

General information – COVID19 Quarantine Authorised Officers

As at 02/05/2020

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Introduction

Please note general information below, based on queries received from Department of Health and Human Services (DHHS) Authorised Officers (AOs) working in COVID-19 quarantine hotels.

This information will be update and circulated as required.

It will also be maintained in the COVID compliance Teams site ([access coming](#)), link below:

<https://teams.microsoft.com/l/team/19%3a95d5f1c76a9d4fd687ba31ee649a30d7%40thread.tacv2/conversations?groupId=78809a3c-56b9-4ad8-ae93-328ed1ed2305&tenantId=c0e0601f-0fac-449c-9c88-a104c4eb9f28>

Please advise **REDACTED** by email at **REDACTED** if you cannot access the site ([remember access coming](#) .

Note: correspondence, including roster, pay and other information, will generally be emailed via the AO distribution list: COVID-19 Authorised Officers **REDACTED**

You must have set up your DHHS email address to be include on this list, in the Teams site and to use the Compliance App (all details below).

If you are still awaiting a DHHS email address, your personal email address will be used until a DHHS email address is available (information and set up details are below).

IT access

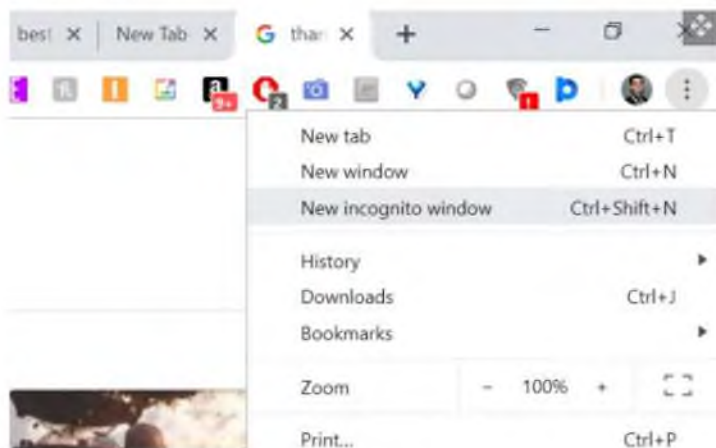
You will receive an email from **REDACTED** or on **REDACTED** behalf, with your DHHS email address and initial log in details.

You must undertake the following steps:

1. Log into Office 365 by: go to into www.office.com and sign in with the DHHS email and initial password provided
2. Change your password to one you can remember
3. Set up Multifactor Authenticator (MFA) from the following website, you will need your mobile phone number: www.aka.ms/mfasetup
4. Go back to into Office 365 and sign in with your DHHS email and newly created password.

If you are accessing from another department/statutory body device and it defaults to a non-DHHS email, please undertake the following steps to go 'incognito' before logging back into office.com.

1. Step 1: To open incognito mode, start **Chrome** and click the **three-dotted icon in the top right corner** of the screen.



You're only a few seconds away from browsing in incognito mode.

2. Step 2: Click **New Incognito Window** and start browsing. Alternatively, you can press **Ctrl + Shift + N** to bring up a new tab in incognito mode without entering the Chrome settings menu.



If you have any access issues, please email **REDACTED** at **REDACTED REDACTED**.

Compliance App

You will be required to record detainee information and contemporaneous notes in the Compliance App.

Please contact [REDACTED] via email at [REDACTED REDACTED] > for access to training and the Compliance App.

Note you will need to have set up your DHHS email address using the instructions above in order to access the App.

Compliance App training is scheduled three times a week: Monday, Wednesday and Friday at 11am.

Enhancement releases are scheduled some evenings and deployment occurs during the scheduled outage time of 9pm to 9:30pm.

User guides are updated to reflect the new functionality post released and there is a Quick Start Guide to assist you regarding new features.

The documents are available on the system's SharePoint site:

<https://dhhsvicgovau.sharepoint.com/sites/Covid19/SitePages/Quarantine-and-Welfare-System.aspx>

Support is available daily from 8am to 8pm. Public holidays included.

- Phone support: [REDACTED]
- Email support: [REDACTED]

Devices

There are devices (for example iPads, laptops) and mobile phones for AO use during shifts.

Please ensure you:

- do not remove the devices and phones from the hotel as they are assigned to these locations
- log off, restart or shut down the device at the end of your shift to ensure your colleague can access during their shift.

Parking

Parking is available at hotels, though some may charge a fee. You can claim reimbursement through your personal tax or from DHHS.

The form to claim reimbursement from DHHS is below.



Business-Expense-claim-form_20160218.d

In terms of parking in Melbourne city please note the following.

Staff are able to park in 'green sign' parking bays (for example 1hr or 2hr zones) indefinitely so long as they pay the initial maximum amount. That is, if they park in a 1hr green signed parking space, they have to pay for the first hour but will not be fined for leaving their car there beyond the signed maximum time so long as the parking bay does not convert at any time to a:

- No standing zone
- No stopping zone
- Clearway zone.

Staff must not park:

- In a loading zone
- In a disabled access parking bay without a permit
- In a way that blocks driveways, clearways or lanes
- Too close to intersections
- In resident permit zones (without a permit).

Please ensure you park safely and if you do adhere to the above and still get a fine, please contact the City of Melbourne Infringement Review Team: infringements@melbourne.vic.gov.au should you wish for the fine to be reviewed.

Payroll matters

Information about payroll matters are below.

Pay period

Pay is fortnightly. The below 2020 calendar details the fortnights.

Specific timesheet information is below.



2020 Calendar.xls

Penalties, Allowances and Costs

Hours outside of the standards 7am – 7pm, Monday to Friday timespan attract penalty rates and allowances.

Rostered shifts, penalties and overtime are paid in arrears.

Standard half hour unpaid break applies and should be recorded as such on the timesheet (equivalent to the standard 9am – 5.06pm, minus 30 minutes lunch break, five days per week, equals your 76-hour fortnight).

Parking fees (not fines for incorrect parking) can be claimed on personal tax or through DHHS as above.

Cabcharges are available for late shift finishes where the person uses public transport or does not drive (note parking information above).

Staff may reflect their travel time on their timesheet in the following circumstances:

- If you are regional based staff member travelling to Melbourne Airport or a Melbourne CBD hotel in order to undertake your duties
- If you are a metro-based staff member, who is not normally based at 50 Lonsdale Street, travelling to Melbourne Airport or a Melbourne CBD hotel in order to undertake your duties
- If you are a metro-based staff member, including those who are based at 50 Lonsdale Street, travelling to Melbourne Airport in order to undertake your duties.

Staff who are based at 50 Lonsdale Street and are asked to undertake their duties at a Melbourne CBD hotel should not reflect their travel time on their time sheets due to the close proximity of the majority of the hotels to the 50 Lonsdale Street location.

Staff who wish to claim mileage reimbursement are strongly encouraged to do this through their personal tax return through the recording of mileage and submission as part of that process.

Timesheets

There are three timesheets and the scenarios are outlined below.

In all cases, timesheets must be legible, signed (electronic fine), fully completed with name, employee ID (where available), pay period etc.

Timesheets must be submitted to Payroll by midday Tuesday on a NON-pay week. This is a hard deadline.

As approved timesheets are due before midday on Tuesday of non-pay week, timesheets **for seconded and fixed term staff** must be submitted to [REDACTED] [REDACTED] via the dedicated inbox (below) by the Friday before.

For **ongoing DHHS employees** you must submit your completed timesheet to your substantive manager and then submit via OurService.

Send your timesheets to [REDACTED] at COVID-AO Timesheet (DHHS) [REDACTED] (this ensures your timesheet does not get 'hidden' amongst the other emails being received).

Casual timesheet

The casual timesheet, below, is for staff on a casual contract.



Copy of COVID-19
Timesheet Casual_xls

Overtime and standby timesheet

The overtime and standby timesheet, below, is for staff who are undertaking their usual number of hours (whether full or part time) between the 7am – 7pm Monday to Friday timespan, but have also undertaken additional hours as overtime or due to being on call.



Copy of COVID-19
Overtime and Standby

Roster timesheet

The roster timesheet, below, is for staff who are undertaking rostered shift work, whether seconded, employed or engaged to do so, or as a temporary change to working arrangements.

Most AOs working in the hotels will be using this timesheet.

The second version is with kudos and thanks to Ivan Ho, who *“fixed it up so it calculates lunch breaks, shift times and auto populates the dates etc. You just have to enter the shifts in 24-hour format (i.e. 16:00 start 24:00 end etc). Regarding the date, you just need to enter the first Sunday date and the rest takes care of itself. Life’s too short for unnecessary data entry”* I hear you Ivan and thanks!



Copy of Timesheet Template Timesheet
COVID-19 Roster_xls COVID-19 Roster_upc

Payslips

Payslips are generated each pay fortnight. Employees with ESS access can view their payslips online. Employees without ESS access will have a copy of their payslip sent to the employees nominated residential address.

Employees with ESS access (ongoing DHHS staff)

Your payslip will be available to you through ESS on Monday of the pay week via ESS.

Employees without access to ESS (fixed term and seconded staff)

For those employees that do not have access to ESS, payslips are available via your personal or DHHS email address.

Queries

If you have any queries, please contact **REDACTED** via email at **REDACTED** **REDACTED** >

AO Operations Support

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As at 14/05/2020

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This information will be updated and circulated as required.

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Please advise **REDACTED** if you are having trouble accessing Teams.

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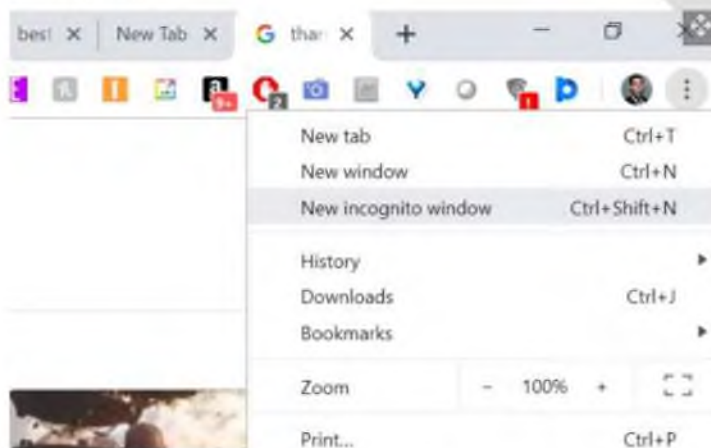
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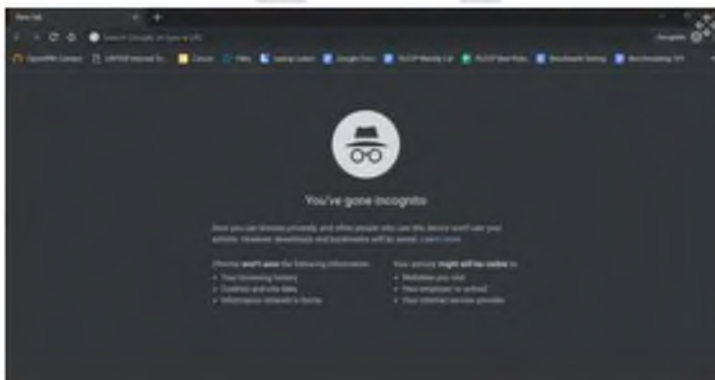
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Support is available daily from 8am to 8pm. Public holidays included.

- Phone support: **REDACTED**
- Email support: ComplianceandWelfareApplicationSupport@dhhs.vic.gov.au

Devices

There are devices (for example iPads, laptops) and mobile phones for AO use during shifts.

Please ensure you:

- do not remove the devices and phones from the hotel as they are assigned to these locations
- sanitise your hands and the device before and after use
- log off, restart or shut down the device at the end of your shift to ensure your colleague can access during their shift.

Parking

Parking is available at hotels, though some may charge a fee. You can claim reimbursements through personal tax claims or claim as expense from the department. To make an expense claim from the department, please refer to the section '[Claiming expenses](#)'.

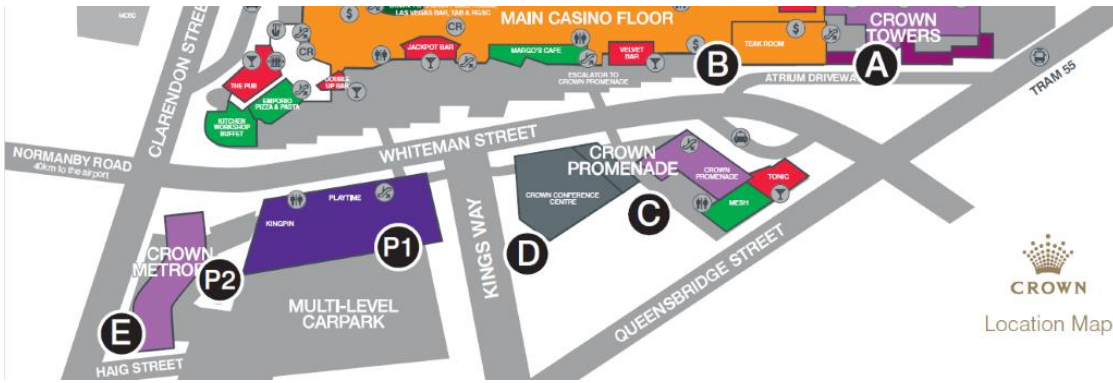
Parking permits are being explored with the City of Melbourne for parking in the city, as well as other solutions.

Crown Promenade Hotel

Crown Promenade's multi-level car park is free all staff to use. The car park is 'P1' on level 1, Mezzanine A and B and the boom gates are open.

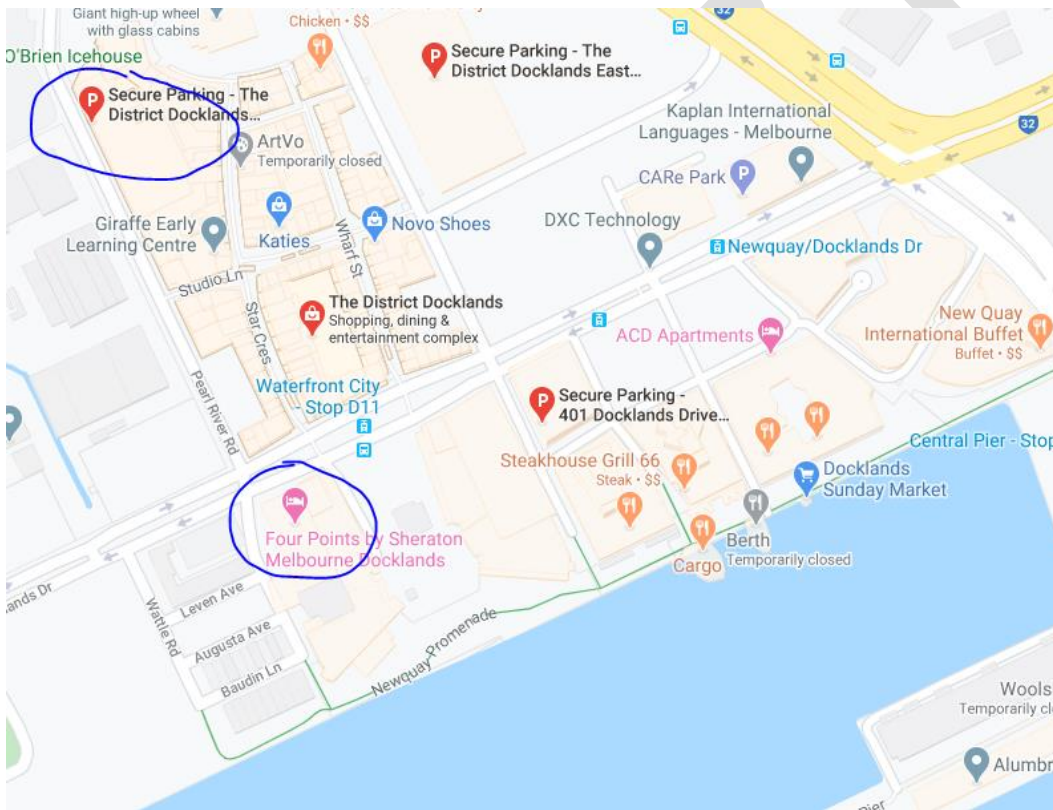
The entrance is via Haig Street, off Clarendon Street. For further details please contact **REDACTED**

REDACTED



Four Points Hotel

Four Points Hotel does not have onsite parking and people usually park in the district west parking opposite the hotel (see map below). For further details please contact fourpoints.melbournedocklands@fourpoints.com



Melbourne Marriott

Melbourne Marriott Hotel provides parking for AOs and quarantine staff on-site free of charge. **REDACTED**
REDACTED if needed.



Holiday Inn Melbourne Airport

Parking is free in the guest car park for AOs and other quarantine staff on site at the hotel, however parking tickets need to be presented to reception for free parking to be validated. For further details please contact reservations@melcr.ihg.com

Transport Options

Hotel Shuttle Bus
 The hotel shuttle bus is complimentary for all hotel guests and is available for airport transfers approximately 24 hours a day. To book a shuttle bus, please call the hotel on 03 9479 1234 or email shuttle@melcr.ihg.com.
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Getting from Airport to City
 The hotel shuttle bus is complimentary for all hotel guests and is available for airport transfers approximately 24 hours a day. To book a shuttle bus, please call the hotel on 03 9479 1234 or email shuttle@melcr.ihg.com.

Novotel Melbourne on Collins

Parking is available at a discounted cost of \$11 per day. The car park is located down Manchester Lane off Collins Street. Press the button located at the entrance, which will ring through to the hotel and a team member will unlock the gate via the telephone.

Before leaving the hotel go to reception for a validation ticket to obtain the parking discount. For further details please contact **REDACTED**

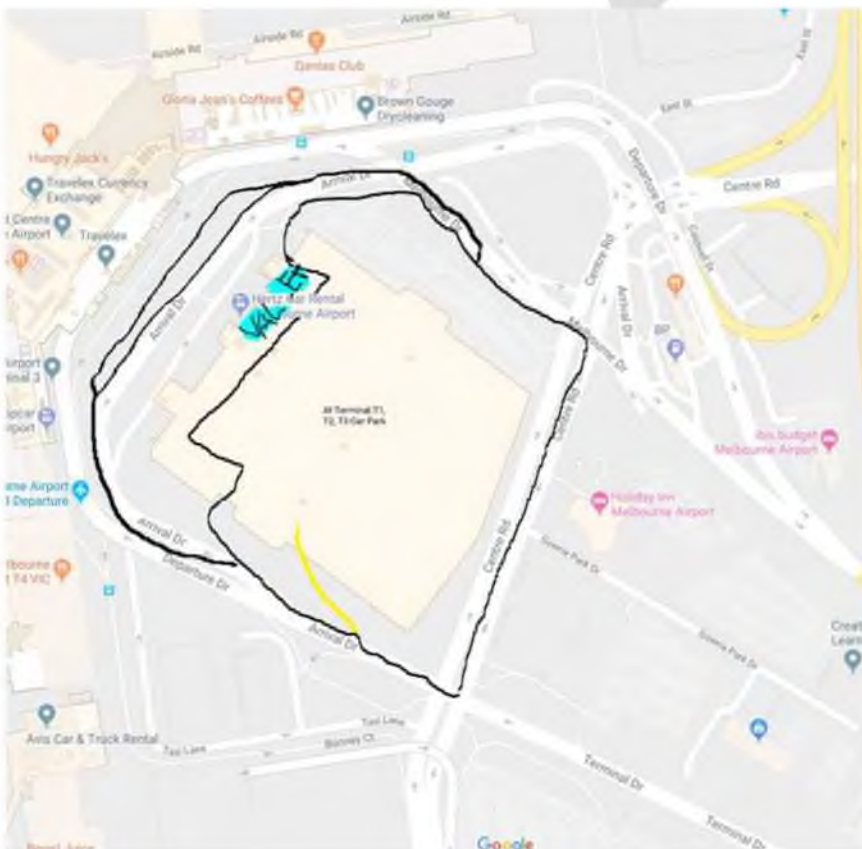
Rydges on Swanston

There is limited on-site free car parking at Rydges on Swanston. Access to the car park is through the side street, Lincoln Square North. Press the buzzer at the gate to have access to the parking and park in any free spot. Tokens are provided by hotel/security staff on departure to exit the carpark. For further details please contact **REDACTED**

REDACTED

Park Royal Melbourne Airport

Car parking is free in the short-term car park until 30 June 2020. For further details please contact enquiry.prmia@parkroyalhotels.com or parkroyalhotels.com/melbourneairport



Mercure Welcome Melbourne

Hotel parking is located at 180 Russell Street, Wilson Parking. Parking is \$12 per 24 hours or per exit. Exit tickets are purchased from reception. For further details please contact **REDACTED**

Crowne Plaza Hotel

Parking is available for AOs and a limited number of other authorised staff. Interested staff need to register their details with **REDACTED**

Parking is otherwise available in the Carpark on Siddeley Street near the Mission to Seafarers building at the staff rate of \$17. Staff need to contact reception team for vouchers.

Pan Pacific Hotel

Staff parking is available in the DFO carpark (titled South Wharf Retail Car Park in the map).

There is an option to pre-book parking online (<https://www.dfo.com.au/south-wharf/info/car-park/>), which may reduce the rate. If parking without pre-booking, a discount voucher can be provided on presentation of the entry ticket (the price is reduced to \$24). For further details contact the concierge concierge.ppmel@panpacific.com



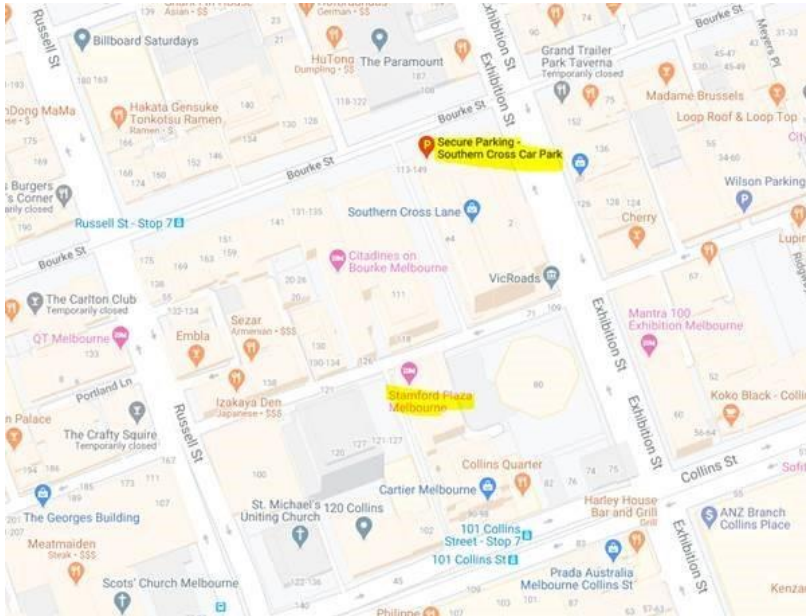
Holiday Inn Melbourne on Flinders

The hotel has three complimentary car spots in its small car park basement (for one AO representative, one DHHS representative, one DNATA representative). The carpark entrance is via 575 Flinders Lane, right next to the hotel main entrance. The hotel requires the car number plate so they are aware of who the car belongs to. Please contact **REDACTED**



Stamford Plaza Melbourne

The Stamford Plaza hotel does not have onsite parking available. The nearest parking is Secure Parking located under the Australia Post office off Bourke St. For further details contact reservations@spm.stamford.com.au



Travelodge Hotel Melbourne Southbank

Parking is available at the Eureka Wilsons Car Park 70 City Rd, Southbank VIC 3006. Entry is off Southgate Ave adjacent to the hotel. The parking cost is \$14 per ticket issued and is payable at the hotel reception and will be validated by hotel staff. For further details contact southbank@travelodge.com.au

Payroll matters

Please refer to the following SharePoint site for detailed information on Payroll matters:

<https://dhhsvicgovau.sharepoint.com/sites/Covid19/SitePages/New-guidance---payroll-and-timesheets.aspx>

General information about payroll matters for hotel AOs is below.

Note, while timesheets, verified by **REDACTED** are still required, the following information may not be relevant for staff who have been seconded and are still being paid by their 'home' organisation.

Pay period

Pay is fortnightly. The below 2020 calendar details the fortnights. Specific timesheet information is below.



2020 Calendar.xls

Penalties, Allowances and Costs

You may be entitled to penalty rates and allowances for shift work.

Rostered shifts, penalties and overtime are paid in arrears.

Standard half hour unpaid break applies and should be recorded as such on the timesheet (equivalent to the standard 9am – 5.06pm, minus 30 minutes lunch break, five days per week, equals your 76-hour fortnight).

Note Meal Allowance payments only apply to overtime in two situations – overtime that exceeds 2 hours that commences immediately before or after a rostered shift, or on a standalone overtime period (that is, called in on a day off or weekend). When working a shift as a shift worker, meal allowance is not paid as part of that shift.

Parking fees (not fines for incorrect parking) can be claimed on personal tax or through DHHS as above.

CabCharges are available for late shift finishes where the person uses public transport or does not drive (note parking information above).

Staff may reflect their travel time on their timesheet where it exceeds usual commute and in the following circumstances:

- If you are regional based staff member travelling to Melbourne Airport or a Melbourne CBD hotel in order to undertake your duties
- If you are a metro-based staff member, who is not normally based at 50 Lonsdale Street, travelling to Melbourne Airport or a Melbourne CBD hotel in order to undertake your duties
- If you are a metro-based staff member, including those who are based at 50 Lonsdale Street, travelling to Melbourne Airport in order to undertake your duties.

Staff who are based at 50 Lonsdale Street and are asked to undertake their duties at a Melbourne CBD hotel should not reflect their travel time on their time sheets due to the close proximity of the majority of the hotels to the 50 Lonsdale Street location.

Staff who wish to claim mileage reimbursement are strongly encouraged to do this through their personal tax return through the recording of mileage and submission as part of that process.

Timesheets

There are three timesheets, outlined below and available from the above SharePoint site.

- The **casual** timesheet is for staff on a casual contract.

- The **overtime and standby** timesheet is for staff who are undertaking their usual number of hours (whether full or part time) between the 7am – 7pm Monday to Friday timespan, but have also undertaken additional hours as overtime or due to being on call.
- The **roster** timesheet is for staff who are undertaking rostered shift work, whether seconded, employed or engaged to do so, or as a temporary change to working arrangements. Most AOs working in the hotels will be using this timesheet.

In all cases, timesheets must be legible, signed (electronic fine), fully completed with name, employee ID (where available), pay period etc.

Manager-approved timesheets must be submitted to Payroll by midday Tuesday on a NON-pay week. This is a hard deadline.

As manager-approved timesheets are due before midday on Tuesday of non-pay week, timesheets **for seconded and fixed term staff** must be submitted to **REDACTED** via the dedicated inbox (below) by the Friday before.

For **ongoing DHHS employees** you must submit your completed timesheet to your substantive manager and then submit via *OurService*. For more information on OurService visit: <https://ourservice.dhhs.vic.gov.au/ourservice/>.

Please send your timesheets to **REDA** at COVID-AO Timesheet (DHHS) COVID.AOTimesheet@dhhs.vic.gov.au (this ensures your timesheet does not get 'hidden' amongst the other emails being received).

Payslips

Payslips are generated each pay fortnight. For employees with ESS access, you can view your payslips online. For employees without ESS access, you will have a copy of your payslip sent to your nominated residential or email address.

Employees with ESS access (ongoing DHHS staff)

Your payslip will be available to you through ESS on Monday of the pay week via ESS.

Employees without access to ESS (fixed term and seconded staff)

For those employees that do not have access to ESS, payslips will be sent via post or to your nominated email address (currently set to your DHHS email address).

Claiming expenses

Expenses can be claimed using the department's Business Expense Reimbursement System (BERS). BERS enables you to submit claims by attaching a scanned image/photo of relevant receipts and submitting these for approval via a mobile phone application or website. Once the claim is approved, reimbursement of the expense is processed through payroll as part of the fortnightly pay cycle.

You can make claims online by going to <https://secure.inlogik.com/dhhs>. You will first have to accept the Privacy Statement and Employee Declaration.

You can also make claims using the 'ExpenseMe' app on a mobile device. You must access BERS on your browser first <https://secure.inlogik.com/dhhs> before you can use the app.

You will need your DHHS email and network username. For new staff, your network username (sometimes known as HSnet) was provided in the email with your DHHS email address and initial password.

You can also access BERS from SharePoint (you don't need access to the department's Intranet to do this). Information about what you can and can't claim is on the SharePoint site and the Intranet

<https://intranet.dhhs.vic.gov.au/business-expense-reimbursement>

<https://dhhsvicgovau.sharepoint.com/sites/CSModernisation/SitePages/ExpenseReimbursements.aspx>

For support, email: BERS.Support@dhhs.vic.gov.au.

Employee Wellbeing and Support

It is important that everyone looks after themselves (and each other) during these unprecedented times.

Employee Wellbeing and Support Program

The [Employee Wellbeing and Support Program](#) is available to provide confidential support to all employees and their immediate family members impacted by coronavirus (COVID-19). Support is available 24 hours a day, seven days a week at no cost to you. Please call **REDACTED** and request immediate support if you need it, or to book an appointment for a time that suits you.

Visit the COVID-19 DHHS Staff Hub on SharePoint for further information and resources:

<https://dhhsvicgovau.sharepoint.com/sites/Covid19/SitePages/Employee%20Support.aspx?csf=1&e=LotM0Q>

Additional support for COVID-19 response staff

In addition, as part of our commitment to creating a safe and healthy workplace we have been working with the Employee Wellbeing and Support team to design and deliver additional layers of support for all staff during this challenging time in responding to COVID-19.

We are committed to looking after your health and wellbeing and acknowledge that our current environment continues to provide us with challenging and ever-changing circumstances and priorities. In order to do the work we do well, we need to ensure we are looking after ourselves.

The leadership team are acutely aware of the challenging nature of the work we are undertaking and the impact it can have on each of us and acknowledge the need for proactive support to assist us to thrive at work and at home.

Debriefing sessions

We're conscious that the hotel quarantine environment AOs are working in can be quite intense both in terms of people's reactions to being placed in quarantine and, in particular, the broad range of often very compelling reasons why they might ask to be exempted from quarantine, some of which we've been able to approve, many of which we haven't.

Whether you're someone used to dealing with these types of issues or not, they can sometimes have a cumulative emotional impact on staff working in these situations and it can be important to have an opportunity to talk through how you're coping with this.

To this end, we've organised an initial two debriefing sessions that will be facilitated by staff from Converge International, the provider of the Employee Wellbeing and Support program. Due to the nature of sessions, which will be conducted remotely, places in each session will be limited to 10 people. If the level of interest from AOs exceeds the number of places, we will organise further sessions.

The first two sessions are scheduled for:

- Tuesday 12 May 3.30pm – 4.30pm
- Friday 15 May 11am – 12pm

If you would like to attend one of these sessions please email **REDACTED**

REDA will either send you an invite or, if all places in these first two sessions have been booked, place you on a list for future sessions and get in touch accordingly.

Welfare check-ins

Welfare check-ins are a proactive and holistic telephone-based support, delivered by a Consultant from Converge.

Staff will be called on a fortnightly basis to check in with people about mood, coping abilities, social support, sleep and general wellbeing. If the need for additional support is identified through the check-in, staff will be linked into

this following the check in; this will be arranged by the Consultant. As with all employee support programs, this service is confidential and available at no cost to you.

Participation in the welfare check-ins is on an opt out basis, as we feel it is important that all staff have access to this support given the nature of the work we are doing.

If you have concerns about participation or wish to opt out please contact wellbeing@dhhs.vic.gov.au and the Employee Wellbeing and Support team will work with you to identify other ways of accessing supports.

Given the pressure we've all been working under, we strongly encourage all of you to take advantage of the supports being made available.

Queries

If you have any feedback, queries or concerns, please contact **REDACTED**

REDACTED

DRAFT

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Please ensure you:

- do not remove the devices and phones from the hotel as they are assigned to these locations
- sanitise your hands and the device before and after use
- log off, restart or shut down the device at the end of your shift to ensure your colleagues can access during their shift.

You may find that you need to setup the device by login on to the devices Google Play account.

The login details for each hotel location are outlined in the table below:

Hotel Name	Address	Google Play account	Password
Crown Metropol	8 Whiteman Street Southbank	REDACTED	REDACTED
Crown Promenade	8 Whiteman Street Southbank		
PanPacific Melbourne	2 Convention Centre Pl South Wharf		
Welcome Mercure Melbourne	265 Little Bourke Street Melbourne		
Park Royal - Melb Airport	Arrival Drive Tullamarine		
Four Points Sheraton	443 Docklands Drive Docklands		
Novotel Melbourne	270 Collins Street Melbourne		
Holiday Inn - Melb Airport	10/14 Centre Road Melbourne Airport		

Rydges on Swanston	701 Swanston Street Carlton	REDACTED	REDACTED
Marriott Hotel	Corner Exhibition and Lonsdale Street Melbourne		
Holiday Inn Melbourne on Flinders	575 Flinders Lane Melbourne		
Stamford Plaza	111 Little Collins Street Melbourne		
Pullman Hotel	195 Swanston Street Melbourne		
Grand Chancellor	131 Lonsdale Street Melbourne		

To set up the device through Google Play, please follow the steps below:

1. Open Play Store
2. Sign in
 - Enter email from table above (do not use your DHHS email address)
 - Enter password from table above (do not use your DHHS password)
 - Hit skip to adding a number
 - Agree to the terms and conditions
 - Turn off "Backup to Google Drive"
 - Accept
3. Search for and download the Microsoft 'Power Apps' application.

IT support

If you experience issues with the devices, please call DHHS COVID-19 Quarantine Hotel IT Helpdesk Support:

- *Contact Number:* COVID-19 direct IT hotline 9096 7027
- *Hours of Operation:* 8.30am to 5pm 7 days a week
- *Escalation Procedure:* Email to Public Health Logistics@dhhs.vic.gov.au

How to Place Help Desk Calls

- Contact the DHHS COVID 19 Quarantine Hotel IT Helpdesk Support on **9096 7027**
- IT support analyst will aim to assist and rectify via telephony support in the first instance
- If a site visit is required, IT support analyst will attempt to visit the hotel site affected within the next 24 hours (if this cannot be achieved – please advise Logistics team)
- If issue is related to IT login or application access, IT support analyst will direct the request to the appropriate team within TSD and/or SSU to assist and remediate.

IT access

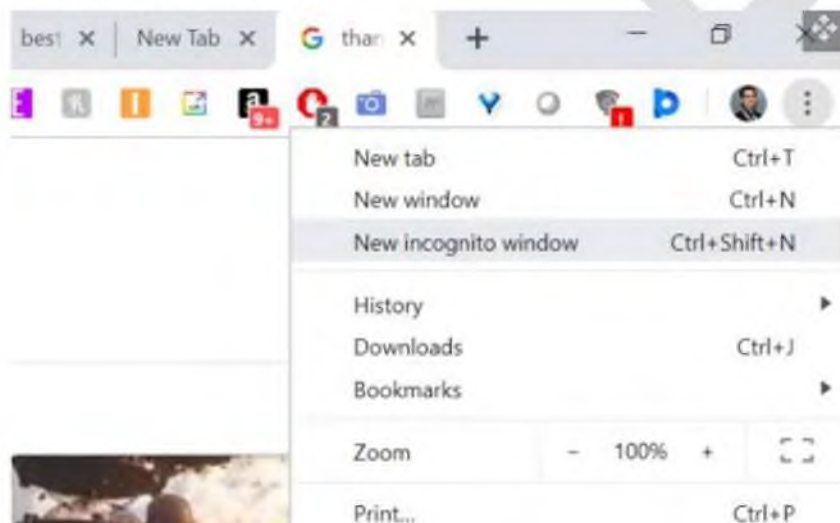
You will receive an email from **REDACTED** with your DHHS email address and initial log in details.

You must undertake the following steps:

1. Log into Office 365 via www.office.com and sign in with the DHHS email and initial password provided
2. Change your password to one you can remember
3. Set up Multifactor Authenticator (MFA) from the following website, you will need your mobile phone number: www.aka.ms/mfasetup
4. Go back to into Office 365 and sign in with your DHHS email and newly created password.

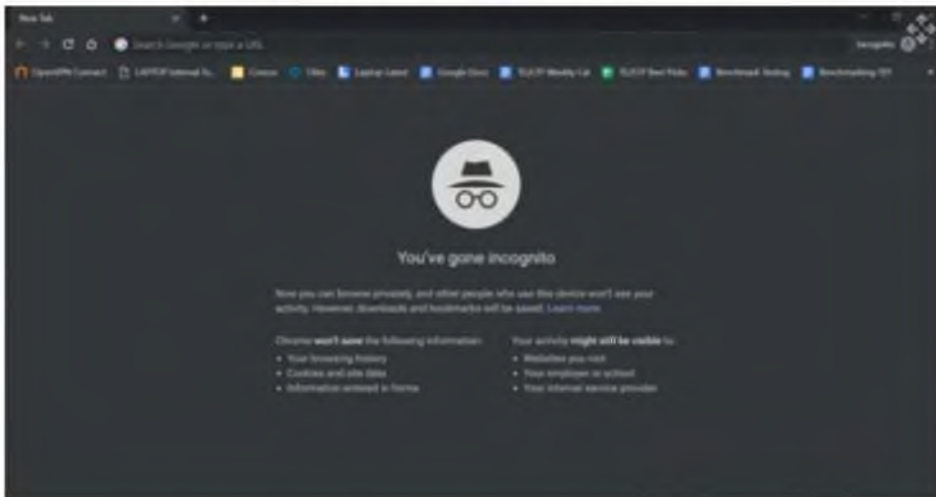
If you are accessing from another department/statutory body's device and it defaults to a non-DHHS email, please undertake the following steps to go 'incognito' before logging back into office.com.

1. Step 1: To open incognito mode, start **Chrome** and click the **three-dotted icon in the top right corner** of the screen.



You're only a few seconds away from browsing in incognito mode.

- Step 2: Click **New Incognito Window** and start browsing. Alternatively, you can press **Ctrl + Shift + N** to bring up a new tab in incognito mode without entering the Chrome settings menu.



If you have any access issues, please email **REDACTED**

Compliance App

You will be required to record detainee information and contemporaneous notes in the Compliance App.

Please contact **REDACTED** for access to training and the Compliance App.

Note you will need to have set up your DHHS email address using the instructions above in order to access the App.

Compliance App training is scheduled three times a week: Monday, Wednesday and Friday at 11am.

Enhancement releases are scheduled some evenings and deployment occurs during the scheduled outage time of 9pm to 9:30pm.

User guides are updated to reflect the new functionalities are deployed and there is a Quick Start Guide to assist you regarding new features.

The documents are available on the system's SharePoint site:

<https://dhhsvicgovau.sharepoint.com/sites/Covid19/SitePages/Quarantine-and-Welfare-System.aspx>.

Support is available daily from 8am to 8pm. Public holidays included.

- Phone support: **REDACTED**
- Email support: **REDACTED**

Authorised Officer Identity Cards

As an Authorised Officer under the *Public Health and Wellbeing Act 2008* (the Act) the Chief Health Officer has issued you an identity card pursuant to section 30 (4) of the Act. This identity card must be presented anytime you exercise certain powers under the Act.

COVID-19 Logistics Support will arrange for your AO identity card to be available for collection at the hotel you are first rostered onto. You must ensure you collect your AO identity card at the start of your first shift.

If your AO identity card is not available at the hotel on your first shift, please promptly advise the AO Team Leader on shift to contact the COVID-19 Logistics Support.

When your contract expires or is withdrawn, your Authorisation under the Act will be revoked, except in circumstances where you are Authorised under the Act for a reason other than the COVID-19 AO response. If your Authorisation is to be revoked, you must provide your AO identity card to REDACTED REDACTED on your last shift. REDACTED will then liaise with COVID-19 Logistics Support to have the card returned to the department and securely destroyed.

Please note: If you are withdrawing before your contracted end date you **must** advise REDACTED so that your Authorisation is revoked by the Chief Health Officer.

Parking

Parking is available at hotels, though some may charge a fee. You can claim reimbursements through personal tax claims or claim as expense from the department. To make an expense claim from the department, please refer to the section '[Claiming expenses](#)'.

City of Melbourne

The City of Melbourne has provided permits for city parking. Permits are available at each of the following hotels for use per shift:

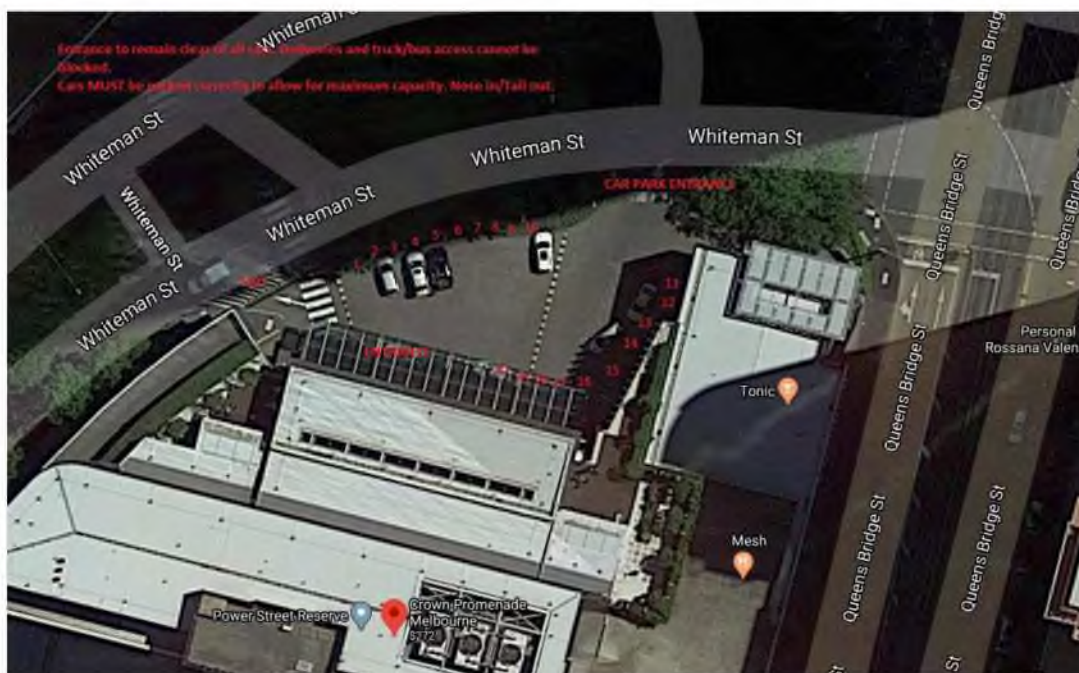
- Four Points
- Novotel South Wharf
- Pan Pacific
- Rydges on Swanston
- Hotel Grand Chancellor
- Pullman Melbourne on Swanston
- Holiday Inn Flinders Lane
- Mercure Welcome Melbourne
- Novotel on Collins
- Stamford Plaza

The AO Operations Team and COVID-19 Logistics Support are developing a process to allow for equitable use of the City of Melbourne parking permits by the AOs. An update of this process will be provided to all AOs shortly.

Below is further information relating to the current parking available at the quarantine hotels.

Crown Promenade Hotel

Crown Promenade provides parking for AOs and quarantine staff on-site free of charge. The image below outlines the car space which are available for staff, totalling approximately 20 available spaces. Cars must be parked nose in to allow for maximum capacity, if a car is parked parallel it will occupy two available spaces as seen in the image below (two cars parked across spaces 11-15). For further details please contact **REDACTED** or via email at **REDACTED**



Four Points Hotel

Four Points Hotel does not have onsite parking and people usually park in the district west parking opposite the hotel (see map below). For further details please contact fourpoints.melbournedocklands@fourpoints.com.



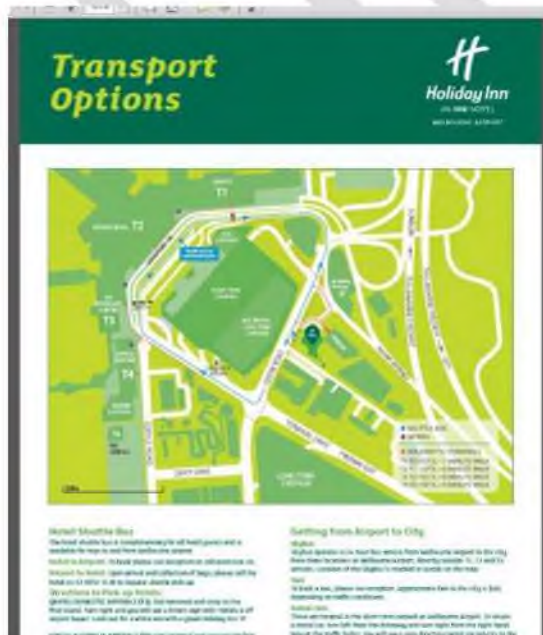
Melbourne Marriott

Melbourne Marriott Hotel provides parking for AOs and quarantine staff on-site free of charge. **RED**
REDACTED



Holiday Inn Melbourne Airport

Parking is free in the guest car park for AOs and other quarantine staff on site at the hotel, however parking tickets need to be presented to reception for free parking to be validated. For further details please contact reservations@melcr.ihg.com



Novotel Melbourne on Collins

Parking is available at a discounted cost of \$11 per day. The car park is located down Manchester Lane off Collins Street. Press the button located at the entrance, which will ring through to the hotel and a team member will unlock the gate via the telephone.

Before leaving the hotel go to reception for a validation ticket to obtain the parking discount. For further details please contact **REDACTED**

Rydges on Swanston

There is limited on-site free car parking at Rydges on Swanston. Access to the car park is through the side street, Lincoln Square North. Press the buzzer at the gate to have access to the parking and park in any free spot. Tokens are provided by hotel/security staff on departure to exit the carpark. For further details please contact **REDACTED**

Park Royal Melbourne Airport

Car parking is free in the short-term car park until 30 June 2020.

Enter via the "Green Short & Sweet" entry gates located on the left hand side of the entry to the T1, T2 & T3 (short term car park).

For further details please contact enquiry.prmla@parkroyalhotels.com or www.parkroyalhotels.com/melbourneairport.



Mercure Welcome Melbourne

Hotel parking is located at 180 Russell Street, Wilson Parking. Parking is \$12 per 24 hours or per exit. Exit tickets are purchased from reception. For further details please contact **REDACTED**

Crowne Plaza Hotel

Parking is available for AOs and a limited number of other authorised staff. Interested staff need to register their details with REDACTED

REDACTED

Parking is otherwise available in the Carpark on Siddeley Street near the Mission to Seafarers building at the staff rate of \$17. Staff need to contact reception team for vouchers.

Pan Pacific Hotel

Staff parking is available in the DFO carpark (titled South Wharf Retail Car Park in the map).

There is an option to pre-book parking online (<https://www.dfo.com.au/south-wharf/info/car-park/>), which may reduce the rate. If parking without pre-booking, a discount voucher can be provided on presentation of the entry ticket (the price is reduced to \$24). For further details contact the concierge concierge.ppmel@panpacific.com



Holiday Inn Melbourne on Flinders

The hotel has three complimentary car spots in its small car park basement (for one AO representative, one DHHS representative, one DNATA representative). The carpark entrance is via 575 Flinders Lane, right next to the hotel main entrance. The hotel requires the car number plate so they are aware of who the car belongs to. Please contact REDACTED

REDACTED



Stamford Plaza Melbourne

The Stamford Plaza hotel does not have onsite parking available. The nearest parking is Secure Parking located under the Australia Post office off Bourke St. For further details contact reservations@spm.stamford.com.au



Travelodge Hotel Melbourne Southbank

Parking is available at the Eureka Wilsons Car Park 70 City Rd, Southbank VIC 3006. Entry is off Southgate Ave adjacent to the hotel. The parking cost is \$14 per ticket issued and is payable at the hotel reception and will be validated by hotel staff. For further details contact southbank@travelodge.com.au.

Payroll matters

Please refer to the following SharePoint site for detailed information on Payroll matters:

<https://dhhsvicgovau.sharepoint.com/sites/Covid19/SitePages/New-guidance---payroll-and-timesheets.aspx>

General information about payroll matters for hotel AOs is below.

Note, while timesheets, verified by **REDACTED** are still required, the following information may not be relevant for staff who have been seconded and are still being paid by their 'home' organisation.

Pay period

Pay is fortnightly. The below 2020 calendar details the fortnights. Specific timesheet information is below.



2020 Calendar.xls

Penalties, Allowances and Costs

You may be entitled to penalty rates and allowances for shift work.

Rostered shifts, penalties and overtime are paid in arrears.

Standard half hour unpaid break applies and should be recorded as such on the timesheet (equivalent to the standard 9am – 5.06pm, minus 30 minutes lunch break, five days per week, equals your 76-hour fortnight).

Note Meal Allowance payments only apply to overtime in two situations – overtime that exceeds 2 hours that commences immediately before or after a rostered shift, or on a standalone overtime period (that is, called in on a day off or weekend). When working a shift as a shift worker, meal allowance is not paid as part of that shift.

Parking fees (not fines for incorrect parking) can be claimed on personal tax or through DHHS as above.

CabCharges are available for late shift finishes where the person uses public transport or does not drive (note parking information above).

Staff may reflect their travel time on their timesheet where it exceeds usual commute and in the following circumstances:

- If you are regional based staff member travelling to Melbourne Airport or a Melbourne CBD hotel in order to undertake your duties
- If you are a metro-based staff member, who is not normally based at 50 Lonsdale Street, travelling to Melbourne Airport or a Melbourne CBD hotel in order to undertake your duties
- If you are a metro-based staff member, including those who are based at 50 Lonsdale Street, travelling to Melbourne Airport in order to undertake your duties.

Staff who are based at 50 Lonsdale Street and are asked to undertake their duties at a Melbourne CBD hotel should not reflect their travel time on their time sheets due to the close proximity of the majority of the hotels to the 50 Lonsdale Street location.

Staff who wish to claim mileage reimbursement are strongly encouraged to do this through their personal tax return through the recording of mileage and submission as part of that process.

Timesheets

There are three types of timesheets, outlined below:

- The **casual** timesheet is for staff on a casual contract.
- The **overtime and standby** timesheet is for staff who are undertaking their usual number of hours (whether full or part time) between the 7am – 7pm Monday to Friday timespan, but have also undertaken additional hours as overtime or due to being on call.
- The **roster** timesheet is for staff who are undertaking rostered shift work, whether seconded, employed or engaged to do so, or as a temporary change to working arrangements. Most AOs working in the hotels will be using this timesheet.

All timesheet details can you found at the following SharePoint site:

<https://dhhsvicgovau.sharepoint.com/sites/Covid19/SitePages/New-guidance---payroll-and-timesheets.aspx>

In all cases, timesheets must be legible, signed (electronic fine), fully completed with name, employee ID (where available), pay period etc.

Timesheets for AOs are to be approved by Team Leaders. Timesheets for Team Leaders are to be approved by a Senior AO. All Team Leader, or Senior AO, approved timesheets must be submitted to Payroll by midday (12pm) Tuesday on a NON-pay week by **REDACTED**. This is a hard deadline.

To ensure timesheets are submitted to Payroll by this deadline, timesheets for **seconded and fixed term staff** must be submitted to the relevant Team Leader or Senior AO no later than Friday of the pay week for review and approval. You may need to submit a revised timesheet if your shifts change on the Friday or Saturday.

Team Leaders and Senior AO's will then provide all approved timesheets to **REDACTED** for final review by midday (12pm) Monday of NON-pay week, and **REDACTED** will submit to Payroll by midday (12pm) Tuesday of NON-pay week.

A working example for the dummy period Sunday 12 April – 25 April:

Pay period	Sunday 12 April – Saturday 25 April
AO to submit timesheet to REDACTED	Midday (12pm) Friday 24 April
REDACTED to approve timesheet by	Midday (12pm) Monday 27 April
REDACTED to submit timesheet by	Midday (12pm) Tuesday 28 April
Payment to bank account for above listed pay period	Wednesday 6 May - Thursday 7 May

For **ongoing DHHS employees** you must submit your completed timesheet to your substantive manager and then submit via *OurService*. For more information on *OurService* visit:

<https://ourservice.dhhs.vic.gov.au/ourservice/>.

Payslips

Payslips are generated each pay fortnight. For employees with ESS access, you can view your payslips online. For employees without ESS access, you will have a copy of your payslip sent to your nominated residential or email address.

Employees with ESS access (ongoing DHHS staff)

Your payslip will be available to you through ESS on Monday of the pay week via ESS.

Employees without access to ESS (fixed term and seconded staff)

For those employees that do not have access to ESS, payslips will be sent via post or to your nominated email address (currently set to your DHHS email address).

Claiming expenses

Expenses can be claimed using the department's Business Expense Reimbursement System (BERS). BERS enables you to submit claims by attaching scanned image/photo of receipts and submitting for approval online via a mobile phone application or website.

Once the claim is approved, reimbursement of the expense is made through payroll as part of the fortnightly pay cycle.

You can make claims online by going to <https://secure.inlogik.com/dhhs>. You will first have to accept the Privacy Statement and Employee Declaration.

You can also make claims using the 'ExpenseMe' app on a mobile device. You must access BERS on your browser first <https://secure.inlogik.com/dhhs> before you can use the app.

You will need your DHHS email and network username. For new staff, your network username (sometimes known as HSnet) was provided in the email with your DHHS email address and initial password.

You can also access BERS from SharePoint (you don't need access to the department's Intranet to do this). Information about what you can and can't claim is on the SharePoint site and the Intranet <https://intranet.dhhs.vic.gov.au/business-expense-reimbursement>
<https://dhhsvicgovau.sharepoint.com/sites/CSModernisation/SitePages/ExpenseReimbursements.aspx>
[X](#)

For support, email: BERS.Support@dhhs.vic.gov.au.

Employee Wellbeing and Support

It is important that everyone looks after themselves (and each other) during these unprecedented times.

Employee Wellbeing and Support Program

The [Employee Wellbeing and Support Program](#) is available to provide confidential support to all employees and their immediate family members impacted by coronavirus (COVID-19). Support is available 24 hours a day, seven days a week at no cost to you. Please call **1300 687 327** and request immediate support if you need it, or to book an appointment for a time that suits you.

Visit the COVID-19 DHHS Staff Hub on SharePoint for further information and resources:

<https://dhhsvicgovau.sharepoint.com/sites/Covid19/SitePages/Employee%20Support.aspx?csf=1&e=LotMQ>

Additional support for COVID-19 response staff

In addition, as part of our commitment to creating a safe and healthy workplace we have been working with the Employee Wellbeing and Support team to design and deliver additional layers of support for all staff during this challenging time in responding to COVID-19.

We are committed to looking after your health and wellbeing and acknowledge that our current environment continues to provide us with challenging and ever-changing circumstances and priorities. In order to do the work we do well, we need to ensure we are looking after ourselves.

The leadership team are acutely aware of the challenging nature of the work we are undertaking and the impact it can have on each of us and acknowledge the need for proactive support to assist us to thrive at work and at home.

Debriefing sessions

We're conscious that the hotel quarantine environment AOs are working in can be quite intense both in terms of people's reactions to being placed in quarantine and, in particular, the broad range of often very compelling reasons why they might ask to be exempted from quarantine, some of which we've been able to approve, many of which we haven't.

Whether you're someone used to dealing with these types of issues or not, they can sometimes have a cumulative emotional impact on staff working in these situations and it can be important to have an opportunity to talk through how you're coping with this.

To this end, an initial two debriefing sessions facilitated by staff from Converge International, the provider of the Employee Wellbeing and Support program, were held on 12 and 15 May 2020. Due to the nature of the sessions, which are conducted remotely, places in each session are limited to 10 people. Further sessions to be advised.

If you would like to attend a session please email **REDACTED**

Welfare check-ins

Welfare check-ins are a proactive and holistic telephone-based support, delivered by a Consultant from Converge.

Staff will be called on a fortnightly basis to check in with people about mood, coping abilities, social support, sleep and general wellbeing. If the need for additional support is identified through the check-in, staff will be linked into this following the check in; this will be arranged by the Consultant. As with all employee support programs, this service is confidential and available at no cost to you.

Participation in the welfare check-ins is on an opt out basis, as we feel it is important that all staff have access to this support given the nature of the work we are doing.

If you have concerns about participation or wish to opt out please contact wellbeing@dhhs.vic.gov.au and the Employee Wellbeing and Support team will work with you to identify other ways of accessing supports.

Given the pressure we've all been working under, we strongly encourage all of you to take advantage of the supports being made available.

Queries

If you have any feedback, queries or concerns, please contact **REDACTED** via email at **REDACTED**

To receive this publication in an accessible format phone **REDACTED** using the National Relay Service 13 36 77 if required, or email **REDACTED** at **REDACTED**

Authorised and published by the Victorian Government, 1 Treasury Place, Melbourne.

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General information – COVID-19 Quarantine Authorised Officers

As at 25/06/2020 (v4)

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Introduction

This document is intended for Authorised Officers working on the COVID-19 response for the Department of Health and Human Services (department/DHHS). The information contained is general information and is based on the most common queries received from Department of Health and Human Services (DHHS) Authorised Officers (AOs) working in COVID-19 quarantine hotels.

This information will be updated and circulated as required.

It will also be maintained in the COVID AO Resources Teams site: [COVID AO Resources](#). **(NEW LINK)**

Please advise **REDACTED** if you are having trouble accessing Teams.

Note: correspondence, including roster, pay and other information, will generally be emailed via the AO distribution list: COVID-19 Authorised Officers COVID-19AuthorisedOfficers@dhhsvicgovau.onmicrosoft.com.

You must have set up your DHHS email address to be included on this list, in the Teams site and to use the Compliance App (all details below).

If you are still awaiting a DHHS email address, your personal/alternative email address will be used until a DHHS email address is available (information and set up details are below).

IT access

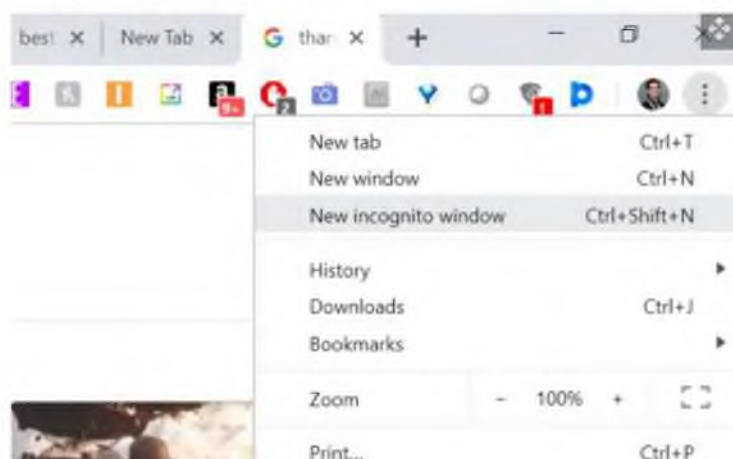
You will receive an email from **REDACTED** with your DHHS email address and initial log in details.

You must undertake the following steps:

1. Log into Office 365 via www.office.com and sign in with the DHHS email and initial password provided
2. Change your password to one you can remember
3. Set up Multifactor Authenticator (MFA) from the following website, you will need your mobile phone number: www.aka.ms/mfasetup
4. Go back to into Office 365 and sign in with your DHHS email and newly created password.

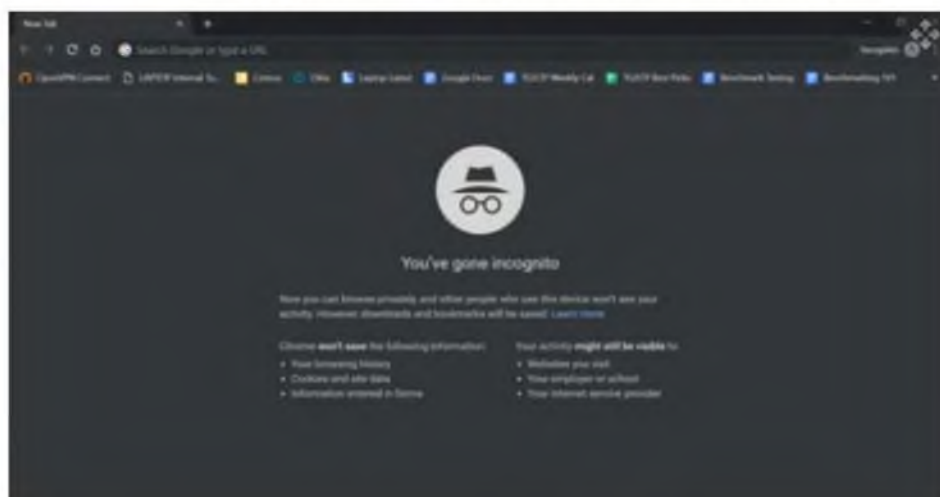
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You will be required to record detainee information and contemporaneous notes in the Compliance App.

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Compliance App training is scheduled three times a week: Monday, Wednesday and Friday at 11am.

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User guides are updated to reflect the new functionalities are deployed and there is a Quick Start Guide to assist you regarding new features.

The documents are available on the system's SharePoint site:

<https://dhhsvicgovau.sharepoint.com/sites/Covid19/SitePages/Quarantine-and-Welfare-System.aspx>.

Support is available daily from 8am to 8pm. Public holidays included.

- Phone support: **REDACTED**
- Email support: **REDACTED**

Devices

There are devices (for example iPads, laptops) and mobile phones for AO use during shifts.

Please ensure you:

- do not remove the devices and phones from the hotel as they are assigned to these locations
- sanitise your hands and the device before and after use
- log off, restart or shut down the device at the end of your shift to ensure your colleagues can access during their shift.

You may find that you need to setup the device by login on to the devices Google Play account.

The login details for each hotel location are outlined in the table below:

Hotel Name	Address	Google Play account	Password
Crown Metropol	8 Whiteman Street Southbank	REDACTED	REDACTED
Crown Promenade	8 Whiteman Street Southbank	REDACTED	REDACTED
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Novotel Melbourne	270 Collins Street Melbourne	REDACTED	REDACTED
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Rydges on Swanston	701 Swanston Street Carlton	REDACTED	REDACTED
Marriott Hotel	Corner Exhibition and Lonsdale Street Melbourne	REDACTED	REDACTED
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Stamford Plaza	111 Little Collins Street Melbourne	REDACTED	REDACTED
Pullman Hotel	195 Swanston Street Melbourne	REDACTED	REDACTED
Grand Chancellor	131 Lonsdale Street Melbourne	REDACTED	REDACTED

To set up the device through Google Play, please follow the steps below:

1. Open Play Store
2. Sign in
 - Enter email from table above (do not use your DHHS email address)
 - Enter password from table above (do not use your DHHS password)
 - Hit skip to adding a number
 - Agree to the terms and conditions
 - Turn off "Backup to Google Drive"
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If you experience issues with the devices, please call DHHS COVID-19 Quarantine Hotel IT Helpdesk Support:

- *Contact Number:* COVID-19 direct IT hotline 9096 7027
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- *Escalation Procedure:* Email to Public Health Logistics publichealth.logistics@dhhs.vic.gov.au

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- Contact the DHHS COVID 19 Quarantine Hotel IT Helpdesk Support on **9096 7027**
- IT support analyst will aim to assist and rectify via telephony support in the first instance
- If a site visit is required, IT support analyst will attempt to visit the hotel site affected within the next 24 hours (if this cannot be achieved – please advise Logistics team)
- If issue is related to IT login or application access, IT support analyst will direct the request to the appropriate team within TSD and/or SSU to assist and remediate.

Authorised Officer Identity Cards

As an Authorised Officer under the *Public Health and Wellbeing Act 2008* (the Act) the Chief Health Officer has issued you an identity card pursuant to section 30 (4) of the Act. This identity card must be presented anytime you exercise certain powers under the Act.

COVID-19 Logistics Support will arrange for your AO identity card to be available for collection at the hotel you are first rostered onto. You must ensure you collect your AO identity card at the start of your first shift.

If your AO identity card is not available at the hotel on your first shift, please promptly advise the AO Team Leader on shift to contact the COVID-19 Logistics Support.

When your contract expires or is withdrawn, your Authorisation under the Act will be revoked, except in circumstances where you are Authorised under the Act for a reason other than the COVID-19 AO response. If your Authorisation is to be revoked, you must provide your AO identity card to an AO Team Leader or Senior AO on your last shift. The AO Team Leader or Senior AO will then liaise with COVID-19 Logistics Support to have the card returned to the department and securely destroyed.

Please note: If you are withdrawing before your contracted end date you **must** advise **REDACTED** so that your Authorisation is revoked by the Chief Health Officer.

Payroll matters

Please refer to the following SharePoint site for detailed information on Payroll matters:

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General information about payroll matters for hotel AOs is below.

Note, while verified timesheets are still required, the following information may not be relevant for staff who have been seconded and are still being paid by their 'home' organisation.

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Pay is fortnightly. The below 2020 calendar details the fortnights. Specific timesheet information is below.



2020 Calendar.xls

Timesheets

There are three types of timesheets, outlined below:

- The **casual** timesheet is for staff on a casual contract.
- The **overtime and standby** timesheet is for staff who are undertaking their usual number of hours (whether full or part time) between the 7am – 7pm Monday to Friday timespan, but have also undertaken additional hours as overtime or due to being on call.
- The **roster** timesheet is for staff who are undertaking rostered shift work, whether seconded, employed or engaged to do so, or as a temporary change to working arrangements. Most AOs working in the hotels will be using this timesheet.

All timesheet details can you found at the following SharePoint site:

<https://dhhsvicgovau.sharepoint.com/sites/Covid19/SitePages/New-guidance---payroll-and-timesheets.aspx>

In all cases, timesheets must be legible, signed (electronic fine), fully completed with name, employee ID (where available) and pay period.

Any leave taken must be recorded on the timesheet.

Timesheets for AOs are to be approved by **REDACTED**. Timesheets for **REDACTED** are to be approved by a **REDACTED**. approved timesheets must be submitted to Payroll by midday (12pm) Tuesday on a NON-pay week by **REDACTED**. This is a hard deadline.

To ensure timesheets are submitted to Payroll by this deadline, timesheets for **seconded and fixed term staff** must be submitted to the relevant **REDACTED** no later than Friday of the pay week for review and approval. You may need to submit a revised timesheet if your shifts change on the Friday or Saturday.

REDACTED will then provide all approved timesheets to **REDACTED** for final review by midday (12pm) Monday of NON-pay week, and **REDA** will submit to Payroll by midday (12pm) Tuesday of NON-pay week.

A working example for the payroll period Sunday 07 June – 20 June:

Pay period	Example week: Sunday 07 June – Saturday 20 June
AO to submit timesheet to REDACTED by	Midday (12pm) Friday 19 June
REDACTED to approve timesheet by	Midday (12pm) Monday 22 June
REDACTED to submit timesheet by	Midday (12pm) Tuesday 23 June
Payment to bank account for above listed pay period	Wednesday 1 July - Thursday 2 July

For **ongoing DHHS employees** you must submit your completed timesheet to your substantive manager and then submit via *OurService*. For more information on *OurService* visit:

<https://ourservice.dhhs.vic.gov.au/ourservice/>.

Penalties, Allowances, Leave and Costs

Penalties

You may be entitled to penalty rates for shift work.

Rostered shifts, penalties and overtime are paid in arrears.

Standard half hour unpaid break applies and should be recorded as such on the timesheet (equivalent to the standard 9am – 5.06pm, minus 30 minutes lunch break, five days per week, equals your 76-hour fortnight).

Overtime must be approved by REDACTED on shift.

Meal Allowance

Note Meal Allowance payments only apply to overtime and in two situations – overtime that exceeds 2 hours that commences immediately before or after a rostered shift, or on a standalone overtime period (that is, called in on a day off or weekend). When working a shift as a shift worker, meal allowance is not paid as part of that shift.

Leave

If you have access to ESS, leave must be applied for using ESS. Otherwise, leave must be approved by REDACTED with a copy of the request sent to the applicable REDACTED

Costs

Parking fees (not fines for incorrect parking) can be claimed on personal tax or through DHHS as above.

CabCharges are available for late shift finishes where the person uses public transport or does not drive (note parking information above).

Staff may reflect their travel time on their timesheet where it exceeds usual commute and in the following circumstances:

- If you are regional based staff member travelling to Melbourne Airport or a Melbourne CBD hotel in order to undertake your duties
- If you are a metro-based staff member, who is not normally based at 50 Lonsdale Street, travelling to Melbourne Airport or a Melbourne CBD hotel in order to undertake your duties
- If you are a metro-based staff member, including those who are based at 50 Lonsdale Street, travelling to Melbourne Airport in order to undertake your duties.

Staff who are based at 50 Lonsdale Street and are asked to undertake their duties at a Melbourne CBD hotel should not reflect their travel time on their time sheets due to the close proximity of the majority of the hotels to the 50 Lonsdale Street location.

Staff who wish to claim mileage reimbursement are strongly encouraged to do this through their personal tax return through the recording of mileage and submission as part of that process.

Payslips

Payslips are generated each pay fortnight. For employees with ESS access, you can view your payslips online. For employees without ESS access, you will have a copy of your payslip sent to your nominated residential or email address.

Employees with ESS access (ongoing DHHS staff)

Your payslip will be available to you through ESS on Monday of the pay week via ESS.

Employees without access to ESS (fixed term and seconded staff)

For those employees that do not have access to ESS, payslips will be sent via post or to your nominated email address (currently sent to your DHHS email address).

Claiming expenses

Expenses can be claimed using the department's Business Expense Reimbursement System (BERS). BERS enables you to submit claims by attaching scanned image/photo of receipts and submitting for approval online via a mobile phone application or website.

Once the claim is approved, reimbursement of the expense is made through payroll as part of the fortnightly pay cycle.

You can make claims online by going to <https://secure.inlogik.com/dhhs>. You will first have to accept the Privacy Statement and Employee Declaration.

You can also make claims using the 'ExpenseMe' app on a mobile device. You must access BERS on your browser first <https://secure.inlogik.com/dhhs> before you can use the app.

You will need your DHHS email and network username. For new staff, your network username (sometimes known as HSnet) was provided in the email with your DHHS email address and initial password.

You can also access BERS from SharePoint (you don't need access to the department's Intranet to do this). Information about what you can and can't claim is on the SharePoint site and the Intranet

<https://intranet.dhhs.vic.gov.au/business-expense-reimbursement>
<https://dhhsvicgovau.sharepoint.com/sites/CSModernisation/SitePages/ExpenseReimbursements.aspx>

For support, email: BERS.Support@dhhs.vic.gov.au.

Expenses for staff on secondment

If you are on secondment and need to claim expenses from DHHS rather than through your home organisation or personal tax, you need to fill out the Business Expense Claim Form (below), and send along with receipts to **REDACTED** who will submit to Accounts Payable General Enquiries (DHHS) AccountsPayable.GeneralEnquiries@dhhs.vic.gov.au.



Business Expense
claim form

Vehicles

Use of a government vehicle may be required. In the event that you use a government vehicle, please note the following.

You can use a government vehicle for private use if you have:

- A legitimate, verifiable business reason to use it for business-related private use or
- Written approval from the Secretary to use it for private use (including commuting).

When you have a legitimate, verifiable business reason to use it for business-related private use, you must:

- Not use it for any other private reason (e.g. picking up children, going shopping)
- Not pick up or take a non-DHHS employee passenger without approval
- Book the vehicle through the VBS and gain approval for overnight use.

Staff must follow the procedures in the [Victorian government standard motor vehicle policy](#) for overnight use and completing log books related to business-related private use.

Section 3.3.8 *Driver responsibilities and penalties* in the [Victorian government standard motor vehicle policy](#) includes further information regarding:

- Use of government vehicles
- Authorisation to carry passengers
- Traffic laws
- Fines
- Vehicle-related incidents and hazardous situations.

For further information visit:

<https://intranet.dhhs.vic.gov.au/standby-and-call-government-vehicle-use>

[Government vehicle use: standby and on-call policy \(Word, 86Kb\)](#)

[Vehicle management policy](#)

[Victorian government standard motor vehicle policy](#)

Parking

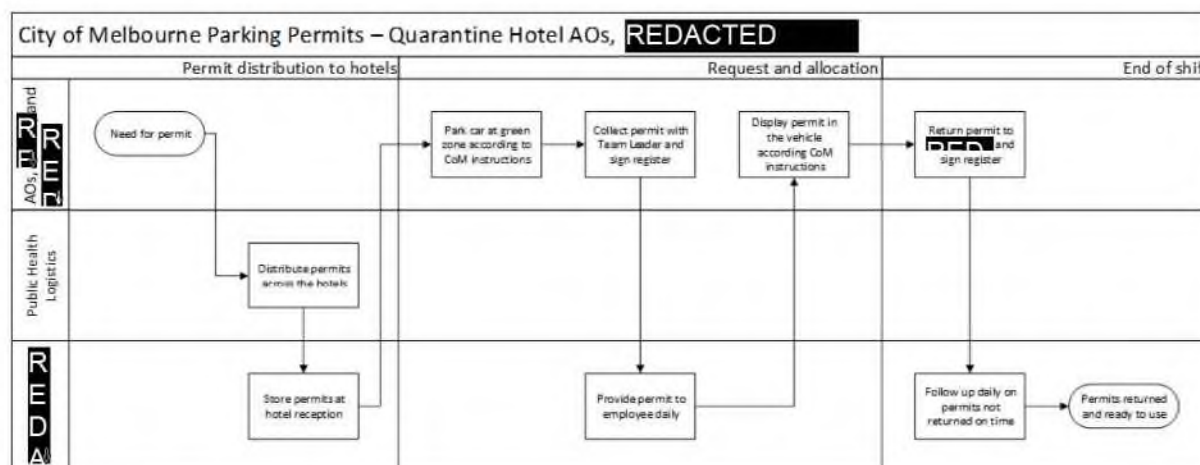
Parking is available at hotels, though some may charge a fee. You can claim reimbursements through personal tax claims or claim as an expense from the department. To make an expense claim from the department, please refer to the section '[Claiming expenses](#)'.

City of Melbourne parking permits

The City of Melbourne has provided permits for city parking. Ten permits are available at each of the following hotels for use per shift:

- Four Points
- Novotel South Wharf
- Pan Pacific
- Hotel Grand Chancellor
- Pullman Melbourne on Swanston
- Holiday Inn Flinders Lane
- Mercure Welcome Melbourne
- Novotel on Collins
- Stamford Plaza.

The AO Operations Team, Performance and Governance and COVID-19 Logistics Support have developed the following process to allow for equitable use of the City of Melbourne parking permits by the AOs and other quarantine staff.



Instructions for use are below.

City of Melbourne parking permit process

The following steps are to be taken when using a City of Melbourne parking permit.

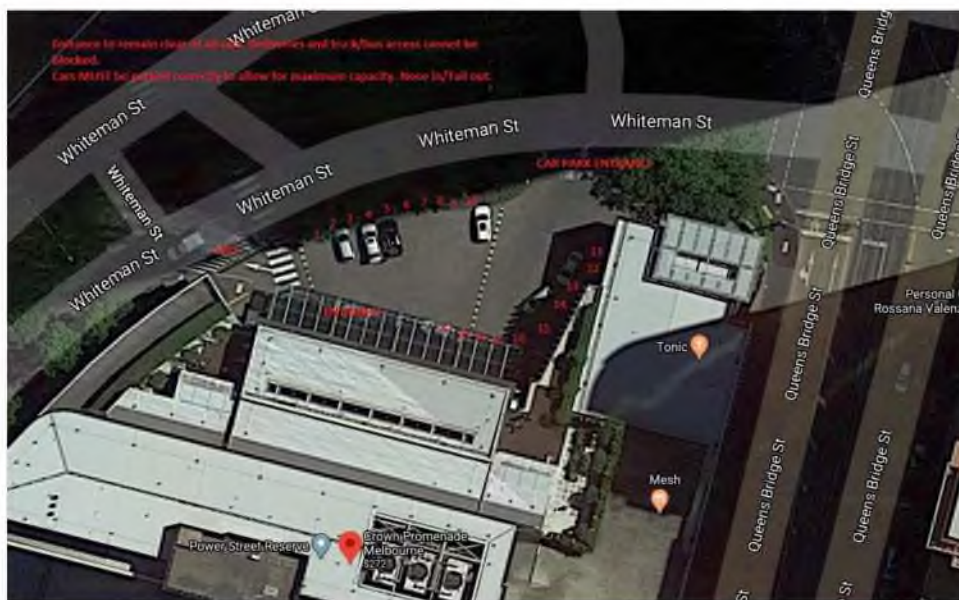
- After parking your vehicle, sign for a permit from hotel security and place the permit in your vehicle.
- On leaving the hotel, retrieve the permit from your vehicle, return it to security and sign it in.
- The onsite AO returns any completed registers to the **REDACTED** and provides hotel security with new blank registers if needed.
- The night AO for each hotel is to check the register and confirm that the 10 permits are checked in. If any permits are still checked out, the night AO is to advise the overnight **REDACTED** via email for follow up.

Onsite parking at the hotels/airport

Below is further information relating to the current parking available at the quarantine hotels.

Crown Promenade Hotel

Crown Promenade provides parking for AOs and quarantine staff on-site free of charge. The image below outlines the car space which are available for staff, totalling approximately 20 available spaces. Cars must be parked nose in to allow for maximum capacity, if a car is parked parallel it will occupy two available spaces as seen in the image below (two cars parked across spaces 11-15). For further details please contact **REDACTED** or via email at **REDACTED**



Four Points Hotel

Four Points Hotel does not have onsite parking and people usually park in the district west parking opposite the hotel (see map below). For further details please contact fourpoints.melbournedocklands@fourpoints.com.



Melbourne Marriott

Melbourne Marriott Hotel provides parking for AOs and quarantine staff on-site free of charge. **REDACTED**

REDACTED

REDACTED if needed.



Holiday Inn Melbourne Airport

Parking is free in the guest car park for AOs and other quarantine staff on site at the hotel, however parking tickets need to be presented to reception for free parking to be validated. For further details please contact reservations@melcr.ihg.com



Novotel Melbourne on Collins

Parking is available at a discounted cost of \$11 per day. The car park is located down Manchester Lane off Collins Street. Press the button located at the entrance, which will ring through to the hotel and a team member will unlock the gate via the telephone.

Before leaving the hotel go to reception for a validation ticket to obtain the parking discount. For further details please contact **REDACTED**

Rydges on Swanston

There is limited on-site free car parking at Rydges on Swanston. Access to the car park is through the side street, Lincoln Square North. Press the buzzer at the gate to have access to the parking and park in any free spot. Tokens are provided by hotel/security staff on departure to exit the carpark. For further details please contact **REDACTED**

Park Royal Melbourne Airport

Car parking is free in the short-term car park until 30 June 2020.

Enter via the "Green Short & Sweet" entry gates located on the left hand side of the entry to the T1, T2 & T3 (short term car park).

For further details please contact enquiry.prmla@parkroyalhotels.com or www.parkroyalhotels.com/melbourneairport.



Mercure Welcome Melbourne

Hotel parking is located at 180 Russell Street, Wilson Parking. Parking is \$12 per 24 hours or per exit. Exit tickets are purchased from reception. For further details please contact **REDACTED**

Crowne Plaza Hotel

Parking is available for AOs and a limited number of other authorised staff. Interested staff need to register their details with **REDACTED**
REDACTED

Parking is otherwise available in the Carpark on Siddeley Street near the Mission to Seafarers building at the staff rate of \$17. Staff need to contact reception team for vouchers.

Pan Pacific Hotel

Staff parking is available in the DFO carpark (titled South Wharf Retail Car Park in the map).

There is an option to pre-book parking online (<https://www.dfo.com.au/south-wharf/info/car-park/>), which may reduce the rate. If parking without pre-booking, a discount voucher can be provided on presentation of the entry ticket (the price is reduced to \$24). For further details contact the concierge concierge.ppmel@panpacific.com



Holiday Inn Melbourne on Flinders

The hotel has three complementary car spots in its small car park basement (for one AO representative, one DHHS representative, one DNATA representative). The carpark entrance is via 575 Flinders Lane, right next to the hotel main entrance. The hotel requires the car number plate so they are aware of who the car belongs to. Please contact **REDACTED**

REDACTED



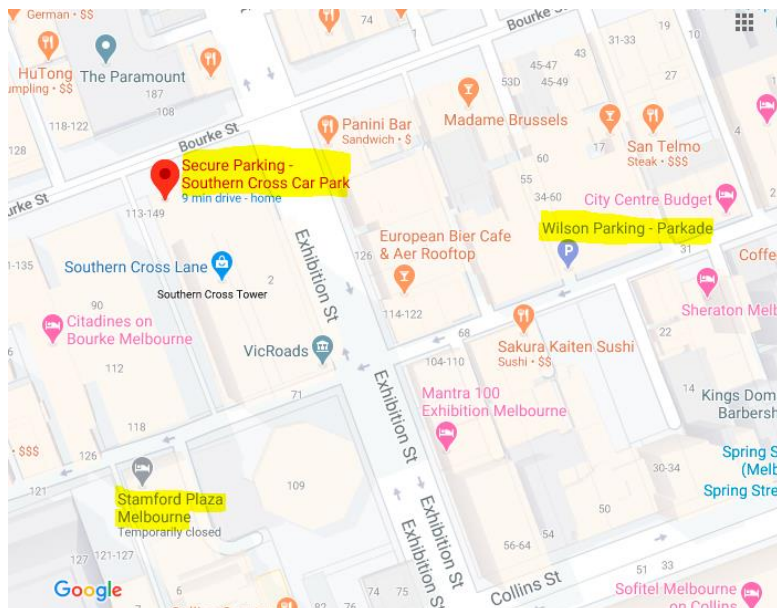
Travelodge Hotel Melbourne Southbank

Parking is available at the Eureka Wilsons Car Park 70 City Rd, Southbank VIC 3006. Entry is off Southgate Ave adjacent to the hotel. The parking cost is \$14 per ticket issued and is payable at the hotel reception and will be validated by hotel staff. For further details contact southbank@travelodge.com.au.

Stamford Plaza Melbourne

The Stamford Plaza hotel does not have onsite parking available. People generally park at the Wilson Parkade Car Park, which has entry/exit at 34-60 Little Collins or 55 Bourke Street. This is a 24/7 secure parking, with early bird, hourly, night and weekend parking rates. This carpark accepts card only. For further details contact Wilson Parking on **1800 PARKING**.

Another option in the area is the Southern Cross Secure Car Park located under the Australia Post office off Bourke St. Please note that this car park is **NOT 24/7**, and when closed there is no access to the vehicles as the doors are closed and locked. The open hours of this carpark are outlined below. For further details contact reservations@spm.stamford.com.au



SOUTHERN CROSS CAR PARK	
121 Exhibition Street, Melbourne	
OPENING HOURS	
Monday	06:00 AM - 11:00 PM
Tuesday	06:00 AM - 11:00 PM
Wednesday	06:00 AM - 11:00 PM
Thursday	06:00 AM - 11:00 PM
Friday	06:00 AM - 12:00 AM
Saturday	06:00 AM - 12:00 AM
Sunday	08:00 AM - 09:00 PM
Public Holidays	08:00 AM - 09:00 PM

Logistics

The AO Logistics Support Team is available to ensure you have resources you need. Specific duties of the AO Logistics Support Team include:

- ensuring that AOs at each hotel have a dedicated phone, relevant IT access and equipment (laptops/iPads, printers etc)
- supporting the development of processes and templates, documents etc for AOs to properly set up for each of the hotels
- disseminating electronic/hard copy updates of processes and templates, documents etc for AOs
- disseminating daily delivery/collection schedule of exit documents for AOs
- liaising with AO managers, Senior AOs, TLs as required
- liaising with Public Health Logistics re provisioning/maintenance of IT equipment and bulk stationery orders **Public Health Logistics** publichealth.logistics@dhhs.vic.gov.au
- liaising with Public Health Logistics IT **Helpdesk Support 9096 7027** publichealth.logistics@dhhs.vic.gov.au
- liaising with COVID-19 Compliance and Welfare Management **App Support Telephone support** – **REDACTED** **support** - ComplianceandWelfareApplicationSupport@dhhs.vic.gov.au
- liaising with COVID19 Authorised Officer Rostering
- liaising with various staff in other COVID19 compliance roles
- liaising with other staff that have episodic involvement in the AO space
- managing and monitoring use of government vehicles allocated to AOs (e.g. sourcing from SSP Car Pool team, coordinating allocation, auditing, obtaining vehicle logsheets for DTF, following up requests from Public Health Coordination [Logistics] re parking/speeding infringements)
- disseminating weekly updates (incorporating DJPR expected arrivals, exits, current guests, administrative information, AO wellbeing and support (e.g. AO bios, recommended listening and viewing)
- other tasks and activities as required to support AOs (e.g. episodic crisis management, ad hoc troubleshooting, agony aunting, fixering, consigliereing).

Please note that AO Logistics works within flexible business hours circa 8am to 5pm to ensure that AOs are supported across 7 days (depending on situational AO needs).

Contact with AO Logistics should be made @ COVID.AOLogistics@dhhs.vic.gov.au and **REDACTED** **REDACTED** (Wednesday to Sunday) or **REDACTED** (Friday to Tuesday).

Employee Wellbeing and Support

It is important that everyone looks after themselves (and each other) during these unprecedented times.

Employee Wellbeing and Support Program

The [Employee Wellbeing and Support Program](#) is available to provide confidential support to all employees and their immediate family members impacted by coronavirus (COVID-19). Support is available 24 hours a day, seven days a week at no cost to you. Please call **REDACTED** and request immediate support if you need it, or to book an appointment for a time that suits you.

Visit the [COVID-19 DHHS Staff Hub](https://dhhs.vic.gov.au/sharepoint/sites/Covid19/SitePages/Employee%20Support.aspx?csf=1&e=LotMOQ) on SharePoint for further information and resources:
<https://dhhs.vic.gov.au/sharepoint/sites/Covid19/SitePages/Employee%20Support.aspx?csf=1&e=LotMOQ>

Additional support for COVID-19 response staff

In addition, as part of our commitment to creating a safe and healthy workplace we have been working with the Employee Wellbeing and Support team to design and deliver additional layers of support for all staff during this challenging time in responding to COVID-19.

We are committed to looking after your health and wellbeing and acknowledge that our current environment continues to provide us with challenging and ever-changing circumstances and priorities. It is important now, more than ever to ensure that we are looking after ourselves; not only so we can do the work we do well, but also so we can enjoy our personal time. We encourage each of you to make the time to engage with the support services outlined below.

The leadership team are acutely aware of the challenging nature of the work we are undertaking and the impact it can have on each of us and acknowledge the need for proactive support to assist us to thrive at work and at home.

Debriefing sessions

We're conscious that the hotel quarantine environment AOs are working in can be quite intense both in terms of people's reactions to being placed in quarantine and, in particular, the broad range of often very compelling reasons why they might ask to be exempted from quarantine, some of which we've been able to approve, many of which we haven't.

Whether you're someone used to dealing with these types of issues or not, they can sometimes have a cumulative emotional impact on staff working in these situations and it can be important to have an opportunity to talk through how you're coping with this.

Virtual Onsite Support – all staff/teams will have access to support sessions with a Consultant from Converge. Collectively as a team you will have the opportunity to:

- Work through issues and opportunities to support your team to work together
- Reflect on this challenging time, and the rapidly changing nature of the work you do
- Raise and discuss concerns
- Check in on the team's wellbeing, ensure all team members go home safely every day
- And much more.

Teams will be allocated up to 1 hour to have a collective discussion. If the full hour is not used, staff will have the opportunity to use the remaining time to have one-on-one discussions with the Consultant. This support is confidential and free for all staff.

To ensure everyone has opportunity to access this support, the day and time that the Consultant will be available will vary.

You will have been invited to the sessions as follows. Please accept **only** your preference, noting each session is for a maximum 15 people. You will be notified if your chosen session is already full.

The sessions are as follows:

- Friday 26 June – 3:30pm – 4:30pm (non-AO roles only)
- Saturday 27 June – 11am – 12pm (staff REDACTED)
- Monday 29 June – 3-4pm (staff REDACTED)
- Tuesday 30 June – 3-4pm
- Wednesday 1 July – 11am – 12pm
- Thursday 2 July – 3-4pm
- Friday 3 July – 11am – 12pm
- Saturday 4 July – 3pm – 4pm.

Welfare check-ins

Welfare check-ins are a proactive and holistic telephone-based support, delivered by a Consultant from Converge.

The welfare check-ins focus on mood, coping abilities, social support, sleep and general wellbeing. If the need for additional support is identified through the check-in, staff will be linked into this following the check in; this will be arranged by the Consultant. Welfare Check-Ins will occur fortnightly for 2 months. As with all employee support programs, this service is confidential and available at no cost to you.

Participation in the welfare check-ins is on an opt out basis, as we feel it is important that all staff have access to this support given the nature of the work we are doing.

This is not the first time we have arranged Welfare Check-Ins. With the rapidly changing environment and recent spike in COVID-19 cases, it is timely to again check in on the health and wellbeing of everyone.

All staff, including Authorised Officers and back of house staff will be contacted for a Welfare Check-In by Converge, including those who have opted out previously. If you do not consent to Converge contacting you for this support, please notify the [Employee Wellbeing and Support team](#).

Given the pressure we've all been working under, we strongly encourage all of you to take advantage of the supports being made available.

Queries

If you have any feedback, queries or concerns, please contact REDACTED via email at REDACTED

To receive this publication in an accessible format phone REDACTED, using the National Relay Service 13 36 77 if required, or email REDACTED REDACTED

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General information – COVID-19 Quarantine Authorised Officers

As at 31/07/2020 (v5)

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Introduction

This document is intended for Authorised Officers (AOs) working on the COVID-19 response.

Under a State of Emergency, an AO at the direction of the Chief Health Officer (CHO), can act to eliminate or reduce a serious risk to public health by detaining people, restricting movement, preventing entry to premises, or providing any other direction an AO considers reasonable to protect public health.

The role of the AO is underpinned by compliance with Deputy Chief Health Officer (D/CHO) directions made under public health risk and emergency powers in the Public Health and Wellbeing Act 2008. More specifically, the role includes:

- administration of, and ensuring compliance with, the Direction and Detention Notices at Airport Terminals for domestic and international departures and arrivals
- Public Housing Towers.

Additionally, AOs may be if required at:

- other ports of entry and
- working with Victoria Police to undertake education and enforcement activities for alleged breaches of the D/CHO directions. For example, Restricted Activity Directions (No 14) and Stay at home Directions (No 4).

AOs are an integral part of multidisciplinary teams and all team members have specific responsibilities and are expected to work cooperatively and collaboratively to provide a consistent and coherent team approach for quarantined individuals.

In addition to the overall mandatory obligations, AOs must:

- act compatibly with, and consider, the Charter of Human Rights
- work collaboratively with managers, team members and other departmental staff to support the shared objectives of the department and in particular the Enforcement and Compliance Command Cell
- facilitate any reasonable request for communication
- keep accurate records, including of compliance issues
- make every effort to assist a person comply.

Purpose of this document

This document provides general information for all quarantine AOs. The information contained is general information and is based on the most common queries received from AOs working in COVID-19.

This information will be updated and circulated as required.

It will also be maintained in the COVID AO Resources Teams site: [COVID AO Resources](#).

Please email the AO Operations Support Team at <covid.aotimesheet@dhhs.vic.gov.au> if you are having trouble accessing Teams.

Note: correspondence, including roster, pay and other information, will generally be emailed via the AO distribution list: COVID-19 Authorised Officers
COVID-19AuthorisedOfficers@dhhsvicgovau.onmicrosoft.com.

You must have set up your DHHS email address to be included on this list, in the Teams site and to use the Compliance App (all details below).

If you are still awaiting a DHHS email address, your personal/alternative email address will be used until a DHHS email address is available (information and set up details are below).

IT access

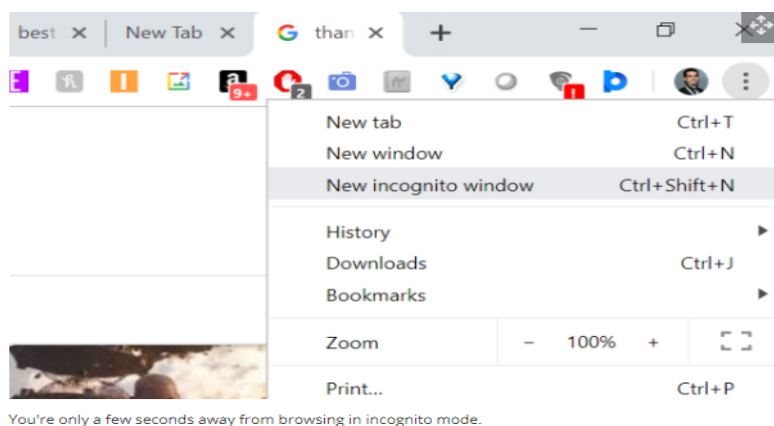
You will receive an email from the AO Operations Support Team, with your DHHS email address and initial log in details.

You must undertake the following steps:

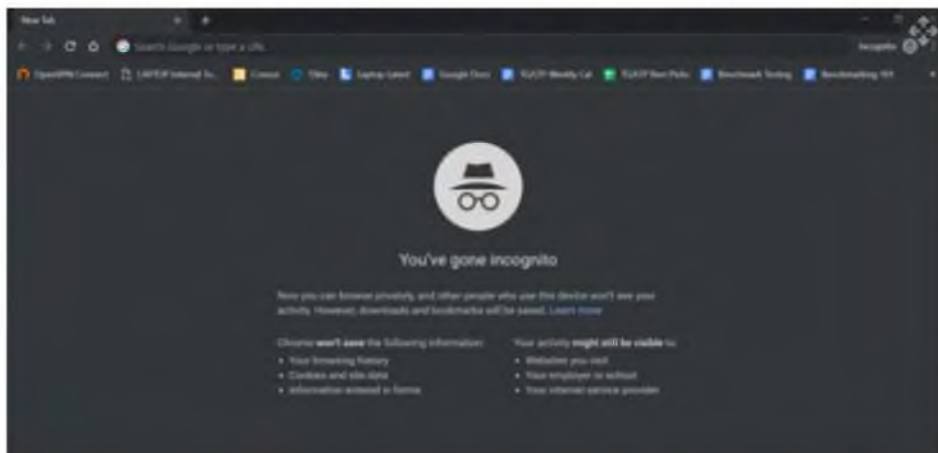
1. Log into Office 365 via www.office.com and sign in with the DHHS email and initial password provided
2. Change your password to one you can remember
3. Set up Multifactor Authenticator (MFA) from the following website, you will need your mobile phone number: www.aka.ms/mfasetup
4. Go back to into Office 365 and sign in with your DHHS email and newly created password.

If you are accessing from another department/statutory body's device and it defaults to a non-DHHS email, please undertake the following steps to go 'incognito' before logging back into office.com.

1. Step 1: To open incognito mode, start **Chrome** and click the **three-dotted icon in the top right corner** of the screen.



- Step 2: Click **New Incognito Window** and start browsing. Alternatively, you can press **Ctrl + Shift + N** to bring up a new tab in incognito mode without entering the Chrome settings menu.



If you have any access issues, please email the AO Operations Support Team at [<covid.aotimesheet@dhhs.vic.gov.au>](mailto:covid.aotimesheet@dhhs.vic.gov.au).

Compliance App

You will be required to record detainee information and contemporaneous notes in the Compliance App. Please contact the Compliance and Welfare Application Support Team via email at [<ComplianceandWelfareApplicationSupport@dhhs.vic.gov.au>](mailto:ComplianceandWelfareApplicationSupport@dhhs.vic.gov.au) for access to training and the Compliance App.

Note you will need to have set up your DHHS email address using the instructions above in order to access the App.

Compliance App training is scheduled regularly. Simply accept the invitation for the time that suits you.

Enhancement releases are scheduled some evenings and deployment occurs during a scheduled outage time.

User guides are updated to reflect the new functionalities that are deployed and there is a Quick Start Guide to assist you regarding new features.

The documents are available on the system's SharePoint site:

<https://dhhsvicgovau.sharepoint.com/sites/Covid19/SitePages/Quarantine-and-Welfare-System.aspx>.

Support is available daily from 8am to 8pm. Public holidays included.

- Phone support: **REDACTED**
- Email support: ComplianceandWelfareApplicationSupport@dhhs.vic.gov.au.

Devices

There are devices (for example iPads, laptops) and mobile phones for AO use during shifts.

Please ensure you:

- do not remove the devices and phones from the hotel as they are assigned to these locations
- sanitise your hands and the device before and after use
- log off, restart or shut down the device at the end of your shift to ensure your colleagues can access during their shift.

You may find that you need to setup the device by login on to the devices Google Play account.

The login details for each hotel location are outlined in the table below:

Hotel Name	Address	Google Play account	Password
Crown Metropol	8 Whiteman Street Southbank	REDACTED	REDACTED
Crown Promenade	8 Whiteman Street Southbank	REDACTED	REDACTED
Brady Hotels Central Melbourne	30 Little La Trobe Street, Melbourne	REDACTED	REDACTED
PanPacific Melbourne	2 Convention Centre Pl South Wharf	REDACTED	REDACTED
Welcome Mercure Melbourne	265 Little Bourke Street Melbourne	REDACTED	REDACTED
Park Royal - Melb Airport	Arrival Drive Tullamarine	REDACTED	REDACTED
Four Points Sheraton	443 Docklands Drive Docklands	REDACTED	REDACTED
Novotel Melbourne	270 Collins Street Melbourne	REDACTED	REDACTED
Holiday Inn - Melb Airport	10/14 Centre Road Melbourne Airport	REDACTED	REDACTED
Rydges on Swanston	701 Swanston Street Carlton	REDACTED	REDACTED
Marriott Hotel	Corner Exhibition and Lonsdale Street Melbourne	REDACTED	REDACTED
Holiday Inn Melbourne on Flinders	575 Flinders Lane Melbourne	REDACTED	REDACTED
Stamford Plaza	111 Little Collins Street Melbourne	REDACTED	REDACTED
Pullman Hotel	195 Swanston Street Melbourne	REDACTED	REDACTED
Grand Chancellor	131 Lonsdale Street Melbourne	REDACTED	REDACTED

To set up the device through Google Play, please follow the steps below:

Open Play Store

Sign in

Enter email from table above (do not use your DHHS email address)

Enter password from table above (do not use your DHHS password)

Hit skip to adding a number

Agree to the terms and conditions

Turn off "Backup to Google Drive"

Accept

Search for and download the Microsoft 'Power Apps' application.

For IT issues/requests:

Please phone or email and log job through **Cenitex: 13 17 65** and/or IT.ServiceCentre@dhhs.vic.gov.au.

Once job reference number has been obtained, ring COVID-19 Quarantine Hotel IT Helpdesk Support 03 9096 7027 for escalation

COVID-19 Quarantine Hotel IT Helpdesk Support: *Hours of Operation:* 8.30am to 5pm, 7 days a week; *Escalation Procedure:* Email to Public Health Logistics publichealth.logistics@dhhs.vic.gov.au

IT support analyst will aim to assist and rectify via telephony support in the first instance

If a site visit is required, IT support analyst will attempt to visit the hotel site affected within the next 24 hours (if this cannot be achieved – please advise Public Health Logistics team publichealth.logistics@dhhs.vic.gov.au copying AO Logistics COVID.AOLogistics@dhhs.vic.gov.au)

If issue is related to IT login or application access, IT support analyst will direct the request to the appropriate team to assist and remediate.

For DHHS staff to transfer existing IT devices (iPads, iPhones, Laptops, Ultrabooks and Wireless Modems) to a new user

Complete the form @ [Transfer of DHHS Devices Form](#)

For assistance contact **Cenitex: 13 17 65** and/or IT.ServiceCentre@dhhs.vic.gov.au.

For ordering department smartphone, software, tablet, iPad, laptop or Ultrabook

Complete the procurement form @ [IT Procurement Form](#)

For assistance contact **Cenitex: 13 17 65** and/or IT.ServiceCentre@dhhs.vic.gov.au.

Authorised Officer Identity Cards

As an Authorised Officer under the *Public Health and Wellbeing Act 2008* (the Act) the Chief Health Officer has issued you an identity card pursuant to section 30 (4) of the Act. This identity card must be presented anytime you exercise certain powers under the Act.

COVID-19 Logistics Support will arrange for your AO identity card to be available for collection at the hotel you are first rostered onto. You must ensure you collect your AO identity card at the start of your first shift.

If your AO identity card is not available at the hotel on your first shift, please promptly advise the AO Team Leader on shift to contact the COVID-19 Logistics Support.

If you are being assigned to a location, other than a quarantine hotel, a member of the COVID-19 Logistics Support will arrange to deliver your AO identify card to you so that you have it prior to your first shift.

When your contract expires or is withdrawn, your Authorisation under the Act will be revoked, except in circumstances where you are Authorised under the Act for a reason other than the COVID-19 AO response. If your Authorisation is to be revoked, you must provide your AO identity card to an AO Team Leader or Senior AO on your last shift. The AO Team Leader or Senior AO will then liaise with COVID-19 Logistics Support to have the card returned to the department and securely destroyed.

Please note: If you are resigning or withdrawing before your contracted end date you **must** negotiate with **REDACTED**, who will also ensure your Authorisation is revoked by the Chief Health Officer.

Payroll matters

Please refer to the following SharePoint site for detailed information on Payroll matters:

<https://dhhsvicgovau.sharepoint.com/sites/Covid19/SitePages/New-guidance---payroll-and-timesheets.aspx>

General information about payroll matters for compliance and enforcement AOs is below.

Note, while verified timesheets are still required, the following information may not be relevant for staff who have been seconded and are still being paid by their 'home' organisation.

Pay period

Pay is fortnightly. The below 2020 calendar details the fortnights. Specific timesheet information is below.



2020 Calendar.xls

Timesheets

There are three types of timesheets, outlined below:

- The **casual** timesheet is for staff on a casual contract.
- The **overtime and standby** timesheet is for staff who are undertaking their usual number of hours (whether full or part time) between the 7am – 7pm Monday to Friday timespan, but have also undertaken additional hours as overtime or due to being on call.
- The **roster** timesheet is for staff who are undertaking rostered shift work, whether seconded, employed or engaged to do so, or as a temporary change to working arrangements. Most AOs working in the compliance and enforcement response will be using this timesheet.

All timesheet details can you found at the following SharePoint site:

<https://dhhsvicgovau.sharepoint.com/sites/Covid19/SitePages/New-guidance---payroll-and-timesheets.aspx>

In all cases, timesheets must be legible, accurate, signed (electronic fine), fully completed with name, employee ID (where available) and pay period.

Any leave taken must be recorded on the timesheet. AOs are to refer to the Victorian Public Service (VPS) Enterprise Agreement 2016 to review their entitlements in relation to leave, including personal leave and annual leave. See also below regarding leave.

Timesheets for AOs are to be approved by **REDACTED** prior to being submitted. Timesheets for **REDACTED** approved timesheets must be submitted to Payroll by midday (12pm) Tuesday on a NON-pay week by **REDACTED** **REDACTED**. This is a hard deadline.

To ensure timesheets are submitted to Payroll by this deadline, timesheets for **seconded and fixed term staff** must be submitted to the relevant **REDACTED** no later than Friday of the pay week for review and approval. You may need to submit a revised timesheet if your shifts change on the Friday or Saturday.

REDACTED will then approve timesheets and submit to Payroll through *OneService* by midday (12pm) Tuesday of NON-pay week

A working example for the payroll period Sunday 2 August – 15 August:

Pay period	Example week: Sunday 02 August – Saturday 15 August
AO to submit timesheet to REDACTED by	Midday (12pm) Friday 14 August
REDACTED to approve timesheet and submit to Payroll through <i>OneService</i> by	Midday (12pm) Tuesday 18 August
Payment to bank account for above listed pay period	Wednesday 26 August - Thursday 27 August

For **ongoing DHHS employees** you must submit your completed timesheet to your substantive manager and then submit via *OurService*. For more information on *OurService* visit:

<https://ourservice.dhhs.vic.gov.au/ourservice/>.

Penalties, Allowances, Leave and Costs

Penalties

You may be entitled to penalty rates for shift work.

Rostered shifts, penalties and overtime are paid in arrears.

Standard half hour unpaid break applies and should be recorded as such on the timesheet (equivalent to the standard 9am – 5.06pm, minus 30 minutes lunch break, five days per week, equals your 76-hour fortnight).

Overtime must be approved by your REDACTED on shift. After you have sought approval for any overtime you must email your line REDACTED (copying in the approving REDACTED) enabling them to verify this with your timesheet.

Meal Allowance

Note Meal Allowance payments only apply to overtime and in two situations – overtime that exceeds 2 hours that commences immediately before or after a rostered shift, or on a standalone overtime period (that is, called in on a day off or weekend). When working a shift as a shift worker, meal allowance is not paid as part of that shift.

Leave

If you have access to ESS, leave must be applied for / recorded using ESS.

Otherwise, planned leave must be approved by your applicable REDACTED with a copy of the request sent to REDACTED.

AOs accessing personal/unplanned leave are required to notify the REDACTED rostered for the site as soon as possible. Additionally, email your line REDACTED to notify of your absence and record applicable days on your timesheet. When you submit your timesheet at the end of the roster period, forward any certifications as required.

Costs

Parking fees (not fines for incorrect parking) can be claimed on personal tax or through DHHS as above.

Taxi provisions are available for late shift finishes where the person uses public transport or does not drive (note parking information above).

Staff may reflect their travel time on their timesheet where it exceeds usual commute and in the following circumstances:

- If you are regional based staff member travelling to Melbourne Airport, or a Melbourne CBD hotel in order to undertake your duties
- If you are a metro-based staff member, who is not normally based at 50 Lonsdale Street, travelling to Melbourne Airport, or a Melbourne CBD hotel in order to undertake your duties
- If you are a metro-based staff member, including those who are based at 50 Lonsdale Street, travelling to Melbourne Airport in order to undertake your duties.

Staff who are based at 50 Lonsdale Street and are asked to undertake their duties at a Melbourne CBD hotel should not reflect their travel time on their time sheets due to the close proximity of the majority of the hotels to the 50 Lonsdale Street location.

Staff who wish to claim mileage reimbursement are strongly encouraged to do this through their personal tax return through the recording of mileage and submission as part of that process.

Payslips

Payslips are generated each pay fortnight.

Employees with ESS access (ongoing DHHS staff)

Your payslip will be available to you online through ESS, on Monday of the pay week.

Employees without access to ESS (fixed term and seconded staff)

For those employees that do not have access to ESS, payslips will be sent via post or to your nominated email address.

Claiming expenses

Expenses can be claimed using the department's Business Expense Reimbursement System (BERS). BERS enables you to submit claims by attaching scanned image/photo of receipts and submitting for approval online via a mobile phone application or website.

Once the claim is approved, reimbursement of the expense is made through payroll as part of the fortnightly pay cycle.

You can make claims online by going to <https://secure.inlogik.com/dhhs>. You will first have to accept the Privacy Statement and Employee Declaration.

You can also make claims using the 'ExpenseMe' app on a mobile device. You must access BERS on your browser first <https://secure.inlogik.com/dhhs> before you can use the app.

You will need your DHHS email and network username. For new staff, your network username (sometimes known as HSnet) was provided in the email with your DHHS email address and initial password.

You can also access BERS from SharePoint (you don't need access to the department's Intranet to do this). Information about what you can and can't claim is on the SharePoint site and the Intranet <https://intranet.dhhs.vic.gov.au/business-expense-reimbursement>

<https://dhhsvicgovau.sharepoint.com/sites/CSModernisation/SitePages/ExpenseReimbursements.aspx>

For support, email: BERS.Support@dhhs.vic.gov.au.

Expenses for staff on secondment

If you are on secondment and need to claim expenses from DHHS rather than through your home organisation or personal tax, you need to fill out the Business Expense Claim Form (below), and send along with receipts to **REDACTED** who will submit to Accounts Payable General Enquiries (DHHS) AccountsPayable.GeneralEnquiries@dhhs.vic.gov.au.



Business Expense
claim form

Vehicles

Use of a government vehicle may be required. In the event that you use a government vehicle, please note the following.

You can use a government vehicle for private use if you have:

- A legitimate, verifiable business reason to use it for business-related private use or
- Written approval from the Secretary to use it for private use (including commuting).

When you have a legitimate, verifiable business reason to use it for business-related private use, you must:

- Not use it for any other private reason (e.g. picking up children, going shopping)
- Not pick up or take a non-DHHS employee passenger without approval
- Book the vehicle through the VBS and gain approval for overnight use.

Staff must follow the procedures in the [Victorian government standard motor vehicle policy](#) for overnight use and completing log books related to business-related private use.

Section 3.3.8 *Driver responsibilities and penalties* in the [Victorian government standard motor vehicle policy](#) includes further information regarding:

- Use of government vehicles
- Authorisation to carry passengers
- Traffic laws
- Fines
- Vehicle related incidents and hazardous situations.

For further information visit:

<https://intranet.dhhs.vic.gov.au/standby-and-call-government-vehicle-use>

[Government vehicle use: standby and on-call policy \(Word, 86Kb\)](#)

[Vehicle management policy](#)

[Victorian government standard motor vehicle policy](#)

Parking

Parking is available at the hotels and airport, though some hotels may charge a fee.

Note the number of active hotels fluctuates with changes in demand and government policy. Information regarding operational hotels is provided by our rostering team.

You can claim reimbursements through personal tax claims or claim as an expense from the department. To make an expense claim from the department, please refer to the section '[Claiming expenses](#)'.

City of Melbourne parking permits

The City of Melbourne has provided permits for city parking. City of Melbourne temporary car parking permits and fact sheets have been allocated to **REDACTED** government vehicles allocated to specific hotels and/or other AOs or staff that have been allocated a government vehicle. Users of the permits need to be aware of the conditions of use explained in the accompanying fact sheet. AO Logistics maintains a list of the allocated permits. Please contact **REDACTED** (email: **REDACTED** and copy in COVID.AOLogistics@dhhs.vic.gov.au).

Onsite parking at the hotels and airport

Below is further information relating to the current parking available at the quarantine hotels.

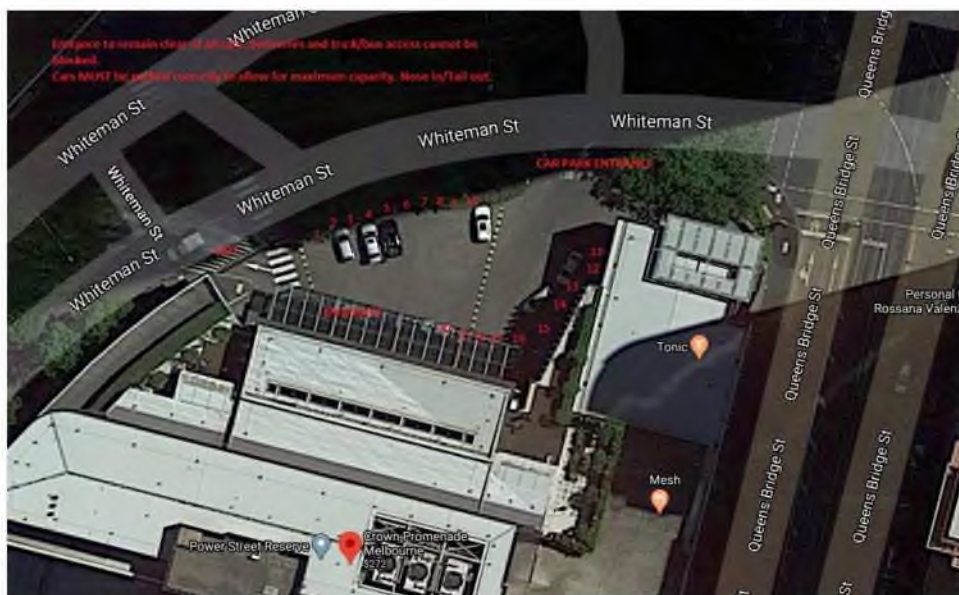
Brady Hotel Central Melbourne

There is no parking arrangement from Brady Hotel management. However, there are a number of parking on street side.



Crown Promenade Hotel

Crown Promenade provides parking for **REDACTED** on-site free of charge. The image below outlines the car space which are available for staff, totalling approximately 20 available spaces. Cars must be parked nose in to allow for maximum capacity, if a car is parked parallel it will occupy two available spaces as seen in the image below (two cars parked across spaces 11-15). For further details please contact **REDACTED** or via email at **REDACTED**



Four Points Hotel

Four Points Hotel does not have onsite parking and people usually park in the district west parking opposite the hotel (see map below). For further details please contact fourpoints.melbournedocklands@fourpoints.com.



Melbourne Marriott

Melbourne Marriott Hotel provides parking for AOs and quarantine staff on-site free of charge. **REDACTED**

REDACTED
REDACTED if needed.



Holiday Inn Melbourne Airport

Parking is free in the guest car park for AOs and other quarantine staff on site at the hotel, however parking tickets need to be presented to reception for free parking to be validated. For further details please contact reservations@melcr.ihg.com



Novotel Melbourne on Collins

Parking is available at a discounted cost of \$11 per day. The car park is located down Manchester Lane off Collins Street. Press the button located at the entrance, which will ring through to the hotel and a team member will unlock the gate via the telephone.

Before leaving the hotel go to reception for a validation ticket to obtain the parking discount. For further details please contact **REDACTED**

Rydges on Swanston

There is limited on-site free car parking at Rydges on Swanston. Access to the car park is through the side street, Lincoln Square North. Press the buzzer at the gate to have access to the parking and park in any free spot. Tokens are provided by hotel/security staff on departure to exit the carpark. For further details please contact **REDACTED**

Park Royal Melbourne Airport and Airport Parking

Car parking is free in the short-term car park until 31 August 2020. You are required to swipe your debit card on entry and exit, however no charges will be levied against your account.

Enter via the "Green Short & Sweet" entry gates located on the left-hand side of the entry to the T1, T2 & T3 (short term car park).

REDACTED

For further details please contact enquiry.prmla@parkroyalhotels.com or www.parkroyalhotels.com/melbourneairport.



Mercure Welcome Melbourne

Hotel parking is located at 180 Russell Street, Wilson Parking. Parking is \$12 per 24 hours or per exit. Exit tickets are purchased from reception. For further details please contact **REDACTED**

Crowne Plaza Hotel

Parking is available for AOs and a limited number of other authorised staff. Interested staff need to register their details with REDACTED
REDACTED

Parking is otherwise available in the Carpark on Siddeley Street near the Mission to Seafarers building at the staff rate of \$17. Staff need to contact reception team for vouchers.

Pan Pacific Hotel

Staff parking is available in the DFO carpark (titled South Wharf Retail Car Park in the map).

There is an option to pre-book parking online (<https://www.dfo.com.au/south-wharf/info/car-park/>), which may reduce the rate. If parking without pre-booking, a discount voucher can be provided on presentation of the entry ticket (the price is reduced to \$24). For further details contact the concierge concierge.ppmel@panpacific.com



Holiday Inn Melbourne on Flinders

The hotel has three complementary car spots in its small car park basement (for one AO representative, one DHHS representative, one DNATA representative). The carpark entrance is via 575 Flinders Lane, right next to the hotel main entrance. The hotel requires the car number plate so they are aware of who the car belongs to. Please contact REDACTED
REDACTED



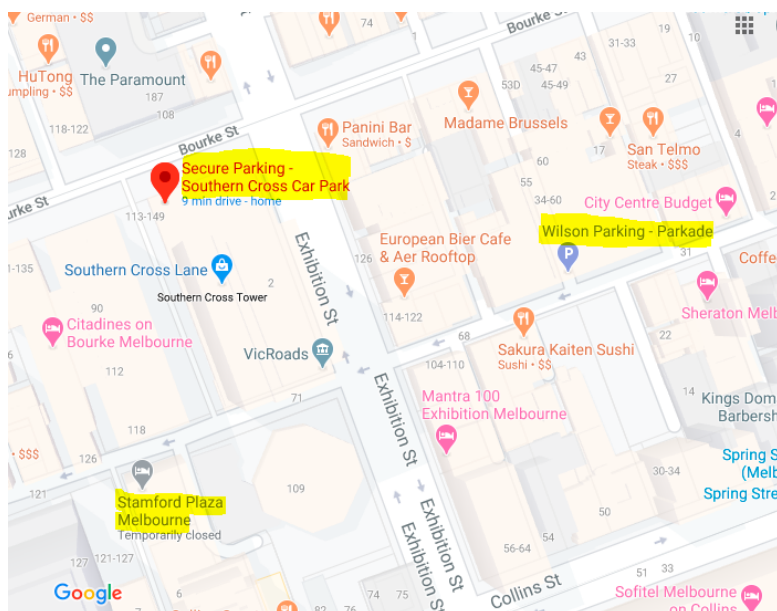
Travelodge Hotel Melbourne Southbank

Parking is available at the Eureka Wilsons Car Park 70 City Rd, Southbank VIC 3006. Entry is off Southgate Ave adjacent to the hotel. The parking cost is \$14 per ticket issued and is payable at the hotel reception and will be validated by hotel staff. For further details contact southbank@travelodge.com.au.

Stamford Plaza Melbourne

The Stamford Plaza hotel does not have onsite parking available. People generally park at the Wilson Parkade Car Park, which has entry/exit at 34-60 Little Collins or 55 Bourke Street. This is a 24/7 secure parking, with early bird, hourly, night and weekend parking rates. This carpark accepts card only. For further details contact Wilson Parking on **1800 PARKING**.

Another option in the area is the Southern Cross Secure Car Park located under the Australia Post office off Bourke St. Please note that this car park is **NOT 24/7**, and when closed there is no access to the vehicles as the doors are closed and locked. The open hours of this carpark are outlined below. For further details contact reservations@spm.stamford.com.au



SOUTHERN CROSS CAR PARK	
121 Exhibition Street, Melbourne	
OPENING HOURS	
Monday	06:00 AM - 11:00 PM
Tuesday	06:00 AM - 11:00 PM
Wednesday	06:00 AM - 11:00 PM
Thursday	06:00 AM - 11:00 PM
Friday	06:00 AM - 12:00 AM
Saturday	06:00 AM - 12:00 AM
Sunday	08:00 AM - 09:00 PM
Public Holidays	08:00 AM - 09:00 PM

Logistics

The AO Logistics Support Team is available to ensure you have resources you need. Specific duties of the AO Logistics Support Team include:

- Ensuring that AOs at each hotel have a dedicated phone, relevant IT access and equipment (laptops/iPads, printers etc).
- Supporting the development of processes and templates, documents etc for AOs to properly set up for each of the hotels.
- Disseminating electronic/hard copy updates of processes and templates, documents etc for AOs.
- Disseminating daily delivery/collection schedule of exit documents for AOs
- Liaising with AO managers, Senior AOs, TLs as required.
- Liaising with Public Health Logistics re provisioning/maintenance of IT equipment
- Liaising with Public Health Logistics IT
- Liaising with COVID-19 Compliance and Welfare Management support - ComplianceandWelfareApplicationSupport@dhhs.vic.gov.au
- Liaising with COVID19 Authorised Officer Rostering.
- Liaising with various staff in other COVID19 compliance roles and those that have episodic involvement in the AO space.
- Managing and monitoring use of government vehicles allocated to AOs (e.g. sourcing from SSP Carpool team, coordinating allocation, auditing, obtaining vehicle log sheets for DTF, following up requests from Public Health Coordination [Logistics] re parking/speeding infringements).
- Disseminating weekly updates (incorporating expected arrivals, exits, current guests, administrative information, AO wellbeing and support (e.g. AO bios, recommended listening and viewing).
- Other tasks and activities as required to support AOs (e.g. episodic crisis management, ad hoc troubleshooting, etc).

Please note that AO Logistics works within flexible business hours circa 8am to 5pm to ensure that AOs are supported across 7 days (depending on situational AO needs).

Contact with AO Logistics should be made @ COVID.AOLogistics@dhhs.vic.gov.au and REDACTED REDACTED (Wednesday to Sunday).

Workplace Health and Safety

AOs are encouraged to use the resources and information available to them through the intranet [Covid-19 DHHS Staff Hub](#) in addition to those available on the Department of Health and Human Services website housed in the Coronavirus section - <https://www.dhhs.vic.gov.au/how-stay-safe-and-well-covid-19>.

To ensure that your Personal Protection Equipment (PPE) knowledge remains current it is suggested that you periodically revisit the eLearning modules relating to PPE that you completed as part of your onboarding. It is also recommended on your first duty that you request the support of the Infection Control team (in the hotel environments) to provide some face-to-face education in the donning and removal of PPE and other strategies to keep you safe in the workplace. This advice and support is readily available and should be accessed on a periodic basis to ensure you are maintaining your knowledge and practical application.

AOs should also adopt good workplace practices by ensuring any equipment they use (mobile phones, tablets, desks and stationary) are wiped down with sanitiser after use, particularly prior to the next shift commencing their duty.

Employee Wellbeing and Support

It is important that everyone looks after themselves (and each other) during these unprecedented times.

Employee Wellbeing and Support Program

The [Employee Wellbeing and Support Program](#) is available to provide confidential support to all employees and their immediate family members impacted by coronavirus (COVID-19). Support is available 24 hours a day, seven days a week at no cost to you. Please call **REDACTED** and request immediate support if you need it, or to book an appointment for a time that suits you.

Visit the [COVID-19 DHHS Staff Hub](#) on SharePoint for further information and resources:

<https://dhhs.vic.gov.au/sharepoint.com/sites/Covid19/SitePages/Employee%20Support.aspx?csf=1&e=LotMQQ>

Additional support for COVID-19 response staff

In addition, as part of our commitment to creating a safe and healthy workplace we have been working with the Employee Wellbeing and Support team to design and deliver additional layers of support for all staff during this challenging time in responding to COVID-19.

We are committed to looking after your health and wellbeing and acknowledge that our current environment continues to provide us with challenging and ever-changing circumstances and priorities. It is important now, more than ever to ensure that we are looking after ourselves; not only so we can do the work we do well, but also so we can enjoy our personal time. We encourage each of you to make the time to engage with the support services outlined below.

The leadership team are acutely aware of the challenging nature of the work we are undertaking and the impact it can have on each of us and acknowledge the need for proactive support to assist us to thrive at work and at home.

Debriefing sessions

We're conscious that the hotel quarantine environment AOs are working in can be quite intense both in terms of people's reactions to being placed in quarantine and, in particular, the broad range of often very compelling reasons why they might ask to be exempted from quarantine, some of which we've been able to approve, many of which we haven't.

Whether you're someone used to dealing with these types of issues or not, they can sometimes have a cumulative emotional impact on staff working in these situations and it can be important to have an opportunity to talk through how you're coping with this.

Virtual Onsite Support – all staff/teams will have access to support sessions with a Consultant from Converge. Collectively as a team you will have the opportunity to:

- Work through issues and opportunities to support your team to work together
- Reflect on this challenging time, and the rapidly changing nature of the work you do
- Raise and discuss concerns
- Check in on the team's wellbeing, ensure all team members go home safely every day
- And much more.

Teams will be allocated up to 1 hour to have a collective discussion. If the full hour is not used, staff will have the opportunity to use the remaining time to have one-on-one discussions with the Consultant. This support is confidential and free for all staff.

To ensure everyone has opportunity to access this support, the day and time that the Consultant will be available will vary.

Staff should contact the AO Operations Support team at COVID.AOTimesheet@dhhs.vic.gov.au to organise future sessions.

Welfare check-ins are a proactive and holistic telephone-based support, delivered by a Consultant from Converge.

The welfare check-ins focus on mood, coping abilities, social support, sleep and general wellbeing. If the need for additional support is identified through the check-in, staff will be linked into this following the check in; this will be arranged by the Consultant. Welfare Check-Ins will occur fortnightly for 2 months. As with all employee support programs, this service is confidential and available at no cost to you.

Participation in the welfare check-ins is on an opt out basis, as we feel it is important that all staff have access to this support given the nature of the work we are doing.

This is not the first time we have arranged Welfare Check-Ins. With the rapidly changing environment and recent spike in COVID-19 cases, it is timely to again check in on the health and wellbeing of everyone.

All staff, including Authorised Officers and back of house staff will be contacted for a Welfare Check-In by Converge, including those who have opted out previously. If you do not consent to Converge contacting you for this support, please notify the [Employee Wellbeing and Support team](#).

Given the pressure we've all been working under, we strongly encourage all of you to take advantage of the supports being made available.

Queries

If you have any feedback, queries or concerns, please contact the AO Operations Support team at COVID.AOTimesheet@dhhs.vic.gov.au

To receive this publication in an accessible format phone **REDACTED**, using the National Relay Service **REDACTED** if required, or email **REDACTED** at **REDACTED**

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Authorised Officers – FAQs

Updated 26/06/2020 (v1)

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Introduction

This document is intended for Authorised Officers (AOs) working on the COVID-19 response for the Department of Health and Human Services (DHHS). The information contained is general information and is based on the most common queries received from AOs working in COVID-19 compliance and enforcement response. It should be read in conjunction with the most recent version of the *General Information Sheet for COVID Quarantine and Compliance AOs*. Both documents will be updated and circulated as required, and are maintained in the COVID AO Resources Teams site: [COVID AO Resources](#).

Please advise **REDACTED** by email at **REDACTED** if you are having trouble accessing Teams.

FAQs

Why are we doing this work?

All international passengers arriving into Victorian airports or disembarking at maritime ports must go into mandatory quarantine for 14 days from the day of their arrival at a state designated facility in Melbourne. No domestic onward travel is allowed until the 14 days of mandatory quarantine has ended. The restriction also

applies to passengers arriving on chartered flights, private aircraft and passengers disembarking in maritime ports from private or commercial vessels.

International arrivals present an increased risk of transmission of coronavirus (COVID-19) in our community. During the current public health emergency, it has been identified that there is an unacceptable level of risk of spread of coronavirus (COVID-19) to the community when people arriving into the country are then permitted to continue their travel by air, sea or road, or go home. This is the reason that people are required to undertake mandatory quarantine at the point of arrival into Australia.

What is the AO role at Melbourne Airport / Port of Arrival (maritime)?

AOs issue Direction and Detention notices to people arriving in Victoria (airports and seaports) from overseas who must go into immediate compulsory quarantine for 14 days. This is because international arrivals present a high-risk of further transmission of the COVID-19 virus and detention is necessary to reduce or eliminate the serious risks to public health associated with the virus.

All passengers will be transported to a designated hotel accommodation, where they must undertake a strict 14-day quarantine period with the **day of arrival counted as day 0**.

The airport is the first point of contact for an AO, who must undertake several obligations to administer the direction and detention notice issued under the *Public Health and Wellbeing Act 2008* (PHWA).

Details of Authorised Officer responsibilities at a port of arrival are listed in section 4 of the COVID-19 Compliance policy and procedures – Detention Authorisation Authorised Officers under the PHWA.

What is the AO role at hotels?

As an AO in the quarantine hotels you are responsible for the movement of people returned from overseas, in an effort to limit the spread of COVID-19. In this role you do not have any involvement in activities other than the movement of people in and out of their room.

AOs should direct all issues relating to baggage, smoking, noise, consumption of alcohol food or other issues to the DHHS Team Leader at the hotel.

Details of AO's responsibilities at the quarantine hotels are listed in section 5 of the COVID-19 Compliance policy and procedures – Detention Authorisation Authorised Officers under the PHWA.

What skills do AOs need?

Authorised Officers must possess high level skills in the following areas:

- excellent negotiation and communication skills.
- understanding of public health legislation and how it relates to limiting the spread of COVID-19
- risk based approach to undertaking enforcement activities
- proficient in the use of ICT equipment, software and applications
- understanding of regulation and enforcement procedures
- able to understand, follow and implement; policy, processes and procedures.

What is the dress code?

Smart casual clothing, no uniforms or defensive weapons. Must carry AO ID card at all times. Hi-Vis vests for AOs are on site too.

Is Personal Protective Equipment supplied?

All appropriate Personal Protective Equipment (PPE) gear as advised by DHHS infection control is supplied (gloves, masks, gowns).

Each hotel will have hand sanitiser and PPE available.

AOs must follow personal hygiene guidelines (wash hands regularly with soap and water, use sanitiser, sneeze/cough into elbow) as this is best defence. PPE must be used correctly and with caution. Information is available on site about when to wear PPE.

How will I know what my rostered shifts are?

Rosters will be sent to your DHHS email address prior to the commencement of a new rostering/payroll fortnight. Due to the unpredictable nature of the quarantine environment the roster changes frequently and your shift location may change due to the unexpected arrival of guests and availability of AOs.

It is important to check your emails and the latest update of the roster prior to your shift commencing. If last minute changes occur, you will generally be contacted by the rostering team. Occasionally, you will be asked by an AO Team Leader to attend a hotel which you are not rostered on.

Hotel AO shift timings are currently:

- 7am to 3pm
- 3pm to 11pm
- 11pm to 7am

The AO rostering team will take into consideration first preference and second preference of shift times. Please note there is minimal AOs required for the 11pm to 7am shifts.

AOs contracted to 76 hours per fortnight will have 5 days on 2 days off. Rostering allocate each AO a particular shift pattern Monday to Friday, Tuesday to Saturday and so on.

Rosters are currently viewed fortnightly to reflect the pay period and rostering aim to have them sent out one week in advance for confirmation, which needs to be done by responding 'Yes' or 'Confirmed' to the initial roster sent.

With the dynamic environment in the hotel world, AO rostering team may send out last minute changes, please check the roster before shifts (the most recent one sent by [@Covid19 Authorised Officer Rostering \(DHHS\)](#)).

Please email [@Covid19 Authorised Officer Rostering \(DHHS\)](mailto:@Covid19.Authorised.Officer.Rostering.(DHHS)) if there are any issues or queries regarding AO rostering.

Rostering team can be contacted via email to COVID19AORostering@dhhs.vic.gov.au.

Who do I contact if I'm late, or not able to make a shift?

If you are late to a shift or unable to attend, you must contact the **REDACTED** on duty for your hotel group and shift time. Contact with the **REDACTED** should be made as soon as possible, so arrangements can be made to cover the shift. All leave must be recorded on your timesheet.

What do I do at the commencement of my shift?

You will receive a handover from the previous AO, it is recommended that arrive early to facilitate the handover and allow adequate time to discuss matters arising from the previous shift which may affect future shifts or require resolving.

To ensure you know who to contact throughout your shift for matters you must also check in with:

- Hotel duty manager
- Security staff
- **REDACTED**
- Nursing staff.

Where do I keep my personal belongings during a shift?

Authorised Officers have an allocated area at each hotel where you can keep your belongings.

What happens if I lose or misplace my Authorisation Identity card or forget to bring it to my shift?

If you forget, or suspect you have lost your Authorisation Identity card, notify the AO Team Leader on duty for your hotel group and shift time.

For more details, refer to the Authorisation Identity card section of the *General Information Sheet for COVID Quarantine and Compliance AOs*.

When do I get paid?

Please refer to the Payroll Matters section of the *General Information Sheet for COVID Quarantine and Compliance AOs*.

An example completed timesheet is in the Appendix at the end of this document.

How do I claim expenses related to my role?

Please refer to the Authorisation Identity card section of the *General Information Sheet for COVID Quarantine and Compliance AOs*.

Will I need to be tested for COVID-19 if another employee at the hotel tests positive?

Each case of COVID-19 will be subject to contact tracing to stop the spread of COVID-19. In addition to this when the department is made aware of a confirmed case of COVID-19 by someone in the quarantine hotel, other than a detainee, additional testing may be requested for AOs who have worked during the infection period to ensure that there has been no community transmission of COVID-19 at the hotels. In this instance, you will be asked to attend a testing facility to obtain a COVID-19 test. You must then self-isolate until the test results come in. For further information, please discuss this with your team leader.

What is the Employee Wellbeing and Support Program?

The [Employee Wellbeing and Support Program](#) is available to provide confidential support to all employees and their immediate family members impacted by coronavirus (COVID-19). Support is available 24 hours a day, seven days a week at no cost to you. Please call **REDACTED** and request immediate support if you need it, or to book an appointment for a time that suits you.

Visit the [COVID-19 DHHS Staff Hub](#) on SharePoint for further information and resources:

<https://dhhsvicgovau.sharepoint.com/sites/Covid19/SitePages/Employee%20Support.aspx?csf=1&e=LotM0Q>

To receive this publication in an accessible format phone **REDACTED**, using the National Relay Service 13 36 77 if required, or email **REDACTED** at **REDACTED**

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Appendix – Example timesheet

COVID-19 - Rostered work (penalty), overtime and stand-by

This timesheet is appropriate for staff who have temporarily changed their work arrangements, moving from a Monday to Friday work pattern to that of a shift work pattern across afternoon, night, weekends and public holidays. Overtime is applicable for any hours worked in excess of a rostered shift and/or in excess of 76 hours a fortnight

Department of Health & Human Services, Victoria

EMPLOYEE DETAILS (Compulsory - Please Print) Period Ending: **6/06/2020** Pay Period:

Name: **Example**

Employee Number: Class: **VPS GRADE**

Unit: Cost Centre: **6585**

Fortnightly hours: **E.G. 76**

*All standard hours need to be accounted for in this timesheet, including all rostered shifts, any leave or absence and any hours in addition to the rostered shifts.
 *Penalty payments are associated with afternoon, night, weekend and public holiday work as outlined below:
 Afternoon/Night - additional 15%
 Saturday - additional 75%
 Sunday - additional 75%
 Public Holidays - additional 100%
 *All overtime and/or standby requirements will be paid in accordance with the appropriate policy.
 Note that any additional payments, such as overtime and shift allowances will be paid on the next payday or 12 days from this fortnight ending.

ENTER DATE	ORDINARY ROSTERED HOURS				Meal Break Duration	VARIATION TO ROSTER HOURS/OVERTIME (ADDITIONAL)				On Call	EMPLOYEE USE ONLY		COMMENTS*	PAYROLL SERVICES USE ONLY										
	AM		PM			AM		PM			ORD ROSTER	OVER TIME		OVERTIME			SHIFT ALLOWANCES							
	Start	Stop	Start	Stop		Start	Stop	Start	Stop					T1/2	DT	DT1/2	15%	75%	50%	150%				
S 24/05/2020	9:00 AM	12:30 PM	1:00 PM	5:06 PM	0:30						7:36	0:00												
M 25/05/2020	3:00 PM	6:30 PM	7:00 PM	11:06 PM	0:30			11:00 PM	11:45 PM		7:36	0:45	Late finish due to releases											
T 26/05/2020	3:00 PM	6:30 PM	7:00 PM	11:06 PM	0:30						7:36	0:00												
W 27/05/2020					0:00						0:00	0:00												
T 28/05/2020			11:00 PM	12:00 AM	0:30			10:30 PM	11:00 PM		1:00	0:30	Started 30 mins early for handover											
F 29/05/2020	12:30 AM	7:06 AM	11:00 PM	12:00 AM	0:30						7:36	0:00												
S 30/05/2020	12:30 AM	7:06 AM	11:00 PM	12:00 AM	0:30						7:36	0:00	Sick leave 11pm 29/05/2020 - 7am 30/05/2020											
S 31/05/2020	12:30 AM	7:06 AM	11:00 PM	12:00 AM	0:30						7:36	0:00												
M 1/06/2020	12:30 AM	7:06 AM	11:00 PM	12:00 AM	0:30						7:36	0:00												
T 2/06/2020	12:30 AM	7:06 AM			0:00						6:36	0:00												
W 3/06/2020					0:00						0:00	0:00												
T 4/06/2020					0:00						0:00	0:00												
F 5/06/2020	9:00 AM	12:30 PM	1:00 PM	5:06 PM	0:30	8:30 AM	9:00 AM	5:06 PM	6:36 PM		7:36	2:00	30 min travel each way to Airport Hotel, finished 1 hour late due to late arrival of next AO											
S 6/06/2020			11:00 PM	12:00 AM	0:30						1:00	0:00												
S 7/06/2020	12:30 AM	7:06 AM	<< Reserved for tail end of active night shifts									6:36												

I certify that I have worked the above hours:

Signature of employee: **SIGN HERE OR TYPE SIGNATURE** Date: **INSERT DATE**

I certify that the hours have been worked by the above employee:

Signature of manager: Date:

ORD HRS	OVER TIME	Standby / Oncall	RLA	T1/2	DT	DT1/2	15%	75%	50%	150%
		2740/2742	2372	1278	1279	1280	6311	6661	6611	6821
76:00	3:15		\$							
Total Hours		79:15								

M
Annexure 7NTP – 058 | Category 3 | Summary of complaints/concerns/issues made by AOs to ██████████
██████████ and responses to same

	Date	Document	Response
1.	2 April 20	Email from Anthony Kolmus to RHPEM Coordination copying in DHHS staff, including ██████████ with subject 'Quarantine related supports' dated 2 April 2020. (DHS.5000.0137.0457)	I was copied on to an email from ██████████ to Anthony Kolmus dated 2 April 2020 in response to this email. (DHS.5000.0137.7789)
2.	5 April 20	Email from ██████████ addressed to Meena Naidu and sent to various DHHS staff, including ██████████ with subject 'Compliance and Enforcement Plan' dated 5 April 2020. (DHS.5000.0075.2883)	I was only included in the email and did not reply personally. I am not aware of what steps were taken in response.
3.	6 April 20	Email chain between ██████████ (VCGLR) and DHHS staff (including ██████████) with subject 'Authorised Officers – Seeking direction/clarification' dated 6 and 7 April 2020 (DHS.5000.0144.7116)	I responded to this email on 7 April 2020. A copy of my response is in (DHS.5000.0144.7116).
4.	10 April 20	Email exchange between Anthony Kolmus and Meena Naida copying in various DHHS staff including ██████████ with subject 'Update on AOs' dated 10 April 2020 (DHS.5000.0141.8930)	I was copied on to the email only and did not respond personally. I was copied on to a reply from Meena Naidu on 10 April 2020 (DHS.5000.0141.8930) and a follow up email from Anthony Kolmus dated 10 April 2020 (DHS.5000.0074.9632).
5.	11 April 20	Email exchanges with ██████████ and ██████████ with subject 'Urgent Update' dated 11 April 2020 (DHS.5000.0141.6071) (DHS.5000.0144.5165) (DHS.5000.0137.0209)	██████████ and I exchanged emails on 11 April 2020. The email exchanges are in DHS.5000.0141.6071 DHS.5000.0144.5165 and DHS.5000.0137.0209.
6.	13 April 20	Email from ██████████ to Anthony Kolmus, ██████████, Meena Naidu copying in various DHHS staff including ██████████ with subject 'AOs concerns re work at hotels' dated 13 April 2020. (DHS.5000.0074.7395)	I was copied into the email only and did not respond personally. I was copied in to an email reply from Meena Naidu on 13 April 2020 (DHS.5000.0075.9679) and an email reply from ██████████ on 13 April 2020 (DHS.5000.0074.7392)
7.	17 April 20	Email exchange between ██████████ and Anthony Kolmus with subject 'INDUCTION QUESTIONS – to be noted and picked up in FAQs/procedures and	██████████ responded to my email on 17 April 2020 and provided attachment 'Protocol for AO – Direction and Detention notice.DOCX'. The email is in (DHS.5000.0141.3487) and attachment is (DHS.5000.0141.3489, DHS.5000.0141.3548 and DHS.5000.0141.3550).

	Date	Document	Response
		escalated as required' dated 17 April 2020 (DHS.5000.0141.3487)	
8.	21 April 20	Email from [REDACTED] forwarding enquiry from [REDACTED] MP's office to Anthony Kolmus, [REDACTED] and [REDACTED] and email exchange between [REDACTED] and [REDACTED] with subject 'OFFICIAL: RE: URGENT / M10783 [REDACTED] MP on behalf of [REDACTED] constituent [REDACTED] re quarantine exemption' dated 21-23 April 2020. (DHS.5000.0137.9550)	I responded to this email on 22 April 2020, a copy of my response together with [REDACTED] response on 23 April 2020 is in (DHS.5000.0137.9550).
9.	23 April 20	Email from [REDACTED] to [REDACTED] [REDACTED] Anthony Kolmus, [REDACTED] and [REDACTED] forwarding email from Kerry Sayburn to [REDACTED] (DELWP) and [REDACTED] (DEWLP) copying in various DHHS staff including [REDACTED] with subject 'DWELP Feedback Log – updated' dated 23 April 2020 (DHS.0001.0051.0008) with enclosure 'AO Feedback Tracking Sheet' (DHS.0001.0051.0010)	I was copied into Kerry Sayburns' email dated 23 April 2020 and forwarded it to [REDACTED] Anthony Kolmus, [REDACTED] and [REDACTED] with the enclosure, AO Feedback Tracking Sheet, on even date. The email correspondence and enclosure is in (DHS.0001.0051.0008) and (DHS.0001.0051.0010)
10.	4 and 5 May 20	Email exchanges between [REDACTED] [REDACTED] (City of Melbourne), [REDACTED] (City of Melbourne) and [REDACTED] and between [REDACTED] and [REDACTED] with subject 'Queries from City of Melbourne' dated 4 and 5 May 2020 (DHS.5000.0136.9394)	I responded to [REDACTED] and [REDACTED] emails separately on 4 May 2020 and [REDACTED] email dated 5 May 2020 on even date. The email correspondence is in (DHS.5000.0136.9394). I asked [REDACTED] to recheck information requested by [REDACTED] on 5 May 2020. This email correspondence is also in (DHS.5000.0136.9394).
11.	6 May 20	Email exchange between [REDACTED] [REDACTED] and [REDACTED] with subject 'Requesting for 'working' protocol for the care of minors when only accompanied adult needs to be hospitalised' dated 6 May 2020 (DHS.0001.0051.0188)	I escalated this matter to Anthony Kolmus and other managers as well as responded to this email on 6 May 2020 which is in (DHS.0001.0051.0197). I also forwarded this email as a courtesy to Anthony Kolmus, [REDACTED] and [REDACTED] on 6 May 2020 which is in (DHS.0001.0051.0188)
12.	7 May 20	Email exchange between Kerry Sayburn, [REDACTED] and [REDACTED] copying in DHHS staff including [REDACTED] with subject 'FOR ADVICE – AOs that have withdrawn from the process' dated 7 May 2020 (DHS.5000.0137.2445)	I was copied into the email only and did not respond personally.

	Date	Document	Response
13.	11 May 20	Email exchange between [REDACTED] and Sophie Buffey with subject 'concerns about AOs' dated 11 May 2020 (DHS.5000.0143.3908)	I responded to this email on 11 May 2020 which is in (DHS.5000.0143.3908)
14.	13 May 2020	Email from [REDACTED] to COVID-19 Authorised Officers email address blind copying in DHHS staff including [REDACTED] forwarding email from [REDACTED] with subject 'Hotel Management reported concerns re AO repeated behaviour overnight in Holiday Inn & Park Royal' dated 13 May 2020 (DHS.5000.0029.7905)	I was blind copied into [REDACTED] email dated 13 May 2020 which is in (DHS.5000.0029.7905). I subsequently spoke to and received an email from [REDACTED] on 13 May 2020 to which I responded on 14 May 2020 which is in (DHS.5000.0143.4523). I was copied into email correspondence between Anthony Kolmus, [REDACTED] and [REDACTED] with subject 'Performance issues' dated 16-18 May 2020 which is in (DHS.5000.0145.3066)
15.	15 May 20	Email exchange between [REDACTED] and [REDACTED] with subject '2020.05.14 General Infor for COVID quarantine and compliance AOs v2.docx' dated 15 May 2020 6.32pm to 18 May 2020 11.23am (DHS.5000.0137.1631)	I responded to [REDACTED] email on 18 May 2020 and forwarded her email response to Anthony Kolmus on 18 May 2020 which is in (DHS.5000.0137.1631).
16.	19 May 20	Email from [REDACTED] to Steve Ballard following on from email exchange between Anthony Kolmus and various DHHS staff including [REDACTED] with subject 'AO Team Leaders' dated 19 May 2020 (DHS.5000.0137.2022)	I emailed Steve Ballard directly on 19 May 2020 with an updated Airport and Hotel Authorised Officers COVID-19 compliance and enforcement response structure which is in (DHS.5000.0137.2022).
17.	26 May 20	Email from [REDACTED] to [REDACTED] with subject [REDACTED] covid test' dated 26 May 2020 (DHS.5000.0139.2990)	I forwarded [REDACTED] email to the DHHS Op Soteria EOC email on 26 May 2020 coping in Anthony Kolmus and Steve Ballard which is in (DHS.5000.0139.2990) and subsequently corresponded via email with [REDACTED] Operations Officer on same date which is in (DHS.5000.0017.8774). I was copied in to Steve Ballard's email to [REDACTED] and [REDACTED] dated 26 May 2020 which is in (DHS.5000.0139.2990).
18.	27 May 20	Email from Kerry Sayburn to Steve Ballard and Anthony Kolmus copying in DHHS staff including Sophie Buffey forwarding email from [REDACTED] (DEWLP) with subject 'Official – for advice – email from DEWLP re staff at Rydges' dated 28 May 2020 (DHS.0001.0051.0148)	I was copied into this email correspondence, together with other email correspondence relevant to the matter at (DHS.0001.0051.0150), (DHS.0001.0051.0138), (DHS.0001.0051.0144), and (DHS.5000.0097.1751) and did not personally respond.
19.	27 May 20	Email from [REDACTED] to [REDACTED], Steve Ballard and [REDACTED] with subject 'Do we need to urgently meet re Rydges? Can there be urgent comms to AOs???'	[REDACTED] responded to my email on 27 May 2020 and I organised a Microsoft Teams Meeting for myself, [REDACTED], Steve Ballard, [REDACTED] and [REDACTED] on even date which is in (DHS.5000.0138.1046).

	Date	Document	Response
		dated 27 May 2020 (DHS.5000.0138.1046)	I forwarded further email from [REDACTED] dated 27 May 2020 to [REDACTED] and [REDACTED] on 27 May 2020 which is in (DHS.5000.0139.5706)
20.	31 May 20	Email from Anthony Kolmus to COVID-19 Authorised Officers general email address copying in various DHHS staff forwarding email exchange between [REDACTED] Anthony Kolmus and Merrin Bamert with subject 'Please introduce sign in books at hotels' dated 31 May 2020. (DHS.5000.0018.6218)	I was copied on to this email and did not personally respond to it.
21.	2 June 20	Record of AO Team catch up with various DHHS and DJPR staff including [REDACTED] on 2 June 2020 (DHS.5000.0145.1325)	I responded to questions as required throughout the catch up.
22.	4 June 20	Email from [REDACTED] to Anthony Kolmus, [REDACTED] and others, copying in DHHS staff including [REDACTED] with subject 'OHS for AOs' dated 4 June 2020 (DHS.5000.0137.0917)	I forwarded the email correspondence to [REDACTED] and [REDACTED] on 5 June 2020 which is in (DHS.5000.0138.6686) I received information from [REDACTED] by way of email on 9 June 2020 which I responded to on 12 June 2020 which is in (DHS.5000.0138.6686) I was copied into email correspondence between [REDACTED] and [REDACTED] dated 5, 6 and 17 June 2020 which is in (DHS.5000.0138.6287). I responded to an email enquiry from [REDACTED] on 17 June 2020 which is in (DHS.5000.0138.6287)
23.	4 June 20	Email from [REDACTED] to Anthony Kolmus copying in DHHS staff including [REDACTED] with subject 'Novotel Wharf security breach 3 June 2020' dated 4 June 2020 DHS.5000.0139.0089	I was copied into this email correspondence, together email dated 4 June 2020, which is in DHS.5000.0145.3035, and did not personally respond.
24.	4 June 20	Email from [REDACTED] to [REDACTED] forwarded to [REDACTED] by [REDACTED] with subject 'SK issues last night' dated 4 June 2020 DHS.5000.0139.0147	I further corresponded with [REDACTED] via email on 4 June 2020 which is in (DHS.5000.0142.6353).
25.	5 June 20	Email from Kerry Sayburn to [REDACTED] and [REDACTED] forwarding correspondence between DELWP and DHHS with subject 'FOR ADVICE – Possible extension of DELWP AOs supporting quarantine hotels' dated 5 June 2020 (DHS.5000.0138.9260)	I was sent this email for information purposes and copied into subsequent email correspondence sent by DHHS with Authorised Officer updates which is in (DHS.5000.0138.9260).
26.	7 June 20	[REDACTED] (Team Leader, Metropol) to [REDACTED] forwarded to Anthony Kolmus	I was copied into this email correspondence and did not personally respond.

	Date	Document	Response
		copying in [REDACTED] with subject 'ATT OHS – walks at Metropol' dated 7 June 2020 (DHS.0001.0051.0174)	
27.	8 June 20	Email from [REDACTED] (AO) to [REDACTED] forwarded by [REDACTED] to [REDACTED] with subject 'Promenade 7/6/2020 1500-2300 shift' dated 8 June 2020 (DHS.5000.0137.0855)	I responded to [REDACTED] email on 8 June 2020 which is in (DHS.5000.0137.0855).
28.	9 June 20	Email from [REDACTED] to [REDACTED] forwarding email from [REDACTED] (AO) with subject 'Issues Discussed' dated 9 June 2020 (DHS.5000.0145.3030)	I was sent this email for information purposes only.
29.	14 June 20	Email from [REDACTED] to [REDACTED] forwarding email exchange between [REDACTED] (AO), [REDACTED] and others with subject 'Please read – Man hanging around the Grand Chancellor' dated 14 June 20 (DHS.0001.0051.0186)	I responded to this email on 14 June 2020 which is in (DHS.5000.0142.3500).
30.	14 June 20	Email from [REDACTED] to [REDACTED] copying in various DHHS staff forwarding email exchanges between [REDACTED] Stuart Baily and Sandy Austin with subject 'Closure of Novatel Sth Wharf this Tuesday' dated 14 June 2020 attaching Hotel Relocation plan 16 June.docx (email - DHS.5000.0146.8285; attachment - DHS.5000.0146.8289)	I responded to this email on 14 June 2020 referring [REDACTED] to the rostering team which is in (DHS.5000.0142.3591)
31.	17 June 20	Email exchange between Steve Ballard and [REDACTED] copying in various DHHS staff including [REDACTED] with subject 'Corona virus testing for staff at Stamford Plaza – for your immediate attention' dated 17 June 2020. (DHS.0001.0051.0191)	I corresponded directly with [REDACTED] by way of email on 17 June 2020 which is in (DHS.5000.0142.3584) and messaged Isabelle.
32.	18 June 20	Email from [REDACTED] (AO) to [REDACTED] with subject 'URGENT: [REDACTED] ceasing AO secondment immediately' dated 18 June 20. (DHS.5000.0146.3416)	I spoke to [REDACTED] on 18 June 2020 and sent an email to [REDACTED] on 19 June 2020 which is in (DHS.5000.0136.8892). I spoke to Steve Ballard and forwarded him [REDACTED] email on 18 June 2020 which is in (DHS.5000.0142.2186).

	Date	Document	Response
33.	19 June 20	Email from Stuart Bailey to [REDACTED] and [REDACTED] forwarding email exchange between Stuart Bailey and [REDACTED] with subject 'Employee [REDACTED]' dated 19 June 2020 (DHS.5000.0135.0135)	I responded to this email on 19 June 2020 which is in (DHS.5000.0136.6592).
34.	19 June 20	Email exchange between [REDACTED] and [REDACTED] with [REDACTED] and Stuart Baily included as addressees, with subject 'Relocation of AO [REDACTED]' [REDACTED] has been escalated to State Emergency Management Centre and PH Ops' dated 19 June 2020 (DHS.5000.0138.5252)	I was copied on to this email exchange and did not reply personally.
35.	19 June 20	Email exchange between [REDACTED] and [REDACTED] with [REDACTED] included as addressee, with Subject ': Quick question – Putting on and taking off PPE – DHHS or Aus Gov advice' dated 19 June 2020 (DHS.5000.0138.5328)	I replied within this email exchange on 19 June 2020 which is in (DHS.5000.0138.5328).
36.	20 June 20	Email from [REDACTED] to Steve Ballard and [REDACTED] copying in various DHHS staff with subject 'Cease my employment with the department after isolation due to my mental health' dated 20 June 20. (DHS.0001.0051.0189)	I followed up by way of email on 21 June 2020 with Steve Ballard and Stuart Bailey which is in (DHS.0001.0051.0189). I was forwarded a copy of [REDACTED] and Stuart Bailey's formal email response to [REDACTED] by Steve Ballard on 25 June 2020 which is at (DHS.5000.0135.9738)
37.	22 June 2020	Email from Stuart Baily to COVID-19 Authorised Officers email address copying in Leanne Hughson and Steve Ballard with subject 'COVID Positive Security Guard' dated 22 June 2020 (DHS.5000.0135.0023)	I responded to Stuart Bailey copying in Steve Ballard on 22 June 2020 by way of email which is in (DHS.5000.0135.0023).
38.	25 June 2020	Email from Kerry Sayburn to [REDACTED] and Nicole Fauvelle with subject 'FOR INFORMATION – Feedback from PV/DEWLP on Operation Soteria' dated 25 June 2020 forwarding email from [REDACTED] (DELWP) dated 24 June 2020 and with subject 'Key Feedback, Operation Soteria'. (DHS.0001.0051.0141)	I responded to this email on 25 June 2020 copying in Steve Ballard and Stuart Bailey for their attention which is in (DHS.0001.0051.0141) On 1 July 2020, Kerry Sayburn forwarded me and Nicole Fauvelle copying in Steve Ballard a follow up email she received from [REDACTED] (DELWP) dated 19 June 2020. I responded on 1 July 2020 copying in Steve Ballard and Stuart Bailey confirming I needed to leave it with these two which is in (DHS.5000.0142.5610). I spoke to [REDACTED] (DELWP) on 9 July 2020 whom sent a follow up email to me copying in [REDACTED] (DELWP) with subject 'DELWP deployments – Operation Soteria' on 10 July 2020. On 10 July 2020 I sent this email together with Kerry Sayburn's email of 1 July 2020 to Murray Smith copying in Steve Ballard, which is in

	Date	Document	Response
			(DHS.0001.0051.0157) and (DHS.5000.0097.3714), to escalate.
39.	26 June 20	Email from ██████████ to ██████████ and COVID19 Authorised Officer Rostering email address forwarding email exchange between ██████████, Stuart and others with subject 'Maritime arrivals and transits' dated 27 June 2020 (DHS.5000.0137.5175)	I discussed this matter with ██████████ on 28 June 2020. I additionally responded to the email on 1 July 2020 which is in (DHS.5000.0136.5308).
40.	26 June 20	Email from ██████████ to ██████████ dated 27 June 2020 forwarding email from ██████████ to ██████████ and ██████████ dated 26 June 2020 with subject 'URGENT: OHS concern for ██████████' (DHS.5000.0140.9490)	I responded to this email on 27 June 2020 which is in (DHS.5000.0143.9182) ██████████ forwarded me ██████████ response to ██████████ email dated 26 June 2020 on 27 June 2020 which is at (DHS.5000.0145.1569)
41.	27 June 20	Email from ██████████ to COVID19 Authorised Officer Rostering email address copying in ██████████ dated 27 June 2020 forwarding email from ██████████ to ██████████ and ██████████ with subject 'Urgent action – AOs at Brady' dated 27 June 2020 (DHS.5000.0140.6938)	I was copied in to ██████████ email and ██████████ response which is in (DHS.5000.0140.6938) and did not respond personally.
42.	29 June 20	Email from ██████████ to Stuart Bailey and ██████████ copying in various DHHS staff with subject 'End of contract – Feedback & Thank you' dated 29 June 2020 (DHS.5000.0140.4202)	I was copied on to this email as well as responses from ██████████ Stuart Bailey and ██████████ which are in (DHS.5000.0140.4202) and (DHS.5000.0146.3492). I did not respond personally.

COVID-19 COMPLIANCE AND ENFORCEMENT COMMAND

OPERATIONAL INSTRUCTION / 2020

EFFECTIVE DATE:

SUBJECT: AUTHORISED OFFICER HANDOVER NOTES

PURPOSE

To provide clarity as to the roles and responsibilities of Authorised Officers (AOs) with respect to effective communication between AOs across shift changes and the accurate recording of information capable of review and management oversight to conduct risk assessments at hotels.

APPLICATION

These instructions are to be followed by all AOs engaged in enforcement and compliance activity relating to the *Public Health and Wellbeing Act 2008* (the Act).

Deviation from these instructions can only occur with the approval of the Deputy Commander COVID-19 Enforcement and Compliance, or in their absence the senior manager responsible for AOs during the relevant shift. The approval must be in writing (writing includes email).

BACKGROUND

In order to mitigate the public health risks posed by COVID-19, the Victorian government has introduced a quarantine period for people arriving in Victoria from overseas.

Authorised officers are guided by the State plan 'Operation Soteria: Mandatory Quarantine for all Victorian Arrivals, Annex 1 COVID-19 Compliance policy and procedures – Detention authorisation.'

INSTRUCTION

During the shift all information is to be recorded in the electronic handover notes in the Teams App.

1. Sanitise the keyboard and desk with alcohol wipes
2. Open Teams App on the tablet
(<https://teams.microsoft.com/l/team/19%3a03309ecf29564f8c81de65e6784d8c7a%40thread.tacv2/conversations?groupId=f403591f-87d7-452c-bbd6-5e4aa0e4a49d&tenantId=c0e0601f-0fac-449c-9c88-a104c4eb9f28>)
3. Open relevant AO Handover Notes for the hotel that you are working at.
4. Enter the shift time and your name in the relevant section
5. Enter all details of any communication and activities on your shift

Ensure the following is included:

- Total number of current guests in the hotel
- Arrivals and releases: State the number who entered or departed the hotel (Ensure all entered on the app)
- Any exemptions granted
- Any temporary leave (ensure the form is issued to the individual after storing a copy in the app)
- Any transfers to Novotel SW (COVID hotel)
- Any voluntary quarantine arrivals
- Any calls to police/ambulance/other
- Any room changes
- Fresh air breaks (state the number completed for the day)
- All general notes, any phone calls or discussions
- Ensure all relevant information is also captured in the app.

REDACTED



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Commander COVID-19 Enforcement and Compliance