

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

1.5 Mission

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

1.6 Inter-agency cooperation

Agencies engaged to deliver Operation Soteria include:

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

1.7 Process Flow

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

These phases include the following:

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

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

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2 Governance

2.1 Governance

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

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

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

2.2 Legislative powers

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

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

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

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

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

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

2.2 Organisational Structure

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

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

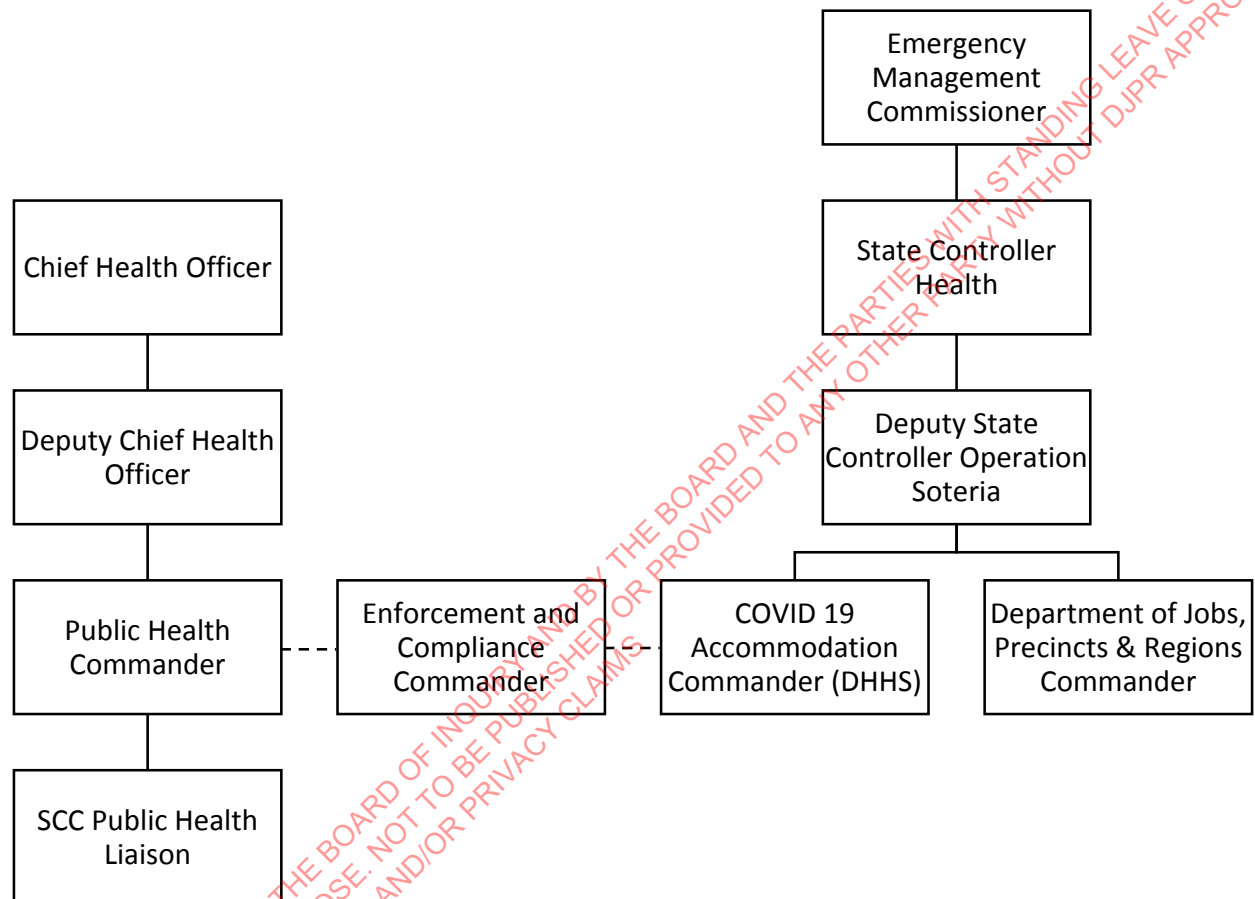


Figure 1: Operation Soteria governance structure

2.3 Roles and Responsibilities

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

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

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

The DHHS Commander COVID-19 Accommodation is responsible for:

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

2.4 Department of Health and Human Services (DHHS)

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

2.4.1 Airside operations - biosecurity

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

2.4.2 Airport Operations - reception

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

2.4.3 Public Health Directions

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

2.4.4 Health Coordination

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

2.4.5 Health and Wellbeing of passengers at accommodation

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

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

2.4.6 Communications including public communications

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

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

- Australian Border Force (ABF) coordinates the return of passengers during their flight.
- The Australian Federal Police (AFP) supports ABF and other agencies in the management of any compliance or criminal issues.

2.5.1 Airside operations

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

2.6 AFP

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

2.7 Department of Foreign Affairs and Trade

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

2.8 Department of Transport (DoT)

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

2.9 Ambulance Victoria

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

Personal Information

Victoria Police (VicPol)

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

Personal Information

Personal Information

Personal Information

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

2.11 Department of Jobs, Precincts & Regions (DJPR)

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

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

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3 Detention Authorisation

Section approver: Enforcement and Compliance Commander.

Last review date: 24 April 2020

3.1 Purpose

The purpose of this Detention Authorisation section is to:

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

3.2 Processes may be subject to change

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

3.3 Enforcement and Compliance Command for Mandatory Quarantine

Deliverables of the enforcement and compliance function

Enforcement and Compliance Command is responsible for:

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

Authorised officer* and Chief Health Officer obligations

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

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

3.4 Direction and detention notices

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

person who arrived into Victoria from overseas on or after midnight on 13 April 2020, requiring they be detained in a hotel for a period of 14 days.

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

More information can be obtained from:

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

3.5 Exemptions and exceptional circumstances

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

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

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

3.7 Processes and Procedures

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

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

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

3.7.1 Enforcement and compliance information

Further information is available at the links below

- [At a glance: Roles and responsibilities](#)
- [Authorised officers: Operational contacts](#)
- [Authorised officers: Powers and obligations](#)
- [Authorised officers: Charter of Human Rights obligations](#)
- [Authorised officers: Responsibilities at the Airport](#)
- [Authorised officers: Responsibilities at the Hotel](#)
- [Authorised officers: Responsibilities for departure from mandatory detention](#)
- [End of Detention Notice](#)
- [End of Detention Notice \(confirmed case or respiratory illness symptoms\)](#)
- [Compliance and Infringements](#)
- [Authorised officers: Occupational Health and Safety](#)
- [Unaccompanied minors](#)

- [Direction and Detention Notice – Solo Children](#)
- [Ensuring physical and mental welfare of international arrivals in individual detention \(unaccompanied minors\)](#)
- [Management of an unwell person at the airport](#)
- [Transfer of an uncooperative person](#)
- [Request for exemption or temporary leave from quarantine](#)
- [Permission for temporary leave from detention](#)
- [Requests for to leave room/facility for exercise or smoking](#)
- [Hospital transfer plan](#)
- [Hospital and Pharmacy contacts for each hotel](#)

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4 Operations

Section approver: COVID-19 Accommodation Commander.

Last review date: 24 April 2020

4.1 Purpose

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

4.2 Method

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

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

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

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

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

4.3 Processes and Procedures

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

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

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

5 Health and Welfare

Section approver: Public Health Commander.

Last review date: 24 April 2020

5.1 Purpose

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

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

Clinical governance framework

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

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

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

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

5.2 Standards

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

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

Standard 1. Rights of people in mandatory quarantine

- Criterion 1.1 Charter of Human Rights and Responsibilities
- Criterion 1.2 People with disabilities
- Criterion 1.3 Use of translators
- Criterion 1.4 Feedback and complaints process

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

- Criterion 2.1 Health and welfare risk factors
- Criterion 2.2 Schedule for screening
- Criterion 2.3 Methods of screening
- Criterion 2.4 Staff undertaking screening

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

Standard 3. Provision of health and welfare services

Criterion 3.1 Meeting the needs of people in mandatory quarantine

Criterion 3.2 Provision of on-site clinical services

Criterion 3.3 Provision of welfare services

Criterion 3.4 Provision of pharmacy and pathology services

Criterion 3.5 COVID-19 guidelines in mandatory quarantine

Standard 4. Health promotion and preventive care

Criterion 4.1 Smoking

Criterion 4.2 Fresh air

Criterion 4.3 Exercise

Criterion 4.4 Alcohol and drugs

Standard 5. Infection control

Criterion 5.1 Personal protective equipment (PPE)

Criterion 5.2 Cleaning and waste disposal

Criterion 5.3 Laundry

Criterion 5.4 Isolation protocols

Standard 6. Allergies and dietary requirements

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

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

Criterion 7.2 Information security

Criterion 7.3 Transfer of personal information (including medical records)

Criterion 7.4 Retention of personal information (including medical records)

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

5.3 Guidelines

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

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

At the airport

Airport health screening

Management of an unwell person at the airport

Refusal of testing

- At the airport
- At the hotel

At the hotel**Quarantine and isolation arrangements**

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

Confirmed cases entering detention

- Current infectious cases
- Recovered cases

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

- Timing of testing
- Pathology arrangements
- Communication of results

Case management

- Management of suspected cases
- Management of confirmed cases

Hospital transfer plan

- Transfer from hospital to hotel

Exiting detention**Release from isolation**

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

Exit arrangements

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

Operational guidance for mandatory quarantine

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

Infection control and hygiene

- Cleaning
- Laundry

- [Personal protective equipment](#)

Further information is available at the links below

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

Further information is available at the links below:

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

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6 Information and Data Management

6.1 Information management systems

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

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

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

6.2 Data access, storage and security

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

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

6.2.1 Privacy

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

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

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

6.2.2 Sending information by email

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

6.2.3 Electronic security of passenger/detainee information

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

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

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

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

6.3 Medical records

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

6.3.1 Requirement for accessible medical records

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

6.3.2 Confidentiality and access to medical records

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

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

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

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

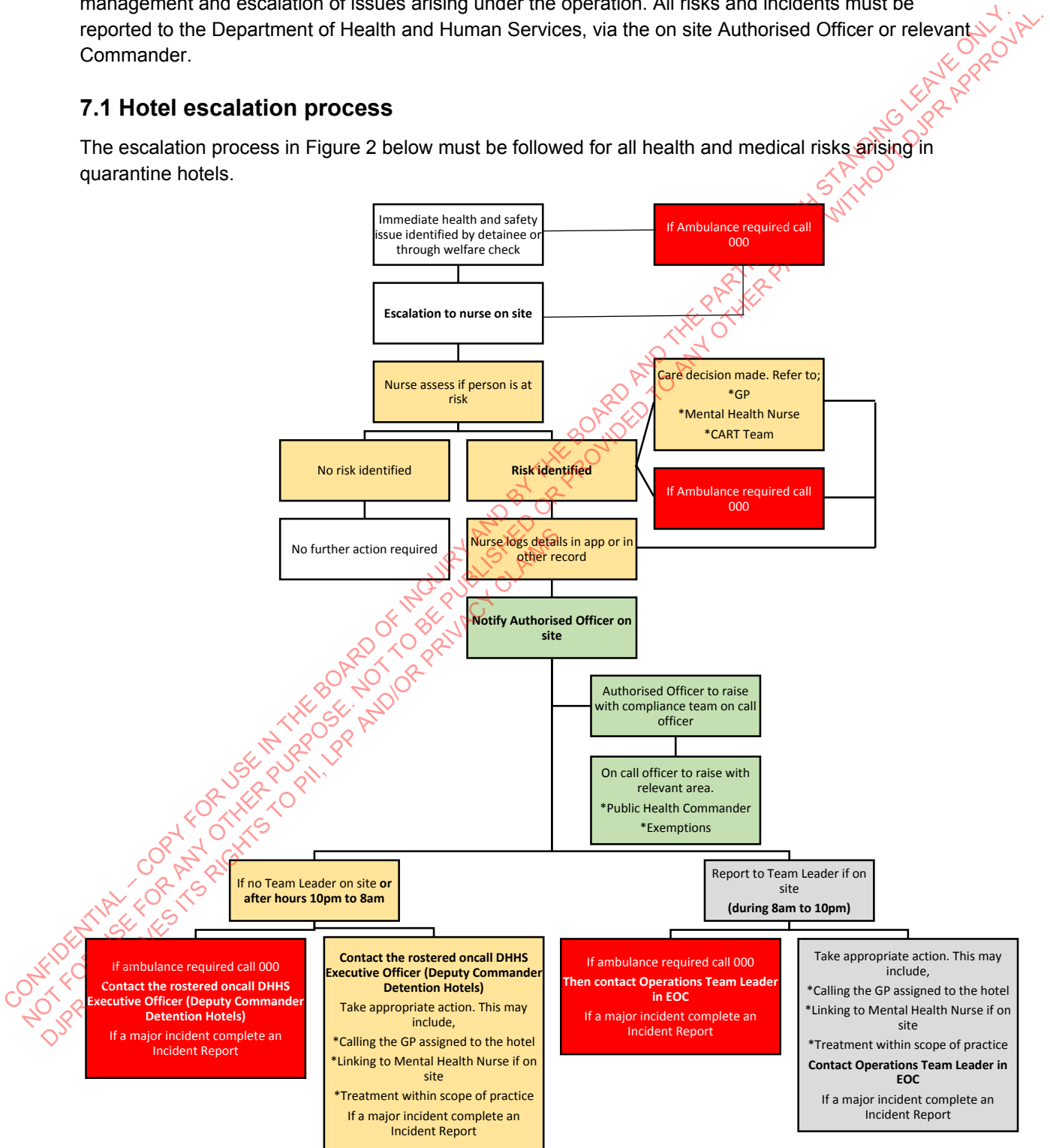
7 Issues escalation and incident reporting

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

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

7.1 Hotel escalation process

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

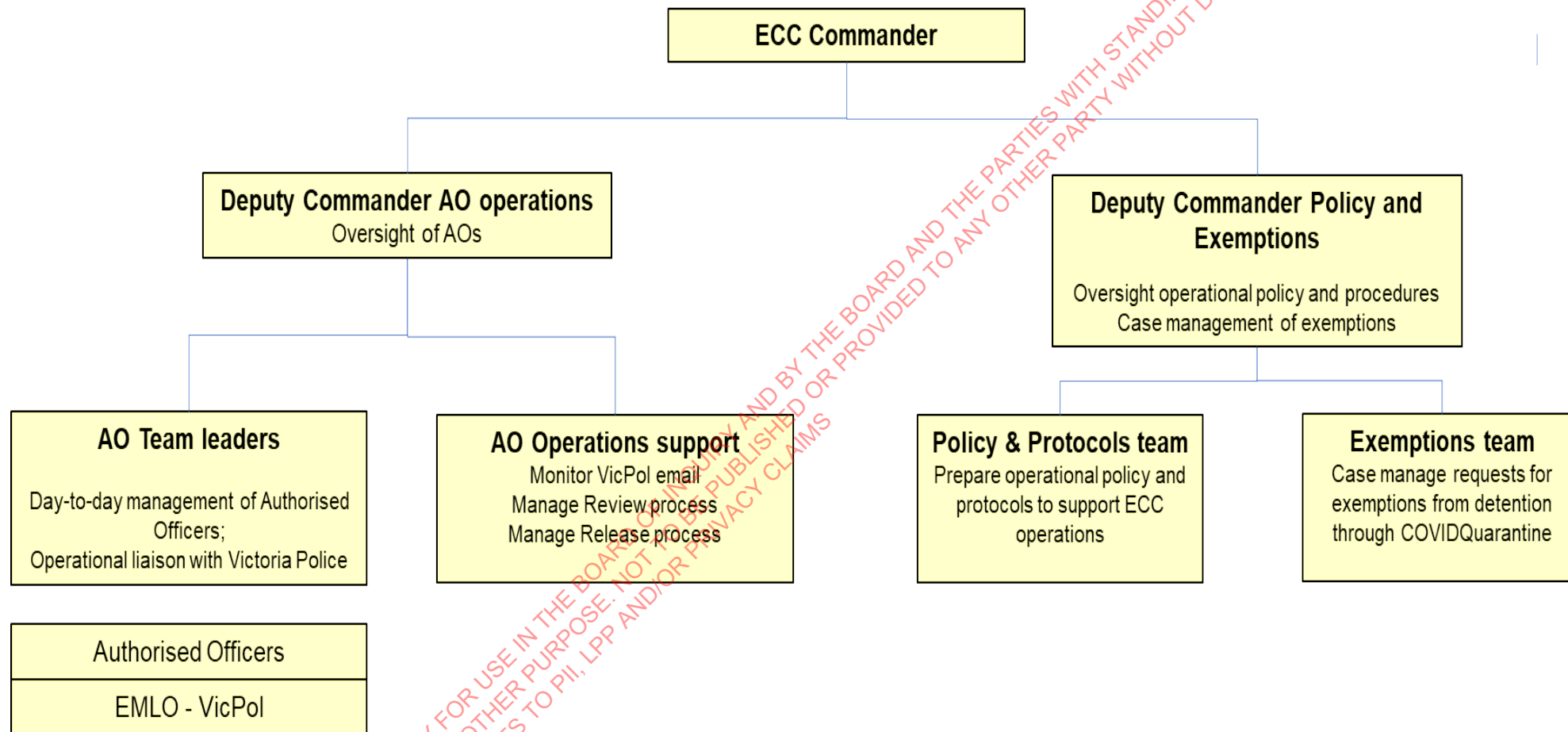


7.2 Incident reporting

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

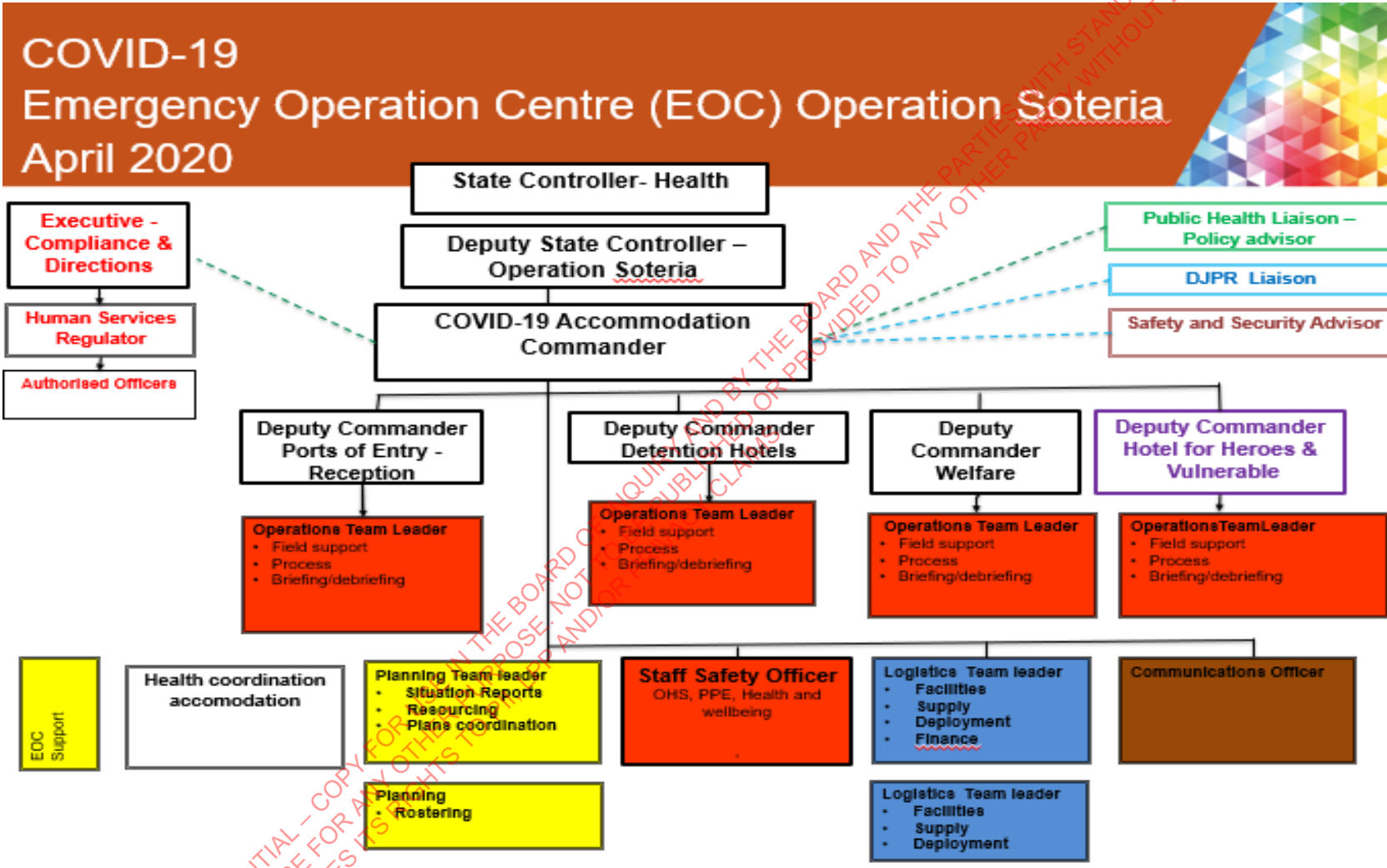
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Appendix 2 - Enforcement and Compliance Command structure



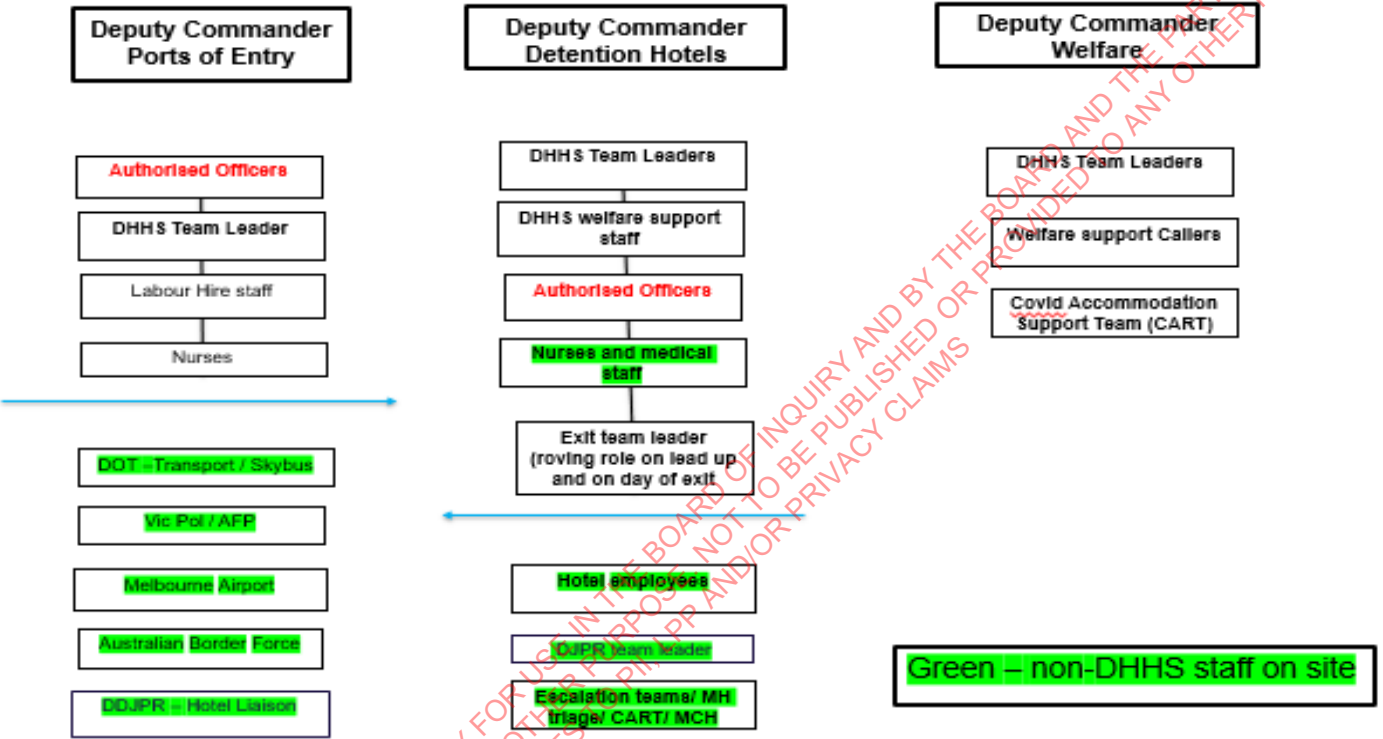
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Appendix 3. Emergency Operations Centre Structure



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Operation Soteria – on site teams



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Appendix 4 - DHHS COVID-19 Quarantine – incident reporting

1. Introduction

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

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

This document was last reviewed on 21 April 2020.

2. Reviewing and endorsing incident reports

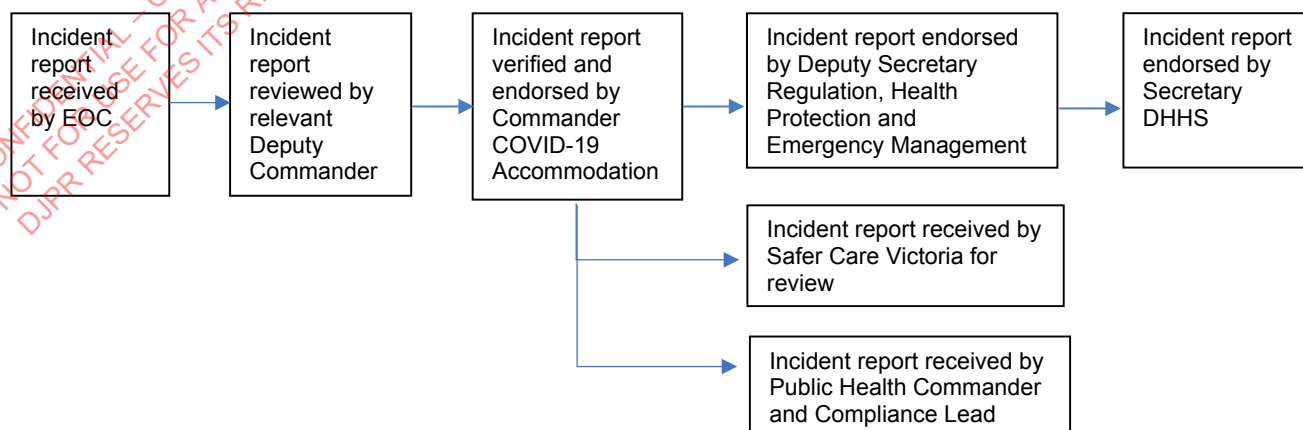
This section outlines the steps required for reviewing and endorsing incident reports, once provided to the DHHS Commander COVID-19 Accommodation via dhhsopsoteraeoc@dhhs.vic.gov.au following verbal report via phone from the relevant Deputy Commander. Figure 1 below provides an overview of the process.

2.1. Overview

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

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

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



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

2.2. Deputy Commander receives an incident report

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

2.2.1. Reports about passengers/detainees who are also clients

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

2.3. Review of the incident report

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

They must review the incident report and:

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

2.4. Verify and endorse the incident category

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

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

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

2.5. File the completed incident report

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

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

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

2.6. Incident report records management and privacy

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

2.7. Local investigation and causal analysis

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

Incident investigations should:

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

3. Privacy

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

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

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

3.1. Sending information by email

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

3.2. Electronic security of passenger/detainee information

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

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

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

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

DHHS Quarantine – incident reporting template

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

1. Service provider details

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

2. Incident dates

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

3. Incident description

Location of incident	
Detailed incident description	

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

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

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

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

6. Service provider response details

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

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

7. Incident report authorisation – EOC Command

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

8. Incident report authorisation – Deputy Secretary

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

9. Incident report authorisation - Secretary

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

From: Rachaele E May (DJPR)
Sent: Mon, 20 Apr 2020 09:03:33 +1000
To: Pam Williams (DHHS)
Cc: DJPR COVID Accom-Lead (DJPR);DHHSOpSoteriaEOC;Pam Williams (DHHS);Kait K McCann (DJPR)
Subject: RE: Matters for discussion at 11am Monday

Hi Pam,

Unfortunately I am meeting with IGEM and our departmental secretary for the Bushfire Inquiry at 11am.

Would immediately after the 1330 meeting today suit?

Your list if items looks good. I would add;

- Need for second red hotel
- Use of red floors in existing hotels
- Daily Briefing of hotel staff by DHHS team leaders
- Data management
- Safety Incidents

And could we please schedule a second meeting tomorrow to discuss long term hotel planning – our key hotel operations person is on a day off today and I would like her to join the conversation. We can get a head start today and finish it tomorrow.

Thanks
Rachaele

Rachaele May

A / Executive Director Emergency Coordination and Resilience

Department of Jobs, Precincts and Regions

402 Mair Street Ballarat, Victoria Australia 3350

Personal Information

Personal Information

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

djpr.vic.gov.au

Please note I work from home on FRIDAY

From: Pam Williams (DHHS) Personal Information <[redacted]@dhhs.vic.gov.au>

Sent: Sunday, 19 April 2020 11:17 PM

To: Rachaele E May (DJPR) Personal Information <[redacted]@agriculture.vic.gov.au>

Cc: DJPR COVID Accom-Lead (DJPR) <DJPRcovidaccom-lead@ecodev.vic.gov.au>; DHHSOpSoteriaEOC <DHHSOpSoteriaEOC@dhhs.vic.gov.au>; Pam Williams (DHHS)

Personal Information <[redacted]@dhhs.vic.gov.au>

Subject: Matters for discussion at 11am Monday

Hello Rachaele

For our discussion tomorrow:

- Transition from SCC to AEOC – the AEOC is now established. Matters which previously went to the Controller should now come to the EOC Commander (me) via the EOC Soteria inbox
- Hotel planning – potential to fill hotels to reduce the number of DHHS/DJPR staff required to service the hotels
- Exit planning – we are still receiving exit information very late – how can we help to bring this information forward at least 24 hours?
- Food in hotels – this is urgent. Some hotels are providing inadequate food – small portions, out of date/rotten/undercooked food, no choices to suit people’s cultural or dietary preferences. Can these hotels change their suppliers?
- Food delivery – at the guest’s expense; but this should be for extras/special needs, not as replacement for inadequate service from the hotels. Can Security or hotel staff deliver these parcels?
- Recreation policy/smoking in rooms – what are the options to manage the recreation policy in hotels with limited space?
- Any further items from you?

Pam Williams**COVID19 Accommodation Commander**

Department of Health and Human Services

Personal Information

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

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From: Pam Williams (DHHS)
Sent: Thu, 28 May 2020 12:20:36 +1000
To: Rachaele E May (DJPR)
Subject: FW: URGENT: Positive case in Rydges

Perhaps you should just send the contact details direct to [Personal Information] in the back of this email. We have sent on the nursing /medical contacts

Pam Williams
COVID19 Accommodation Commander
 Department of Health and Human Services
 [Personal Information] @dhhs.vic.gov.au
www.dhhs.vic.gov.au

Soteria (Ancient Greek : Σωτηρία) was the goddess or spirit (daimon) of safety and salvation, deliverance, and preservation from harm.

From: Pam Williams (DHHS)
Sent: Wednesday, 27 May 2020 3:12 PM
To: DJPR COVID Accom-Lead (DJPR) <DJPRcovidaccom-lead@ecodev.vic.gov.au>;
 DHHSOpSoteriaEOC <DHHSOpSoteriaEOC@dhhs.vic.gov.au>
Cc: Sandy Austin (DHHS) [Personal Information] @dhhs.vic.gov.au; Merrin Bamert (DHHS) [Personal Information] @dhhs.vic.gov.au; [Personal Information] (DHHS) [Personal Information] @dhhs.vic.gov.au
Subject: URGENT: Positive case in Rydges

All

I have had a discussion with [Personal Information] and we have agreed that the correct route for requests for information and provision of directions for action in this matter is through Simon's team to the relevant employers (Rachaele if you can give me the contact details_ :

- Operation Soteria (me)
- DJPR (Rachaele May)
- Security
- Rydges management
- Query the nursing and medical staff – [Personal] should that be a direct relationship through those employers?

Currently we are passing advice on and partly providing PH advice which we should not be doing. When I have all these contact details I can pass them on to Simon's team

Pam Williams
COVID19 Accommodation Commander
 Department of Health and Human Services
 [Personal Information] @dhhs.vic.gov.au
www.dhhs.vic.gov.au

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From: Rachaele E May (DJPR)
Sent: Thu, 28 May 2020 13:07:30 +1000
To: Personal Information (DHHS); Personal Information (DHHS); Pam Williams (DHHS); Personal Information (DHHS); Meena Naidu (DHHS); Personal Information (DHHS); Personal Information (DHHS)
Cc: Personal Information (DHHS)
Subject: Testing of DJPR staff member - Rydges
Attachments: Rydges Staff Screening.xlsx

Hi Personal Information

Attached is the information I have for DJPR staff.

For this information from Rydges, I ask you to please reach out directly to the security company Unified and Rydges Hotel. I note that Unified Security have already provided you with a list of staff who have tested at other facilities.

Their contact details are:

Nigel Coppick
National Operations Manager
Victoria Office,

Personal Information

Personal Information@unifiedsecurity.com.au

Personal Information

General Manager | Rydges on Swanston Melbourne

701 Swanston Street, Carlton, VIC, 3053

Personal Information

Email: Personal Information@evt.com

Regards
Rachaele

Rachaele May
Operations Soteria (COVID-19)
DJPR Hotel Quarantine Agency Commander

Personal Information@ecodev.vic.gov.au

A / Executive Director Emergency Coordination and Resilience

Department of Jobs, Precincts and Regions
 402 Mair Street Ballarat, Victoria Australia 3350

Personal Information

Personal Information@agriculture.vic.gov.au

djpr.vic.gov.au

From: [Personal Information] (DHHS) <[Personal Information]@dhhs.vic.gov.au>
Sent: Thursday, 28 May 2020 12:22 PM
To: Rachaele E May (DJPR) [Personal Information]@agriculture.vic.gov.au; [Personal Information] (DHHS) [Personal Information]@dhhs.vic.gov.au; Pam Williams (DHHS) [Personal Information]@dhhs.vic.gov.au; [Personal Information] (DHHS) [Personal Information]@dhhs.vic.gov.au; Meena Naidu (DHHS) [Personal Information]@dhhs.vic.gov.au; [Personal Information] (DHHS) [Personal Information]@dhhs.vic.gov.au; [Personal Information] (DHHS) [Personal Information]@dhhs.vic.gov.au
Cc: [Personal Information] (DHHS) [Personal Information]@dhhs.vic.gov.au
Subject: RE: Testing of DJPR staff member - Rydges

Hi Rachele,

Any staff you identify as being onsite in the period of interest that are getting screened can we please have their first name, last name, DOB, mobile, email, test date and where they were tested provided. If there are multiple a spread sheet such as the template provided is preferred, if there is just a couple send them through to me and I can add them to our current spread sheets.

That I am aware of we have not reached out to Vic Pol, I will look into this.

Kind Regards,

[Personal Information]

Public Health Operations (Case, Contact & Outbreak management) | Novel Coronavirus (COVID-19) Response

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

[Personal Information]@dhhs.vic.gov.au

w. www.dhhs.vic.gov.au



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If you have received this fax / this email in error, please contact the author whose details appear above.

From: Rachaele E May (DJPR) [Personal Information]@agriculture.vic.gov.au
Sent: Thursday, 28 May 2020 12:02 PM
To: [Personal Information] (DHHS) [Personal Information]@dhhs.vic.gov.au; Pam Williams (DHHS) [Personal Information]@dhhs.vic.gov.au; [Personal Information] (DHHS) [Personal Information]@dhhs.vic.gov.au; Meena Naidu (DHHS) [Personal Information]@dhhs.vic.gov.au; [Personal Information] (DHHS) [Personal Information]@dhhs.vic.gov.au; [Personal Information] (DHHS) [Personal Information]@dhhs.vic.gov.au
Cc: [Personal Information] (DHHS) [Personal Information]@dhhs.vic.gov.au; [Personal Information] (DHHS)

Personal Information

[\[redacted\]@dhhs.vic.gov.au](mailto: [redacted]@dhhs.vic.gov.au)**Subject:** Testing of DJPR staff member - Rydges

Hi DHHS,

I have just been advised that another DJPR staff member has determined tht they worked in Rydges Hotel on two occasions for a number hours. This staff member is ^{Op Sfty Adv.} [redacted]

She will attend Rydges today for testing.

This also makes me think there would be VicPol staff who also attended these meetings – have you reached out to VicPol?

Apparently she attended a testing facility yesterday (not sure which one) but was turned away because she was not symptomatic.

Regards
Rachaele

Rachaele May
Operations Soteria (COVID-19)
DJPR Hotel Quarantine Agency Commander
Personal Information
[\[redacted\]@ecodev.vic.gov.au](mailto: [redacted]@ecodev.vic.gov.au)

A / Executive Director Emergency Coordination and Resilience
Department of Jobs, Precincts and Regions
402 Mair Street Ballarat, Victoria Australia 3350

Personal Information

Personal Information

[\[redacted\]@agriculture.vic.gov.au](mailto: [redacted]@agriculture.vic.gov.au)[djpr.vic.gov.au](mailto: djpr.vic.gov.au)

From: Personal Information (DHHS) Personal Information [\[redacted\]@dhhs.vic.gov.au](mailto: [redacted]@dhhs.vic.gov.au)

Sent: Wednesday, 27 May 2020 9:22 PM

To: Pam Williams (DHHS) Personal Information [\[redacted\]@dhhs.vic.gov.au](mailto: [redacted]@dhhs.vic.gov.au); Personal Information (DHHS)

Personal Information [\[redacted\]@dhhs.vic.gov.au](mailto: [redacted]@dhhs.vic.gov.au); Meena Naidu (DHHS) Personal Information [\[redacted\]@dhhs.vic.gov.au](mailto: [redacted]@dhhs.vic.gov.au); Rachaele

E May (DJPR) Personal Information [\[redacted\]@agriculture.vic.gov.au](mailto: [redacted]@agriculture.vic.gov.au); Personal Information (DHHS)

Personal Information [\[redacted\]@dhhs.vic.gov.au](mailto: [redacted]@dhhs.vic.gov.au); Personal Information (DHHS) <Personal Information [\[redacted\]@dhhs.vic.gov.au](mailto: [redacted]@dhhs.vic.gov.au)>

Cc: Personal Information (DHHS) <Personal Information [\[redacted\]@dhhs.vic.gov.au](mailto: [redacted]@dhhs.vic.gov.au)>; Personal Information (DHHS)

Personal Information [\[redacted\]@dhhs.vic.gov.au](mailto: [redacted]@dhhs.vic.gov.au)

Subject: Rydges on Swanston - messaging for staff

Dear All,

Please find attached an updated letter for staff who work at the Rydges on Swanston.

I understand that Rachaele has been liaising with security/hotel staff and Personal Information with medical & nursing staff (as well as DHHS staff). Can Rachaele and Personal Information please

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ensure that the attached letter gets sent out to all staff who attended the site for 30 minutes or more on or after the 11th of May?

Personal Inf advised tonight that up to 45 staff have already been tested. It would be great if the public health team (via myself/**Personal In**) could get an update tomorrow morning regarding the number of people you expect to attend for testing & when so that we can provide support if necessary.

Key messages to staff include:

- Two cases of coronavirus disease (COVID-19) in staff members of the Rydges on Swanston have been notified to the Department of Health and Human Services today.
- We are asking that all staff who attended the site for 30 minutes or more on or after the 11th of May be tested for COVID-19. Staff who have not already been tested should present to Rydges on 28th May to be tested for COVID-19.
- If staff have not been contacted directly by the department, then they have not been identified as close contacts and do not need to quarantine.
- Staff who do not have symptoms do not need to isolate whilst awaiting results
- Staff with symptoms should not attend work and should be advised to seek testing and isolate whilst awaiting results.
- Symptoms of COVID-19 include fever, chills, cough, sore throat, shortness of breath, runny nose and new loss of smell.

Thanks and kind regards,

Personal Information

Infectious Diseases Physician
Senior Medical Advisor
Case, Contact and Outbreak Management | COVID-19 Surge Workforce
Department of Health and Human Services | 50 Lonsdale Street, Melbourne Victoria 3000

Personal Information

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

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From: DJPR COVID Accom-Lead (DJPR)
Sent: Wed, 17 Jun 2020 00:33:56 +1000
To: Merrin Bamert (DHHS); Melody A Bush (DHHS); [Personal Information] (DHHS); [Personal Information] (DHHS)
Cc: DJPR COVID Accom-Lead (DJPR); [Personal Information] (DHHS); Pam Williams (DHHS); Michael N Mefflin (DHHS)
Subject: RE: Letter for staff - Stamford

Hi all,

I confirm that I will send this letter to all relevant DJPR staff.

DHHS will need to send it to hotel, dnata and security staff. Contact details are:

MSS Security

[Personal Information]

[Personal Information]

[\[Personal Information\]@mssecurity.com.au](mailto:[Personal Information]@mssecurity.com.au)

Stamford Hotel

[Personal Information]

[Personal Information]

[\[Personal Information\]@stamford.com.au](mailto:[Personal Information]@stamford.com.au)

Dnata

[Personal Information]

[Personal Information]

[\[Personal Information\]@dnata.com.au](mailto:[Personal Information]@dnata.com.au)

Regards

Rachaele

Rachaele May

Operations Soteria (COVID-19)

DJPR Hotel Quarantine Agency Commander

djprcovidaccom-lead@ecodev.vic.gov.au

A / Executive Director Emergency Coordination and Resilience

Department of Jobs, Precincts and Regions

402 Mair Street Ballarat, Victoria Australia 3350

[Personal Information]

[Personal Information]

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

djpr.vic.gov.au

From: Merrin Bamert (DHHS) <[Personal Information]@dhhs.vic.gov.au>

Sent: Tuesday, 16 June 2020 11:56 PM

To: Melody A Bush (DHHS) <[Personal Information]@dhhs.vic.gov.au> <[Personal Information] (DHHS)>

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Personal Information @dhhs.vic.gov.au>; Personal Information (DHHS) Personal Info @dhhs.vic.gov.au> Personal Information
Cc: DJPR COVID Accom-Lead (DJPR) <DJPRcovidaccom-lead@ecodev.vic.gov.au> Personal Information
 (DHHS) Personal Information @dhhs.vic.gov.au>; Pam Williams (DHHS) Personal Information @dhhs.vic.gov.au>;
 Michael N Mefflin (DHHS) Personal Information @dhhs.vic.gov.au>
Subject: FW: Letter for staff - Stamford

Hi can we meet first thing tomorrow morning

And organise for this letter to be sent through YNA, SWING, our staff, DNATA, AO's

DJPR will send to security and hotel staff and their own staff.

Kind regards

merrin

Merrin Bamert

Commander, Operation Soteria, Covid - 19
 Director, Emergency Management, Population Health and Health Protection
 South Division
 Department of Health and Human Services
 Level 5 / 165-169 Thomas Street, Dandenong, 3175

Personal Information
 Personal Information @dhhs.vic.gov.au

From: Personal Information (DHHS) Personal Information @dhhs.vic.gov.au>
Sent: Tuesday, 16 June 2020 11:42 PM
To: Merrin Bamert (DHHS) Personal Information @dhhs.vic.gov.au>
Cc: Personal Information (DHHS) Personal Information @dhhs.vic.gov.au>; Jason Helps (DHHS)
 Personal Information @dhhs.vic.gov.au>; Braedan Hogan (DHHS) Personal Information @dhhs.vic.gov.au>;
 Personal Information (DHHS) Personal Information @dhhs.vic.gov.au>; Personal Information (DHHS)
 Personal Information @dhhs.vic.gov.au>; Meena Naidu (DHHS) Personal Information @dhhs.vic.gov.au>
Subject: Letter for staff - Stamford

Dear Merrin

Please can you facilitate getting the attached letter to all staff who have worked at the Stamford Plaza since 1 June. This will include DHHS staff (Operation Soteria and AOs), DJPR staff, hotel staff, medical/nursing staff, security staff and any others I have missed. I believe initial comms at the Rydges did miss some groups.

Thanks

Personal Information

BA MBBS MA MPH PhD FAFPHM

COVID-19 Deputy Public Health Commander (Case, Contact and Outbreak Management)
 Health Protection Branch | Regulation, Health Protection and Emergency Management
 Department of Health and Human Services | 50 Lonsdale Street, Melbourne, Victoria 3000

Personal Information @dhhs.vic.gov.au

w. www.dhhs.vic.gov.au | he/him

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Sent: Thu, 16 Apr 2020 09:01:25 +1000
To: DJPR COVID Accom-Lead (DJPR)
Subject: RE: for noting: Security / Vicpol discussion

Thanks Rachaele – I will let security providers know that we will be able to inform them of our hotel use plans tomorrow.

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

djpr.vic.gov.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 10:26 PM
To: PPO (DJPR) (DJPR) (Personal Information) @ecodev.vic.gov.au; DJPR COVID Accom-Lead (DJPR) <DJPRcovidaccom-lead@ecodev.vic.gov.au>
Subject: RE: for noting: Security / Vicpol discussion

Thanks, PPO

We are now meeting to discuss hotel future use on Friday morning.

As for the meeting agenda, I will ask Paul Staag or (Personal Information) to also attend. I presume DHHS AOs have been invited?

Regards
Rachaele

Rachaele May
A / Executive Director Emergency Coordination and Resilience
Department of Jobs, Precincts and Regions
402 Mair Street Ballarat, Victoria Australia 3350
Personal Information
Personal Information
[@agriculture.vic.gov.au](mailto:agriculture.vic.gov.au)

djpr.vic.gov.au
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From: PPO [redacted] (DJPR) [redacted] [@ecodev.vic.gov.au](mailto:[redacted]@ecodev.vic.gov.au)>
Sent: Wednesday, 15 April 2020 6:17 PM
To: DJPR COVID Accom-Lead (DJPR) <DJPRcovidaccom-lead@ecodev.vic.gov.au>
Subject: RE: for noting: Security / Vicpol discussion

Hi Rachaele – The agenda for tomorrow's security discussion with VicPol is more wide-ranging than the management of exercise breaks (see attachment). It may be worth an 'on the ground' DJPR rep joining in as I'm not across these arrangements. Will leave it with you to make a call.

Also, you would have seen that we also had Wilson ask about plans for hotel use in future (this time around Crowne Plaza) to enable workforce management. Look forward to receiving your advice on this tomorrow.

PPO

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

Personal Information

PPO [redacted] [@ecodev.vic.gov.au](mailto:[redacted]@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 1:41 PM
To: Nigel Howard (VICPOL) [redacted] [@police.vic.gov.au](mailto:[redacted]@police.vic.gov.au)>; [redacted] (VICPOL) [redacted] [@police.vic.gov.au](mailto:[redacted]@police.vic.gov.au)>; [redacted] (VICPOL) <[\[redacted\]@police.vic.gov.au](mailto:[redacted]@police.vic.gov.au)>; [redacted] (VICPOL) <[\[redacted\]@police.vic.gov.au](mailto:[redacted]@police.vic.gov.au)>;
 SCC-Vic (State Controller Health) [redacted] [@scc.vic.gov.au](mailto:[redacted]@scc.vic.gov.au)>
Cc: [redacted] (VICPOL) [redacted] [@police.vic.gov.au](mailto:[redacted]@police.vic.gov.au)>; DJPR COVID Accom-Lead (DJPR) [redacted] [@ecodev.vic.gov.au](mailto:[redacted]@ecodev.vic.gov.au)>; PPO [redacted] (DJPR) [redacted] [@ecodev.vic.gov.au](mailto:[redacted]@ecodev.vic.gov.au)>
Subject: RE: for noting: Security / Vicpol discussion

Hi all, can you please invite [redacted] cc'd above

Rachaele May
 A / Executive Director Emergency Coordination and Resilience
Department of Jobs, Precincts and Regions
 402 Mair Street Ballarat, Victoria Australia 3350

Personal Information

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

djpr.vic.gov.au

Please note I work from home on FRIDAY

From: [Personal Information] @police.vic.gov.au>
Sent: Wednesday, 15 April 2020 1:16 PM
To: [Personal Information] (VICPOL); [Personal Information] @police.vic.gov.au>; [Personal Information] (VICPOL)
 [Personal Information] @police.vic.gov.au>; SCC-Vic (State Controller Health)
 <sccvic.sctrl.health@scc.vic.gov.au>
Cc: [Personal Information] (VICPOL); [Personal Information] @police.vic.gov.au>; DJPR COVID Accom-Lead (DJPR) <DJPRcovidacom-lead@ecodev.vic.gov.au>
Subject: FW: for noting: Security / Vicpol discussion

OFFICIAL: Sensitive

Hi [Personal Information] & Chris

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

[Personal Information]

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 [Personal Information]

[Personal Information] APM | Superintendent
 Senior Police Liaison Officer
 State Emergency Response Coordination Division
 State Emergencies & Support Command | Victoria Police

[Personal Information] @police.vic.gov.au [Personal Information] @police.vic.gov.au
 web: www.police.vic.gov.au <<http://www.police.vic.gov.au/>>

[Personal Information]
 address: Level 9, Tower 1, Victoria Police Centre,
 637 Flinders Street, Docklands Vic 3008

OFFICIAL: Sensitive

From: DJPR COVID Accom-Lead (DJPR) <DJPRcovidacom-lead@ecodev.vic.gov.au>
Sent: Wednesday, 15 April 2020 1:04 PM
To: SCC-Vic (State Controller Health) [Personal Information] @scc.vic.gov.au> [Personal Information]
 [Personal Information] @police.vic.gov.au>
Cc: PPO (DJPR) [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 PPO [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

Personal Information [redacted]
 Personal Information [redacted] @agriculture.vic.gov.au

djpr.vic.gov.au

Please note I work from home on FRIDAY

From: PPO [redacted] (DJPR) Personal Information [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: Gonul Serbest (DJPR) Personal Information [redacted] @global.vic.gov.au>; Paul Stagg (DJPR) Personal Information [redacted] @global.vic.gov.au>; Personal Information [redacted] (DJPR) Personal Information [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 	Personal Information [redacted] – General Manager Regional Operations 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 • Rydges on Swanston • Novotel South Wharf • Marriott on Exhibition 	Personal Information [redacted] – Victoria State Manager Personal Information [redacted] Personal Information [redacted] @unifiedsecurity.com.au
MSS Security	<ul style="list-style-type: none"> • ParkRoyal Airport • Four Points by Sheraton • Holiday Inn Airport • Travelodge Docklands 	Personal Information [redacted] – Business Manager Client Services Personal Information [redacted] Personal Information [redacted] @msssecurity.com.au

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PPO

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

Personal Information

Personal Information
@ecodev.vic.gov.audjpr.vic.gov.aujobs.vic.gov.au

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

Sent: Wednesday, 15 April 2020 11:38 AM

To: PPO (DJPR) Personal Information <@ecodev.vic.gov.au>

Cc: Gonul Serbest (DJPR) Personal Information <@global.vic.gov.au>; Paul Stagg (DJPR) Personal Information <@global.vic.gov.au>; Personal Information (DJPR) Personal Information <@global.vic.gov.au>

Subject: for noting: Security / Vicpol discussion

Hi PPO

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

Personal Information

Personal Information
@agriculture.vic.gov.audjpr.vic.gov.au

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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) <DJPRcovidacom-lead@ecodev.vic.gov.au>; Personal Information

(VICPOL) Personal Information <@police.vic.gov.au>

Subject: Security / Vicpol discussion

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Hi Rachaele,

Personal Information [Redacted]

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

Personal Information [Redacted]

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

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From: Felicia Cousins (DJPR)
Sent: Sun, 12 Apr 2020 12:32:22 +1000
To: Rachaele E May (DJPR)
Subject: FW: URGENT FW: No Security escorts for fresh air/exercise breaks for detainees at the Travelodge Docklands -

Felicia Cousins

Executive Director | Transformation and Performance | Rural and Regional Victoria

Department of Jobs, Precincts and Regions

33 Breed St Traralgon 3844

Personal Information

Personal Information @ecodev.vic.gov.au

djpr.vic.gov.au



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From: Personal Information (DJPR) Personal Information @global.vic.gov.au>

Sent: Sunday, 12 April 2020 11:12 AM

To: Merrin C Bamert (DHHS) Personal Information @dhhs.vic.gov.au>

Cc: Felicia Cousins (DJPR) Personal Information @ecodev.vic.gov.au>

Subject: Re: URGENT FW: No Security escorts for fresh air/exercise breaks for detainees at the Travelodge Docklands -

Hi Merrin,

You ok to respond to Personal Information?

I think we all decided that until the implementation plan was agreed, we would pause overall operations (for 48 hours whilst we all agreed). I sent a draft of the plan to you last night for your feedback.

However, For special cases as judged by the AO, this would continue in the interim.

Felicia isn't the contact for security.

I'll find this.

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From: Felicia Cousins (DJPR) <[Personal Information]@ecodev.vic.gov.au>
Sent: Sunday, April 12, 2020 10:57 am
To: DJPR COVID Accom-Lead (DJPR); [Personal Information] (DJPR)
Subject: FW: URGENT FW: No Security escorts for fresh air/exercise breaks for detainees at the Travelodge Docklands -

FYA

Felicia Cousins

Executive Director | Transformation and Performance | Rural and Regional Victoria
Department of Jobs, Precincts and Regions
 33 Breed St Traralgon 3844

[Personal Information]

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

djpr.vic.gov.au



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From: Meena Naidu (DHHS) <[Personal Information]@dhhs.vic.gov.au>
Sent: Sunday, 12 April 2020 10:55 AM
To: Felicia Cousins (DJPR) <[Personal Information]@ecodev.vic.gov.au>
Cc: [Personal Information] (DHHS); [Personal Information]@dhhs.vic.gov.au; Merrin C Bamert (DHHS) <[Personal Information]@dhhs.vic.gov.au>

Subject: FW: URGENT FW: No Security escorts for fresh air/exercise breaks for detainees at the Travelodge Docklands -

Hi Flic,

As you know Meena and Pam are down at the Hotels today exiting people so Meena has asked me to cover her emails.

Please see [Personal Information] email below, are we able to get any extra security on today to support fresh air breaks for the people in quarantine? The AOs are concerned that the mental health and wellbeing of these people are being adversely affected when they are unable to leave the rooms.

Would appreciate your help

Best

[Personal Information]

From: Merrin Bamert (DHHS) <[Personal Information]@dhhs.vic.gov.au>
Sent: Sunday, 12 April 2020 10:37 AM
To: [Personal Information] (DHHS); [Personal Information]@dhhs.vic.gov.au; StateEmergencyManagementCentre SEMC (DHHS) <[Personal Information]@health.vic.gov.au>
Cc: Meena Naidu (DHHS) <[Personal Information]@dhhs.vic.gov.au>; Braedan Hogan (DHHS) <[Personal Information]@dhhs.vic.gov.au>; StateEmergencyManagementCentre SEMC (DHHS)

Personal Information <[REDACTED]>@health.vic.gov.au>; Felicia Cousins (DEDJTR) <Personal Information [REDACTED]>@ecodev.vic.gov.au>
Subject: Re: URGENT FW: No Security escorts for fresh air/exercise breaks for detainees at the Travelodge Docklands -

DJPR are managing the security contracts

Probably worth speaking to Felicia

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From: Personal Information (DHHS) <Personal Information [REDACTED]>@dhhs.vic.gov.au>
Sent: Sunday, April 12, 2020 9:57:28 AM
To: StateEmergencyManagementCentre SEMC (DHHS) <Personal Information [REDACTED]>@health.vic.gov.au>
Cc: Meena Naidu (DHHS) <Personal Information [REDACTED]>@dhhs.vic.gov.au>; Merrin Bamert (DHHS) <Personal Information [REDACTED]>@dhhs.vic.gov.au>; Braedan Hogan (DHHS) <Personal Information [REDACTED]>@dhhs.vic.gov.au>
Subject: URGENT FW: No Security escorts for fresh air/exercise breaks for detainees at the Travelodge Docklands -

Hi,

As per the following, I urgently need clarification as to why security at the Travel Lodge docklands are saying they are no longer providing extra staff to enable fresh air breaks for detainees. Was a decision purely by the security firm in question or was it authorised by someone within DHHS?

The provision of these breaks, particularly for detainees identified as being at risk by the onsite nurses, is critical.

Look forward to hearing from you asap.

Regards

Personal Information
 [REDACTED]

Human Services Regulator

Health and Human Services Regulation and Reform
 Regulation, Health Protection and Emergency Management
 Department of Health and Human Services

Personal Information <[REDACTED]>@dhhs.vic.gov.au



Health
and Human
Services



We respectfully acknowledge the Traditional Owners of country throughout Victoria and pay respect to the ongoing living cultures of Aboriginal people.

From: Personal Information (DHHS) <Personal Information [REDACTED]>@dhhs.vic.gov.au>
Sent: Sunday, 12 April 2020 7:56 AM
To: Personal Information (DHHS) <Personal Information [REDACTED]>@dhhs.vic.gov.au>; Personal Information (DHHS) <Personal Information [REDACTED]>@dhhs.vic.gov.au>
 Personal Information <[REDACTED]>@dhhs.vic.gov.au>; Personal Information (DHHS) <Personal Information [REDACTED]>@dhhs.vic.gov.au>
Cc: Meena Naidu (DHHS) <Personal Information [REDACTED]>@dhhs.vic.gov.au>; Personal Information (DHHS) <Personal Information [REDACTED]>@dhhs.vic.gov.au>; Personal Information (DHHS) <Personal Information [REDACTED]>@familyafety.vic.gov.au>
Subject: No Security escorts for fresh air/exercise breaks for detainees at the Travelodge Docklands -

Hi all

I have spoken to Security on my arrival at 7am and they advised me that their management has instructed them not to provide security escort for fresh air/exercise breaks.

Yesterday during my shift, I only managed to get 9 rooms a fresh air breaks selected on the basis of priority in consultation with the mental health nurse and medical (there are also a couple of detainees with severe asthma). So many of these people were on edge and unsurprisingly were very appreciative of the break. It also allowed for the mental health nurse to walk and talk with the very vulnerable (yesterday there were 3 people in that category) in a more relaxed environment. None of these people attempted to flee (I suspect they didn't want to risk not getting more outside breaks).

The list of detainees with mental health challenges has increased overnight (see attached list). I fear that the risk of adverse events to the wellbeing of some of the detainees will increase if no fresh air/exercise breaks occur.

Keep in mind that as AO, I speak to these people as they either request to speak to AO or because they open their doors and step outside to walk in the corridor (and security contact me). How do I explain to those who had a break yesterday that it is no longer possible?

I request that the decision on no security escorts for fresh air/exercise breaks be reviewed. Or send in more mental health support, we will need it. The nursing staff have already asked if I can take someone outside urgently for a break as they are afraid for him and in the meantime are seeking additional support for an assessment. I will take him out if necessary (fortunately right now he has fallen asleep).

Regards

Personal Information

Manager Food Safety Reform & Digital Systems
Food Safety Unit
Health Protection Branch | Department of Health and Human Services
50 Lonsdale Street, Melbourne, Victoria, 3000

Personal Information

@dhhs.vic.gov.au
<https://www2.health.vic.gov.au/public-health/food-safety>

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Sent: Wed, 15 Apr 2020 18:16:29 +1000
To: DJPR COVID Accom-Lead (DJPR)
Subject: RE: for noting: Security / Vicpol discussion
Attachments: Security Forum Agenda.docx

Hi Rachaele – The agenda for tomorrow’s security discussion with VicPol is more wide-ranging than the management of exercise breaks (see attachment). It may be worth an ‘on the ground’ DJPR rep joining in as I’m not across on the ground arrangements. Will leave it with you.

Also, you would have seen that we also had Wilson ask about plans for hotel use in future (this time around Crowne Plaza).

PPO

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

Personal Information

Personal Inform @ecodev.vic.gov.au

djpr.vic.gov.au

jobs.vic.gov.au



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

From: DJPR COVID Accom-Lead (DJPR) Personal Information @ecodev.vic.gov.au>

Sent: Wednesday, 15 April 2020 1:41 PM

To: Personal Information (VICPOL) Personal Information @police.vic.gov.au>; Personal Information (VICPOL)

Personal Information @police.vic.gov.au>; Personal Information (VICPOL) Personal Information @police.vic.gov.au>;

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

Cc: Personal Information (VICPOL) Personal Information @police.vic.gov.au>; DJPR COVID Accom-Lead (DJPR) Personal Information @ecodev.vic.gov.au>; PPO (DJPR)

Personal Information @ecodev.vic.gov.au>

Subject: RE: for noting: Security / Vicpol discussion

Hi all, can you please invite PPO cc'd above

Rachaele May

A / Executive Director Emergency Coordination and Resilience

Department of Jobs, Precincts and Regions

402 Mair Street Ballarat, Victoria Australia 3350

Personal Information

Personal Information @agriculture.vic.gov.au

djpr.vic.gov.au

Please note I work from home on FRIDAY

From: [Personal Information] <[redacted]@police.vic.gov.au>
Sent: Wednesday, 15 April 2020 1:16 PM
To: [Personal Information] (VICPOL) <[redacted]@police.vic.gov.au>; [Personal Information] (VICPOL) <[redacted]@police.vic.gov.au>; SCC-Vic (State Controller Health) <[redacted]@police.vic.gov.au>
 <[redacted]@police.vic.gov.au>
Cc: [Personal Information] (VICPOL) <[redacted]@police.vic.gov.au>; DJPR COVID Accom-Lead (DJPR) <[redacted]@ecodev.vic.gov.au>
Subject: FW: for noting: Security / Vicpol discussion

OFFICIAL: Sensitive

Hi [Personal Information] & [Personal Information]

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

[Personal Information]

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 [Personal Information]

[Personal Information] APM | Superintendent
 Senior Police Liaison Officer
 State Emergency Response Coordination Division
 State Emergencies & Support Command | Victoria Police

[Personal Information] <[redacted]@police.vic.gov.au> [Personal Information] <[redacted]@police.vic.gov.au>
 web: www.police.vic.gov.au <<http://www.police.vic.gov.au>>

[Personal Information]
 address: Level 9, Tower 1, Victoria Police Centre,
 637 Flinders Street, Docklands Vic 3008

OFFICIAL: Sensitive

From: DJPR COVID Accom-Lead (DJPR) <[redacted]@ecodev.vic.gov.au>
Sent: Wednesday, 15 April 2020 1:04 PM
To: SCC-Vic (State Controller Health) <[redacted]@ecodev.vic.gov.au>; [Personal Information] <[redacted]@police.vic.gov.au>
Cc: PPO [redacted] (DJPR) <[redacted]@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 PPO [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

Personal Information [REDACTED]

Personal Information [REDACTED]

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

djpr.vic.gov.au

Please note I work from home on FRIDAY

From: PPO [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: Gonul Serbest (DJPR) <[REDACTED]@global.vic.gov.au>; Paul Stagg (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 	Personal Information [REDACTED] – General Manager Regional Operations 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 • Rydges on Swanston • Novotel South Wharf • Marriott on Exhibition 	Personal Information [REDACTED] – Victoria State Manager Personal Information [REDACTED] Personal Information [REDACTED] @unifiedsecurity.com.au
MSS Security	<ul style="list-style-type: none"> • ParkRoyal Airport • Four Points by Sheraton • Holiday Inn Airport • Travelodge Docklands 	Personal Information [REDACTED] – Business Manager Client Services Personal Information [REDACTED] Personal Information [REDACTED] @msssecurity.com.au

PPO

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

Personal Information

Personal Inform @ecodev.vic.gov.audjpr.vic.gov.aujobs.vic.gov.au

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

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

Sent: Wednesday, 15 April 2020 11:38 AM

To: PPO (DJPR) Personal Information <@ecodev.vic.gov.au>

Cc: Gonul Serbest (DJPR) Personal Information <@global.vic.gov.au>; Paul Stagg (DJPR) Personal Information <@global.vic.gov.au> (DJPR) Personal Information <@global.vic.gov.au>

Subject: for noting: Security / Vicpol discussion

Hi PPO

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

Personal Information

Personal Information <@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) <DJPRcovidacom-lead@ecodev.vic.gov.au>; Personal Information

(VICPOL) Personal Information <@police.vic.gov.au>

Subject: Security / Vicpol discussion

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Hi Rachaele,

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

Personal Information

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

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AGENDA	
Security Forum – Quarantine Locations	
Meeting No:	1
Chair:	Superintendent Personal Information
Date:	Thursday 16 April 2020
Time:	1500 – 1545 hours
Venue:	Teleconference
Teleconference:	Phone number: Personal Information Pass Code: 702 464 7220#

Item No.	Subject
1.	Introductions
2.	What are your security arrangements for quarantined detainees? a. Are the detainees room bound? b. What are the parameters for exercise opportunities? c. There are welfare, health and mental health plans in place, could you provide an overview?
3.	What is your understanding of police attendance? a. 000/Local stations direct/PAL
4.	What can police responding to a 000 call expect from: a. the AO b. security c. Hotel manager d. DHHS manager
5.	What risk assessment have you applied to your security arrangements for detainees in the above circumstances?
6.	What are the challenges / security issues being faced at the hotels? How are they currently being handled?
7.	Other Business
8.	Next Meeting (if required)

15-Apr-20

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From: PPO (DJPR)
Sent: Thu, 16 Apr 2020 21:56:58 +1000
To: Rachaele E May (DJPR)
Subject: Re: Security and powers of search at hotels

Thanks for the update Rachaele.

PPO

Get [Outlook for iOS](#)

From: Rachaele E May (DJPR) <Personal Information@agriculture.vic.gov.au>
Sent: Thursday, April 16, 2020 9:48:37 PM
To: Gonul Serbest (DJPR) <Personal Information@global.vic.gov.au>; PPO (DJPR) <Personal Information@ecodev.vic.gov.au>
Subject: FW: Security and powers of search at hotels

Confidentially – see below some progress but still some way to go.

Rachaele May

A / Executive Director Emergency Coordination and Resilience

Department of Jobs, Precincts and Regions

402 Mair Street Ballarat, Victoria Australia 3350

Personal Information

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

djpr.vic.gov.au

Please note I work from home on FRIDAY

From: Braedan Hogan (DHHS) <Personal Information@dhhs.vic.gov.au>
Sent: Thursday, 16 April 2020 7:57 PM
To: Rachaele E May (DJPR) <Personal Information@agriculture.vic.gov.au>
Subject: FW: Security and powers of search at hotels

FYI – just working out who to lead this but there is movement.

B

Braedan Hogan | DHHS Agency Commander

Deputy Director, Strategy and Policy

Emergency Management Branch | Regulation, Health Protection and Emergency Management

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

Personal Information

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

www.dhhs.vic.gov.au

From: Personal Information (DHHS) <Personal Information@dhhs.vic.gov.au>
Sent: Thursday, 16 April 2020 6:42 PM
To: Braedan Hogan (DHHS) <Personal Information@dhhs.vic.gov.au>

Cc: Jason Helps (DHHS) Personal Information <[@dhhs.vic.gov.au](mailto:dhhs.vic.gov.au)>; 'SCC-Vic (State Controller Health)' <sccvic.sctrl.health@scc.vic.gov.au>; DHHSOpSoteriaEOC <DHHSOpSoteriaEOC@dhhs.vic.gov.au>; Personal Information (DHHS) Personal Information <[@dhhs.vic.gov.au](mailto:dhhs.vic.gov.au)>

Subject: RE: Security and powers of search at hotels

Hi Braedan

We need an agreed policy across DHHS and DJPR and all hotels/security firms.

I can see the 'no cigarettes, alcohol or drugs line below' but I don't know where or when that was agreed by whom in DHHS or what agreements were made re enforcement. I don't think it is a practical policy position and clearly not being complied with. The question of food being brought in fits within this.

What is brought in is not a regulation, so not the role of the AOs to enforce. I understand that security have been expecting AOs to authorise searches and seizures but this is an overreach of their powers.

It's not clear to me who is leading these agreements with DJPR. This is primarily a welfare issue not a compliance with public health emergency powers directions – although we'd obviously have a view about decisions and how that impacts on our role.

I think there is a need to search bags because of potential risks to detainees and staff – but the policy needs landing first (or revising if there is one in place that I have just not seen).

There then needs to be consideration of what authority that search is being taken under. Is it that the detention order needs revising or could it simply be that guests sign a consent form which says if you want to bring things in security will need to search your bags and confiscate the following items if they are found? But AO's should not be involved.

I know Perso was speaking with his counterpart in DJPR about that today, I don't know if he has made any progress.

Happy to join a discussion if that would help land this.

Personal Information

From: Braedan Hogan (DHHS) Personal Information <[@dhhs.vic.gov.au](mailto:dhhs.vic.gov.au)>

Sent: Thursday, 16 April 2020 4:59 PM

To: Personal Information (DHHS) Personal Information <[@dhhs.vic.gov.au](mailto:dhhs.vic.gov.au)>

Cc: Jason Helps (DHHS) Personal Information <[@dhhs.vic.gov.au](mailto:dhhs.vic.gov.au)>; 'SCC-Vic (State Controller Health)' <sccvic.sctrl.health@scc.vic.gov.au>; DHHSOpSoteriaEOC <DHHSOpSoteriaEOC@dhhs.vic.gov.au>

Subject: FW: Security and powers of search at hotels

Hi Personal – see below questions from DJPR.

Conscious that this is being worked through – but need to engage with them also as they contract the security.

Braedan

Braedan Hogan | DHHS Agency Commander

Deputy Director, Strategy and Policy
 Emergency Management Branch | Regulation, Health Protection and Emergency Management
 Department of Health and Human Services | 50 Lonsdale Street, Melbourne Victoria 3000

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

www.dhhs.vic.gov.au

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

Sent: Thursday, 16 April 2020 4:34 PM

To: Braedan Hogan (DHHS) ^{Personal Information} [REDACTED] [@dhhs.vic.gov.au](mailto:[REDACTED]@dhhs.vic.gov.au); Jason Helps (DHHS)

^{Personal Information} [REDACTED] [@dhhs.vic.gov.au](mailto:[REDACTED]@dhhs.vic.gov.au); 'SCC-Vic (State Controller Health)'

<sccvic.sctrl.health@scc.vic.gov.au>

Cc: Kait McCann (DEDJTR) ^{Personal Information} [REDACTED] [@ecodev.vic.gov.au](mailto:[REDACTED]@ecodev.vic.gov.au); Gonul Serbest (DEDJTR)

^{Personal Information} [REDACTED] [@global.vic.gov.au](mailto:[REDACTED]@global.vic.gov.au)

Subject: Security and powers of search at hotels

Hi Braedan,

I understand a discussion was held today with our security companies, our coordinating DJPR staff, VicPol and DHHS. My staff have provided a summary of the key outcomes, some of which I hope you will be able to follow upon:

It was confirmed that security providers don't have 'search and seize' authority for incoming deliveries, guest baggage etc and their authority does not extend beyond the 'footy bag' type search (security providers are not to put their hands inside bags).

In cases where suspicious items have been identified by security officers, security officers have been looking to DHHS AOs for authority to conduct more thorough searches or to seize particular items.

- DHHS made it clear in the call that AOs don't have the power to authorise this.

Similarly, security providers had been referring queries around accepting deliveries of medications, food, alcohol, care packages etc to DHHS AOs.

- DHHS again clarified that AOs don't have the authority to make calls on deliveries.
- There have been inconsistencies across sites on whether alcohol deliveries to guests are allowed. Security providers were keen on a consistent position on this.

This means that there is a serious authority vacuum at ground level that will lead to confusion if not addressed.

We specifically state on all our material to guests that no cigarettes, alcohol, drugs etc is permitted. So if we are saying the security teams can't confiscate - then it must rest with the AOs or other DHHS staff. We have also instructed our security staff to defer all decisions on allowable deliveries to the DHHS AOs.

Can I ask you to please clarify these issues so we can clearly instruct our security staff.

Thanks

Rachaele

Rachaele May

A / Executive Director Emergency Coordination and Resilience

Department of Jobs, Precincts and Regions

402 Mair Street Ballarat, Victoria Australia 3350

Personal Information

Personal Information

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

djpr.vic.gov.au

Please note I work from home on FRIDAY

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From: DJPR COVID Accom-Lead (DJPR)
Sent: Sat, 18 Apr 2020 08:19:26 +1000
To: SCC-Vic (State Controller Health); Jason Helps (DHHS)
Cc: [Personal Information] (DJPR)
Subject: FOR RESPONSE - Guests exiting Quarantine - covid positive

Hi Jason,

DJPR requires clear direction about guests who are exiting quarantine, and who are confirmed covid positive, or are still awaiting test results.

I note at yesterday's 1330 Op Soteria meeting, that [Personal Information] stated covid positive guests cannot be held longer than their 14 day quarantine period, but they must immediately self isolate. He also stated they cannot get on an aeroplane, and he had no advice about people who are awaiting test results.

Can you please provide direction about guests who have completed their 14 mandatory quarantine period and are now exiting a Hotel:

Guests who are confirmed COVID-19 Positive must immediately self isolate

- If they are departing the hotel to a destination on Victoria
 - what type of transport should they take – medical transport or standard commercial taxi, public transport?
 - What PPE must they wear on their journey home?
 - Who advises the transport (taxi, public transport) operator of their covid positive status?
- If they need to onward travel interstate via train, hire car or personal car:
 - What PPE must they wear on their journey home?
 - Who advises the transport (taxi, public transport) operator of their covid positive status?
- If they need to onward travel via aeroplane, and Finn advised they cannot travel in a plane:
 - Who arranges their accommodation while they recover?
 - Do they get transported to Rydges?
 - Who arranges the transport?
- Who advises the guests of the above restrictions? I assume this would be DHHS AOs or nurses, eith advise to DJPR to assist in the check out process.

Guests who are awaiting test results

- Do they self-isolate, can they travel on a plane, who accommodates them in Victoria?
- Who advises the guest – DHHS AOs?

At the moment all guests are being released by the authority of DHHS AOs.

Regards
 Rachaele

Rachaele May

A / Executive Director Emergency Coordination and Resilience
Department of Jobs, Precincts and Regions
 402 Mair Street Ballarat, Victoria Australia 3350

[Personal Information]

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

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From: DJPR COVID Accom-Support (DJPR)
Sent: Sat, 2 May 2020 14:25:22 +1000
To: Paul Stagg (DJPR); [Personal Information] (DJPR); [Personal Information] (DJPR); [Personal Information] (DJPR)
Cc: DJPR COVID Accom-Lead (DJPR)
Subject: FW: Please request shift commencement briefings at all sites
Attachments: SOP-J03.06.pd.pdf

Dear all,

I spoke to DHHS about shift commencement briefings at hotels and sent them the email below about it. Fingers crossed we can get the briefings happening regularly. Then hopefully we can clear up some of the communications breakdowns.

Cheers

[Personal Information]

Department Liaison Officer
 Senior Regulatory Advisor | Biosecurity and Agriculture Services | Agriculture Victoria
Department of Jobs, Precincts and Regions
 Harrison Place, 237 Ryrie Street, GEELONG, Victoria 3220
 DX 216062

[Personal Information]

[Personal Information]@agriculture.vic.gov.au
agriculture.vic.gov.au
djpr.vic.gov.au

AGRICULTURE VICTORIA

From: DJPR COVID Accom-Support (DJPR) <DJPRcovidaccom-support@ecodev.vic.gov.au>
Sent: Saturday, 2 May 2020 2:12 PM
To: DHHSOpSoteriaEOC <DHHSOpSoteriaEOC@dhhs.vic.gov.au>
Cc: DJPR COVID Accom-Lead (DJPR) <DJPRcovidaccom-lead@ecodev.vic.gov.au>; [Personal Information] (DJPR); [Personal Information]@agriculture.vic.gov.au; [Pgm Mgr Sfty] (DJPR); [Personal Information]@agriculture.vic.gov.au
Subject: Please request shift commencement briefings at all sites

Hi [Personal Information]

As discussed, I am receiving a lot of intelligence filtering though about personnel at the hotels not receiving adequate briefings. Issues mentioned include some hotels not having any briefings at all and some agencies or roles not being included in briefings. There also seems to be a lack of shift handover briefings. This lack of communication seems to be resulting in:

- lack of clarity on roles/responsibilities
- issues not being resolved, sometimes resulting in unnecessary escalation
- lack of necessary supplies
- lack of knowledge about procedures

- safety incidents and breaches

Can you please request that at the commencement of each shift, all personnel at each hotel receive information about the incident situation, the incident objective, their tasks, communication arrangements and safety considerations? Preferable this briefing would be run by the DHHS team leader on site and include all agencies and organisations on site. Updated briefings should be provided as often as possible, especially if conditions change or new information becomes available. All incident personnel have a responsibility to ensure they are briefed before they commence their task. Preferably, all briefings should be in the SMEACS-Q format:

- Situation
- Mission
- Execution
- Administration
- Command/Communications
- Safety
- Questions

I have attached the EMV Standard Operating Procedure for Incident Briefings. This provides excellent guidance on what to include in a SMEACS-Q briefing.

Best regards

Personal Information

Department Liaison Officer, Operation Soteria
Senior Regulatory Advisor | Biosecurity and Agriculture Services | Agriculture Victoria

Department of Jobs, Precincts and Regions

Harrison Place, 237 Ryrie Street, GEELONG, Victoria 3220

DX 216062

Personal Information

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

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From: DJPR COVID Accom-Support (DJPR)
Sent: Sat, 16 May 2020 10:02:32 +1000
To: DHHSOpSoteriaEOC
Cc: DJPR COVID Accom-Lead (DJPR); Pgm Mgr Sfty (DJPR)
Subject: FW: Please request shift commencement briefings at all sites
Attachments: SOP-J03.06.pd.pdf

Hi EOC,

I'm following up on the request below that I sent through on 2 May. We are still getting lots of communication issues at the hotel sites. Can you please confirm whether multi-agency shift change-over briefings are occurring? It would be great if we can get this in place.

In particular, the briefings should be able to clear up some of the PPE issues on sites. Part of each briefing should include a quick summary about where to source the PPE from, how to wear it, when it should be worn, and where and how to dispose of it.

I look forward to getting this working.

Best regards

Personal Information

Department Liaison Officer

Senior Regulatory Advisor | Biosecurity and Agriculture Services | Agriculture Victoria

Department of Jobs, Precincts and Regions

Harrison Place, 237 Ryrie Street, GEELONG, Victoria 3220

DX 216062

Personal Information

Personal Information@agriculture.vic.gov.au

agriculture.vic.gov.au

djpr.vic.gov.au

AGRICULTURE VICTORIA

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

Sent: Saturday, 2 May 2020 2:12 PM

To: DHHSOpSoteriaEOC <DHHSOpSoteriaEOC@dhhs.vic.gov.au>

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

(DJPR) Personal Information@agriculture.vic.gov.au; Pgm Mgr Sfty (DJPR)

Personal Information@agriculture.vic.gov.au

Subject: Please request shift commencement briefings at all sites

Hi Personal Inform

As discussed, I am receiving a lot of intelligence filtering though about personnel at the hotels not receiving adequate briefings. Issues mentioned include some hotels not having any briefings at all

and some agencies or roles not being included in briefings. There also seems to be a lack of shift handover briefings. This lack of communication seems to be resulting in:

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- issues not being resolved, sometimes resulting in unnecessary escalation
- lack of necessary supplies
- lack of knowledge about procedures
- safety incidents and breaches

Can you please request that at the commencement of each shift, all personnel at each hotel receive information about the incident situation, the incident objective, their tasks, communication arrangements and safety considerations? Preferable this briefing would be run by the DHHS team leader on site and include all agencies and organisations on site. Updated briefings should be provided as often as possible, especially if conditions change or new information becomes available. All incident personal have a responsibility to ensure they are briefed before they commence their task. Preferably, all briefings should be in the SMEACS-Q format:

- Situation
- Mission
- Execution
- Administration
- Command/Communications
- Safety
- Questions

I have attached the EMV Standard Operating Procedure for Incident Briefings. This provides excellent guidance on what to include in a SMEACS-Q briefing.

Best regards

Personal Information

Department Liaison Officer, Operation Soteria
Senior Regulatory Advisor | Biosecurity and Agriculture Services | Agriculture Victoria

Department of Jobs, Precincts and Regions

Harrison Place, 237 Ryrie Street, GEELONG, Victoria 3220

DX 216062

Personal Information

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

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From: DJPR COVID Accom-Lead (DJPR)
Sent: Fri, 26 Jun 2020 08:02:19 +1000
To: Sandy Austin (DHHS);DJPR COVID Accom-Operations (DJPR)
Cc: DJPR COVID Accom-Lead (DJPR);DHHSOpSoteriaEOC;Pam Williams (DHHS);Ewan Tosh (DHHS) [Personal Information] (DHHS)
Subject: RE: OFFICIAL - Sensitive: RE: Issue with PPE at entry - Crown Metropol

Sorry, one more email.

Could I please request an infection control briefing similar to the one provided to security companies, for dnata staff – they also require bespoke PPE advice, similar to the one DHHS have provided to Security and AOs.

This then needs to be rolled out to other staff – hotel, DJPR etc.

Thanks,
 Rachaele

Rachaele May
 Operations Soteria (COVID-19)
 DJPR Hotel Quarantine Agency Commander
djprcovidaccom-lead@ecodev.vic.gov.au

A / Executive Director Emergency Coordination and Resilience
 Department of Jobs, Precincts and Regions
 402 Mair Street Ballarat, Victoria Australia 3350

[Personal Information]

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

djpr.vic.gov.au

From: Sandy Austin (DHHS) [Personal Information] <[Personal Information]@dhhs.vic.gov.au>
Sent: Friday, 26 June 2020 7:57 AM
To: DJPR COVID Accom-Operations (DJPR) <DJPRcovidaccom-operations@ecodev.vic.gov.au>
Cc: DJPR COVID Accom-Lead (DJPR) <DJPRcovidaccom-lead@ecodev.vic.gov.au>;
 DHHSOpSoteriaEOC <DHHSOpSoteriaEOC@dhhs.vic.gov.au>; Pam Williams (DHHS) <[Personal Information]@dhhs.vic.gov.au>; [Personal Information] (DHHS) <[Personal Information]@vahi.vic.gov.au>; [Personal Information] (DHHS) <[Personal Information]@dhhs.vic.gov.au>
Subject: FW: OFFICIAL - Sensitive: RE: Issue with PPE at entry - Crown Metropol
Importance: High

Hello [Personal Information]

Please note, last night the Unified Security team leader notified our TL that they no longer are handling luggage,

I spoke with [Personal Information], the night TL that the Dnata staff came in and had to assist. They did a wonderful job, but put a caveat that they would only assist women with children and elderly.

Could you please advise if this is new?

Regards,
Sandy

Sandy Austin
[Personal Information]
Deputy Commander, Hotels
Operation Soteria

OFFICIAL: Sensitive

From: [Personal Information] (DHHS) [Personal Information] @safercare.vic.gov.au>
Sent: Thursday, 25 June 2020 9:24 PM
To: [Personal Information] (DHHS) [Personal Information] @dhhs.vic.gov.au>; Sandy Austin (DHHS) [Personal Information] @dhhs.vic.gov.au>
Cc: [Personal Information] (DHHS) [Personal Information] @dhhs.vic.gov.au>; [Personal Information] (DHHS) [Personal Information] @dhhs.vic.gov.au>
Subject: OFFICIAL - Sensitive: RE: Issue with PPE at entry - Crown Metropol

Good evening all,

I have spoken to the manager of the new security group we have here at the Novotel as of 6pm this evening. He advised that his director (of Unified Security) received notification from both DHHS and DJPR this morning that security staff are no longer to handle any suitcases from guests.

Thank you kindly,

[Personal Information]

OFFICIAL: Sensitive

From: [Personal Information] (DHHS) [Personal Information] @dhhs.vic.gov.au>
Sent: Thursday, 25 June 2020 7:03 PM
To: Sandy Austin (DHHS) [Personal Information] @dhhs.vic.gov.au>
Cc: [Personal Information] (DHHS) [Personal Information] @dhhs.vic.gov.au>; [Personal Information] (DHHS) [Personal Information] @dhhs.vic.gov.au>
Subject: Re: Issue with PPE at entry - Crown Metropol

Hi Sandy,
Me again.

I just spoke with [Personal Information] our TL at Novotel. She advised that there is a new security team at the hotel.

She has done a full briefing with them that aligns with the PZpE advice for security (no gloves, frequent sanitising). [Personal Information] has also advise that the security company have been told not to handle the baggage tonight and this responsibility is with DNATA. DNATA have apparently been advised. I would therefore apply the recommendation of no gloves and sanitising between each luggage handle process to DNATA also.

Do you know where this advice to security has come from?

I believe it has been managed onsite for tonight and DNATA will coordinate but I'm sure they would not be pleased about it. [Personal Information] may be able to provide more intelligence on this?

Regards [Personal Information]

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From: [Personal Information] (DHHS) <[Personal Information]@dhhs.vic.gov.au>
Sent: Thursday, June 25, 2020 6:40:53 PM
To: Sandy Austin (DHHS) <[Personal Information]@dhhs.vic.gov.au>
Cc: [Personal Information] (DHHS) <[Personal Information]@dhhs.vic.gov.au>; [Personal Information] (DHHS) <[Personal Information]@dhhs.vic.gov.au>
Subject: Re: Issue with PPE at entry - Crown Metropol

Will do, thanks! I'll call the TL at the hotel now and just ensure all onsite are briefed, as sometimes there isn't a lot of time in between my arrival and the guests presenting at the hotel.

Plan in place so hopefully no need to bother you ;)

[Personal Information]

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From: Sandy Austin (DHHS) <[Personal Information]@dhhs.vic.gov.au>
Sent: Thursday, June 25, 2020 6:34:41 PM
To: [Personal Information] (DHHS) <[Personal Information]@dhhs.vic.gov.au>
Cc: [Personal Information] (DHHS) <[Personal Information]@dhhs.vic.gov.au>; [Personal Information] (DHHS) <[Personal Information]@dhhs.vic.gov.au>
Subject: RE: Issue with PPE at entry - Crown Metropol

No worries [Personal Information], I am on call tonight so please call if you any issues.

Regards,
Sandy

Sandy Austin

[Personal Information]

Deputy Commander, Hotels
Operation Soteria

From: [Personal Information] (DHHS) <[Personal Information]@dhhs.vic.gov.au>
Sent: Thursday, 25 June 2020 6:31 PM
To: Sandy Austin (DHHS) <[Personal Information]@dhhs.vic.gov.au>
Cc: [Personal Information] (DHHS) <[Personal Information]@dhhs.vic.gov.au>; [Personal Information] (DHHS) <[Personal Information]@dhhs.vic.gov.au>
Subject: Re: Issue with PPE at entry - Crown Metropol

Thanks Sandy. Given the volume of luggage it would be impossible for the guards to change gloves and sanitise after each piece of luggage so will as per your advice recommend the 'no gloves and sanitise between each bag of luggage' approach until we get further clarity from [Personal Information] review.

Thanks for the support with facilitating resolution to these issues. Very much appreciated.

[Personal Information]

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From: Sandy Austin (DHHS) Personal Information <Personal Information@dhhs.vic.gov.au>
Sent: Thursday, June 25, 2020 6:21 pm
To: Personal Information (DHHS); Personal Information (DHHS)
Cc: Personal Information (DHHS)
Subject: RE: Issue with PPE at entry - Crown Metropol

Sorry Personal In I keep getting your email wrong!

Regards,
Sandy

Sandy Austin
Personal Information
 Deputy Commander, Hotels
 Operation Soteria

From: Sandy Austin (DHHS)
Sent: Thursday, 25 June 2020 6:21 PM
To: Personal Information (DHHS); Personal Information <Personal Information@dhhs.vic.gov.au>; Personal Information <Personal Information@dhhs.vic.gov.au>
Cc: Personal Information (DHHS); Personal Information <Personal Information@dhhs.vic.gov.au>; Personal Information <Personal Information@dhhs.vic.gov.au>
Subject: RE: Issue with PPE at entry - Crown Metropol

Hi Personal In
Personal In has gone home tonight. I saw that he is working on picture instructions, but he says that gloves can be used, but must be changed in between each luggage and the hands sanitised. So it would be much quicker to sanitise between each luggage.

Regards,
Sandy

Sandy Austin
Personal Information
 Deputy Commander, Hotels
 Operation Soteria

From: Personal Information (DHHS) <Personal Information@dhhs.vic.gov.au>
Sent: Thursday, 25 June 2020 5:54 PM
To: Personal Information <Personal Information@dhhs.vic.gov.au>
Cc: Sandy Austin (DHHS) <Personal Information@dhhs.vic.gov.au>
Subject: Fwd: Issue with PPE at entry - Crown Metropol

Hi Personal Inform

How are you? Hope all is well.

Just wondering if you happen to have any additional advice on the issue below for entry tonight. If not, I will continue to apply the current PPE advice (no gloves for security and AO's). At entries, I am also applying the same guidelines for myself and DNATA staff.

FYI - Tonight's entry is at the Novotel on Collins.

Thanks Personal Informa
Personal Information

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Regards,
Sandy

Sandy Austin
Director Emergency Management and Health Protection / East Division
Department of Health and Human Services

From: Crownmetropol <Crownmetropol@dhhs.vic.gov.au>
Sent: Thursday, June 25, 2020 4:03:29 AM
To: DHHSOpSoteriaEOC <DHHSOpSoteriaEOC@dhhs.vic.gov.au>
Subject: Issue with PPE at entry - Crown Metropol

Hi DHHsops,

How are you?

Please be advised that we had issues tonight with security (and AO) at the Metropol surrounding the use of gloves.

As you would be aware, the PPE Advice for Hotel Security Staff and AO's clearly states that gloves are NOT a substitute for hand hygiene and gloves are NOT recommended for any security staff or AO member at anytime.

Upon commencement of my shift tonight, I was advised by the outgoing T/L that the nurses had just provided all the incoming security staff with a full briefing on the latest PPE advice, reinforcing that gloves were not required by Security at anytime and that hand sanitising was a more effective infection control method.

When I presented to the foyer, the security staff were all wearing gloves. I spoke with the lead guard and queried whether they had been briefed on the updated advice that gloves were not required at anytime. He advised that they had. I requested that as per the advice provided to them by the nurses in the earlier briefing, could they please remove their gloves, and hand sanitise as frequently as possible between baggage distribution. Lead guard requested I discuss this further with head of security, Mo, advising that the updated PPE advice had been implemented elsewhere but that security was uncomfortable handling the baggage without gloves.

I spoke with ^{Person} (offsite), who advised me that the PPE Advice had been received and was previously being implemented by his guards. ^{Person} reported that subsequent advice from the Infection Control Team last week was that guards SHOULD be using gloves with regards to baggage handling with a recommendation to change gloves after each busload. He said that this was the advice he had provided to his guards and was the most recent advice received from infection control experts who had visited with him onsite. I advised that I had sought an update on this issue from DHHops yesterday and that the advice I received from them (^{Personal Inform}) was that the PPE Advice document was current. Given conflict, and that security insisted on wearing gloves for baggage handling only, we agreed to proceed, with glove changes, as per recommendation from the Infection Control Team. TL enforced need for all

guards to sanitise thoroughly after gloves removed. Security clearly not happy about conflicting advice being provided to guards which is understandable. Agreed I would escalate with DDHops and provide an update.

AO Team Leader on duty reported that he preferred to wear gloves and had been told the PPE Advice was not mandatory. I reiterated that gloves were not required, with hand sanitising being a more effective infection control. AO T/L proceeded to manage this up to his escalation point. AO escalations called after entry stating AO was not comfortable with being advised not to wear gloves as they were handling guest paperwork and passports. AO escalations report not to have seen the PPE advice. I outlined that I am not an expert in infection control, merely, providing and recommending the uptake of the current expert advice, and that I would feedback their concerns. I also advised that I am only acting in everyone's interests in trying to ensure they are applying the most up to date infection control procedures. I have sent a copy of the PPE advice to both parties for information.

I probably don't need to relay the issues further. I'm less than happy about this situation, from many angles.

Please can you review the concerns that we faced last night. I will continue to reinforce the messages as per policy unless I hear otherwise.

Thank Personal Informa
DHHS Team Ledaer (Overnight)

Personal Information

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From: Braedan Hogan (DHHS)
Sent: Tue, 14 Apr 2020 12:49:18 +1000
To: Rachaele E May (DJPR)
Cc: Felicia Cousins (DJPR);Gonul Serbest (DJPR) [Personal Information] (DJPR);Paul Stagg (DJPR);Tim Sullivan (DJPR); [Personal Information] (DHHS)
Subject: RE: today's meeting DJPR & DHHS

Of course – feel free to forward on but ill ask [Personal Info] to add the additional attendees.

Braedan

Braedan Hogan | DHHS Agency Commander

Deputy Director, Strategy and Policy
 Emergency Management Branch | Regulation, Health Protection and Emergency Management
 Department of Health and Human Services | 50 Lonsdale Street, Melbourne Victoria 3000

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

www.dhhs.vic.gov.au

From: Rachaele E May (DJPR) [Personal Information] [@agriculture.vic.gov.au](mailto:[Personal Information]@agriculture.vic.gov.au)>
Sent: Tuesday, 14 April 2020 12:46 PM
To: Braedan Hogan (DHHS) <[Personal Information]@dhhs.vic.gov.au>
Cc: Felicia Cousins (DEDJTR) [Personal Information] [@ecodev.vic.gov.au](mailto:[Personal Information]@ecodev.vic.gov.au)>; Gonul Serbest (DEDJTR) [Personal Information] [@global.vic.gov.au](mailto:[Personal Information]@global.vic.gov.au)>; Paul Stagg (DEDJTR) [Personal Information] [@global.vic.gov.au](mailto:[Personal Information]@global.vic.gov.au)>; Tim Sullivan (DEDJTR) <[Personal Information]@global.vic.gov.au>
Subject: today's meeting DJPR & DHHS

Hello Braedan

Thanks for setting up the meeting – could I ask that you please add Felicia Cousins, Gonul Serbest, [Personal Information] Paul Stagg and Tim Sullivan from DJPR to the invite?

I think it would be good to touch base on a few operational issues, and then make sure we are ready for Friday & Sunday (big days)

- Check in data (that leads to all data discussion I imagine)
- Food safety, alcohol policy – UberEats?
- Exercise policy
- Exit process
- Daily hotel operations – briefing of DHHS, DJPR, Dnata staff etc
- Other issues - Sunday

Thanks
 Rachaele

Rachaele May

A / Executive Director Emergency Coordination and Resilience
 Department of Jobs, Precincts and Regions

402 Mair Street Ballarat, Victoria Australia 3350

Personal Information

Personal Information

@agriculture.vic.gov.au

djpr.vic.gov.au

Please note I work from home on FRIDAY

-----Original Appointment-----

From: Braedan Hogan (DHHS) Personal Information @dhhs.vic.gov.au>

Sent: Tuesday, 14 April 2020 10:11 AM

To: Braedan Hogan (DHHS); Rachaele E May (DJPR); Personal Information (DHHS); Merrin C Bamert (DHHS); Pam Williams (DHHS)

Cc: Andrea C Spiteri (DHHS); Personal Information (DHHS)

Subject: DJPR & DHHS

When: Tuesday, 14 April 2020 2:30 PM-3:00 PM (UTC+10:00) Canberra, Melbourne, Sydney.

Where: Telecon

DHHS and DJPR, to work through some operational learnings observed to date - Would be good to go over:

- Check in data (that leads to all data discussion I imagine)
- Food safety, alcohol
- Exercise policy
- Exit process
- Hotel cleaning
- Daily hotel operations – briefing of DHHS, DJPR, Dnata staff etc
- Other issues

Please use the details below to dial into the meeting.

Dialling

Telephone – Personal Information then use Personal Inform to join conference from any telephone

Regards

Personal Information

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From: DJPR COVID Accom-Lead (DJPR)
Sent: Wed, 22 Apr 2020 12:15:38 +1000
To: [Personal Information] (DJPR) [Personal Inform] (DJPR)
Cc: DJPR COVID Accom-Support (DJPR);DJPR COVID Accom-Lead (DJPR)
Subject: RE: For feedback asap please: Food Delivery Policy Options

[Person] can you please provide the words for indemnity to Pam and EOC – she has requested a copy below

Rachaele May

A / Executive Director Emergency Coordination and Resilience
Department of Jobs, Precincts and Regions
 402 Mair Street Ballarat, Victoria Australia 3350

[Personal Information]

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

djpr.vic.gov.au

Please note I work from home on FRIDAY

From: [Personal Information] (DJPR) <[Personal Information]@ecodev.vic.gov.au>
Sent: Wednesday, 22 April 2020 12:14 PM
To: [Personal Inform] (DJPR) [Personal Inform]@ecodev.vic.gov.au>
Cc: DJPR COVID Accom-Support (DJPR) <DJPRcovidaccom-support@ecodev.vic.gov.au>; DJPR COVID Accom-Lead (DJPR) <DJPRcovidaccom-lead@ecodev.vic.gov.au>
Subject: RE: For feedback asap please: Food Delivery Policy Options

Hi [Personal Info]

Please see below – we are good to go to print on the fact sheet.

Thank you all – excellent work!

[Personal Information]

Deputy Agency Support Lead

Department of Jobs, Precincts and Regions

Level 5, 1 Spring Street, Melbourne, Victoria Australia 3000

[Personal Information]

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

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From: Pam Williams (DHHS) Personal Information <[\[redacted\]@dhhs.vic.gov.au](mailto:[redacted]@dhhs.vic.gov.au)>
Sent: Wednesday, 22 April 2020 12:09 PM
To: DJPR COVID Accom-Lead (DJPR) <DJPRcovidaccom-lead@ecodev.vic.gov.au>;
 DHHSOpSoteriaEOC <DHHSOpSoteriaEOC@dhhs.vic.gov.au>
Cc: DJPR COVID Accom-Support (DJPR) <DJPRcovidaccom-support@ecodev.vic.gov.au>; Personal Inform
Personal Inform (DJPR) Personal Information <[\[redacted\]@ecodev.vic.gov.au](mailto:[redacted]@ecodev.vic.gov.au)>
Subject: RE: For feedback asap please: Food Delivery Policy Options

Agreed policy. Can we also look at the words being provided to the guests? Information about liability is particularly important.

Pam Williams
COVID19 Accommodation Commander
 Department of Health and Human Services
Personal Information <[\[redacted\]@dhhs.vic.gov.au](mailto:[redacted]@dhhs.vic.gov.au)>
www.dhhs.vic.gov.au

Soteria (Ancient Greek : Σωτηρία) was the goddess or spirit (daimon) of safety and salvation, deliverance, and preservation from harm.

From: DJPR COVID Accom-Lead (DJPR) <DJPRcovidaccom-lead@ecodev.vic.gov.au>
Sent: Tuesday, 21 April 2020 4:16 PM
To: Pam Williams (DHHS) Personal Information <[\[redacted\]@dhhs.vic.gov.au](mailto:[redacted]@dhhs.vic.gov.au)>; DHHSOpSoteriaEOC <DHHSOpSoteriaEOC@dhhs.vic.gov.au>
Cc: DJPR COVID Accom-Support (DJPR) <DJPRcovidaccom-support@ecodev.vic.gov.au>; Personal Information
 (DEDJTR) Personal Information <[\[redacted\]@ecodev.vic.gov.au](mailto:[redacted]@ecodev.vic.gov.au)>
Subject: For feedback asap please: Food Delivery Policy Options

Dear Pam,

Given the current array of exemptions allowing food delivery, as well as the need to provide high levels of service and amenity to all quarantined passengers, DJPR is keen to make food delivery available to all quarantined passengers across all hotels.

To this end, I have attached a one-page policy proposal for allowing food delivery services. The proposal outlines the procedures and conditions we will place on the new service. Broadly, they are:

- Food delivery will be available between 12-3pm and 6-9pm.
- Food delivery will follow the existing process available to individuals who have been provided with an DHHS-approved exemption.
- Food delivery will not include home-cooked meals, noting that DHHS is able to provide exemptions where they deem necessary.
- Hotels will still prepare 3 meals per day per passenger.

At an operational level, we are happy to utilise DJPR's existing operational resources to facilitate the new process. However, we ask that DHHS provides any additional resources for DHHS-required health and safety beyond what is already in place for parcel and food delivery.

As I have previously noted, we are keen to operationalise this process as soon as possible. If you could please confirm your agreement by tomorrow morning that would be appreciated.

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With thanks,
Rachaele

Rachaele May

A / Executive Director Emergency Coordination and Resilience

Department of Jobs, Precincts and Regions

402 Mair Street Ballarat, Victoria Australia 3350

Personal Information

Personal Information

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

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Please note I work from home on FRIDAY

Government of Victoria, Victoria, Australia.

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From: Nigel Coppick
Sent: Thu, 21 May 2020 11:56:40 +1000
To: DJPR COVID Accom-Lead (DJPR); [REDACTED] (DJPR)
Subject: RE: LEGALLY PRIVILEGED - Formal Disclosure Complaint [CM-COMP.FID2036]

Following up

Kind Regards,

Nigel Coppick
Victorian State Manager

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

 Personal Information [REDACTED]@unifiedsecurity.com
 Personal Information [REDACTED]
 










SYDNEY | ACT | NEWCASTLE | MELBOURNE | BRISBANE | PERTH | ADELAIDE | HO BART

From: DJPR COVID Accom-Lead (DJPR) <DJPRcovidaccom-lead@ecodev.vic.gov.au>
Sent: Thursday, 21 May 2020 11:56 AM
To: [REDACTED] (DJPR); [REDACTED]@ecodev.vic.gov.au>; Nigel Coppick
[REDACTED]@unifiedsecurity.com.au>
Subject: FW: LEGALLY PRIVILEGED - Formal Disclosure Complaint [CM-COMP.FID2036]

Hi [REDACTED] and Nigel,

See below a report of a physical altercation between a Unified security guard and an UberEats driver, whereby police were called to Crown.

Nigel, can you please investigate and report back on the outcomes and actions underway.

Thank you,
Rachaele

Rachaele May
Operations Soteria (COVID-19)
DJPR Hotel Quarantine Agency Commander
djprcovidaccom-lead@ecodev.vic.gov.au

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A / Executive Director Emergency Coordination and Resilience

Department of Jobs, Precincts and Regions

402 Mair Street Ballarat, Victoria Australia 3350

Personal Information

djpr.vic.gov.au

From: Personal Information <[redacted]@crownresorts.com.au>
Sent: Thursday, 21 May 2020 11:14 AM
To: DJPR COVID Accom-Lead (DJPR) <DJPRcovidacom-lead@ecodev.vic.gov.au>
Cc: Personal Information (DJPR) <[redacted]@ecodev.vic.gov.au>
Subject: RE: LEGALLY PRIVILEGED - Formal Disclosure Complaint [CM-COMP.FID2036]

Hi Rachaele

Just FYI – the police were called to Crown again overnight as one of the Unified Security Guards got into a physical altercation with an Uber Eats driver (the police were called by the Uber Eats driver).

Abstract: Fight
 Person(s): 2x males
 Location: Crown Promenade Driveway
 Reason: An Uber Eats delivery driver and a Unified Security contractor were involved in a physical altercation
 Incident Coordinator: M1
 Vic Pol Notified: Vic Pol were called by the delivery driver
 Outcome: Vic Pol viewed footage of the altercation and spoke to both parties. The delivery driver left site and the Unified Security contractor returned to work

Regards

Personal Information Group General Manager – Regulatory and Compliance | Crown Resorts Limited
 t: Personal Information | m: Personal Information | e: Personal Information ng@crownresorts.com.au | w:
www.crownmelbourne.com.au

From: DJPR COVID Accom-Lead (DJPR) [<mailto:DJPRcovidacom-lead@ecodev.vic.gov.au>]
Sent: Monday, 27 April 2020 11:14 PM
To: Personal Information ; DJPR COVID Accom-Lead (DJPR)
Cc: Personal Information (DJPR)
Subject: RE: LEGALLY PRIVILEGED - Formal Disclosure Complaint [CM-COMP.FID2036]

Hello Personal Informa

Thank you for raising this matter with us. The allegations in the complaint are disturbing and DJPR will take this matter very seriously. We will raise this immediately with the contracted security company, Unified, and seek appropriate action.

I will be in touch once we resolve the matters below.

Regards
Rachaele

Rachaele May
Operations Soteria (COVID-19)
DJPR Hotel Quarantine Agency Commander
djprcovidacom-lead@ecodev.vic.gov.au

A / Executive Director Emergency Coordination and Resilience
Department of Jobs, Precincts and Regions
402 Mair Street Ballarat, Victoria Australia 3350

Personal Information
[REDACTED]

djpr.vic.gov.au

From: [REDACTED] <[\[REDACTED\]@crownresorts.com.au](mailto:[REDACTED]@crownresorts.com.au)>
Sent: Monday, 27 April 2020 7:49 PM
To: DJPR COVID Accom-Lead (DJPR) <DJPRcovidacom-lead@ecodev.vic.gov.au>
Cc: [REDACTED] (DJPR) [REDACTED] <[\[REDACTED\]@ecodev.vic.gov.au](mailto:[REDACTED]@ecodev.vic.gov.au)>
Subject: LEGALLY PRIVILEGED - Formal Disclosure Complaint [CM-COMP.FID2036]

Hi Rachaele

I understand that [REDACTED] has explained to you that Crown's external Whistleblower service has provided us a disclosure they received on 23 April 2020 from an anonymous complainant, regarding the conduct of 'Unified Security' staff on our site at Crown Metropol, whilst supervising quarantined/isolated persons.

The alleged respondents are:

1. [REDACTED] (Surname not known) Supervisor Unified Security
2. [REDACTED] (Surname not known) Supervisor Unified Security
3. [REDACTED] Main Contractor Unified Security
4. [REDACTED] (Surname not known)

It is alleged that on 2 April 2020 the first respondent – [REDACTED], supplied pizza and beers for dinner for each of the guards who were working that night. The pizza and beers were served on every floor, with approximately three guards working on each floor. The first respondent told some of the guards that the beer was non-alcoholic, but it allegedly contained 4.5% alcohol; some guards declined the beer. The complainant said the first respondent "smells of alcohol almost every other night". The complainant provided a photo of a guard holding a beer and slice of pizza whilst on shift [his face has been redacted].

The complainant said that the guards make inappropriate sexual jokes and advances towards the female guards whilst on duty, despite knowing they are married or in relationships. The second respondent – [REDACTED] is the worst culprit for making sexual jokes and advances and tells female guards he will make them supervisors if they spend more time with him. The female guards feel very uncomfortable around him.

The complainant said recently, some of the guards got into a physical altercation amongst themselves in the lobby of Crown Metropol and one guard choked another guard [the police attended this matter].

Further, the complainant said the third and fourth respondents – [REDACTED] and [REDACTED] are charging for up to twelve hours work for each of the subcontractors, but sending many of them home after six or seven hours, and keeping the rest of the money. The complainant said this occurred for the whole week ending on 12 April

From: [Personal Information]
Sent: Thu, 21 May 2020 11:14:17 +1000
To: DJPR COVID Accom-Lead (DJPR)
Cc: [Personal Information] (DJPR)
Subject: RE: LEGALLY PRIVILEGED - Formal Disclosure Complaint [CM-COMP.FID2036]

Hi Rachaele

Just FYI – the police were called to Crown again overnight as one of the Unified Security Guards got into a physical altercation with an Uber Eats driver (the police were called by the Uber Eats driver).

Abstract: Fight
 Person(s): 2x males
 Location: Crown Promenade Driveway
 Reason: An Uber Eats delivery driver and a Unified Security contractor were involved in a physical altercation
 Incident Coordinator: M1
 Vic Pol Notified: Vic Pol were called by the delivery driver
 Outcome: Vic Pol viewed footage of the altercation and spoke to both parties. The delivery driver left site and the Unified Security contractor returned to work

Regards

[Personal Information] Group General Manager – Regulatory and Compliance | Crown Resorts Limited
 | m: [Personal Information] @crownresorts.com.au | w:
www.crownmelbourne.com.au

From: DJPR COVID Accom-Lead (DJPR) [mailto:DJPRcovidaccom-lead@ecodev.vic.gov.au]
Sent: Monday, 27 April 2020 11:14 PM
To: [Personal Information] DJPR COVID Accom-Lead (DJPR)
Cc: [Personal Information] (DJPR)
Subject: RE: LEGALLY PRIVILEGED - Formal Disclosure Complaint [CM-COMP.FID2036]

Hello [Personal Information]

Thank you for raising this matter with us. The allegations in the complaint are disturbing and DJPR will take this matter very seriously. We will raise this immediately with the contracted security company, Unified, and seek appropriate action.

I will be in touch once we resolve the matters below.

Regards
 Rachaele

Rachaele May
 Operations Soteria (COVID-19)
 DJPR Hotel Quarantine Agency Commander
djprcovidaccom-lead@ecodev.vic.gov.au

A / Executive Director Emergency Coordination and Resilience
Department of Jobs, Precincts and Regions
 402 Mair Street Ballarat, Victoria Australia 3350

Personal Information

Personal Information

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

djpr.vic.gov.au

From: Personal Information <Personal Information@crownsresorts.com.au>
Sent: Monday, 27 April 2020 7:49 PM
To: DJPR COVID Accom-Lead (DJPR) <DJPRcovidaccom-lead@ecodev.vic.gov.au>
Cc: Personal Information (DJPR) Personal Information @ecodev.vic.gov.au
Subject: LEGALLY PRIVILEGED - Formal Disclosure Complaint [CM-COMP.FID2036]

Hi Rachaele

I understand that Personal Information has explained to you that Crown's external Whistleblower service has provided us a disclosure they received on 23 April 2020 from an anonymous complainant, regarding the conduct of 'Unified Security' staff on our site at Crown Metropol, whilst supervising quarantined/isolated persons.

The alleged respondents are:

1. Personal Information (Surname not known) Supervisor Unified Security
2. Personal Information (Surname not known) Supervisor Unified Security
3. Personal Information Main Contractor Unified Security
4. Personal Information (Surname not known)

It is alleged that on 2 April 2020 the first respondent - Personal Information, supplied pizza and beers for dinner for each of the guards who were working that night. The pizza and beers were served on every floor, with approximately three guards working on each floor. The first respondent told some of the guards that the beer was non-alcoholic, but it allegedly contained 4.5% alcohol; some guards declined the beer. The complainant said the first respondent "smells of alcohol almost every other night". The complainant provided a photo of a guard holding a beer and slice of pizza whilst on shift [his face has been redacted].

The complainant said that the guards make inappropriate sexual jokes and advances towards the female guards whilst on duty, despite knowing they are married or in relationships. The second respondent - Personal Information is the worst culprit for making sexual jokes and advances and tells female guards he will make them supervisors if they spend more time with him. The female guards feel very uncomfortable around him.

The complainant said recently, some of the guards got into a physical altercation amongst themselves in the lobby of Crown Metropol and one guard choked another guard [the police attended this matter].

Further, the complainant said the third and fourth respondents - Personal Information are charging for up to twelve hours work for each of the subcontractors, but sending many of them home after six or seven hours, and keeping the rest of the money. The complainant said this occurred for the whole week ending on 12 April 2020, and possibly other times that he/she is not aware of. One of the guards who was sent home early during this period was Ankit.

Lastly, the complainant said that Unified are paying the guards different rates, for the exact same shifts. The guards are being paid between \$20.00 per hour and \$24.00 per hour, which falls below the award rate.

Rachaele – I will close this matter with the external provider and leave it with you to resolve. Please let me know if you require any further information or assistance.

Regards

Personal Information Group General Manager – Regulatory and Compliance | Crown Resorts Limited
| m: +Personal Information @crownresorts.com.au | w:
www.crownmelbourne.com.au

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From: DJPR COVID Accom-Lead (DJPR)
Sent: Sun, 12 Apr 2020 19:42:45 +1000
To: PPO (DJPR); DJPR COVID Accom-Lead (DJPR); Felicia Cousins (DJPR)
Cc: DJPR COVID Accom-Lead (DJPR); DJPR COVID Accom-Support (DJPR)
Subject: RE: Security Guard - Complaint

Thank you.

Rachaele May

A / Executive Director Emergency Coordination and Resilience

Department of Jobs, Precincts and Regions

402 Mair Street Ballarat, Victoria Australia 3350

Personal Information

Personal Information

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

djpr.vic.gov.au

Please note I work from home on FRIDAY

From: PPO (DJPR) <Personal Information@ecodev.vic.gov.au>
Sent: Sunday, 12 April 2020 7:07 PM
To: DJPR COVID Accom-Lead (DJPR) <DJPRcovidaccom-lead@ecodev.vic.gov.au>; Felicia Cousins (DJPR) <Personal Information@ecodev.vic.gov.au>
Cc: DJPR COVID Accom-Lead (DJPR) <DJPRcovidaccom-lead@ecodev.vic.gov.au>; DJPR COVID Accom-Support (DJPR) <DJPRcovidaccom-support@ecodev.vic.gov.au>
Subject: Re: Security Guard - Complaint

I raised this with the General Manager at Wilson, who agreed that it was unacceptable. He hadn't been aware of the complaint, and is now following up and will remove the guard.

PPO

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From: DJPR COVID Accom-Lead (DJPR) <DJPRcovidaccom-lead@ecodev.vic.gov.au>
Sent: Sunday, April 12, 2020 6:59:24 PM
To: Felicia Cousins (DJPR) <Personal Information@ecodev.vic.gov.au>; PPO (DJPR) <Personal Information@ecodev.vic.gov.au>
Cc: DJPR COVID Accom-Lead (DJPR) <DJPRcovidaccom-lead@ecodev.vic.gov.au>; DJPR COVID Accom-Support (DJPR) <DJPRcovidaccom-support@ecodev.vic.gov.au>
Subject: RE: Security Guard - Complaint

Hi PPO

This is quite serious. Can you please confirm back to us all when this has been resolved? It sounds as though the guard should be removed immediately and counselled.

Regards
Rachaele

Rachaele May

A / Executive Director Emergency Coordination and Resilience

Department of Jobs, Precincts and Regions

402 Mair Street Ballarat, Victoria Australia 3350

Personal Information

Personal Information

[@agriculture.vic.gov.au](mailto:achaele.may@agriculture.vic.gov.au)**djpr.vic.gov.au**

Please note I work from home on FRIDAY

From: Felicia Cousins (DJPR) Personal Information [@ecodev.vic.gov.au](mailto:felicia.cousins@ecodev.vic.gov.au)>**Sent:** Sunday, 12 April 2020 12:27 PM**To:** PPO Personal Information (DJPR) Personal Information [@ecodev.vic.gov.au](mailto:felicia.cousins@ecodev.vic.gov.au)>**Cc:** DJPR COVID Accom-Lead (DJPR) <DJPRcovidacom-lead@ecodev.vic.gov.au>**Subject:** FW: Security Guard - ComplaintHi PPO

FYA

Flic

Felicia Cousins

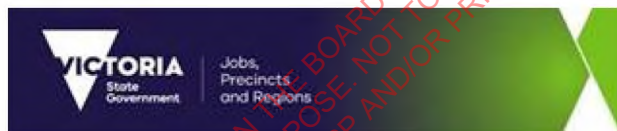
Executive Director | Transformation and Performance | Rural and Regional Victoria

Department of Jobs, Precincts and Regions

33 Breed St Traralgon 3844

Personal Information

Personal Information

[@ecodev.vic.gov.au](mailto:felicia.cousins@ecodev.vic.gov.au)**djpr.vic.gov.au**[Linkedin](#) | [Youtube](#) | [Twitter](#)

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

From: Personal Information [@stellaxm.com](mailto:stellaxm.com)>**Sent:** Sunday, 12 April 2020 12:21 PM**To:** Felicia Cousins (DJPR) Personal Information [@ecodev.vic.gov.au](mailto:felicia.cousins@ecodev.vic.gov.au)>**Cc:** Personal Information [@thirdhorizon.com.au](mailto:thirdhorizon.com.au)>; Personal Information [@stellaxm.com](mailto:stellaxm.com)>; Personal Information [@thirdhorizon.com.au](mailto:thirdhorizon.com.au)>**Subject:** Security Guard - Complaint

Hi Flic,

An FYI.

Personal Information

Rm 730 Pan Pacific.

Personal Information

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Caller called to advise that there is a security guard. When breakfast came, he smiled at her.

That was fine, when lunch came, the security guard asked her to turn around. He went to pull something out of his pocket, but said, no it's fine.

Last night when dinner arrived, he was still there and started a conversation with her asking how many days she had left.

Personal Informa advised she had 5 days left and he said "Oh thats not good, only 5. I wanted to ask you out".

Personal Inforr complained to the hotel and they had him moved.

There is security footage of him approaching her room and knocking on the door.

Personal Info took notes of the time of day that this occurred.

She's spoken to the nurse at the PP and her mum but feels very unsafe now at that hotel. She has 5 days to go.

Personal Information

Customer Success Program Manager

Personal Information

Personal Info @stellaxm.com
www.stellaxm.com

experience matters



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From: PPO [REDACTED] (DJPR)
Sent: Tue, 14 Apr 2020 18:02:58 +1000
To: Felicia Cousins (DJPR); Rachaele E May (DJPR)
Subject: FW: Security Complaint

Flic - See below for a response from Wilson Security. Guard will be removed from site immediately (and will not return if off site).

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

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

djpr.vic.gov.au
jobs.vic.gov.au



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From Personal Information [REDACTED] Personal Information [REDACTED] <[\[REDACTED\]@wilsonsecurity.com.au](mailto:[REDACTED]@wilsonsecurity.com.au)>
Sent: Tuesday, 14 April 2020 6:00 PM
To: PPO [REDACTED] (DJPR) Personal Information [REDACTED] <[\[REDACTED\]@ecodev.vic.gov.au](mailto:[REDACTED]@ecodev.vic.gov.au)>
Subject: RE: Security Complaint

Hi PPO [REDACTED]

This is totally inappropriate and the guard will be removed from site immediately and won't return if off site.

Regards Personal Information [REDACTED]

Personal Information [REDACTED]

General Manager Regional Operations



Level 3, 6 English Street
Essendon
Victoria 3040
Australia

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



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BUSINESS THIS EASTER**



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From: [Redacted] (DJPR) [Redacted] [Personal Information] <[Redacted]@ecodev.vic.gov.au>
Sent: Tuesday, 14 April 2020 5:56 PM
To: [Redacted] [Personal Information] <[Redacted]@wilsonsecurity.com.au>
Subject: FW: Security Complaint
Importance: High

EXTERNAL EMAIL: Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hi [Redacted] [Personal] – Please see below for a complaint against a guard at the Crowne Plaza. Can you please follow up to ensure that this guard is removed from the site. Please let me know when this has been arranged.

[Redacted] [PPO]
 Principal Policy Officer | Inclusion, Employment
Department of Jobs, Precincts and Regions
 Level 35, 121 Exhibition Street, Melbourne, Victoria Australia 3000
 [Redacted] [Personal Information]
 [Redacted] [Personal Information] <[Redacted]@ecodev.vic.gov.au>

djpr.vic.gov.au
jobs.vic.gov.au



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

Can you please address asap with Security firm

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

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

Felicia Cousins
 Executive Director | Transformation and Performance | Rural and Regional Victoria
Department of Jobs, Precincts and Regions
 33 Breed St Traralgon 3844
 [Redacted] [Personal Information]

Personal Information

@ecodev.vic.gov.au

djpr.vic.gov.au



[Linkedin](#) | [Youtube](#) | [Twitter](#)



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

From: Personal Information

@stellarxm.com

Sent: Tuesday, 14 April 2020 5:33 PM

To: Felicia Cousins (DJPR) Personal Information @ecodev.vic.gov.au

Cc: Personal Information @stellarxm.com; Personal Information

Personal Information @thirdhorizon.com.au; Personal Information @thirdhorizon.com.au

Subject: Security Complaint

Hi Flic,

Another security complaint received today.

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

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

Personal Information

Customer Success Program Manager

Personal Information

Personal Information @stellarxm.com

www.stellarxm.com

experience matters



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Sent: Tue, 28 Apr 2020 12:41:15 +1000
To: DJPR COVID Accom-Lead (DJPR); Paul Stagg (DJPR)
Cc: Gonul Serbest (DJPR)
Subject: RE: For Action: CONFIDENTIAL - LEGALLY PRIVILEGED - Formal Disclosure Complaint [CM-COMP.FID2036]
Attachments: Unified Security (Australia) Pty Ltd - complaint 28th April 2020.pdf

Hi Rachaele – I have received the attached response

PPO

Principal Policy Officer | Inclusion, Employment

Department of Jobs, Precincts and Regions

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

Personal Information

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

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jobs.vic.gov.au



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

Sent: Tuesday, 28 April 2020 8:01 AM

To: Paul Stagg (DJPR) ^{Personal Information} <@global.vic.gov.au>; PPO (DJPR)

^{Personal Information} <@ecodev.vic.gov.au>

Cc: Gonul Serbest (DJPR) ^{Personal Information} <@global.vic.gov.au>

Subject: For Action: CONFIDENTIAL - LEGALLY PRIVILEGED - Formal Disclosure Complaint [CM-COMP.FID2036]

Importance: High

Hi Paul and PPO

The following email is highly confidential.

We have received a formal whistleblower complaint regarding the conduct of Unified Security Guards at Crown Metropol. The full complaint is provided below, but in summary there are five main allegations:

1. Security staff were provided with, and consumed, beer while on duty
2. Security staff sexually harass and intimidate female colleagues
3. Security staff were involved in an altercation in the hotel that required police intervention
4. Security staff are charging 12 hours work for sub contractors, but only tasking staff to work 6-7 hours, and taking the remaining money for themselves
5. Unified are paying less than award wages.

These are very serious allegations, and if true, DJPR cannot tolerate these behaviours or staff.

PPO can you please review the contract arrangements with Unified and then, with advice from our Contracting team, pass these allegations on to Unified. DJPR will require that Unified investigate

these allegations, take appropriate action, and formally close each of these allegations with DJPR. Can you please request an initial response to these allegations from Unified by COB Thursday.

Thanks,
Rachaele

Rachaele May
Operations Soteria (COVID-19)
DJPR Hotel Quarantine Agency Commander
djprcovidacom-lead@ecodev.vic.gov.au

A / Executive Director Emergency Coordination and Resilience
Department of Jobs, Precincts and Regions
402 Mair Street Ballarat, Victoria Australia 3350

Personal Information

Personal Information

@agriculture.vic.gov.au

djpr.vic.gov.au

From: Personal Information <@crownresorts.com.au>
Sent: Monday, 27 April 2020 7:49 PM
To: DJPR COVID Accom-Lead (DJPR) <DJPRcovidacom-lead@ecodev.vic.gov.au>
Cc: Personal Information (DJPR) Personal Information <@ecodev.vic.gov.au>
Subject: LEGALLY PRIVILEGED - Formal Disclosure Complaint [CM-COMP.FID2036]

Hi Rachaele

I understand that Personal Information has explained to you that Crown's external Whistleblower service has provided us a disclosure they received on 23 April 2020 from an anonymous complainant, regarding the conduct of 'Unified Security' staff on our site at Crown Metropol, whilst supervising quarantined/isolated persons.

The alleged respondents are:

1. Personal Information (Surname not known) Supervisor Unified Security
2. Personal Information (Surname not known) Supervisor Unified Security
3. Personal Information Main Contractor Unified Security
4. Personal Information (Surname not known)

It is alleged that on 2 April 2020 the first respondent – Personal Information supplied pizza and beers for dinner for each of the guards who were working that night. The pizza and beers were served on every floor, with approximately three guards working on each floor. The first respondent told some of the guards that the beer was non-alcoholic, but it allegedly contained 4.5% alcohol; some guards declined the beer. The complainant said the first respondent "smells of alcohol almost every other night". The complainant provided a photo of a guard holding a beer and slice of pizza whilst on shift [his face has been redacted].

The complainant said that the guards make inappropriate sexual jokes and advances towards the female guards whilst on duty, despite knowing they are married or in relationships. The second respondent – Personal Information is the worst culprit for making sexual jokes and advances and tells female guards he will make them supervisors if they spend more time with him. The female guards feel very uncomfortable around him.

The complainant said recently, some of the guards got into a physical altercation amongst themselves in the lobby of Crown Metropol and one guard choked another guard [the police attended this matter].

Further, the complainant said the third and fourth respondents - [Personal Information] are charging for up to twelve hours work for each of the subcontractors, but sending many of them home after six or seven hours, and keeping the rest of the money. The complainant said this occurred for the whole week ending on 12 April 2020, and possibly other times that he/she is not aware of. One of the guards who was sent home early during this period was [Personal Information]

Lastly, the complainant said that Unified are paying the guards different rates, for the exact same shifts. The guards are being paid between \$20.00 per hour and \$24.00 per hour, which falls below the award rate.

Rachaele – I will close this matter with the external provider and leave it with you to resolve. Please let me know if you require any further information or assistance.

Regards

[Personal Information] Group General Manager – Regulatory and Compliance | Crown Resorts Limited
[Personal Information] [@crownresorts.com.au](mailto:[Personal Information]@crownresorts.com.au) | w:
www.crownmelbourne.com.au

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From: PPO [REDACTED] (DJPR)
Sent: Wed, 13 May 2020 12:23:05 +1000
To: DJPR COVID Accom-Lead (DJPR); DJPR COVID Accom-Support (DJPR)
Cc: Personal Inform [REDACTED] (DHHS); Gonul Serbest (DJPR); Op Sfty Adv. [REDACTED] (DJPR) Personal Inform [REDACTED] (DJPR)
Subject: RE: Response required - Rydges on Swanston - concerns about security
Attachments: Rydges Swanston Street_130520.pdf
Importance: High

Hello all – Please find attached actions undertaken by Unified Security in response to concerns raised regarding the behaviour of its staff at Rydges on Swanston. I am comfortable with Unified's response, but am happy to follow-up on any outstanding concerns.

PPO [REDACTED]
Principal Policy Officer | Inclusion, Employment
Department of Jobs, Precincts and Regions
Level 35, 121 Exhibition Street, Melbourne, Victoria Australia 3000
Personal Information [REDACTED]

Personal Inform [REDACTED]@ecodev.vic.gov.au

djpr.vic.gov.au

jobs.vic.gov.au



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From: DJPR COVID Accom-Lead (DJPR) <DJPRcovidaccom-lead@ecodev.vic.gov.au>
Sent: Monday, 11 May 2020 2:53 PM
To: PPO [REDACTED] (DJPR) <[REDACTED]@ecodev.vic.gov.au>; DJPR COVID Accom-Lead (DJPR) <DJPRcovidaccom-lead@ecodev.vic.gov.au>; DJPR COVID Accom-Support (DJPR) <DJPRcovidaccom-support@ecodev.vic.gov.au>
Cc: [REDACTED] (DHHS) <[REDACTED]@dhhs.vic.gov.au>; Gonul Serbest (DJPR) <[REDACTED]@global.vic.gov.au>; [REDACTED] (DJPR) <[REDACTED]@agriculture.vic.gov.au>; [REDACTED] (DJPR) <[REDACTED]@agriculture.vic.gov.au>
Subject: RE: Response required - Rydges on Swanston - concerns about security

Thanks PPO [REDACTED]

This is good strong response, thank you

Rachaele May
Operations Soteria (COVID-19)
DJPR Hotel Quarantine Agency Commander
djprcovidaccom-lead@ecodev.vic.gov.au

A / Executive Director Emergency Coordination and Resilience
Department of Jobs, Precincts and Regions

402 Mair Street Ballarat, Victoria Australia 3350

Personal Information

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

djpr.vic.gov.au

From: PPO (DJPR) [@ecodev.vic.gov.au](mailto:)

Sent: Monday, 11 May 2020 2:11 PM

To: DJPR COVID Accom-Lead (DJPR) <DJPRcovidacom-lead@ecodev.vic.gov.au>; DJPR COVID Accom-Support (DJPR) <DJPRcovidacom-support@ecodev.vic.gov.au>

Cc: Personal Information (DHHS) <[@dhhs.vic.gov.au](mailto:)>; Gonul Serbest (DJPR)

<[@global.vic.gov.au](mailto:)>; Op Sfty Adv. (DJPR)

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

Subject: RE: Response required - Rydges on Swanston - concerns about security

Importance: High

Hello all – Unified Security agrees that the issues raised are completely unacceptable. They will be standing down the entire team at Rydges on Swanston (services are currently delivered in full by a subcontractor at this site) pending a full investigation of the issues raised. The changeover of staff will occur at 1800 tonight and will be overseen by senior Unified Security staff. Replacement guards will be sourced from Unified's existing pool of high performing staff that have been deployed at our other hotel sites under this operation without incident.

Unified's Victorian State Manager will attend tomorrow's stakeholder meeting (Op Sfty Adv.) – I have provided relevant contact details in a separate email).

Unified has asked for a few days to complete a full investigation of the issues raised. I will circulate the findings of this investigation when they come through.

Please feel free to reach out to me should you have any queries.

PPO

Principal Policy Officer | Inclusion, Employment

Department of Jobs, Precincts and Regions

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

Personal Information

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

djpr.vic.gov.au

jobs.vic.gov.au



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

Sent: Monday, 11 May 2020 12:20 PM

To: PPO (DJPR) <[@ecodev.vic.gov.au](mailto:)>; DJPR COVID Accom-Support (DJPR) <DJPRcovidacom-support@ecodev.vic.gov.au>; DJPR COVID Accom-Lead (DJPR) <DJPRcovidacom-lead@ecodev.vic.gov.au>

Cc: [Personal Information] (DHHS) [Personal Information] <[\[Personal Information\]@dhhs.vic.gov.au](mailto:[Personal Information]@dhhs.vic.gov.au)>; Gonul Serbest (DJPR) <[\[Personal Information\]@global.vic.gov.au](mailto:[Personal Information]@global.vic.gov.au)>

Subject: Response required - Rydges on Swanston - concerns about security

Hi [PPO]

Yes, can you please raise these very serious concerns with United Security and their subcontractor EPS, with a response required by the end of the day. These behaviours cannot be tolerated.

Before you raise these allegations, **can you please remove the names of all DHHS or hotel staff.** The names of security officers can remain.

Thanks, [PPO]

Regards
Rachae

Rachae May
Operations Soteria (COVID-19)
DJPR Hotel Quarantine Agency Commander
djprcovidacom-lead@ecodev.vic.gov.au

A / Executive Director Emergency Coordination and Resilience
Department of Jobs, Precincts and Regions
402 Mair Street Ballarat, Victoria Australia 3350

[Personal Information]

[Personal Information] <[\[Personal Information\]@agriculture.vic.gov.au](mailto:[Personal Information]@agriculture.vic.gov.au)>

djpr.vic.gov.au

From: [PPO] (DJPR) [Personal Information] <[\[Personal Information\]@ecodev.vic.gov.au](mailto:[Personal Information]@ecodev.vic.gov.au)>

Sent: Monday, 11 May 2020 10:50 AM

To: DJPR COVID Accom-Support (DJPR) <DJPRcovidacom-support@ecodev.vic.gov.au>; DJPR COVID Accom-Lead (DJPR) <DJPRcovidacom-lead@ecodev.vic.gov.au>

Subject: RE: URGENT ACTION REQUIRED FW: Rydges on Swanston - concerns about security

Thanks for this.

Rachae – Are you happy for me to put these allegations to Unified Security for a formal response? As they are using a subcontractor at this site, they need to be made aware of this.

[PPO]

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

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

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From: Melody Bush (DHHS) <[Personal Information]@dhhs.vic.gov.au>
Sent: Monday, 11 May 2020 8:27 AM
To: [Personal Information] (DHHS) <[Personal Information]@dhhs.vic.gov.au>; [Personal Information] (DHHS) <[Personal Information]@dhhs.vic.gov.au>; [Personal Information] (DHHS) <[Personal Information]@dhhs.vic.gov.au>; [Personal Information] (DHHS) <[Personal Information]@dhhs.vic.gov.au>
Cc: Pam Williams (DHHS) <[Personal Information]@dhhs.vic.gov.au>; DHHSOpSoteriaEOC <DHHSOpSoteriaEOC@dhhs.vic.gov.au>
Subject: URGENT ACTION REQUIRED FW: Rydges on Swanston - concerns about security

Hi all

I spoke to [Personal Information] late last night and I'm concerned that both our staff and the nurses are subjected to this situation.

Can we discuss this morning and raise urgently with DJPR.

Cheers

Mel

Melody Bush

Director Emergency Management and Health Protection
 West Division
 Department of Health & Human Services
 [Personal Information]@dhhs.vic.gov.au

*North and West Duty Officer - [Personal Information]
 Barwon South West Duty Officer - [Personal Information]
 Grampians Duty Officer - [Personal Information]
 State Duty Officer - [Personal Information]
 West Division Code Brown / relocation number - [Personal Information]*

From: Rydges Swanston (DHHS) <RydgesSwanston@dhhs.vic.gov.au>
Sent: Sunday, 10 May 2020 11:09 PM
To: DHHSOpSoteriaEOC <DHHSOpSoteriaEOC@dhhs.vic.gov.au>; [Personal Information] (DHHS) <[Personal Information]@dhhs.vic.gov.au>
Cc: [Personal Information] (DHHS) <[Personal Information]@dhhs.vic.gov.au>; Melody Bush (DHHS) <[Personal Information]@dhhs.vic.gov.au>; Rydges Swanston (DHHS) <RydgesSwanston@dhhs.vic.gov.au>
Subject: Rydges on Swanston - concerns about security

Hi,

Hotel staff and overnight nurses have approached me and [Personal Information] (AO, cc'ed) about the following concerns specifically about security guards at Rydges on Swanston. It would be good to also have DJPR liaison with these issues as appropriate.

The following were the issues that were raised:

- Harassment towards staff, repeated comments such as "eat your skinny"
- Intimidating body language and "leering" comments towards nurses

-Speaking to female hotel staff in ways that are overly friendly and "hitting on" them,

Personal Informa one of the supervisors has been involved in this

-Inappropriate comments towards females staff that are suggestive or 'go to far', including from a supervisor, the attitude is of disrespect towards females

-Feeling like it is a 'dictatorship', the general attitude from security is 'condescending' and staff are feeling 'intimidating'. Security have said to hotel staff that 'nurses need to know their place'

-Security guards raising concerns repeatedly about 'procedures and policy' and requesting nursing staff get in the lift with Covid positive guests- when this has not been agreed procedures. Many of these issues have occurred during transfer of guests highlighting importance of transferring guests during DHHS hours.

-Security have accessed the commercial kitchen repeatedly despite being asked not to by hotel. The hotel staff member has taken numerous steps to stop this i.e asking them not to, emailing manager, putting up signs, blocking the door with a table with each of these steps being disregarded and security continuing to access the kitchen. This puts hotel at risk for food safety regulations and is concerning as basic instructions are not being followed

Personal Inform a guard last night was involved in the above point towards a nurse last night.

-They are very argumentative and have told multiple nursing staff about PPE procedures

-Inappropriate use of resources including:

- I.e they have been requested multiple times by hotel not to use commercial kitchen and have kept entering the kitchen regardless and 'helped them self' to food/plates etc
- PPE is 'walking away' i.e. PPE packs that were distributed advance that were packed for security with sufficient supply for 24 hours. Staff then approached nurses requesting more saying none had been packed and received more (different nursing staff on shift). We can start looking at a log of these.

Suggestions for possible training:

-Working in a multidisciplinary team, working in a welfare/patient care setting

-PPE use training

Actions taken tonight:

- Hotel staff member confirmed she will email Personal Informa (duty manager) about her concerns
- Discussed a safety plan with staff for tonight with AO primary point of contact, staff were comfortable for tonight and felt safe.
- Staff are aware that AO's will support their safety, escalate to police, provide an additional presence as needed, or raise direct immediate concerns with security for action as required.
- Personal Inform of EOC suggested doing some PPE stocktake and creating a register to sign out PPE to staff (handed over to Personal Inform for tomorrow)

We asked if there were any staff that seemed to be respectful and working well at hotel as it is not every staff member involved in this.

- Grey haired man who speaks Arabic who is on this evening for night shift
- Personal Inform who always wears a high vis vest
- One that is from America Samoa

Thanks Kindly,

Personal Information

DHHS TL Rydges

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From: DHHSOpSoteriaEOC
Sent: Thu, 30 Apr 2020 14:44:36 +1000
To: Rachaele E May (DJPR);Chris B Eagle (DELWP)
Cc: 'SCC-Vic (State Controller Health)';Merrin C Bamert (DHHS);DHHSOpSoteriaEOC;Frank Mistretta (DHHS);Michael N Mefflin (DHHS);Sandy M Austin (DHHS);Melody A Bush (DHHS);Pam Williams (DHHS)
Subject: RE: Operations Soteria - Safety and Wellbeing

Hi Rachaele and Chris

We too have appointed a safety officer, Personal Information

Frank is based at the EOC and is responsible for both the EOC has visited the hotel sites and has developed a draft safety plan.

I have asked frant to work with Pgm Mg and develop a shared approach as I agree for the hotel sites this need to be a combined document.

I also understand the worksafe review requires feedback tomorrow, do you require any information to complete the worksafe review?

Thanks for reaching out

Kind regards

Merrin

From: SCC-Vic (State Controller Health) <sccvic.sctrl.health@scc.vic.gov.au>
Sent: Thursday, 30 April 2020 1:30 PM
To: Merrin Bamert (DHHS) Personal Information <dhhs.vic.gov.au>
Cc: DHHSOpSoteriaEOC <DHHSOpSoteriaEOC@dhhs.vic.gov.au>
Subject: FW: Operations Soteria - Safety and Wellbeing

Commander – for action: DJPR would like a Safety Officer to work in a joined Safety and Wellbeing team

Hi Merrin

Could you please organise for the EOC Safety Officer to contact DJPR as per the below asap?

Many thanks
 Andrea

From: DJPR COVID Accom-Lead (DJPR) <DJPRcovidaccom-lead@ecodev.vic.gov.au>
Sent: Thursday, 30 April 2020 12:08 PM
To: DHHSOpSoteriaEOC <DHHSOpSoteriaEOC@dhhs.vic.gov.au>; Merrin C Bamert (DHHS) Personal Information <dhhs.vic.gov.au>; SCC-Vic (State Controller Health) <sccvic.sctrl.health@scc.vic.gov.au>; Pam Williams (DHHS) Personal Information <dhhs.vic.gov.au>; Chris B Eagle (DELWP) Personal Information <delwp.vic.gov.au>
Subject: Operations Soteria - Safety and Wellbeing

Hi all,

The safety and wellbeing of our staff, contractors and quarantined travellers is our collective highest priority.

I am writing to seek clarification on a few things.

DJPR appointed a Safety Officer in the DJPR Command Team two weeks ago to ensure the Hotel Operations component of Operation Soteria has a strong safety focus. Our Safety Officer is [Pgm Mgr S]. As a Support Agency, we had hoped our Safety Officer would be working as part of a broader safety and wellbeing team, lead by either SCC or DHHS as Control Agency. DJPR has been asking for a link into the Safety Officer in EOC but has struggled to get traction, or identify a lead officer.

Last week [Pgm Mgr Sfty] was asked to attend the Operation Soteria 1330 teleconference, which was great. [Pgm Mgr] is only looking at the hotel component of Operations Soteria, so I propose it would be useful for the control agency to provide a Safety Officer who is overseeing all aspects of Operation Soteria – I assume one is in place, we just haven't been able to link in even after repeated requests.

Additionally, a DHHS report from one of the 1330 teleconferences last week stated that a Safety and Wellbeing Plan was under development. DJPR would welcome the opportunity to contribute to such a plan.

DJPR would like our Safety Officer to work as part of a joined up Safety and Wellbeing team, identifying collective risks, putting in place plans and tracking incidents / mitigations. This would also be useful in the development of jointly badged and approved 'policies' and procedures regarding transport of covid positive travellers, dietary requirements, exercise plans, hotel assessments, daily briefings of hotel staff (which I still have no evidence of). These should then be stored in a central location (EM-COP?) for all agencies to access.

I'm hoping my suggestions above are constructive. As a support agency, I am looking to DHHS to bring this together.

Regards,
Rachaele

Rachaele May
Operations Soteria (COVID-19)
DJPR Hotel Quarantine Agency Commander
djprcovidacom-lead@ecodev.vic.gov.au

A / Executive Director Emergency Coordination and Resilience
Department of Jobs, Precincts and Regions

Personal Information [REDACTED] ia 3350

djpr.vic.gov.au

Government of Victoria, Victoria, Australia.

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From: [Redacted] (DJPR)
Sent: Tue, 2 Jun 2020 09:08:08 +1000
To: [Redacted] (DHHS)
Cc: Allie H Jarvis (DJPR); [Redacted] (DHHS); DJPR COVID Accom-Lead (DJPR); [Redacted] (DJPR)
Subject: Action / support required: DHHS review of PPE guide
Attachments: Safety Alert Covid19-PPE in Hote Pgm Draft 2020-v01a-RM.docx

Hi [Redacted],

Rachaele May has asked me to have DHHS, review the PPE guide.

The other request is for DHHS to attach a guide for the correct PPE to be used in each circumstance. I'll be the update to the DHHS security and AO doc.

The needs to include hotel staff, DJPR and operational staff.

Can you assist me in [Redacted] absence as he is off today in relation to DHHS support required.

I look forward in hearing from you.

Regards

[Redacted]
Op Sfty Adv.

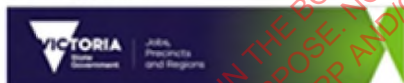
[Redacted]
Personal Information

Regional Safety Advisor / Agriculture Victoria / Business and Finance Services
 Operational Safety Advisor – Hotel Soteria Project
 Department of Jobs Precincts and Regions
 475 Mickleham Road, Victoria Australia, 3000

[Redacted]
Personal Information

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

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From: DJPR COVID Accom-Lead (DJPR)
Sent: Mon, 20 Apr 2020 15:33:04 +1000
To: Felicia Cousins (DJPR);DJPR COVID Accom-Support (DJPR);DJPR COVID Accom-Lead (DJPR)
Subject: RE: COVID19 positives

I have placed this request with DHHS a number of times.... I'll cc you in my next follow up....

Rachaele May

A / Executive Director Emergency Coordination and Resilience

Department of Jobs, Precincts and Regions

402 Mair Street Ballarat, Victoria Australia 3350

Personal Information
 Personal Information

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

djpr.vic.gov.au

Please note I work from home on FRIDAY

From: Felicia Cousins (DJPR) <[\[REDACTED\]@ecodev.vic.gov.au](mailto: [REDACTED]@ecodev.vic.gov.au)>

Sent: Monday, 20 April 2020 3:03 PM

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

Subject: COVID19 positives

Hi

Do we have a policy/process provided by DHHS for COVID19 positive guests and how they are managed?

Thanks

Flic

Felicia Cousins

Executive Director | Transformation and Performance | Rural and Regional Victoria

Department of Jobs, Precincts and Regions

33 Breed St Traralgon 3844

Personal Information

Personal Information

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

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OPERATION SOTERIA

PPE Advice for Hotel-Based Security Staff & AOs in Contact with Quarantined Clients

Approved

Date: 5 May 2020 By: M Bamert (Dir EM)

Recommended PPE

Recommended PPE use according to type of activity

Setting	Activity	Security Staff	Client PPE required
Hotel Lobby (accepting deliveries and checking/greeting people) Perform hand hygiene before and after every client contact	<ul style="list-style-type: none"> Able to maintain physical distance of at least 1.5 metres 	<ul style="list-style-type: none"> No PPE Hand hygiene 	<ul style="list-style-type: none"> Not applicable
Hotel Lobby When new guests are arriving for the commencement of their quarantine Perform hand hygiene before and after every client contact	<ul style="list-style-type: none"> Able to maintain physical distance of at least 1.5 metres 1.5 metre physical distance is not feasible 	<ul style="list-style-type: none"> No PPE Hand hygiene Surgical mask Hand hygiene 	<ul style="list-style-type: none"> Client to wear surgical face mask if tolerated Hand hygiene Advised not to touch anything on the way in/up
Hotel quarantine floor Not entering the client/s room or having direct contact with client/s. Perform hand hygiene before and after every client contact	No direct client contacts e.g. walking room hallways or stationed in room corridors	<ul style="list-style-type: none"> No PPE Hand hygiene 	<ul style="list-style-type: none"> No PPE / Not applicable
Doorway indirect contact by security Perform hand hygiene before and after every client contact	Any doorway visit: <ul style="list-style-type: none"> Able to maintain physical distance of at least 1.5 metres 	<ul style="list-style-type: none"> No PPE Hand hygiene 	<ul style="list-style-type: none"> No PPE
	Any doorway visit: <ul style="list-style-type: none"> 1.5 metre physical distance is not feasible 	<ul style="list-style-type: none"> Surgical mask Hand hygiene 	<ul style="list-style-type: none"> Client to wear surgical face mask if tolerated Hand hygiene

PPE Advice for Hotel Based Security Staff & AOs in Contact with Quarantined Clients

Setting	Activity	Security Staff	Client PPE required
<p>Accompanying clients for fresh air/exercise breaks from room to outside</p> <p>Perform hand hygiene before and after every client contact</p>	<ul style="list-style-type: none"> Able to maintain 1.5 metres physical distance 	<ul style="list-style-type: none"> No PPE Hand hygiene 	<ul style="list-style-type: none"> Client to wear surgical face mask if tolerated Hand hygiene
	<ul style="list-style-type: none"> 1.5 metre physical distance is not feasible 	<ul style="list-style-type: none"> Surgical mask Hand hygiene 	<ul style="list-style-type: none"> Advised not to touch anything on the way out/down

Hand Hygiene

Effective hand hygiene is the single most important strategy in preventing infection.

Gloves are NOT a substitute for hand hygiene and hands should be washed with soap and water if they are visibly soiled, otherwise hand sanitiser can be used continuously.

Gloves are NOT recommended for any security staff or AO staff member at any time.

Respiratory hygiene and cough etiquette must be applied as a standard infection control precaution at all times. You must also perform hand hygiene each time you use a tissue or cough or sneeze into your elbow.

ALWAYS AVOID TOUCHING YOUR FACE.

Hand sanitiser is NEVER applied to gloved hands.

Mask usage

PROCEDURE FOR PUTTING ON MASK

1. Perform hand hygiene using the hand sanitizer
2. Put on the mask handling the side tapes only
 - a. If your mask has the ear loops, place them over both ears together
 - b. If your mask has to be tied, tie the bottom first and then the top tie to secure on your face
 - c. Ensure the mask is secured across the bridge of your nose (mold metal clip over bridge of nose) and ensure it sits snugly under the chin
3. Perform hand hygiene
4. After mask is in place never touch the front of your mask

PROCEDURE FOR TAKING OFF MASK

1. Perform hand hygiene using the hand sanitizer
2. Do not touch the front of the mask
3. Undo the bottom tie of your mask and then the top tie, handling the mask only by the top ties, drop mask straight into the yellow bin
4. If your mask has the ear loops, remove the loops and place into bin
5. Perform hand hygiene using the hand sanitizer

Note: Hand hygiene should be performed when you feel that you may have contaminated your hands from touching the mask (if wearing one), or your face.

From: Merrin Bamert (DHHS)
Sent: Fri, 29 May 2020 22:53:44 +1000
To: Rachaele E May (DJPR) (DHHS)
Cc: DHHSOpSoteriaEOC; (DHHS);DJPR COVID Accom-Lead (DJPR);Melody A Bush (DHHS)
Subject: RE: Query: PPE Advice for Hotel-Based Security Staff and AOs

Hi Rachaele

We have asked for a quick review based on the current situation at Rydges and will get back to you in tomorrow

Regards

Merrin

Merrin Bamert

Commander, Operation Soteria, Covid - 19
 Director, Emergency Management, Population Health and Health Protection
 South Division
 Department of Health and Human Services
 Level 5 / 165-169 Thomas Street, Dandenong, 3175

Personal Information

Personal Information @dhhs.vic.gov.au

From: Rachaele E May (DJPR) (DHHS) <@agriculture.vic.gov.au>
Sent: Friday, 29 May 2020 6:14 PM
To: (DHHS) <@dhhs.vic.gov.au>
Cc: DHHSOpSoteriaEOC <DHHSOpSoteriaEOC@dhhs.vic.gov.au>; Merrin Bamert (DHHS) <@dhhs.vic.gov.au>; (DHHS) <@dhhs.vic.gov.au>; DJPR COVID Accom-Lead (DJPR) <DJPRcovidaccom-lead@ecodev.vic.gov.au>
Subject: Query: PPE Advice for Hotel-Based Security Staff and AOs

Hi (DHHS)

We have had some enquiries about the attached advice – is it the most current version, based on the recent infection audit that pam initiated?

Thanks
 Rachaele

Rachaele May
 Operations Soteria (COVID-19)
 DJPR Hotel Quarantine Agency Commander
djprcovidaccom-lead@ecodev.vic.gov.au

A / Executive Director Emergency Coordination and Resilience
 Department of Jobs, Precincts and Regions
 402 Mair Street Ballarat, Victoria Australia 3350

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@agriculture.vic.gov.audjpr.vic.gov.au

From: Personal Information (DHHS) Personal Information @dhhs.vic.gov.au
Sent: Tuesday, 12 May 2020 10:50 PM
To: Nigel Coppick Personal Information @unifiedsecurity.com.au
Cc: Rachaele E May (DJPR) Personal Information @agriculture.vic.gov.au; Pam Williams (DHHS) Personal Information @dhhs.vic.gov.au; DHHSOpSoteriaEOC <DHHSOpSoteriaEOC@dhhs.vic.gov.au>; Melody A Bush (DHHS) <Personal Information @dhhs.vic.gov.au>; Personal Information (DHHS) Personal Information @dhhs.vic.gov.au; Personal Information (DHHS) Personal Information @dhhs.vic.gov.au
Subject: PPE Advice for Hotel-Based Security Staff and AOs

Hi Nigel,

As promised at our meeting this afternoon, please see attached the PPE Advice for hotel security & AOs which provides recommendations for PPE use according to type of activity being undertaken.

As mentioned today please don't hesitate to contact the DHHSOpSoteriaEOC generic inbox if you have any queries or would like to escalate any issues through to us.

The inbox is DHHSOpSoteriaEOC@dhhs.vic.gov.au

Thanks once again for your support today.

Kind regards

Personal Information

Operations Team Leader, Operation Soteria, Covid-19
 Manager, Emergency Management and Health Protection Branch
 South Division (Gippsland and Southern Metropolitan Regions)
 Department of Health & Human Services
 165-169 Thomas Street, Dandenong Victoria 3175

Personal Information

@dhhs.vic.gov.au

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From: Rachaele E May (DJPR)
Sent: Thu, 11 Jun 2020 14:00:04 +1000
To: PPO (DJPR); Tim Sullivan (DJPR); Personal Information (DJPR)
Cc: DJPR COVID Accom-Lead (DJPR); Op Sfty Adv. (DJPR); Gonul Serbest (DJPR) Personal Inform (DJPR)
Subject: for circulation - PPE Advice for Hotel Security & AO's
Attachments: PPE Advice for Hotel Security Staff and AO's in Contact with Quarantined Individuals(Inward Facing).pdf

Hi PPO Tim and Personal

DHHS have reviewed their previous advice for PPE use for Security Personnel and Authorised Officers. I understand that no significant changes have been made.

PPO – Can you please send this to all Security providers. They need to confirm back with you that they have read it and provided to all their staff. Any questions should be directed to DHHS as per contact details below, as it is DHHS guidance, not ours.

Tim – Can you please circulate as FYI to all your Hotel Site Leaders. I have asked for similar guidance to be developed for all hotel, logistics and DJPR staff, but DHHS have not developed this yet.

Personal Info this may be useful in the Induction pack, and perhaps to send to dnata.

Regards,
 Rachaele

Rachaele May
Operations Soteria (COVID-19)
DJPR Hotel Quarantine Agency Commander
djprcovidaccom-lead@ecodev.vic.gov.au

A / Executive Director Emergency Coordination and Resilience
Department of Jobs, Precincts and Regions
 402 Mair Street Ballarat, Victoria Australia 3350

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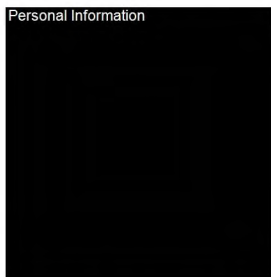
djpr.vic.gov.au

From: Personal Information (DHHS) Personal Information <Personal Information@dhhs.vic.gov.au>
Sent: Thursday, 11 June 2020 12:34 PM
To: Rachaele E May (DJPR) Personal Information <Personal Information@agriculture.vic.gov.au>
Subject: PPE Advice for Hotel Security & AO's"

Hi Rachaele

Please find attached the endorsed "PPE Advice for Hotel Security & AO's". Could you please share with all Security agencies and relevant stakeholders.

Thanking you



COVID 19 Health Coordination
dhhsopsoteraeoc@dhhs.vic.gov.au

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OPERATION SOTERIA

PPE Advice for Hotel Security Staff and AO's in Contact with Quarantined Individuals

Approved

Date: 08 Jun 20 By: M. Adams DEP CMDR HLTH

Version 2.2

Recommended PPE use According to Type of Activity

Setting	Activity	Security Staff	Client PPE required
Hotel Lobby Perform hand hygiene before and after every client contact	Able to maintain physical distance of at least 1.5 metres	No PPE Hand hygiene	No PPE
	When accompanying clients for fresh air/exercise breaks from room to outside and able to maintain 1.5 metres	No PPE Hand hygiene	Client to wear surgical face mask if tolerated Hand hygiene Advised not to touch anything on the way out/down
	1.5 metre physical distance is not feasible	Surgical mask Hand hygiene	
Hotel Lobby When new guests are arriving for the commencement of their quarantine Perform hand hygiene before and after every client contact	Able to maintain physical distance of at least 1.5 metres	No PPE Hand hygiene	Client to wear surgical face mask if tolerated Hand hygiene
	1.5 metre physical distance is not feasible	Surgical mask Hand hygiene	Advised not to touch anything on the way in/up
Hotel quarantine floor Not entering the client/s room or having direct contact with client/s.	No direct client contact e.g. walking room hallways or stationed in room corridors	No PPE Hand hygiene	No PPE
Doorway indirect contact by security Perform hand hygiene before and after every client contact	Any doorway visit: Able to maintain physical distance of at least 1.5 metres	No PPE Hand hygiene	No PPE
	Any doorway visit: 1.5 metre physical distance is not feasible	Surgical mask Hand hygiene	Client to wear surgical face mask if tolerated Hand hygiene

Hand Hygiene

Effective hand hygiene is the single most important strategy in preventing infection.

Hands should be washed with soap and water if they are visibly soiled, otherwise alcohol-based hand rub can be used continuously.

PPE Advice for Hotel Security Staff and AO's in Contact with Quarantined Clients

Hand hygiene should be frequently performed, including

- Before and after contact with client
- After touching a client's items or surroundings
- Before putting on and after taking off personal protective equipment (e.g. surgical mask).
- Before and after eating
- After going to the toilet

Gloves are NOT a substitute for hand hygiene and gloves are NOT recommended for **any security staff or AO staff member at any time**

Alcohol-based hand rub is NEVER applied to gloved hands.

(Separate advice is available for those involved with care of clients or cleaning practices)

Respiratory hygiene and cough etiquette must be applied as a standard infection control precaution at all times and perform hand hygiene each time you use a tissue or cough or sneeze into your inner elbow. Discard use tissues immediately.

ALWAYS AVOID TOUCHING YOUR FACE

Correct use of PPE (Mask only)

PROCEDURE FOR PUTTING ON A MASK

1. Perform hand hygiene using the alcohol-based hand rub
2. Put on the mask handling the side tapes only
 - a. If your mask has ear loops, place them over both ears at the same time.
 - b. If your mask has to be tied, tie the bottom first and then the top tie to secure on your face
 - c. Ensure the mask is secured across the bridge of your nose (moulding the metal clip over bridge your nose) and ensure the masks sits snugly under your chin
3. Perform hand hygiene
4. After mask is in place never touch the front of your mask

PROCEDURE FOR TAKING OFF MASK

1. Perform hand hygiene using the alcohol-based hand rub
2. Do not touch the front of the mask
3. If your mask has ear loops, remove the loops and place straight into yellow bin.
4. Undo the bottom tie of your mask and then the top tie, handling the mask only by the top ties, drop mask straight into the yellow bin.
5. Perform hand hygiene using the alcohol-based hand rub

NOTES

- Hand hygiene should be performed when you feel that you may have contaminated your hands from touching the mask if wearing one or your face
- Single-use masks should not be reused, but discarded appropriately immediately after use
- Masks must not be pulled down or removed to consume food or drink. Masks should be removed using above procedure and replaced with a fresh mask.
- Masks will be less effective if they become damp or damaged

From: Merrin Bamert (DHHS)
Sent: Wed, 17 Jun 2020 21:07:05 +1000
To: Pam Williams (DHHS)
Cc: DJPR COVID Accom-Lead (DJPR);Sandy M Austin (DHHS)
Subject: FW: OUTREACH VISIT- Stamford Plaza Hotel Collins St

Hi Pam

We asked for this after the breach on Sunday morning, it happened on the 16th

Please see outcomes

Thanks

Merrin

Merrin Bamert

Commander, Operation Soteria, Covid - 19
 Director, Emergency Management, Population Health and Health Protection
 South Division
 Department of Health and Human Services
 Level 5 / 165-169 Thomas Street, Dandenong, 3175

Personal Information

Personal Information

@dhhs.vic.gov.au

From: Personal Information (DHHS) Personal Information @dhhs.vic.gov.au>
Sent: Tuesday, 16 June 2020 9:50 PM
To: Merrin Bamert (DHHS) <Personal Information @dhhs.vic.gov.au>; Melody Bush (DHHS) Personal Information @dhhs.vic.gov.au>; Personal Inform DHHS) Personal Inform @dhhs.vic.gov.au>
Subject: Fwd: OUTREACH VISIT- Stamford Plaza Hotel Collins St

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From: Personal Information (DHHS) Personal Information @dhhs.vic.gov.au>
Sent: Tuesday, June 16, 2020 6:41:48 PM
To: Personal Information (DHHS) Personal Information @dhhs.vic.gov.au>
Cc: Personal Information (DHHS) Personal Information @dhhs.vic.gov.au>
Subject: OUTREACH VISIT- Stamford Plaza Hotel Collins St

Hi Personal Info

Please see below a copy of the Outreach visit to Stamford Plaza.

Site visit report - IPCON Outbreak Team

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Location/premises

Stamford Plaza Melbourne
111 Little Collins Street, Melbourne VIC 3000

Parking details: No car parking available offsite, we parked directly out front in 'Clearway' with Green parking badge, hazard lights on and with hotel staff keeping watch for parking officials (to aid appropriate doffing)

Report

Date of report: 16/06/2020

Site visit

Date of site visit: 16/06/2020

Time of visit: 13:30hrs

Names of staff who attended site visit: [Personal Information] (IPCN), [Personal Information] (IPCN)

Is there another site visit planned- Yes

If so, date and time: 17/06/2020, 08:00hrs

Initial aim or intention of visit

Hand Hygiene, but on arrival staff requested a 'walk through' of site as IPC had not yet visited

Brief overview of visit/observations from IPC perspective

- ABHR scattered over floors in hotel, readily available and visible
- Hand-rub signage posted on floors, not laminated
- Separate team access to bathrooms (Nursing, Security Staff)
- Some security staff wearing masks on floors
- Clinical waste bins were not available on every floor
- Some general waste observed outside hotel rooms
- Independent Hairdressing facility located on ground floor of hotel which is accessed by the public. Proprietor reports his clients use hotel bathroom facilities on level 1
- Appropriate physical distancing of security staff in staff area
- Nursing staff feeling unsupported with several issues (see below)
- Security staff reporting some gaps in knowledge for some issues (see below)

Nursing Report from Lead Nurse on shift [Personal Information] [Personal Information] (@gmail.com) who request 'urgent' attention.

- Urgent delivery of large and smaller N95 masks where contact less than 1.5mts is necessary which is often daily. They had N95 which have been replaced with surgical masks.
- Urgent delivery of Yellow bins on every floor at present bins are shared between floors, this was requested over one week ago. Some nursing staff report not doing this and only taking a clinical waste 'bag' to dispose of used PPE.
- Face shields for expecting swabbing in likely increased COVID positive hotel environment
- Increased Nursing labor by at least 1 EFT to effect increased testing in room and management of COVID screening daily
- Security reception staff and PCA training in appropriate PPE use

- An increase in phone points to effect screening calls by all staff, this was requested at the beginning of lockdown and physically not possible apparently. Often screening is not completed in a timely manner (by the completion of the am shift) because of access to phones (all being used concurrently)
- Urgent supply of surgical masks in different sizes as currently staff are not able to maintain adequate seal if using poorly fitted mask
- Nursing staff expecting more positive cases in quarantined cases as deteriorating physical states (low SaO2 levels for instance on routine observations). Staff feeling anxious about this.

Security Report; from MSS Security Manager [Personal Information]

- Staff want to wear gloves with patient transport when handling luggage
- Suggestion of hand sanitizer in pockets for staff
- Unsure what to do when staff report symptoms consistent with COVID-19
- Report of two security guards being sent home for isolation and testing after escorting COVID-19 positive cases for daily walk

Immediate recommendations- communicated to staff

- All signs within facility (hand-rub, handwashing donning/doffing posters as examples) to be replaced with laminated signs to aid appropriate cleaning
- Rubbish in hallways to be removed
- Reiterated to all staff spoken to, to maintain physical distancing at all times
- To return at 08;00hrs 17/06/202 to undertake Hand Hygiene Education

IPCON communication

Describe key personnel, names, roles, contact details relevant to the visit

HR Business Partner- Stamford Hotel (Name unknown)

Person Hotel Manager

Personal Information

stamfordplaza@dhhs.vic.gov.au

DJPR site contact >

Ad. Officer

Personal Information

DHHS T/L, 7-3 >

Personal Information

DHHS T/L, 2:30-10 >

Personal Information

This has been saved on our teams drive, please contact further if you need further advice.

Personal Information and I will be returning tomorrow morning 0800hrs for Hand Hygiene Education.

Many thanks,

Personal Information

Personal Information

Infection Prevention & Control Outreach Team Nurse, COVID-19

IPC Outbreak Management | Legal and Executive Services Division

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

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From: [Personal Information] (DJPR)
Sent: Sat, 18 Apr 2020 09:27:52 +1000
To: PPO [Personal Information] (DJPR); DJPR COVID Accom-Lead (DJPR)
Cc: [Personal Information] (DJPR)
Subject: RE: more security for fresh air breaks for PAX

Just want to point out that the DHHS policy states that the fresh/air exercise policy is in place between 8am to 8pm and the additional security are rostered in those times.

The email trail below suggests they are looking for resources until midnight. The additional resources will not be rostered during that hour.

The action plan is effective from Monday so should enable a more structured way to get through everyone during 8am-8pm. Those with mental health concerns can be scheduled more frequently at the AO's discretion during these times.

Hope this assists,
 [Personal Information]

From: PPO [Personal Information] (DJPR) <[Personal Information]@ecodev.vic.gov.au>
Sent: Saturday, April 18, 2020 9:18 AM
To: DJPR COVID Accom-Lead (DJPR) <DJPRcovidaccom-lead@ecodev.vic.gov.au>
Cc: Kait K McCann (DJPR) [Personal Information] <[Personal Information]@ecodev.vic.gov.au>; [Personal Information] (DJPR) [Personal Information] <[Personal Information]@global.vic.gov.au>
Subject: Re: more security for fresh air breaks for PAX

All security providers are aware of the exercise policy and are implementing the policy. I will circulate the Implementation Plan today to reinforce this and authorise the rostering of additional security staff where required.

[PPO]

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From: DJPR COVID Accom-Lead (DJPR) <DJPRcovidaccom-lead@ecodev.vic.gov.au>
Sent: Saturday, April 18, 2020 8:58:33 AM
To: PPO [Personal Information] (DJPR) <[Personal Information]@ecodev.vic.gov.au>
Cc: Kait K McCann (DJPR) [Personal Information] <[Personal Information]@ecodev.vic.gov.au>; [Personal Information] (DJPR) [Personal Information] <[Personal Information]@global.vic.gov.au>
Subject: more security for fresh air breaks for PAX

Hi [PPO]

Can you please see the comments below regarding the need for increased security officers to assist with the exercise and fresh air breaks.

Can you please confirm the arrangements at each hotel are sufficient for the Exercise Implementation Plan (I assume [Personal Information] has sent it on?)

Thanks
 Rachaele

Rachaele May

A / Executive Director Emergency Coordination and Resilience

Department of Jobs, Precincts and Regions

402 Mair Street Ballarat, Victoria Australia 3350

Personal Information

Personal Information

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

Please note I work from home on FRIDAY

From: Merrin Bamert (DHHS) <Personal Information @dhhs.vic.gov.au>**Sent:** Friday, 17 April 2020 8:37 PM**To:** Personal Information (DHHS) <Personal Information @dhhs.vic.gov.au>; DJPR COVID Accom-Lead (DJPR) <DJPRcovidaccom-lead@ecodev.vic.gov.au>**Cc:** Pam Williams (DHHS) <Personal Information @dhhs.vic.gov.au>**Subject:** RE: FW: Night breaks for PAX

Hi Personal Information

I have ccd in DJPR lead as they are contracting the security for the operation of the policy

Thanks

Merrin

Merrin Bamert

Director, Emergency Management and Health Protection

South Division

Department of Health and Human Services

Level 5 / 165-169 Thomas Street, Dandenong, 3175

Personal Information

Personal Information

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

From: DHHSOpSoteriaEOC <DHHSOpSoteriaEOC@dhhs.vic.gov.au>**Sent:** Friday, 17 April 2020 4:50 PM**To:** Merrin Bamert (DHHS) <Personal Information @dhhs.vic.gov.au>**Subject:** FW: FW: Night breaks for PAX

Hi Merrin

Escalating this to you for more urgent response

Kind regards

DHHS Operation Soteria EOCe. DHHSOpSoteriaEOC@dhhs.vic.gov.auw. www.dhhs.vic.gov.au

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From: SEMC <semc@dhhs.vic.gov.au>
Sent: Friday, 17 April 2020 4:44 PM
To: DHHSOpSoteriaEOC <DHHSOpSoteriaEOC@dhhs.vic.gov.au>
Subject: Fwd: FW: Night breaks for PAX

----- Forwarded message -----

From: Personal Information
Date: 17/04/2020 16:18
Subject: FW: Night breaks for PAX
To: "StateEmergencyManagementCentre SEMC (DHHS)"

Hi,

Not sure if you're the right people for the following so feel free to redirect as relevant.

The 'fresh air breaks' that are being provided to people have become a critical strategy in supporting people's mental health and there is a strong push to provide them as much as possible.

To do this, additional security guards are required in order to escort people whilst they're out of the hotel. My understanding is that this is already in place at most of the hotels the day but may not consistently be in place in the evening which, if it's quiet at the hotel, is a missed opportunity.

Can you please advise what arrangements are in place in relation to the engagement of additional security guards to facilitate this option for detainees (or point me in the right direction).

Regards

Personal Information

Personal Information

Human Services Regulator

Health and Human Services Regulation and Reform
 Regulation, Health Protection and Emergency Management
 Department of Health and Human Services

Personal Information

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

We respectfully acknowledge the Traditional Owners of country throughout Victoria and pay respect to the ongoing living cultures of Aboriginal people.

From: Personal Information (DHHS) <Personal Information@dhhs.vic.gov.au>

Sent: Wednesday, 15 April 2020 10:50 PM

To: Personal Information (DHHS) <Personal Information@dhhs.vic.gov.au>

Subject: Night breaks for PAX

Hi Personal Info, re tonight's breaks for PAX, it worked well & we managed to get through an extra 6 rooms, however Security advised for this to continue at night, an extra 2 guards would need to be employed from 6pm to midnight. We still have an outstanding 10 rooms from today's list to get through tomorrow. Can you please advise if you want to continue with this & approve the extra guards, thanks Personal Information

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From: DJPR COVID Accom-Lead (DJPR)
Sent: Sun, 19 Apr 2020 12:38:27 +1000
To: DHHSOpSoteriaEOC@dhhs.vic.gov.au; Pam Williams (DHHS)
Cc: Allie H Jarvis (DJPR); SCC-Vic (State Controller Health)
Subject: DHHS Safety Officer

Hi Pam,

As per my earlier message, can you please provide me with a contact name for your DHHS Safety Officer for Operations Soteria?

We have a number of incidents in hotels that require resolution and escalation, as well as some shortages of PPE for our hotel-based staff.

Is there a joint risk assessment or Safety Plan (one for guests, one for staff) we could contribute to?

Thanks,
Rachaele

Rachaele May

A / Executive Director Emergency Coordination and Resilience

Department of Jobs, Precincts and Regions

402 Mair Street Ballarat, Victoria Australia 3350

T: Personal Information M: Personal Information

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From: Rachaele E May (DJPR)
Sent: Thu, 14 May 2020 20:11:24 +1000
To: DHHSOpSoteriaEOC; Merrin C Bamert (DHHS)
Subject: Supply of PPE to DJPR, security, Dnata staff

Hi Merrin,

I understand that when the hotel quarantine operation first started in March, PPE was difficult to acquire. As such, it was agreed that DHHS would provide PPE for all staff associated with the Hotel Quarantine project – including DJPR, Dnata and Security staff. Due to the shortages, security companies ended up supplying their staff with PPE when DHHS supplies were low.

I believe the issue of PPE usage and distribution is a point of confusion and tension at the hotels, especially as security staff take PPE for guests when escorting them for exercise and fresh air breaks. Reports have been relayed to me of less than cordial interactions between DHHS staff and security staff regarding PPE usage.

Can you please confirm that your DHHS Team Leaders, nurses and AOs are aware that the PPE provided by DHHS is for all Operations Soteria staff – this includes security, DJPR and Dnata staff.

Regards
Rachaele

Rachaele May
Operations Soteria (COVID-19)
DJPR Hotel Quarantine Agency Commander
djprcovidaccom-lead@ecodev.vic.gov.au

A / Executive Director Emergency Coordination and Resilience
Department of Jobs, Precincts and Regions
402 Mair Street Ballarat, Victoria Australia 3350

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From: [Personal Information] (DJPR)
Sent: Sat, 16 May 2020 17:16:10 +1000
To: DJPR COVID Accom-Lead (DJPR);DJPR COVID Accom-Support (DJPR);Rachaele E May (DJPR)
Subject: FW: DHHS PPE Stocks - who has access
Importance: High

From: [Personal Information] (DHHS) <[Personal Information]@dhhs.vic.gov.au>
Sent: Saturday, May 16, 2020 9:42 AM
To: [Personal Information] (DJPR) <[Personal Information]@global.vic.gov.au>
Subject: FW: DHHS PPE Stocks - who has access
Importance: High

Hi [Personal Information]

Here are the emails that were distributed earlier this morning.

Thanks

[Personal Information]

COVID-19 Logistics Support (located at Crown Promenade)
 Department of Health and Human Services
 50 Lonsdale Street, Melbourne, Victoria 3000

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



Health
and Human
Services

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From: DHHSOpSoteriaEOC <DHHSOpSoteriaEOC@dhhs.vic.gov.au>
Sent: Saturday, 16 May 2020 8:43 AM
To: Crownmetropol <Crownmetropol@dhhs.vic.gov.au>; Crownpromenade <Crownpromenade@dhhs.vic.gov.au>
Subject: FW: DHHS PPE Stocks - who has access
Importance: High

Dear Crown Metropol & Promenade Hotel Team Leaders,

In regards to the email below, the situation is very different for your two Hotels.

We have an ongoing agreement to supply PPE to the Security Guards at these two Hotels that is very much confirmed.

In most instances, I think their requests are coming to us directly, but there may be times they may ask the Team Leader for something if they are running low, especially afterhours.

Please help them out providing it is not going to leave you short where you can.

If you have any questions, please let me know.

Can you leave this email somewhere, as it seems Team Leaders are not consistent in all Hotels, so we need to make sure they understand that there is a difference for the Metropol and Promenade?

Greatly appreciate your help!

Have a great day, and stay safe and healthy!

Regards

Personal Information

SEOC Logistics

Personal Information

From: DHHSOpSoteriaEOC

Sent: Saturday, 16 May 2020 8:37 AM

To: Parkroyal <Parkroyal@dhhs.vic.gov.au>; Holiday Inn Airport (DHHS) <HolidayInnAirport@dhhs.vic.gov.au>; HolidayInnMelbourne <HolidayInnMelbourne@dhhs.vic.gov.au>; StamfordPlaza (DHHS) <StamfordPlaza@dhhs.vic.gov.au>; Rydges Swanston (DHHS) <RydgesSwanston@dhhs.vic.gov.au>; Melbourne Marriott (DHHS) <melbournemarriott@dhhs.vic.gov.au>; Four Points (DHHS) <fourpoints@dhhs.vic.gov.au>; Travelodge Southbank (DHHS) <Travelodgesouthbank@dhhs.vic.gov.au>; Panpacific <Panpacific@dhhs.vic.gov.au>; Crowneplaza <crowneplaza@dhhs.vic.gov.au>; Mercure (DHHS) <Mercure@dhhs.vic.gov.au>

Subject: DHHS PPE Stocks - who has access

Greetings All,

Please be advised that there has been some confusion lately in regards to who is entitled to request access to stocks of the PPE being provided to the Hotels from DHHS.

As of today, you should provide PPE to those that request it who are working at your Hotel. This includes Security Staff for now.

A review is happening and a final outcome has yet to be determined, and it is hoped that a further update will be provided early next week.

We want you at this stage to maintain strong relationships/networks within your Hotels with those working there.

Hopefully this clears up any confusion for now, and as soon a final decision is determined, we will share with Hotels ASAP.

Have a great day, and stay safe and healthy!

Regards

Personal Information

SEOC Logistics

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From: Pam Williams (DHHS)
Sent: Mon, 18 May 2020 13:29:07 +1000
To: Rachaele E May (DJPR);DJPR COVID Accom-Lead (DJPR)
Cc: Merrin C Bamert (DHHS); Personal Information (DHHS)
Subject: Provision of PPE in hotels

Hello Rachaele

You raised the issue or responsibility for the provision of PPE with me yesterday. Decisions were made regarding this before either of us were involved but I have spoken to some people who were involved from the beginning.

Our understanding is the opposite of what you described to me. The initial intent was for individual departments to ensure their supporting agencies (including contractors) were provided with suitable PPE. Agencies outside DHHS were advised to approach CAOG to source supplies but, in the interim, DHHS supported them and provided PPE due to the time critical commencement of the hotel programme.

It would be helpful if you could go back to the contractual arrangements with your security contractors to identify if there is any specific information included regarding their responsibility to provide PPE for their staff. I would appreciate a copy for my records also so we don't have to re-negotiate this again and to check my understanding is correct.

It is likely that the supply of PPE by DHHS has inadvertently continued despite the original agreements. I do note that Crown hotels are an exception. In lieu of daily incurred costs for hire of a room (approx. \$4k day) the department agreed to supply the Crown complex hotels with PPE for security & hotel staff. This is not the case for any other of the hotels.

Given the confusion, I propose that DHHS communicates to all Departments, and through them, to all contractors that as of an agreed date (which we can discuss) we will no longer provide PPE and all departments will be responsible for supplying appropriate PPE for their allocated workforce, including contractors. Please advise your views on the appropriate timing.

For your information, I am currently re-engaging an infection control consultancy to audit the policies, procedures and implementation of infection control in quarantine hotels, including use of PPE. This occurred originally but as the program has grown, and the understanding of use of PPE has been clarified, it is timely to repeat this work and be assured on appropriate policies and usage. I am keen to ensure that the supporting agencies are aware of and adhere to the PPE policy as per current recommendations from the office of the Chief Health Officer.

Pam Williams
COVID19 Accommodation Commander
Department of Health and Human Services
Personal Information @dhhs.vic.gov.au
www.dhhs.vic.gov.au

Soferia (Ancient Greek : Σωτηρία) was the goddess or spirit (daimon) of safety and salvation, deliverance, and preservation from harm.

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From: Rachaele E May (DJPR)
Sent: Mon, 18 May 2020 14:54:28 +1000
To: DJPR COVID Accom-Support (DJPR)
Cc: Kait K McCann (DJPR); Unni Menon (DJPR); Donna Findlay (DJPR); PPO [REDACTED]
 (DJPR); Gonul Serbest (DJPR); Tim Sullivan (DJPR); Allie H Jarvis (DJPR); Personal Information [REDACTED]
 (DJPR); Personal Information [REDACTED] (DJPR); Personal Information [REDACTED] (DJPR)
Subject: for action - DHHS response to Provision of PPE in hotels

Hi all,

DHHS disagree with our position on PPE provision to DJPR, security and Dnata staff. See email below.

Kait, can you please lead on the following:

- Personal Information [REDACTED] Can you please work with PPO [REDACTED], Unni & Donna, and Allie & Personal Information [REDACTED] to formulate a response for me to send back to DHHS by tomorrow morning at the latest. The response should contain:
- Extract of relevant parts of Security contracts and explanation as to where PPE fits (it doesn't) – PPO [REDACTED] can assist
 - Extract of relevant part of Dnata contract – can **you** please review with **Kait**
 - Find out what the exceptions are for Crown properties cited below – I am unaware – **Donna & Unni** could assist
 - Seek from Personal Information [REDACTED] any emails from the early days that cite DJPR would provide our own PPE?
 - Personal Information [REDACTED] / **Allie** – your advice here is also appreciated.

I would like to respond by late morning tomorrow please.

Thanks
 Rachaele

Rachaele May
 Operations Soteria (COVID-19)
 DJPR Hotel Quarantine Agency Commander
djprcovidacom-lead@ecodev.vic.gov.au

A / Executive Director Emergency Coordination and Resilience
 Department of Jobs, Precincts and Regions
 402 Majr Street Ballarat, Victoria Australia 3350

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

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From: Pam Williams (DHHS) <Personal Information [REDACTED]@dhhs.vic.gov.au>
Sent: Monday, 18 May 2020 1:29 PM

To: Rachaele E May (DJPR) <[Personal Information]@agriculture.vic.gov.au>; DJPR COVID Accom-Lead (DJPR) <DJPRcovidaccom-lead@ecodev.vic.gov.au>
Cc: Merrin C Bamert (DHHS) <[Personal Information]@dhhs.vic.gov.au>; [Personal Information] (DHHS) <[Personal Information]@dhhs.vic.gov.au>
Subject: Provision of PPE in hotels

Hello Rachaele

You raised the issue or responsibility for the provision of PPE with me yesterday. Decisions were made regarding this before either of us were involved but I have spoken to some people who were involved from the beginning.

Our understanding is the opposite of what you described to me. The initial intent was for individual departments to ensure their supporting agencies (including contractors) were provided with suitable PPE. Agencies outside DHHS were advised to approach CAOG to source supplies but, in the interim, DHHS supported them and provided PPE due to the time critical commencement of the hotel programme.

It would be helpful if you could go back to the contractual arrangements with your security contractors to identify if there is any specific information included regarding their responsibility to provide PPE for their staff. I would appreciate a copy for my records also so we don't have to re-negotiate this again and to check my understanding is correct.

It is likely that the supply of PPE by DHHS has inadvertently continued despite the original agreements. I do note that Crown hotels are an exception. In lieu of daily incurred costs for hire of a room (approx. \$4k day) the department agreed to supply the Crown complex hotels with PPE for security & hotel staff. This is not the case for any other of the hotels.

Given the confusion, I propose that DHHS communicates to all Departments, and through them, to all contractors that as of an agreed date (which we can discuss) we will no longer provide PPE and all departments will be responsible for supplying appropriate PPE for their allocated workforce, including contractors. Please advise your views on the appropriate timing.

For your information, I am currently re-engaging an infection control consultancy to audit the policies, procedures and implementation of infection control in quarantine hotels, including use of PPE. This occurred originally but as the program has grown, and the understanding of use of PPE has been clarified, it is timely to repeat this work and be assured on appropriate policies and usage. I am keen to ensure that the supporting agencies are aware of and adhere to the PPE policy as per current recommendations from the office of the Chief Health Officer.

Pam Williams
COVID19 Accommodation Commander
 Department of Health and Human Services
 [Personal Information]@dhhs.vic.gov.au
www.dhhs.vic.gov.au

Soteria (Ancient Greek : Σωτηρία) was the goddess or spirit (daimon) of safety and salvation, deliverance, and preservation from harm.

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From: Rachaele E May (DJPR)
Sent: Thu, 28 May 2020 22:29:52 +1000
To: DJPR COVID Accom-Lead (DJPR); Pam Williams (DHHS); Merrin C Bamert (DHHS); Jenny K Owen (DHHS)
Cc: DJPR COVID Accom-Support (DJPR)
Subject: RE: Provision of PPE in hotels

Hi Pam,

Would be good to resolve this matter soon. At this stage all security and DJPR staff are expecting to be supplied with PPE by DHHS, as we have not communicated otherwise.

In addition, it would be good to see the outcomes of the infection control audit so that we can ensure the PPE provision to our staff and contractors meets the risk.

Regards
Rachaele

Rachaele May
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DJPR Hotel Quarantine Agency Commander
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From: Rachaele E May (DJPR)
Sent: Friday, 22 May 2020 1:28 PM
To: DJPR COVID Accom-Lead (DJPR) <DJPRcovidaccom-lead@ecodev.vic.gov.au>; Pam Williams (DHHS) <Personal Information@dhhs.vic.gov.au>; Merrin C Bamert (DHHS) <Personal Information@dhhs.vic.gov.au>
Cc: DJPR COVID Accom-Support (DJPR) <DJPRcovidaccom-support@ecodev.vic.gov.au>
Subject: RE: Provision of PPE in hotels

Hi Pam and Merrin,

Just wondering if you've had a chance to review this? We are still having issues with PPE provision to guests for their fresh air breaks, and it would be good to agree to a date for contractors to transition to their own suppliers.

Regards

Rachaele

Rachaele May
Operations Soteria (COVID-19)
DJPR Hotel Quarantine Agency Commander
djprcovidaccom-lead@ecodev.vic.gov.au

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From: DJPR COVID Accom-Lead (DJPR)
Sent: Tuesday, 19 May 2020 8:02 PM
To: Pam Williams (DHHS) <Personal Information @dhhs.vic.gov.au>; Merrin C Bamert (DHHS) <Personal Information @dhhs.vic.gov.au>; Personal Information <Personal Information @dhhs.vic.gov.au>; Personal Information (DHHS) <Personal Information @dhhs.vic.gov.au>
Cc: DJPR COVID Accom-Support (DJPR) <DJPRcovidaccom-support@ecodev.vic.gov.au>
Subject: Provision of PPE in hotels

Hi Pam,

Thanks for sending this through. We've looked through many emails and all our contracts.

In summary

- DJPR supports DHHS proposal to audit PPE needs on a role specific (risk-based) basis, and that this will be implemented to manage the PPE demand for ongoing Hotels Quarantine response.
 - DJPR would like to request an the opportunity to assist in the development of the implementation. DJPR must be comfortable that our staff and contractors have appropriate PPE to operate safely.
- DHHS is the lead responsible party for arranging a central supply of PPE for agreed purposes, including provision to DJPR staff, contractors when they are unable to source their own PPE, and to hotel guests for exercise / fresh air breaks.
 - DJPR understood DHHS to be the central supplier based on email exchanges between DJPR and DHHS in early April, as well as SCC Operation Soteria discussions. (emails attached)
 - It is understood DHHS were the central PPE supplier at the beginning of Operation Soteria because nation-wide shortages of PPE meant many agencies and private companies could not source PPE. This practice has continued even though some contracted companies are now able to source their own PPE
- Dnata (contracted logistics personnel) are required to provide their own PPE. This is not currently the practise. DJPR proposes a 2 week time frame for Dnata to arrange their own supply.

- Security contractors (three different companies) have slightly different contracts. In summary they provide their own PPE, although 2 companies then invoice DJPR for this cost and so they have been using DHHS supplies. For simplicity DJPR proposes a 2 week time frame for the two remaining companies to arrange their own supply (noting Government will still pay for this separately)
 - All security companies have advised they often use their own PPE for hotel guests when they take guests out for fresh air breaks.
 - DJPR request a system be implemented for guests to be provided with DHHS-supplied PPE.
- The only known supply arrangement made with a hotel is with the Crown complex hotels, which to our shared understanding, is in lieu of room charges for space occupied by nursing/medical staff, and DJPR have no oversight on this arrangement.

Some further detail on the points above is provided at the end of this email.

To move forward, I suggest DHHS continue to supply all hotel parties, noting we will ask Dnata and the security contractors to begin supplying their own PPE in a 2 week timeframe, with a date DHHS and DJPR agree upon.

Please let me know your thoughts.

Regards
Rachaele

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DJPR staff supply:

It is DJPR's understanding, as reflected in emails dating from 1- 2 April that DHHS was taking the lead as responsible party for arranging a central supply of PPE for agreed purposes in the Hotels Quarantine response (Emails as Outlook attachments).

Key emails:

1 April. Email between Personal Information (DJPR) and DHHS staff Personal Information Personal Information and copied to DJPR staff Personal Information and

Gonul Serbest)

From Personal Information (DHHS) to Personal Information (DHHS); Personal Information (DHHS); Personal Information (DHHS); Personal Information (DHHS) cc: Personal Information (DJPR)

Hi,

Personal Information from DEDJTR contacted me tonight regarding PPE. Currently they are using PPE from Vic Pol or security at the hotels, she was wondering how best to access PPE for their staff? I'm wondering if we just bulk order and they can use our supplies?
 Could you please reach out to discuss with her tomorrow.

Personal Information can be contacted on;

Personal Information

Regards

Personal Information

2 April. Email from Claire Febey (DJPR) to DJPR Hotels Quarantine leadership staff (PPO Personal Information Katrina Currie and Personal Information discussing "Security Contractors at Quarantine Hotels - Access to PPE"
 Hi PPO

As noted by Claire, we are in the process of landing a process regarding the monitoring and replenishment of PPE for all DJPR and DJPR-contracted staff.

Personal Information (cc'd) is leading this and will be able to provide an update across the board once the process and indicative timelines for more PPE arriving are finalised. I understand that this is being organised/negotiated with DHHS (who have primary responsibility for PPE provision) at the moment.

DJPR discussion on a State Control Centre decision to be made on 1 April to confirm arrangements is mentioned as being imminent. DJPR does not have access to a record of the SCC outcome, but response staff (with continuity throughout the response, such as Personal Information – Ground Support Logistics Lead) confirm the common and shared understanding that DHHS were to supply both departmental staff contingents and other appropriate staff with PPE at Hotel sites.

Supply of PPE for Guests undertaking exercise breaks:

At present security contractors are providing PPE to Guests while being supervised for exercise breaks – using their company's supply. DJPR propose that DHHS include this demand within the broader supply arrangements for Hotels Quarantine response. Additionally, this application of PPE should be included the 'Audit of safety requirements for PPE' proposed below.

Dnata – hotel services contract staff:

At present Dnata are being supplied PPE via Vic Gov supply. The 'Equipment clause' excerpt from the Dnata contract identifies this supply as being Dnata's responsibility (Excerpt 3). We propose transitioning Dnata to a self-supply status – allowing adequate notice to ensure their own supply logistics can meet this need.

Security contractor supply:

Initial contracts with Wilson and MSS security contractors do not specify COVID-related or task-specific safety relating to Hotels Quarantine (Excerpt 1), whereas the contract with Unified define COVID relevant equipment as required equipment to be supplied by the company (Excerpt 2). Given prevailing supply limitations at the time, some initial workarounds were made at the time to ensure safe 'stand-up ready' operations. Both MSS and Unified negotiated the right to claim actual costs in the supply of their own PPE, and this arrangement is current. Wilson currently supply their own PPE at their own cost.

Extract 1. 'Equipment clause' from Wilson and MSS contract:

3.12 Service Provider to provide equipment

- (a) The Service Provider must provide any and all equipment (including computer hardware, software and any ancillary support) necessary for the performance and maintenance (where appropriate) of the Security Services. The Service Provider must ensure that:
- (i) such equipment is suitable for deployment in the delivery of Security Services, and conforms to all applicable Laws, Policies, codes of conduct and industry standards;
 - (ii) it holds, at all times, all necessary licences, certification, permits or other authorities to possess and use such equipment; and
- all Personnel that use or operate such equipment are suitably trained and experienced in the use and operation of such equipment, and hold all licences, certifications, permits or other authorities that are required by Law in order that such Personnel may use or operate such equipment lawfully.

Extract 2. 'Equipment clause' from Unified contract:

6. Equipment

- 6.1 The Service Provider must provide any and all equipment necessary for the performance and maintenance (where appropriate) of the Services and its obligations under this Agreement, including all necessary personal protective equipment to be worn by Service Provider Personnel in accordance with the relevant public health standards including but not limited to in relation to COVID-19.
- 6.2 The Service Provider must ensure that:
- (a) such equipment is suitable for deployment in the delivery of the Services, and conforms to all applicable Laws, Policies, codes of conduct and industry standards;
 - (b) it holds, at all times, all necessary licences, certifications, permits or other authorities to possess and use such equipment; and
 - (c) all Service Provider Personnel that use or operate such equipment are suitably trained and experienced in the use and operation of such equipment, and hold all licences, certifications, permits or other authorities that are required by Law in order that the Service Provider Personnel may use or operate such equipment lawfully.
 - (d) the Service Provider Personnel must wear all necessary personal protective equipment (that complies with the relevant public health standards including but not limited to in relation to COVID-19) at all times while performing of the Services.

Excerpt 3. 'Equipment clause' from Dnata Contract

6. Equipment

- 6.1 The Service Provider must provide any and all equipment necessary for the performance and maintenance (where appropriate) of the Services and its obligations under this Agreement, including all necessary personal protective equipment to be worn by Service Provider Personnel in accordance with the relevant public health standards including but not limited to in relation to COVID-19.

From: Pam Williams (DHHS) <[Personal Information]@dhhs.vic.gov.au>

Sent: Monday, 18 May 2020 1:29 PM

To: Rachaele E May (DJPR) <[Personal Information]@agriculture.vic.gov.au>; DJPR COVID Accom-Lead (DJPR) <DJPRcovidaccom-lead@ecodev.vic.gov.au>

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Pam Williams

COVID19 Accommodation Commander

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