

## Annexure 1: DJPR's escalation of issues to DHHS

Date	Type of issue	Description of issue	Document ID
<b>Cleaning</b>			
<b>1 April 2020</b> <b>13.30</b>	Cleaning regime	At an Operation Soteria meeting, DJPR sought advice from DHHS on what the cleaning regime should be.  These Operation Soteria minutes are shared by email from SCC Support to DJPR.	Exhibit 32 – (DJP.050.010.0001 at .0025); Exhibit 33 – (DJP.113.008.4742, DJP.113.008.4743 at .4746)
<b>1 April 2020</b> <b>20.54</b>	Cleaning regime	DJPR requested that DHHS advise it on the specific practices to be applied in hotels for cleaning after each arrival through reception, and after a recreation period.	Exhibit 32 – (DJP.050.010.0001 at .0025); Exhibit 33 (DJP.102.009.3986)
<b>1 April 2020</b> <b>21.04</b>	Cleaning practices	Ms Febey emailed DJPR staff advising them that she had requested DHHS to advise on the specific practices that should be applied in hotels for cleaning after each arrival through reception and after a recreation period.	Exhibit 32 – (DJP.050.010.0001 at .0025); Exhibit 33 (DJP.102.009.3986, DJP.102.009.1649)
<b>1 April 2020</b> <b>21.48</b>	Cleaning regime	DHHS said it would revert to DJPR's email requesting advice on matters including the minimum acceptable standard of clearing required at quarantine premises.	Exhibit 32 – (DJP.050.010.0001 at .0025); (DJP.102.007.9338)
<b>2 April 2020</b> <b>09.44</b>	Waste disposal and laundry	In response to the above, DJPR also requested 'similar information from Health expertise on the minimum required standards for waste disposal and laundry'.  At 8.38 am, DHHS said it was 'seeking advice from PHC/CHO.'	Exhibit 33 – (DJP.102.009.8943); Exhibit 32 (DJP.050.010.0001 at .0025)
<b>2 April 2020</b> <b>21.39</b>	Cleaning practices	DJPR pressed DHHS for more information on specific cleaning practices for hotels, and the regularity of cleaning in the hotel foyer.	Exhibit 32 – (DJP.050.010.0001 at .0025); Exhibit 33 – (DJP.102.008.3855)

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8 April 2020	Cleaning practices, waste disposal	<p>DJPR asked DHHS for advice about a number of matters specific to Rydges, including cleaning requirements.</p> <p>‘As discussed, can you please confirm in writing the following:</p> <ul style="list-style-type: none"> <li>• Cleaning requirements for rooms once vacated, specifically those that have had confirmed COVID-19 cases; and</li> <li>• Whether the disposal of rubbish should be treated any differently in hotels that are housing quarantined or isolated guests. We have been advised through hotels that [sic] in NSW this is treated as medical grade waste.</li> <li>• Any other steps that are required from a DHHS perspective before rooms are returned to general stock.’</li> </ul>	Exhibit 32 – (DJP.050.010.0001 at .0025); Exhibit 33 – (DJP.102.006.9545)
8 April 2020	Cleaning requirements	In response to the above email, DHHS states, ‘Cleaning requirements – see attached the current guide for GP’s (page 25 has the detail on cleaning for COVID) and the general cleaning advice which would work for every space aside from those with COVID positive people in rooms.’	Exhibit 32 – (DJP.050.010.0001 at .0025); Exhibit 33 – Annexures (DJP.102.006.9545, DJP.102.006.9548 at .9582)
8 April 2020 14.23	Cleaning requirements	DJPR sought advice about a number of matters specific to Rydges, including cleaning requirements for vacated rooms of positive return travellers, disposal of rubbish, and other steps required before rooms could be returned to general stock.	Exhibit 32 – (DJP.050.010.0001 at .0025); Exhibit 33 (DJP.102.006.9545)
8 April 2020 14.40	Cleaning requirements	DHHS respond to DJPR email from 12.23: “Cleaning requirements – see attached the current guide for GP’s (page 25 has the detail on cleaning for COVID) and the general cleaning advice which would work for every space aside from those with COVID positive people in rooms”	Exhibit 32 (DJP.050.010.0001 at .0025); Exhibit 33 (DJP.102.006.9545, DJP.102.006.9548)

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<b>13 April 2020</b>	Cleaning requirements – Ikon	DJPR had a discussion with DHHS. Ms May told Mr Helps her view that Ikon satisfied the Cleaning Protocols, and the urgency with which the rooms at the Crown hotels needed to be cleaned so that further flights could be allocated to these hotels later in the week. Mr Helps agreed that DJPR should proceed with engaging Ikon.	Exhibit 82 – (DJP.050.002.0032 at .0035)
<b>20 April 2020</b>	Cleaning Protocol	Ms May had a telephone discussion with Ms Williams, DHHS Commander in which she sought further confirmation that the Cleaning Protocol be applied to specialised cleans of COVID-19 positive rooms.	Exhibit 82 –(DJP.050.002.0032 at .0036)
<b>27 April 2020</b>	Cleaning COVID-19 positive rooms	<p>DJPR followed up the DHHS to clarify the cleaning protocols for quarantine hotels.</p> <p>'We were awaiting a response on two matters:</p> <ul style="list-style-type: none"> <li>• Does this protocol apply equally to hotel rooms</li> <li>• Is any period of 'settling' required for COVID positive rooms prior to cleaning.'</li> </ul>	Exhibit 83(1) (DJP.104.008.3703, in particular at .3704)
<b>27 April 2020</b>	Cleaning Protocol	<p>DJPR sought further clarification on:</p> <ul style="list-style-type: none"> <li>• express confirmation that the Cleaning Protocol applied to hotel rooms; and</li> <li>• whether there was any period of "settling" required for COVID-19 positive rooms prior to cleaning.</li> </ul>	Exhibit 80 – (DJP.050.002.0001 at .0014); Exhibit 81 (DJP.103.007.8598); Exhibit 82 – (DJP.050.002.0032 at .0035-.0036); Exhibit 83(1) (DJP.104.008.3703, at .3705)
<b>28 April 2020</b>	Cleaning Protocol	<p>DHHS provided answers to outstanding queries regarding the Cleaning Protocol, namely that:</p> <ul style="list-style-type: none"> <li>• the cleaning and disinfection advice in the Cleaning Protocol applied in respect of COVID-positive rooms;</li> <li>• only the rooms of people who became COVID-19 positive required a full clean and disinfection; and</li> <li>• there was no period of settling required “unless an aerosol generating procedure (eg, nebuliser on a confirmed case) was undertaken, which is highly unlikely to have occurred in a hotel room.”</li> </ul>	Exhibit 82 (DJP.050.002.0032 at .0036); Exhibit 83(1) (DJP.103.006.6922)

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23 May 2020	Cleaning of COVID-19 positive rooms	Email from DJPR to DHHS seeking to clarify cleaning requirements for COVID-19 positive rooms.  '...The specific questions around cleaning COVID positive rooms relate to linen, towels and portable items such as cots, high chairs, etc and rubbish....'	DJP.103.005.4456; also see DJP.103.003.9405
6 June 2020	Cleaning information for COVID-19 positive hotels	DJPR produced revised cleaning instructions to DHHS for approval.	Exhibit 83(1) (DJP.103.008.2404 at .2406-2407)
13 June 2020	Cleaning information for COVID-19 positive hotels	DJPR clarified with DHHS that 'Final approval of any infectious cleaning advice rests with DHHS as the infection control experts. DJPR is happy to circulate final document to all contracted cleaning companies, hotels etc. Please advise when document is finalised.'	Exhibit 83(1) (DJP.103.008.2404)
On or around 15 June 2020	Cleaning standards	DJPR wrote to the General Manager of Rydges about infection control inspections conducted by DHHS at Rydges, having regard to the adequacy of cleaning services provided. DJPR said it was holding off sending quarantined travellers to Rydges until "DHHS are satisfied with the cleaning standards."	Exhibit 82 - (DJP.050.002.0032 at .0045); (DJP.103.007.1384 at .1386 and .1387).
15 June 2020	Clean of Rydges	DJPR requested a comprehensive list of what was required to clean the Rydges.  DJPR said it would, in the meantime, raise 'some of the more obvious issues with IKON and the hotel (eg dirty cutlery etc), [but would] prefer to send IKON back in for another clean once a comprehensive list is provided.'	DJP.103.007.1286, .1287-.1288
18 June 2020	Exit deep cleans	DJPR asked DHHS for clarification about the deep cleaning of rooms following the departure of COVID-19 positive guests. In particular, when deep cleans must occur, and where hotels could obtain full length gowns in accordance with the new requirements.	(DJP.103.008.0190)

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24 June 2020	Second cleaning protocol	DJPR sought clarity around the cleaning protocols for quarantine hotels. DJPR raised with DHHS the differences between the first and second cleaning protocol.	Exhibit 83(1) (DJP.103.008.0555); Exhibit 82 [50]-[53] (DJP.050.002.0032 at .0041-.0042).
26 to 27 June 2020	Second cleaning protocol	DJPR sought further clarification about the Second Cleaning Protocol, and that DHHS conduct the necessary briefings and training.	Exhibit 82 [50]-[53] (DJP.050.002.0032 at .0041-.0042); Exhibit 83(1) (DJP.103.007.7241, DJP.103.007.7253)
<b>Roles and responsibilities</b>			
28 March 2020	Roles and responsibilities – DHHS/DJPR	<p>In discussion with the Secretary, DJPR, Ms Febey spoke to the Emergency Management Commissioner to seek clarity about which agency would be leading the operation.</p> <p>In the Third SCC Meeting, the Emergency Management Commissioner made clear that DHHS was the control agency.</p>	Exhibit 32 – (DJP.050.010.0001 at .0014)
28 March 2020	Roles and responsibilities – Private security, public health	DJPR sent DHHS a document for it to finalise to provide clarity on the role and responsibilities of private security guards. DJPR also sought decisions on public health matters.	Exhibit 185 – (DJP.102.001.3600, DJP.102.001.3602); Exhibit 33 – (DJP.102.005.9834)
28 March 2020	Roles and responsibilities – Private security, public health, evacuation policy	DJPR escalated issues with DHHS regarding roles and responsibilities of private security, public health matters, and evacuation planning.	Exhibit 33 – (DJP.102.009.2146)

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28 March 2020	Roles and responsibilities – Private security	DJPR arranged a hotel security briefing meeting with DHHS personnel. The purpose of this meeting was for DHHS to provide guidance to the security firm on the roles, responsibilities and coordination points to help manage people being detained at the hotels.	Exhibit 33 (DJP.102.009.2146)
28 and 30 March 2020	Roles and responsibilities – Private security	<p>Email from DJPR to DHHS asking questions about private security's role and requesting clarification about briefing security guards on how they should assist authorised officers to enforce the Chief Health Officer's directions inside the hotels.</p> <p>DHHS to provide written material to security contractors so they can understand their role and who to escalate issues to. DJPR started a two-page Q&amp;A document that could be sent from DHHS to security contractors.</p> <p>DJPR also sent a follow up email to DHHS.</p>	Exhibit 184 [135]–[137]
29 March 2020	Roles and responsibilities – DHHS/DJPR	Attempting to seek clarity on roles and responsibilities as between DJPR and DHHS, DJPR circulated to DHHS a document setting out its position on the respective roles and responsibilities of DJPR and DHHS in the Hotel Quarantine Program (Program).	Exhibit 184 – (DJP.050.001.0001 at .0026)
4 April 2020 21.54	Roles and responsibilities - DJPR	Ms Serbest emailed Ms Febey raising concerns about the need for clarity of the check out and exemption process for returned travellers and the nature of DJPR's role. Claire responded by return email confirming she would raise this with the State Controller the next day.	Exhibit 39 (DJP.102.007.8378)
19 April 2020	Operation Soteria command structure	<p>Ms May sent an email to DJPR staff attaching the revised command structure for Operation Soteria, reflecting the change to the Emergency Operations Centre. The command structure reflected that DJPR were operating under DHHS.</p> <p>DJPR understood that DJPR would work to the directions of the DHHS Commanders within Operation Soteria.</p>	Exhibit 80 – (DJP.050.002.0001 at .0004, .0028)

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<b>Policies and procedures</b>			
<b>30 March 2020</b>	Evacuation and PPE policies	After DHHS responsively informed DJPR that ordinary evacuation procedures would apply within the Program, DJPR prepared additional advice for DHHS's consideration and authorisation (copying in DEWLP).	Exhibit 227 – (DJP.102.007.2054, DJP.102.008.9174, DJP.102.008.9175)
<b>12 April 2020</b>	Fresh air breaks	Email thread between DHHS staff that is forwarded to Ms May, seeking DHHS to advise on the status of the policy regarding fresh air breaks and Authorised Officer's powers to make a determination about breaks.	Exhibit 80 –at [47] (DJP.050.002.0001 at .0009); Exhibit 83(1) – (DJP.103.005.2459)
<b>15 to 16 April 2020</b>	Fresh air breaks	Email thread between Ms May and PPO regarding Victoria Police's request to meet with security to discuss DHHS fresh air breaks. Ms May is notified by Chris Eagle, SCC State Controller – Health, of the request for a meeting and is asked to provide details of attendees.	Exhibit 80 – (DJP.050.002.0001 at .0009); Exhibit 81 - (DJP.110.001.3917)
<b>18 April 2020</b>	Policy and procedures – Exit policy	<p>DJPR escalated with DHHS the issue about exiting people from quarantine who had not yet received the results of their COVID-19 test.</p> <p>This issue was being raised through the GSS Call Centre. DJPR sought instructions from DHHS as to the course that was to be followed, and sought that a script be provided to the GSS Call Centre, so the call centre could be responsive to people who called wanting to understand the process.</p>	Exhibit 80 – (DJP.050.002.0001 at .0012); Exhibit 81 – (DJP.103.002.3115)
<b>21 to 22 April 2020</b>	Food delivery	DJPR provided DHHS with a proposed policy regarding food delivery to be implemented in hotels. Ms Williams approved this and asked for wording around liability.	Exhibit 80 – (DJP.050.002.0001 at .0015); Exhibit 81 – (DJP.103.007.8598)

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		DJPR said that at an operational level, it was happy to utilise its existing operational resources to facilitate the new process. However, it asked that DHHS provide any additional resources for DHHS-required health and safety beyond what is already in place for parcel and food delivery.	
<b>Infection control</b>			
<b>28 March 2020</b>	Availability of PPE and hand sanitiser	DJPR queried with DHHS whether hand sanitiser, face masks and gloves would be available to staff at the airport the following day.	Exhibit 33 – (DJP.102.002.5011)
<b>30 March 2020</b>	Use of PPE	DJPR escalated with the State Controller Health and Deputy State Controller, Health, concerns about the correct use of PPE among staff. DJPR asked for training or guidance to staff and contractors on the correct use of PPE.	Exhibit 33 – (DJP.113.009.6454)
<b>14 May 2020</b>	PPE	DJPR emailed DHHS requesting confirmation that DHHS Team Leaders, nurses and AOs are aware that PPE provided by DHHS is for all Operation Soteria staff, including security, DJPR and Dnata.	Exhibit 80 –(DJP.050.002.0001 at .0028); Exhibit 81 (DJP.103.007.6807)
<b>18 May 2020</b>	Provision of PPE	DHHS emailed DJPR regarding the provision of PPE in hotels.  “You raised the issue or responsibility for the provision of PPE with me yesterday. Decisions were made regarding this before either of us were involved...Our understanding is the opposite of what you described to me... For your information, I am currently re-engaging an infection control consultancy to audit the policies, procedures and implementation of infection control in quarantine hotels, including use of PPE. This occurred originally but as the program has grown, and the understanding of use of PPE has been clarified, it is timely to repeat this work and be assured on appropriate policies and usage. I am keen to ensure that the supporting agencies are aware of and adhere to the PPE policy as per current recommendations from the office of the Chief Health Officer.”	Exhibit 80 (DJP.050.002.0001 at .0028); Exhibit 81 (DJP.103.004.4581)



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<b>19 May 2020</b>	Provision of PPE	<p>DJPR responded to the DHHS email of 18 May 2020 regarding provision of PPE in hotels.</p> <p>DJPR supported DHHS's proposal to audit PPE needs on a role specific basis, and that this will be implemented to manage the PPE demand for ongoing Program response. DJPR requested an opportunity to assist in the development of the implementation.</p> <p>DHHS is the lead agency for arranging a central supply of PPE for agreed purposes, including provision to DJPR staff, contractors when they are unable to source their own PPE, and to hotel guests for exercise / fresh air breaks. DJPR suggested that DHHS continue to supply all hotel parties, noting it would ask Dnata and the security contractors to begin supplying their own PPE in a two-week timeframe, with a date agreed on by DHHS and DJPR.</p>	Exhibit 80 –(DJP.050.002.0001 at .0028); Exhibit 81 (DJP.103.008.0674 at .0675)
<b>22 May 2020</b>	Provision of PPE	DJPR followed up the email of 19 May 2020 regarding the provision of PPE in hotels.	Exhibit 80 – (DJP.050.002.0001 at .0028); Exhibit 81 – (DJP.103.008.0674)
<b>28 May 2020</b>	Provision of PPE	<p>DJPR follows up a response from DHHS regarding the emails of 19 May and 22 May about the provision of PPE in hotels.</p> <p>“At this stage all security and DJPR staff are expecting to be supplied with PPE by DHHS, as we have not communicated otherwise. In addition, it would be good to see the outcomes of the infection control audit so that we can ensure the PPE provision to our staff and contractors meets the risk.”</p>	Exhibit 80 –(DJP.050.002.0001 at .0028); Exhibit 81 – (DJP.103.008.0674)
<b>16 June 2020</b>	Use of PPE	DJPR convened a meeting with DJPR, DHHS, MSS Security, and Stamford staff following the notification of IPC/PPE concerns (ie, an incident of 70+ guards not physically distancing at a meeting on 14 June 2020).	Exhibit 59 – Witness statement of Principal Policy Officer at [89] (DJP.050.004.0001 at .0007)

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<p>The meeting outcome included that DHHS nurses would train security guards on how to use PPE properly.</p>			
<p><b>Safety</b></p>			
<p><b>31 March 2020</b></p>	<p>Work health and safety</p>	<p>DJPR escalated concerns to the Deputy State Controller including that “in the absence of timely information [she] felt unable to support and manage the safety and wellbeing of our staff and contractors on the ground”.</p> <p>In light of Mr Eagle’s response that all persons in quarantine should be treated as potentially infected, it was agreed that authorised officers would brief staff and contractors at the start of each shift each day “on the appropriate use of PPE and other safe working practices”.</p>	<p>Exhibit 33 – (DJP.101.007.1921, DJP.102.001.9680)</p>
<p><b>1 April 2020</b></p> <p><b>13.30</b></p>	<p>Work health and safety</p>	<p>Mr Eagle sought and was given confirmation, in an interagency meeting at the State Control Centre (<b>SCC</b>), that the staff briefings were being delivered.</p>	<p>Exhibit 33 – (DJP.102.007.2382)</p>
<p><b>6 April 2020</b></p> <p><b>13.30</b></p>	<p>Safety regarding access to PPE</p>	<p>At a SCC Operation Soteria meeting, DJPR raised its concern about the proper preservation of PPE. DJPR expressed concern about ensuring staff were supported to use PPE in a way that means they were safe in having direct interface with passengers. DHHS said it would provide that advice later that day.</p>	<p>Exhibit 33 – (DJP.102.007.0062 at .0066)</p>
<p><b>19 April 2020</b></p>	<p>Safety</p>	<p>DJPR requested a contact name from DHHS for a DHHS Safety Officer. DJPR also requested access to any risk assessment or Safety Plan.</p>	<p>Exhibit 80 –(DJP.050.002.0001 at .0003); Exhibit 81 – (DJP.103.007.2533)</p>
<p><b>30 April 2020</b></p>	<p>Safety and wellbeing</p>	<p>DJPR emailed DHHS escalating and following up various safety concerns, including:</p> <ul style="list-style-type: none"> <li>“DJPR has been asking for a link into the Safety Officer in EOC but has struggled to get traction, or identify a lead officer.”</li> </ul>	<p>Exhibit 81 – (DJP.103.006.1430 at .1430 - .1431)</p>

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		<ul style="list-style-type: none"> <li>“Allie is only looking at the hotel component of Operations Soteria, so I propose it would be useful for the control agency to provide a Safety Officer who is overseeing all aspects of Operation Soteria.”</li> <li>“DHHS report from one of the 1330 teleconferences last week stated that a Safety and Wellbeing Plan was under development. DJPR would welcome the opportunity to contribute to such a plan.”</li> <li>“DJPR would like our Safety Officer to work as part of a joined up Safety and Wellbeing team, identifying collective risks, putting in place plans and tracking incidents / mitigations.”</li> </ul>	
<b>Rydges outbreak</b>			
<b>26 to 27 May 2020</b>	Outbreak at Rydges	DJPR was not directly informed of first outbreak of COVID-19. Unified Security informed DJPR of an infected staff member.	Exhibit 32 – Witness statement of Ms Claire Febey at [110] (DJP.050.010.0001 at .0025);
<b>27 May 2020</b>  <b>3.12</b>	Outbreak at Rydges	<p>DHHS emailed DJPR and DHHS to relay the outcome of the discussion with Dr Crouch following the outbreak at Rydges:</p> <p>DHHS said the correct route for requests for information and provision of directions for action in this matter to go through [Dr Crouch’s] team to the relevant employers. DHHS said that it had been passing advice on and partly providing public health advice which it should not have been doing.</p>	Exhibit 80 – First witness statement of Ms Rachaele May at [39] (DJP.050.002.0001 at .0008); Exhibit 81 – Annexures to first witness statement of Ms Rachaele May (DJP.103.007.9086)
<b>17 June 2020</b>	Outbreak	DJPR emailed DHHS (including Dr Crouch) regarding a letter prepared by Dr Crouch, directing DHHS to send letter to hotels, Dnata and private security. The letter is notifying workers of an outbreak and requesting staff to get tested.	Exhibit 80 – First witness statement of Ms Rachaele May at [39] (DJP.050.002.0001 at .0008); Exhibit 81 – Annexures to first

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			witness statement of Ms Rachaele May (DJP.103.008.1896)
<b>Hotel briefings</b>			
<b>2 May 2020</b>	Hotel briefings	<p>DJPR escalated with DHHS the inadequacy and lack of briefings for personnel at hotels.</p> <p>'This lack of communication seems to be resulting in:</p> <ul style="list-style-type: none"> <li>• lack of clarity on roles/responsibilities</li> <li>• issues not being resolved, sometimes resulting in unnecessary escalation</li> <li>• lack of necessary supplies</li> <li>• lack of knowledge about procedures</li> <li>• safety incidents and breaches</li> </ul> <p>Can you please request that at the commencement of each shift, all personnel at each hotel receive information about the incident situation, the incident objective, their tasks, communication arrangements and safety considerations? Preferable this briefing would be run by the DHHS team leader on site and include all agencies and organisations on site...'</p>	Exhibit 80 – First witness statement of Ms Rachaele May at [65] (DJP.050.002.0001 at .0012); Exhibit 81 – Annexures to first witness statement of Ms Rachaele May (DJP.119.003.1939, DJP.119.003.1941)
<b>16 May 2020</b>	Hotel briefings	<p>DJPR followed up its 2 May 2020 email escalating hotel briefing concerns.</p> <p>In particular, the briefings should be able to clear up some of the PPE issues on sites. Part of each briefing should include a quick summary about where to source the PPE from, how to wear it, when it should be worn, and where and how to dispose of it.</p>	Exhibit 80 – First witness statement of Ms Rachaele May at [65] (DJP.050.002.0001 at .0012); Exhibit 81 – Annexures to first witness statement of Ms Rachaele May (DJP.111.001.0547, DJP.111.001.0549)

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<b>Escalations regarding multiple issues</b>			
<b>29 March 2020</b>	Role of Victoria, DHHS staffing at hotels, health support and escalations, allocation of PPE	DJPR asked the State Controller, Health and Deputy State Controller, Health to request police presence Crown Promenade and Crown Metropole (and future properties), DHHS staffing at hotels, health support and escalation of issues, and the allocation of PPE for staff.	Exhibit 33 – Annexures to witness statement of Ms Claire Febey (DJP.102.007.6151).
<b>30 March 2020</b>	Roles and responsibilities, complaints, data, policies, Police presence	DJPR escalated a number of issues as a matter of urgency with the Deputy State Controller, Health, copying the State Controller, Health, including clarifying roles and responsibilities, hotel complaints, data collection and management, the smoking policy, the recreation policy, Victoria Police presence onsite, the delivery of food, and evacuation planning.	Exhibit 32 – Witness statement of Ms Claire Febey at [95] (DJP.050.010.0001 at .0022); Exhibit 33 – Annexures to witness statement of Ms Claire Febey (DJP.102.009.2694, DJP.102.009.1588, DJP.102.009.1880)
<b>31 March 2020</b>	Communication protocols	<p>DJPR asked Mr Eagle for advice on communication protocols regarding confirmed cases, as well as how the person will be managed having been confirmed.</p> <p>DJPR raised concern that it was not advised of information directly and in timely way, and that in the absence of timely information, felt it was unable to support and manage the safety and wellbeing of staff and contractors on the ground.</p>	Exhibit 33 – Annexures to witness statement of Ms Claire Febey (DJP.102.001.9680)
<b>1 April 2020</b>	Policies, evacuation planning, contracts	In response to DJPR's escalations, Mr Eagle clarified its position regarding various issues, including: smoking and recreation policies, accommodation allocation, evacuation planning, and accommodation contracts. DJPR also raised concerns about the separate and informal communication flows between agencies and contractors.	Exhibit 33 – Annexures to witness statement of Ms Claire Febey (DJP.102.008.5193)

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<p><b>4 April 2020</b></p> <p><b>13.06</b></p>	<p>Various, including roles and responsibilities and red hotels</p>	<p>Email from Claire Febey to State Controller Health requesting it convene a meeting on Monday to:</p> <ul style="list-style-type: none"> <li>• Be briefed on how site assessment and selection has been happening to date (by DJPR); and</li> <li>• Outline how it will take leadership moving forward with DJPR as the support agency.</li> <li>• Selection of hotels for broader purposes. (“We had some great conversations with Andrea and Braedan this week and activated Rydges as a property that will take confirmed COVID-19 cases from the community (e.g. family violence context, no other appropriate place to self-isolate).”</li> </ul>	<p>Exhibit 184 – Witness statement of Mr Simon Phemister at [59]-[62] (DJP.050.001.0001 at .0012)</p>
<p><b>14 April 2020</b></p>	<p>Various, including data, exercise policy, daily briefings</p>	<p>DJPR asks DHHS to discuss operational issues about check in data, food safety, exercise policy, daily hotel operations (briefing of DHHS, DJPR, Dnata staff, etc), and other issues.</p>	<p>Exhibit 80 – First witness statement of Ms Rachaele May at [65] (DJP.050.002.0001 at .0012); Exhibit 81 -Annexures to first statement of Ms Rachaele May (DJP.103.005.2534)</p>
<p><b>20 April 2020</b></p>	<p>Need for red floors and hotel, daily briefings, data management, and safety incidents</p>	<p>DJPR raised with DHHS the need to discuss the following later that day:</p> <ul style="list-style-type: none"> <li>• need for second red hotel;</li> <li>• use of red floors in existing hotels;</li> <li>• daily briefing of hotel staff by DHHS team leaders;</li> <li>• data management; and</li> <li>• safety Incidents.</li> </ul>	<p>Exhibit 81 – Annexures to first witness statement of Ms Rachaele May (DJP.103.007.9086)</p>