

TRANSCRIPT OF OPERATION SOTERIA MEETING 27 MARCH  
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HOTEL QUARANTINE PROGRAM INQUIRY

P-1

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- SPEAKER: Hi. Is anyone on the line?
- MS JARVIS: Hi, it's Rebecca Jarvis from DPC.
- 5 MR CRISP: Good afternoon. Andrew Crisp. Thank you, everyone, for dialling in, and those that are still dialling in.
- I will start with the room first, so you've got some idea who is in the room and then I'll go to the phones.
- 10 To my right.
- MR HELPS: Jason Helps.
- 15 MR HOGAN: Braedan Hogan, DHHS Agency Commander.
- MS <sup>REDACTED</sup> s73(e) the member otherwise considers the pro, EMPA.
- MS BARNETT: Jane Barnett.
- 20 MR COLLINS: David Collins, State Intelligence Manager.
- MS SCHRINER: Kim Schriener, Department of Transport.
- 25 MR CRISP: Just hold on. We're still in the room. I'll come to the phones shortly. Thank you.
- MR [REDACTED] from ADF.
- 30 MR [REDACTED], ADF.
- MR [REDACTED], ADF.
- MR [REDACTED] ADF.
- 35 MR KELSALL: Lachlan Kelsall, State Comms Manager.
- MR CRISP: On the phones, I was trying to do it in --- I know some of the agencies that should be represented. So I'll start with Department of Transport. Who do we have?
- 40 MR WEIMAR: Jeroen Weimar.
- MS SCHRINER: Kim Schriener.
- 45 MR WEIMAR: Jeroen Weimar.

MR CRISP: Thank you, Department of Transport.

Victoria Police.

5 MR GRAINGER: You've got Mick Grainger on the line, Andrew, and [REDACTED], I believe.

MS [REDACTED] Yes. Hi, Andrew.

10 MR CRISP: Thanks, [REDACTED] and Mick.

DPC on the phone.

MS JARVIS: Yes, Rebecca Jarvis here.

15 MS STITT: Helen Stitt.

MR CRISP: Rebecca and? Sorry I missed the other name.

20 MS STITT: Helen Stitt.

MR LEMIESZE: And Michael ---

MS SLATTERY: And Miriam

25 MR CRISP: Helen? Michael, was there a Michael there?

MR LEMIESZE: Yeah, Michael Lemiesz.

30 MS SLATTERY: And Miriam Slattery.

MR CRISP: Thank you, Miriam.

MS FEBEY: And Claire Febey from DJPR.

35 MR CRISP: Thank you, Claire.

Is there anyone else on the phones?

40 MR STEPHENSON: Yeah, you've got Chris Stephenson with Greg and Sharon, too, Andrew.

MR CRISP: Thanks very much.

45 MR HOLLAND: And Rob Holland, DJPR is on the line (unclear) from our point of view.

MR CRISP: Thank you, Rob.

Anyone else?

5 All right. Thanks, everyone, for coming together at relatively short notice on the back of the announcement by the Prime Minister this afternoon as a result of the National Cabinet that met today, and was followed up by a press conference by our Premier in Victoria.

10 So there were two major announcements that came out from the Prime Minister this afternoon; one of those was in relation to introducing or implementing quarantine measures at all international air and sea points of entry.

15 The second part, which we'll actually leave to the side and it will be discussion that will follow this particular meeting, was a role for the ADF in terms of spot checks for those that are in quarantine. So I want to leave that to one side. So if we can just focus on the international airports and the ports themselves.

20 Further to that, that as part of --- and we have to wait for the detail. The detail will be written up in a direction that we've --- as is normal practice, that will come out from either the Chief Health Officer or one of the Deputy Chief Health Officers.

25 So as part of that, it seems as though people will be directed, required to be quarantined at a location or hotel or some other accommodation for a 14-day period.

This is somewhat different to what we've experienced up till now, where people have been allowed to self-quarantine at home. But, again, we need to wait on the detail that will come out in the specific direction.

30 So in terms of facts or, again, to be confirmed in the direction, but it would appear as though that this will take effect from midnight tomorrow night. There has been some discussion on (unclear) test this in relation to our Premier possibly mentioning that to provide an option for people prior to midnight tomorrow night. Can anyone help with that?

35 MS JARVIS: Yes. Rebecca Jarvis here.

MR CRISP: Yes, Rebecca.

40 MS JARVIS: The notice I've got from National Cabinet are to implement it as soon as possible and that before midnight, that's kind of tomorrow night. And that's the latest date.

45 MR CRISP: So, yes. So, again, waiting for the direction, but just --- you were a little bit difficult to hear, but midnight tomorrow night is the latest at which ---

MS JARVIS: Yeah, so to implement ---

MR CRISP: --- this will come into play.

MS JARVIS: Yep, to implement as soon as possible.

5

MR CRISP: Yeah. So I would be interested from DPC whether --- what's your expectation or the expectation of the Premier as to when this will come into effect, given that there is quite a bit of planning that needs to be done.

10 MS JARVIS: Yeah. Well, I think --- obviously it is tomorrow night, the end date, and it is how quickly we can work through all the details, bring it into effect.

MR CRISP: We've been asked to provide him with an update that he can use tomorrow morning at his next media briefing.

15

MS FEBEY: I might jump in here, can I? It's Claire Febey from DJPR.

MR CRISP: Yes, Claire.

20 MS FEBEY: So obviously it is a fairly complex task, but people have mobilised very quickly. So in terms of making it available sooner, one of the things that we prepared for was having the option for the people that arrive earlier to access this support to quarantine if they didn't have an appropriate place to go.

25 So we have some hotels that are available on standby at the Crown Casino and we also have confirmation that SkyBus could mobilise an appropriate transport service as needed, so either this evening or tomorrow.

30 I guess what I would caution is that from the Melbourne Airport's perspective there are a whole range of things that they need to put in place and they have mobilised a Crisis Response Team that will bring together all of the relevant parties at their end.

35 So the longer that we can support them with time to gear up and do that effectively and in an orderly manner, the better this will be. So, I guess, if we can have the option available with perhaps some provision of information at the airport that if people want this service it is available immediately without making a strong public commitment that we're implementing earlier in the full effect, I think that would be the most appropriate way to manage it.

40 MR CRISP: Well, that seems like a very sensible approach to me. And I think, unless we are directed otherwise, we will work towards it coming into effect from midnight tomorrow night, bearing in mind that there has already been some work done in relation to how we might be able to support some individuals that might be looking for other options. So I'd suggest our work now is in relation to this plan  
45 coming into effect from midnight tomorrow night. So if everyone is clear on that.

So the next piece --- and again we've heard this, but again just to confirm --- the fact

that the quarantine period is for no less than 14 days. So DHHS? Yep, I'm getting nods in relation to that. And it will be at designated locations. And we can get to the detail in relation to what that looks like when we move into the different phases of this operation. And that we will know the arrival times and volumes at each location.

5

So DJPR, I guess for me, when we talk about airports and ports, can we get some clarity in relation to where. I know we would all think that we know what we're talking about, but just to confirm actually what we're talking about. So Melbourne Airport is live at the moment. I believe that Avalon is closed, but I don't know, that's only something I read. So are we talking about Avalon as well?

10

MS FEBEY: So my advice has been that there aren't any relevant flights coming through Avalon now, but I will double-check that because that was very quickly provided this afternoon informally.

15

So we have focused, I guess, immediately on Tullamarine. And a next step for us, now that that is quite progressed, is to think about private charter planes and also ports. So that's the next step. And I'll have to come back to you on that to give you a clear map.

20

MR CRISP: Thank you. So an action to confirm airports. Because, again, yeah I was thinking corporate, whether that's Essendon Airport or the jet base or whatever. So we'll have to make sure that we --- how do we best identify what flights are coming in?

25

MS FEBEY: One of my team is just confirming that Avalon is indeed not relevant for this. So I can confirm that now.

MR CRISP: Right.

30

MS FEBEY: And at this stage, we don't think ports are relevant, but we'll check private flights.

The Crisis Response Team at Tullamarine will be able to give us very quickly instances of what flights will be arriving when. I think the thing that is unknown is volume. And while that has been reducing over the last few days, we expect that there could be a bit of a spike.

35

MR CRISP: Thank you. So volume, just while that's been raised, and I had an earlier conversation with Jeroen, and, Jeroen, you mentioned you were working on 1,500 a day, so does that accord with what we're talking about in terms in volume?

40

MR WEIMAR: Yeah. Andrew, it's Jeroen here. That's right. So, look, we've got SkyBus set up to do this. Look, they've got 85 buses based at Tullamarine Airport. They've got a depot at the airport. So they should be, even with social distancing, they should be able to cope with 1,500/2,000 kind of volume fairly easily.

45

As Claire has said, the key thing for us is getting hold of the flight schedule and rough passenger numbers so they can line up their service around that there along with the Crisis Management Team.

5 They're now working through capacity on each individual vehicle to maintain social distancing, and then working through the workflow process and the hand-offs between airline, ABF, Melbourne Airport and the hotels at the other end.

MR CRISP: Thanks, Jeroen.

10

So Claire, you're comfortable with that?

MS FEBEY: Yes. Thank you.

15

MR CRISP: Can I just actually go back to airports and ports.

So are we confirming that there are no further cruise ships or other ships that will be coming into any of our ports that meet the criteria for this work?

20

MS FEBEY: That's the advice that I've had so far, but I will triple-check that for you.

MR CRISP: Thank you. So it doesn't include cargo ships and their crew that might be disembarking, or is there already current rules or a direction around that?

25

MS FEBEY: Is that directed to me?

MR CRISP: Yes. Sorry, Claire. Are you aware?

30

MS FEBEY: I'm not aware. So I think some of those details we'll need to understand through the, sort of, border documents that are being prepared.

MR CRISP: Okay, through the directions themselves.

35

Have we got an exiting direction around ships?

MR HOGAN: No, my understanding it was only the --- not a formal direction, it was more the directions that were being provided. Not the formal directions, the guide that has been provided previously under the Commonwealth around ports of entry.

40

MR CRISP: All right. So when it comes to airports and ports, so an action to confirm whether Avalon Airport is in play or not and whether in fact ports for ships and whether this latest piece of work is applicable to ships coming in.

45

So between DHHS looking at the direction and Claire, in terms of the ports themselves, you'll take that up?

MS FEBEY: Yes, thank you.

MR HOLLAND: Andrew, Rob Holland here. Just quickly.

5

MR CRISP: Yeah, Rob.

MR HOLLAND: I've got a contact at Border Force that gave us some information on cruise ships, so I'll take that one quickly for Claire and see if I can find out anything more about any additional maritime arrivals. So I can take that one offline for you, Claire.

10

MS FEBEY: Thank you very much.

15 MR CRISP: Great. Thanks very much, Rob. Much appreciated.

I'm really interested in this Crisis Management Team and about how we're going to share information with regards to this work that will now be ongoing.

20 So in terms of intel and how do we link up the information that we will get through Melbourne Airport or this Crisis Management Team.

So I'm looking at the State Intelligence Manager at the moment. He's sort of nodding at me. And I'm not sure I'll come to DJPR, whether that's you, Claire, or Rob, in terms of whether you've done some thinking about how we share this information.

25

MR CULLEN: Andrew, David Cullen here, State Intelligence Manager. I might just kick off by acknowledging that I think we're going to have a series of typical requests, if I can put it that way, around how many people have come through each day, how many of those are already displaying symptoms, what demographics exist on those flights, how many children do we have, where are they going, what's the dispersement of those passengers.

30

So I think there will be a set template of questions that we need to ask. I think the bridge that we now need to build is finding the right source for that information each day, finding a central point in which we feed that into, because the number of briefing requests or requests for information based on that data, I expect, will be quite significant in the initial stages anyway.

35

So I'm certainly happy to volunteer the State Intelligence Team here at the SCC to become that central point. We would just need to build a connection into whomever is going to collect that data as a starting point for us.

40

There may be a simple answer to that. It might be the crisis team at Melbourne Airport, but we just need to confirm who that will be. We can be the central repository for that knowledge within the SCC, if I can suggest.

45

MR CRISP: Claire, DJPR, have you got any thoughts?

MS FEBEY: Let me give you an initial answer but I think I'll need some time to contemplate this.

5

So, of course, the Critical Response Team at Melbourne Airport is going to be a valuable source of information, and then as well DJPR will have the role from, from what I understand, of managing end to end, I guess, the point at which they get off the plane, until the time at which they finish the period of quarantine.

10

So I guess the question is how do we best balance the holding of that information between those three points, I guess, that control Melbourne Airport in terms of Critical Response Team, and then DJPR's overall lead responsibility for delivery. So perhaps we can come back to that.

15

MR CRISP: Sorry, I'm a bit distracted. I've got an urgent request from the Premier.

MS FEBEY: Something more urgent than this? Amazing!

20

MR CRISP: So, yeah, I know, I know, I know. Can I ---

MS FEBEY: I'd like some time for us to agree the right approach. So if you could just nominate the people at your end and we will work with them to agree this.

25

MR CRISP: Can I leave that action for you and David Cullen please, Claire, to follow up on that in relation to how we collect and share that information?

MS FEBEY: Yeah. I might ask David Cullen and Rob Holland to work together on that, if that's okay.

30

MR CRISP: No, that's fine. No, thank you very much.

██████████ is just going to take over for a minute as we continue to work through this, and I'll be (unclear).

35

MR ██████████: Hi, everybody. It's just ██████████ here from the ADF.

We've got a team here that are just working through the planning process. So we are kind of following a series of prompts and questions just to try and get the information we need to put the bones of a plan together for, you know, a fairly quick execution.

40

I don't know the various departments like Andrew does, but people in the room, or people on the phones, if you could just jump in where you think it is relevant that would be appreciated.

45

So the next part of the process we were looking at was just we've made some assumptions, so I'd be just interested in getting some feedback on whether our

assumptions are correct.

So we just wanted to confirm that the problem is only the airfield and the seaports and nothing else?

5

No, I'll take that as a fact.

Does everybody believe we have a sufficient workforce for the tasks that they perceive will be needed?

10

MR WEIMAR: So from a transport point of view, we've certainly got, I think, a solution in place that can handle Tullamarine to hotel destinations in the CBD and in, potentially, four other regional locations. We don't have a solution for any other ports of entry at this point in time. So if there are other locations, arrival locations that we need to solve for, that's not part of our current planning.

15

MS [REDACTED s73(e) the memb] Rob, it's [REDACTED s73(e) the memb] Can I just ask, did you just mention four other regional locations?

20 MS FEBEY: I can answer that question.

MS [REDACTED s73(e) the memb] Thanks.

MS FEBEY: So the preference from a simplicity and implementation perspective would be that, as much as possible, we accommodate people in metropolitan Melbourne, but I understand that there might be a preference.

25

And certainly in the Premier's comments in the press statement he made today, he talked about suburban and potentially regional locations.

30

So as well as now needing to consider different points of access, potentially, which we hadn't contemplated in the transport solution, we probably also need, over time, to contemplate different locations for people in terms of where they are quarantined in their hotel.

35

MS [REDACTED s73(e) the memb] Thank you.

MR [REDACTED] Yeah, I'm just actually clarifying, excuse me, with the deputy the intent of that, because I did read that the press had come out and said, you know, where practical, close to where people live.

40

So I'm just getting some guidance on that via text as we speak. So that will, you know --- the logistics of that compared to, sort of, a central ease of not just transport, not just, you know, being able to provide food and those sorts of things, but then the enforcement and all of those things, the further we disperse that the more logistics are required and potentially the more resources.

45

MS FEBEY: Yeah, so if I could echo that and really emphasise, particularly for the first period of implementation, it is important to keep this as simple as possible, and so our ask would absolutely be that we focus on, where possible, as few hotels in metropolitan Melbourne as we can just to make that really seamless in terms of how all of those different services are provided.

MR [REDACTED]: Just going back on workforce planning, anybody else?

MR HOGAN: Just from DHHS' perspective, I'm keen to know, Claire, if you're saying that you've been considering the end-to-end process? We've been working on the assumption that we'll obviously need to have some in-reach of health monitoring and health support.

MS FEBEY: Great.

MR HOGAN: So that's for that. But just kind of keen to work in with you around that.

Also, we have been talking to Red Cross about potentially doing some outreach and some PFA, some psychological first aid, so I think we need to consider the workforce. We probably will, but it is who delivers it and how it is being delivered. So not just once they're in the hotel, but what their needs are going forward.

MS FEBEY: Is that Braedan speaking? I'm so sorry, I don't know everyone's voices yet.

MR HOGAN: Yes. Sorry, Braedan.

MS FEBEY: Braedan, great, I'd love to work with you on that. So just in the first instance, we're ensuring that people are able to access basic support such as BAP, Beyond Blue, Lifeline and thinking about what the point of contact will be for people while they're quarantined if they have more logistical questions, and also, of course, what they'll do in terms of immediate actions if they have symptoms or get sick.

So we're doing some base level thinking, but we would really love if you could nominate either yourself or the right person for us to go into more detail on that with.

MR HOGAN: Yeah. So Claire, it would be good to have a conversation. We've got contracts with existing --- for psychological first aid providers under the --- (overspeaking)

MS FEBEY: Sure.

MR HOGAN: --- to save duplicating that.

MS FEBEY: Yep.

MR HOGAN: So they'll be able to contact (unclear).

MS FEBEY: Great.

5 MR [REDACTED] Thanks. Just a question on, given that the security element probably overarches all of this, anybody got anything to say whether they can --- on maintenance of security or the process?

10 MS FEBEY: Is anyone from Victoria Police on the call?

MR GRAINGER: Yeah, so you've got Mick Grainger monitoring, and [REDACTED] [REDACTED] from our planning area. But, you know, just thinking through security, it is multi-layered, yeah, so we've got receipt of people at the airport, and someone who is working out a process flow will work their way through this, but then you've got  
15 the potential for people not to want to get on a bus, for example.

My preference would be that if we were going to house these people anywhere, CBD makes sense, to keep it simple. I support, I think it was Claire's, comments on that.

20 But then in terms of security, there would be private security, and then the police would have a role perhaps around that as well, but we'd have to work through what that looks like.

MS FEBEY: I'd be really keen to take this up with you. And I'm so sorry, I missed  
25 your name. Did you say, was it Rick?

MR GRAINGER: No, Michael. Mick Grainger.

MS FEBEY: Michael Grainger. Sorry about that, Michael. I'd be really keen to  
30 work this through with you because, as you say, there are different steps in security and some of it should be, for example, increasing the provision of private security at hotels. Some of it will be around security either at the point of arrival or during transport.

35 And then we'd like to understand from you where you see VicPol's role being predominantly, which I would have thought was around where things are not going as they should and you need to be called in to assist with enforcement.

40 So could you and I take that up separately, and perhaps with you I could understand who else I need to bring to the table in that conversation?

MR GRAINGER: Yep, so we'll have a planning and an operation cell in our State Police Operations Centre. I'll take the call from you ---

45 MS FEBEY: Yep.

MR GRAINGER: --- and then we'll connect in with that group who are working

afternoon and night.

MS FEBEY: Great, thank you.

5 MS [REDACTED]: And I'll talk with you on that, on the next steps, Mick, as well.

MR GRAINGER: Thanks, [REDACTED]

10 MS [REDACTED]: I just missed two --- sorry, it is [REDACTED] from Victoria Police. Was the AFP involved from the airport policing perspective?

MS FEBEY: I will check that with Melbourne Airport. Undoubtedly they will be. So I'll clarify what their involvement is.

15 MS [REDACTED]: Yep, thank you.

MR HELPS: Jason Helps. I know Border Force has been mentioned but, you know, again, we've got to sort of clarify what roles and expectations will be.

20 MR [REDACTED] Okay, are we --- has anybody got any more for on the --- the work, the capacity of the workforce to undertake the tasks or any RFIs that have come out of that we need to know?

MR HOGAN: Just one

25

MR WEIMAR: Just --- it is Jeroen here from Transport. Just to know, we're putting a contract in place with SkyBus, so they will do the, you know, receipt from Melbourne Airport, handing over to the hotel.

30 I think Claire and her team are working on what are the end to end ownership look like and whether there are people escorting it all the way through or not. That's not part of our solution at the moment.

35 MR HOGAN: Just one practicality. It's Braedan from DHHS. I'm interested to understand, and I don't know if anyone has the answer, on the powers which are being granted. Is it under the Commonwealth powers? Because if it is, that is required for human biosecurity officers, which mostly are our public health people running this incident from a public health perspective.

40 So I know that there might be an interim period whilst they might be required, so I think we need some clarification around what powers can be exercised and who can actually do them under what legislation.

45 MR [REDACTED] Okay, thanks.

Another assumption we made is --- well, it is not an assumption, but just handling cargo crews that are coming in via port of Melbourne. Has there been any

consideration on how we capture that?

MS FEBEY: Can you clarify who you are directing the question at?

5 MR [REDACTED]: No, as I --- I don't --- these questions are just to whoever thinks they're best placed to answer, but ---

MS FEBEY: Sure, okay. If no one has a contribution to make on cargo ships, I'm happy to take that on notice. Claire from DJPR.

10 MR [REDACTED] Thanks, Claire.

Okay, now just for the next part of this meeting we're going to run through the --- what we've put down as three phases to address the problem. First phase is representation. And what we're really looking for is a number of outputs.

15 So if I just say the prompts, and I'll look forward --- look for people to just answer where they think they can contribute information that will support an executable direction at the end of it.

20 The second phase will be the transport, and then the third phase will be the accommodation. And there is actually --- sorry, there's a fourth phase, which will be the return to community.

25 So if we just focus on the reception aspects of it, there's four tasks that we've sort of broken down to: one is the receipt of passengers and crews; the second one is passport control and immigration affairs processing; third is baggage collection; and four is the quarantine checks.

30 So if we just step to the receipt of passengers and crew, has anybody got any ideas on the requirements or the taskings that will come out of that?

MR HELPS: Some of our regional colleagues have been doing this to a smaller scale already, so there will be some procedures that I'm not exactly sure of. My understanding is that Border Force manage that airside but there will be a requirement at some point for the returning passengers to be given a direction, so whether that's en masse or whether that's individually, I think we need to work through. But they will be required to be given a direction and have that explained to them and then I'm thinking that we will have a Regional Commander there as well as probably some support services but a Regional Commander there sort of controlling the DHHS perspective. Now, whether we need to have AOs there as well, I don't know, but we will work through that and get back to you on that.

45 MR [REDACTED]: Thanks, Jason.

Anybody else got any ideas on receiving passengers and crew?

MS FEBEY: Yes. Claire from DJPR. I think I need to connect with the person who was just speaking, from a health perspective. So once again, to give people comfort, Melbourne Airport has a Critical Response Team stood up and they have early planning done in terms of how they are going to manage people. Obviously, this is  
5 from midnight on Saturday, this would not be able to be implemented earlier than that. So they will have a process in place so that when a plane arrives that group of passengers is kept together and processed as a single group, through a tailored approach for customs and baggage collection. They are also talking about having a desk then set up where people go, co-ordinated with both Transport and DJPR in  
10 terms of the provision of hotels. They will then have a system to allocate people to hotel stock that matches their needs and then they will direct them to the right transport to take them to the right place.

Now, this has all just come through conversation today. They have been doing some preparatory thinking around this and they will stand up a meeting of the Critical  
15 Response Team soon, hopefully this evening or tomorrow, and then I can confirm more details. But just to let people know that they have got some very good preplanning work done already to make sure that this is very safely and appropriately handled in a very orderly way at the point of arrival.

20 MS <sup>REDACTED</sup><sub>s73(e) the member otherwise consi</sub> speaking. I just wanted to check, probably with you, Jason: is there likely to be individual testing of those passengers when they come in?

MR HELPS: Not all of them. My understanding is that the current arrangements  
25 will continue. So there will some spot checking of certain percentages and there will also be the requirement for them to declare if they are feeling unwell before they arrive and that would then prompt a further examination. So yes, that is the current arrangement, so I don't see that ramping up. The testing will occur further during the quarantine period if people become unwell. So the airport side of that will be as is  
30 existing.

The other thing that we've just got from the Deputy CHO is that the wording that she's given me at this stage is that "It will be transport approved by the Chief Health  
35 Officer or the Deputy Chief Health Officer". In some initial conversations, buses are obviously included in that. There may be some scope for people to take private transport, once they have had a direction given, so we'll just need to work through what that lands as, once the direction comes out, but there may be some scope for that and it may be for individual circumstances. But it will be "Transport approved by" --- and we will need a definition of what that is.

40 MR <sup>REDACTED</sup> Following on from that, I take it is the administration or the processing through immigration and other forms that need to be completed, is there anything logistical in terms of non-standard immigration forms that are going to be rolled out for that process?

45 MR HELPS: Not that I'm aware of. As I said, there will be a requirement to give these people a direction and probably, you know, there will need to be a reasonable

explanation and we might need some interpreters and those sorts of logistical things. But my understanding at this stage is that is the only additional requirement above what we have already been doing.

5 MR [REDACTED]: Thanks, Jason. Just the other thing is baggage collection was raised. How is that going to be handled post people actually entering the main part of the airport?

10 MS FEBEY: Unless anyone else has a view, the advice is that people would be supported to collect their bags in a way that isolates them from having contact with other passengers and other people, so there would be an arrangement put in place to make that seamless, so they collect their bags and then they go to their transport.

15 MR [REDACTED] Thanks. That takes us to the end of the reception phase. Has anybody got any idea or contribution to the reception phase as far as planning considerations or otherwise?

20 MR [REDACTED] from ADF. The initial concern is getting the information out to those that are actually coming into the country. Do we intend to message them before they get on the flight and do we intend to message their families at this end who might be expecting to receive them as well? Has anybody got any thoughts on that?

25 [REDACTED] with ADF. I'll come up with something.

MR HOGAN: Braedan Hogan from DHHS. I think, whilst --- as Jason did allude to, I think it would be prudent for us to have other support services there when they are being received, similar to what we may have had in place when we repatriated people to Mallacoota; VCC, for example and other psychological first aid. Because I feel  
30 that some people will be distressed through this. I think we will have to work through if we do that just at the airport or potentially on transport or at the hotel or how we actually deliver that as well in an ongoing way, because I do feel that people will be distressed and need a place to go.

35 So we can work on that with Claire offline, but I think utilising the existing arrangements that we've got either with VCC or Red Cross will be necessary to have in place.

40 MR [REDACTED] Thanks. Just also noting that if families aren't informed and they do turn up at the airport, that's going to create a problem that we don't need.

45 MR HOGAN: And I think there has already been one question in the public domain, as the Commissioner said earlier, with what happens for individuals who are unaccompanied minors, for example. So I think, you know, this is probably for further conversation and thinking, not further conversation externally: what level of discretion will there be allowed for such arrangements and who would have that discretion?

MR [REDACTED] John from ADF again. If we have sort of exhausted the reception considerations, we'll move on to the transport. I know we've discussed a lot of the bussing and especially the immediate response through SkyBus. Has anybody got  
5 any other thoughts on more of a steady state solution moving past that initial phase?

MR WEIMAR: It's Jeroen Weimar here from Transport. I'm sorry, I just missed five minutes of the conversation, my phone dropped out.

10 One question I think around the issue of individual transport, I think the solution we were working on this afternoon had a complete handover from some combination of airport staff and ABF to SkyBus to manage people on to the vehicles without the element of choice, however you want to put that. I don't think I would envisage a solution that said people can then peel off from that group and then go on other  
15 individual transport or taxis or anything else. That's a different solution.

So we need to be clear whether this is a, "There is one route for you to get to the hotel and this is the route and we have the powers to ensure that you do that" or whether we're talking about something else.

20 MR HOGAN: Braedan from DHHS. Just in conversation that Jason had earlier and some of the information that we're getting back from the Chief Health Officer --- and we obviously need to wait for the direction to be finalised --- but I think potentially one of the consequences, for example, if people do have cars parked at the airport,  
25 they may be allowed to retrieve those vehicles and then drive those vehicles to the accommodation, and that would be part of the direction. I think we just need to keep that in the back of our mind, probably the 5 per cent or 10 per cent of people who have private vehicles, we will need to obviously see how this question shapes up to be a bit more --- a bit more clearer as to how we plan. But I think we should proceed  
30 to mass transport where we can.

MR WEIMAR: Okay. That's helpful, thank you. Worth understanding at some point where that decision point is, as to who's ultimately going to control these people at what stage of the process and who is the authorising voice around "You can  
35 go here" and "You have to go into this line."

MR HOGAN: I think that's exactly right. We need to work through at the reception phase what are those questions and determinations that obviously inform the specific direction that that person or group of people will receive.

40 MR WEIMAR: Okay.

MR GRAINGER: It's Mick Grainger from Victoria Police. I'm concerned if you're thinking about letting people wander off to collect their cars. I think we need to have  
45 very clear advice on our power to direct people on to the bus and that's the option, then we recover the vehicles later.

MR HOGAN: It's Braedan from DHHS. I'll feed that back into the process.

MR GRAINGER: We can't have people wandering around.

5 MR CRISP: Mick, it's Andrew. I've just come back into the room. Apologies, I might have to step out again.

I agree. Otherwise we've got people who will have their cars at a hotel or somewhere and what are we going to do with those vehicles anyway and then potentially if they  
10 are confirmed cases. So I think let's keep this as simple as possible and the direction is everyone is on a bus.

MR HOGAN: Braedan from DHHS. I'll feed that back in as strongly as I can from this group. I agree it is simpler, but we will obviously pass that on to the lawyers.

15 MR WEIMAR: I strongly agree from a transport perspective.

MR [REDACTED] ADF again. Also, the coordination of pickups and police and security, is there some sort of an overarching local command element sitting over  
20 that to try and make that all work?

MR GRAINGER: Mick Grainger here. There's no command element at the moment because we're working through this in a hurry. I would think AFP would have responsibility airside in the airport building and then we'd have to work through what  
25 overlay is required in the car parks.

MR [REDACTED] So would we put this post the sort of plan, we would put this back to AFP and see if they can coordinate locally? Andrew?

30 MR CRISP: Mick [audio redacted] it's about who's going to take the lead in making sure that we coordinate it around the law enforcement side of things. Is that something you'll take the lead on in terms of --

MR GRAINGER: Yes, I'll speak to [REDACTED] after this meeting and we'll  
35 develop some sort of a plan.

MR CRISP: Thanks very much.

MR [REDACTED] from ADF again. We've just addressed the basic transport  
40 option. Obviously that will result in the people turning up at a place of accommodation.

We will move into the accommodation phase itself. So reception at accommodation, I guess we're looking for considerations on how we handle that, given there may be  
45 multiple hotels in the CBD or other places.

MR CRISP: Sorry, John. It's Andrew. Can I just go back to transport. Sorry if I've

missed something. But is there a plan to put someone on each of these --- is there a plan for these buses to be escorted and security on the buses, welfare support on the buses? Just curious if anyone has given any thought to that.

5 MR HOGAN: It's Braedan from DHHS. I did mention the need for support services on those buses and we'll carry that through. But I think there needs to be consideration of escorting because I don't think we can necessarily expect external agencies to be fielding questions on the nature of this whole arrangement. So I think we do need to have at least somebody from Government at some angle to be able to  
10 field those questions and support them through that.

MR GRAINGER: Yes, agreed.

MR CRISP: Thank you.

15 MR [REDACTED], ADF again. So basically we've got them on buses, we're moving towards the accommodation. When we get to the accommodation, I'm just looking for considerations for debussing and processing into accommodation now.

20 MR WEIMAR: [REDACTED], Jeroen here from Transport. My starting point would be --- again, depends on how many hotel destinations we're talking about --- if we're talking about maybe a total of half a dozen, our preference would be to have, you know, buses going to those single destination. We will identify those at the airport end so people load on to the appropriate vehicle, in terms of where they're heading to, rather than vehicles making multiple stops, because it will get pretty messy if we  
25 have to do that.

On that basis we could probably handle, rule of thumb, up to about half a dozen locations, before it turns into a bit of a zoo. Again, I think my assumption then  
30 would be that, you know, bus stops at hotel and we hold people on the bus --- again using the escort person to facilitate release of individuals into the hotel's secure area for them to be processed and we process people one by one on that basis.

MS FEBEY: If I could add to that --- Claire Febey from DJPR. So Unni Menon in  
35 our department is coordinating the provision of hotels and each hotel will have unique considerations in terms of how we manage the flow of people and how we process them through reception. And so part of Unni's conversations at the moment we have provided on the hotel side is understanding the specific needs and arrangements that we would make at each hotel. So I think we'll have some general  
40 principles about how it should work and then we'll have some specific things that will be about the setup and physical location of that particular hotel.

MR CRISP: Claire, it's Andrew. That's great. So you'll basically have a reception plan for each of your hotels?

45 MS FEBEY: Yes, we will, which is another reason why, of course, having as few accommodation locations as possible will be really advantageous, so we can get into

a straightforward rhythm. But that will also be guided by the volume that we are needing to house at any one given time. But if people have from their perspective different considerations that they think should be part of that, I guess, reception plan at each hotel, it would be really great to understand those, so if there's anything from  
5 a health perspective or from a security perspective, it would be really good to have that fed through. And we're working really closely with transport about how the interaction between a bus dropping off at the hotel piece works.

MR HOGAN: Claire, it's Braedan. It might not necessarily be at reception but  
10 I would include some consideration to health support. We have got to give consideration, potentially, that we've got locations kind of around --- in close proximity and activating them to provide supports. I think there's some real practicalities as well, you know, kind of people aren't necessarily prepared to spend 14 days if they've been away for a weekend, albeit that's overseas, coming from New  
15 Zealand, et cetera.

So I think there's going to have to be some arrangements and thought given to what other essential or things they may need to actually sustain them for 14 days and how that's going to be facilitated. Are we going to allow families to come and drop off  
20 materials to them? That obviously opens up a range of proximity issues. I think there's a lot of those kinds of practicalities that we need to work through around how they are going to be received and what will be allowed to be facilitated, in terms of them given access to as well.

MS FEBEY: Thanks, Braedan. Our first assumption is that that will be provided with support to have things brought to them, more in the kind of --- in a hotel provision sense. If there are particular items to ensure that their stay is appropriately catered for, whether that be clothing items, for example, that could be brought to them new, rather than having family members dropping items off. But that's  
30 something I would really like to explore further with you and anyone else relevant, just to understand what the nuances are there.

MR CRISP: Claire, it's Andrew again. Would a way forward be for you --- if you have not already done it --- to develop a sort of a template of what a reception plan  
35 looks like to share with this group? Because I'm sure Victoria Police will be thinking about what's the security piece that fits into the reception plan, share it with this group and we can populate it as we see fit and to support the overall plan.

MS FEBEY: Sounds good.  
40

MR CRISP: Okay, thank you.

MR [REDACTED], ADF here. Just also then on rules of, I guess, when you're in hotels and security are maintaining people's distance, I guess once they are in the  
45 hotel itself, I don't know how they are going to interact, whether there's going to be guidance given on that.

MS FEBEY: Was that a question directed at DJPR?

MR [REDACTED]: I think anybody. Because I'm just curious to know, if people are in a hotel and otherwise they don't want to comply, I don't know what we can really do to put that in place, apart from at least read them the Riot Act in the hotel post being delivered there.

MS FEBEY: Yes. So the starting point would be that they are not leaving their room, but it would be great to get some advice from VicPol colleagues or others around how that might practically work.

MR HELPS: I've got some updates from the Deputy CHO around that issue. People will be required to remain in a motel room and be housed as individuals if they are not a family member. So a group of mates coming back from Bali, they would need 10 separate motel rooms; if they are a family, they can stay together. The intent is that they will remain in their rooms. But subject to, you know, the facility, they can, you know, potentially go to a courtyard or something, you know, individually or as a family group, you know, as that particular room group is. So there will have to be some working out of each facility as to how we enable that and what is allowed in that space.

MR [REDACTED] Just medical access, so if people do become symptomatic or have other health problems, are we just relying on the normal emergency services response?

MR HOGAN: Braedan from DHHS. We have given it some thought and I think we need to have a conversation with Claire offline as to what that looks like. But our initial thinking was that we would --- we would have a phone number for them to call to meet any needs, including medical needs. As I said earlier, we have given some consideration to how we have in-reach health services and it would be good to understand where, once we have the locations of the hospitals --- of the hotels, sorry --- what potential in-reach we can do from existing medical facilities around there.

I think our overarching intent is to minimise demand on the overarching health system, so we don't necessarily want to be calling out AV for coughs and colds. But there will be insulin needs, Ventolin needs, all of those kinds of things, pharmaceutical needs that this cohort will require. So, as I said, (unclear) teams might be able to write scripts, we might need a pool of people, and I don't know what DJPR have considered around other needs that these people may need, are we going to have people facilitating that, going to the chemist so they have access to pharmaceuticals? I think we need to work through all that and have an interim medical and monitoring capacity and capability that we can offer to this cohort and then escalate as required.

MR HELPS: I'll just give a couple of other updates, at the risk of changing your agenda. But, yes, having just spoken to the Deputy CHO again, there is a strong preference from her for us to choose motels wherever possible close to the existing testing centres that we've got, so that makes some sense. The Pacific Islander

exemption has been revoked so they are now included.

They are asking us to give consideration --- and this is around how they write up the direction and the legalities behind the direction --- they don't want it to sound like  
5 mandatory detention but we want to narrow how that is written up. So the consideration is that the direction will be that they have to travel on a bus that we provided; we have moved away from the private vehicle use. And what we will need to do is actually identify a list of hotels that we plan to use. So the sort of ballpark figure given to me was 15 but there is actually no restriction. But we need to  
10 actually list the motels that we will use and if that's a list of 30 or 40 or 50, that will be written into the direction. The reason for that is if we don't do that, we have to give everybody an individual direction, rather than the direction being for all people who return. So there's probably a little bit of mapping of availability, where our clinics are and then, you know, we will have to sort of rationalise how we best fit all  
15 of those different requirements.

But the other thing she did say was, you know, if somebody wants accommodation in Stawell --- that's not going to be an option at the moment so that sort of supports our initial view of let's keep people close to the city. But we can change the direction.  
20 So if we sort of exhaust motels, you know, next week we can have a new list of motels, if that makes sense to people.

The other thing is that they will have to be, as I said earlier, grouped in families or, if they are not family members, individually. And cargo ships, it does apply to cargo  
25 ships if the crew is disembarking.

MR [REDACTED] Okay, then. We have gone through the first three phases. We'll just talk about now the return to the community. I guess that's around --- some of the considerations there will be, you know, is transport provided, is there any follow-up,  
30 is there any post accommodation screening, that sort of thing.

MR CRISP: Sorry, [REDACTED] can we get --- again, apology, I missed, I had to step out again --- but in terms of security at accommodation, have we covered that? Is it private security, Victoria Police? I understand that the preference of Victoria Police  
35 or the Chief Commissioner is that private security be the first line of security and police to respond as required. Is that your understanding, Mick?

MR GRAINGER: Yes. It's Mick Grainger here. Absolutely that's our preference.

40 MR CRISP: So I'm just curious as to who's going to take responsibility around contracting private security? Is that DJPR? Claire?

MS FEBEY: Yes, I understand that's for us to take up. So I'd like to have a follow-up conversation with Mick and just to understand a little bit more about how  
45 he sees that best working and then we're happy to make sure that the right arrangements are made, both in hotels and also for exploring what the arrangements might be for transport as well.

MR CRISP: Thanks, Claire. Thanks, Mick.

5 MR [REDACTED], ADF again. So we will go back to phase 4, which is the return to community phase, just questions on how people see that rolling out, considerations or others.

10 MR HOGAN: It's Braedan from DHHS. I think --- you want to get into that but I think that falls within the 14-day period, we may see people requiring to be hospitalised, so it will necessarily need a pretty proactive engagement I think of this cohort and we can work out how we do that.

15 And then getting to that stage, I think we can't underestimate the psychological impacts of this, of this cohort potentially, for 14 days, not call it mandatory detention, we will come up with a better form of words. So I think we might have to give some consideration to what supports are provided to this cohort ongoing and I'll leave the logistics to others (unclear) and also have (unclear) them through the 14 days as well, not just necessarily to professionals providing that support but to family members to in-reach as well.

20

MR GRAINGER: I'm just following that with an assessment of releasing people, because obviously, you know, people are going to be staggered as they enter, they are going to be staggered obviously on exit, so is somebody going to be there to basically assign them a clean bill of health before they walk out the door? And if they walk out the door, what happens after that?

30 MR HELPS: My understanding is the quarantine time will commence when they arrive at the motel and then the 14 days post that. I believe what's happening is at the moment, so each day our teams touch base with these people, either directly via phone or via text message, and upon, you know, the expiration of the 14 days they are just simply advised that they are clear to go if they haven't developed symptoms or they are not awaiting a result that might prolong that. So the exception to that is that they have to be allowed to leave if they have medical requirements, obviously; that will be enacted. But other than that, yes, at the expiration of their 14 days, if they are asymptomatic they can leave. But I'll clarify that as well, as to whether there's anything we do in writing. But that's sort of what we've done in the past, it's just, you know, in that dialogue that we have with them daily as we get close to that time, they are acutely aware of when that time finishes.

40

45 MS [REDACTED] s73(e) the member Just a quick question from me. It's [REDACTED] s73(e) the member Are we considering supported transport for these people when they're released from their quarantine accommodation? Because obviously some of them won't have vehicles. Is there an assumption that they will make their own way to whatever their destination is or are we going to support them in that?

MR HELPS: I expect there would be an obligation, given that we have

non-mandatorily detained them, that we get them home.

MS FEBEY: Claire from DJPR. We're assuming there should be provision of transport home but we haven't yet determined what that mechanism would be.

5

MS REDACTED  
s73(e) the mem Thanks, Claire.

MR HOGAN: And some of the people may be from interstate, because they will have come to Melbourne but need to get on their connecting flights.

10

MS FEBEY: Yes, that's a really good point to raise. We'll pack that into our thinking.

MR CRISP: As far as any sort of formal agenda goes, which I'll use the word formal loosely, we are coming to the end. The idea of this meeting was just to, I guess, almost know the unknown, and I think we've gone a long way to doing that.

15

I just --- the idea now is that, as a planning team, we'll go away and put this together and I think there will be a lot of requests for information outside of that. But if anyone has got anything more before I hand over to the Commissioner, now would be the time to say it. Thanks.

20

MR GRAINGER: It's Mick Grainger again from Victoria Police. Just to be clear, are we acting under the Commonwealth *Biosecurity Act* here? What are our powers?

25

MR HELPS: My understanding is it will be a direction under the *Public Health and Wellbeing Act*.

MR GRAINGER: Sorry, I missed that. Someone clunked across you. What was that?

30

MR CRISP: Mick, it's Andrew. Jason mentioned about the direction itself and I know that that creates all sorts of issues in relation to powers, because you need authorised officers and then they request the support of police. So I think --- my understanding is there was some work being done looking at the Commonwealth quarantine legislation and about therefore police having certain powers under that. But that is an action we do need to follow up in relation to the legislative support for this.

35

MR GRAINGER: Thank you.

40

MR HELPS: I spoke to my Dep Sec before, she was giving me advice that under the *Public Health and Wellbeing Act*, over the weekend she's confident that the Victoria Police will get some powers to issue pens and the like. So --- but I haven't got any more than that. There will be a change in --- (overspeaking) --

45

MS STITT: While we're on the line --- my name is Helen from DPC --- just to put on the agenda how the hotel workers will be dealt with by DJPR. I imagine that's something for negotiation with the hotels. And a general question that we were asked to make sure we understood is what role the ADF will play, please?

5

MR CRISP: It's Andrew Crisp here. Again, that's why we went through this particular process, to identify where there was a lack of capability or capacity to undertake any of the phases of this operation. I suggest that at this stage we can manage this. The ADF will be doing just exactly what they're doing at the moment, helping us to plan for this particular operation. So at this stage we don't see a need for boots on the ground, so to speak.

10

MS FEBEY: Thanks, Andrew, that's very helpful to clarify that.

MR GRAINGER: Mick Grainger again. Sorry to keep interrupting. So air crew, I presume they are also to be isolated?

15

MR HELPS: No, sorry, the flight crew will be exempt. They have got their own arrangements so they will be exempt from this.

20

MR GRAINGER: Thank you.

MR WEIMAR: Andrew, it's Jeroen here from Transport. Much as we all enjoy extra conference calls, does this --- a version of this group need to talk tomorrow morning, mid-morning, to make sure it's all in place?

25

MR CRISP: Yes, that's right. I'm looking across at the planning team now about when we put some meat on the bones of this plan that we can actually distribute. And I'd suggest, yes, we do need to come together first thing tomorrow morning.

30

I'm just --- the legislative issue, is that a DPC piece to follow up or is it DHHS legal? I just don't want to leave that one hanging, about the legal powers to support what we're going to be doing. Is that something I can leave with you, Jason? So DHHS will follow up on that. Thank you.

35

MS FEBEY: Claire from DJPR. Just a point of clarification. So you mentioned that of course there are different arrangements in place for flight crew. We understand that there are some --- two cruise ships that want to change their crew in the sort of near time ahead. Are there --- is there any specific arrangement in place for cruise ship crew that's different to how we would treat passengers?

40

MR HELPS: I'll have to get clarification on that. I mean, I'm speculating that it would be no different to a cargo ship, if they come off. But I'll have to get clarification. There is the exemption of flight crew but I'm not sure that extends to the cruise ship crew.

45

MS FEBEY: That would be great. Thank you.

MR CRISP: Claire, it's Andrew. Sorry. Are we expecting cruise ships? I didn't think we were.

5 MS FEBEY: While we have been on the call, I'm getting advice from --- team members who are looking into this tell me that there are two cruise ships that want to refuel, restock and change crew. So we are having that advice come to us from Border Force, I think. I need to get some more detail but I just think that's something we need to consider and plan for.

10

MR CRISP: No, no, definitely, if that's possibly going to happen. It's where we might need a bit more help from the ADF, we need a Navy blockade so the ships can't get close to Victoria.

15 REDACTED s73(e) the memb Andrew, it's REDACTED s73(e) the me

MR CRISP: Yes REDACTED s73(e) the memb

20 REDACTED s73(e) the memb So there's two ships coming into Melbourne to Station Pier, one tomorrow morning and one Sunday morning. They're coming in purely to resupply with fuel, water and food. One of the ships is taking two American passengers on and they're heading out again. There is no change of crew, no one is getting off, it's simply just to refuel and go. And these are two of the ships that were off the coast of Western Australia. They have got American tourists on board, they can't fly and they have to travel by sea to get home to North America.

25

MR CRISP: That's very useful.

MS FEBEY: Thanks very much.

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MR CRISP: Thanks, REDACTED s73(e) the m really useful. Thanks very much.

Great, thanks, everyone. That was really, really useful.

35 And thank you to our ADF friends and colleagues for pulling together that structure, I think it worked really, really well. They will now go away and do some further work.

40 I haven't been able to track the actions because I've been in and out of the place but I know there were various actions that people are going to be following up on and we will meet first thing in the morning but we will send out some details as to when that's going to occur.

45 Thanks again. A lot of goodwill, good people, we'll get through this. So keep smiling. Thank you.

MR WEIMAR: Thanks, Andrew.

(Meeting concluded)