Guide for writing to the Covid-19 Quarantine Inquiry

Anyone who has information relevant to the Inquiry’s Terms of Reference (below) is encouraged to contact the Inquiry Secretariat.

This document is a guide on how to email the Inquiry Secretariat.

**What we are interested in**

In summary, we are interested in information about:

1. The decisions and actions of:

* Victorian government agencies
* The following services:
  + hotel operators
  + security
  + transport
  + medical
  + food

1. Communications between the above bodies
2. Contractual arrangements between the above bodies
3. Information, guidance, training given to service employees and how it was followed; and whether equipment was properly used
4. How relevant policies, protocols and procedures were applied.

**Your email should cover the following points:**

* Your full name and contact details, unless you wish to report anonymously (see below)
* The name of the relevant organisation, if you are emailing on behalf of an organisation
* Any communication needs you may have
* A brief summary of the incident(s) or experiences you wish to report, including:
  + What happened?
  + When did it happen?
  + Who was involved?
  + Where did it happen?
  + Were there any witnesses?
  + If you were not directly involved, how did you become aware of the incident?
  + Tell us about the impact on you, your family, and community
* Did you report this incident or experience to an agency?
  + If so, please provide the details of who you reported to, and what you told them
  + What was the response?
  + Do you know if any action was taken as a result of your report?
  + If you have a written report or response, are you willing to share this with us?
* What do you think should have been done differently? By whom?
* Do you have any other information you would like to add?

**How do we deal with your information?**

We will use the information you provide to assist with the Inquiry and inform findings. It may publish information in its final report.

If you have concerns about this, you can apply to the Inquiry to restrict the publication of your information if you think it could adversely impact you or is of a sensitive nature. You can also ask for us to de-identify your information.

**Can I be anonymous?**

Yes, you can give us information anonymously. It will be kept confidential, unless it is necessary for the Inquiry to perform its functions, or where the information is already public.

The Inquiries Act allows you to apply for non-publication orders, to request information you provided not be released. If you would like to speak to someone about this, we can refer your query to our Legal Team.

Thank you for making the effort to contact the Inquiry. We appreciate every piece of information we receive.