

Operation Soteria
Op.Soteria-Minutes-2020-04-10-1330hrs



EM-COP Library Filename – Op Soteria-Minutes-2020-04-10-1330hrs-

Operation Soteria

Meeting Details			
Meeting Date	Friday 10 April 2020	Start	1330hrs
Teleconference	9037 8885	End	1414hrs
Location	State Control Centre, Bogong Room		
Minutes	SRC Executive Support		
Members	Name	Members	Name
Deputy State Controller – Op Soteria (Chair)	Scott Falconer (SF)	DOT	Kim Schriener (KS)
EMC	Chris Stephenson (Deputy EMC)	VicPol	[REDACTED] Terese Fitzgerald (TF) Adrian Healy (AH) Jamie Templeton (JT)
Public Health Commander	Finn Romanes (FR)	DPC	Amanda Pickrell (AP) [REDACTED]
DHHS	Braedan Hogan (BH) <i>(DHHS Agency Command)</i> Pam Williams (PW) Menna Naidu (MN) <i>(Quarantine Exemptions)</i>	SCC Comms	[REDACTED]
DHHS (Airport)	[REDACTED]	AFP	[REDACTED]
DJPR	Claire Febey (CF) Rachaele May (RM)	Assurance and Learning	

CONFIDENTIAL – COPY FOR THE BOARD OF INQUIRY AND COUNCIL ASSISTING ONLY
NOT TO BE PUBLISHED OR PROVIDED TO ANY OTHER PARTY WITHOUT ADVANCED NOTICE
REASONABLE NOTIFICATION TO DJPR AS THIS MATERIAL MAY BE SUBJECT TO PII, LPP
AND/OR PRIVACY CLAIMS

Actions from Previous Meetings				
No	Meeting Date	Action	Assigned to	Due Date
1.1	3/4/2020	<p>DPC/EMC to identify contacts to assist in gaining information on numbers of Australians returning home and capacity trigger points for all jurisdictions.</p> <p><i>6/4/2020 - Home Affairs will pursue with ADF better intelligence on flight arrivals.</i></p> <p><i>7/4/2020 – Two parts to this action now with the first component being completed that better reporting for numbers are being received from DFAT.- COMPLETE.</i></p>	EMC	COMPLETED part 1 – DFAT flight and passenger numbers.
1.2		<p>DPC/EMC to follow-up the quarantine expectations in other jurisdiction once passengers have completed their quarantine in Victoria.</p> <p><i>9/4/2020 – EMC mentioned at SCT that he was expecting a spreadsheet to be shared later today that that provided the jurisdictional quarantine requirements. – IN PROGRESS</i></p> <p><i>10/4/2020 – (AP) will follow up and confirm ASAP.</i></p>		In PROGRESS Part 2

3.	5/4/2020	<p>Exit process to be developed by multiple agencies in anticipation of individuals leaving hotel quarantine.</p> <p><i>7/4/2020 – Hope to be finalised this afternoon. BH to follow up today.</i></p> <p><i>9/4/2020 – Still being finalised. Hope to have it complete by tomorrow.</i></p> <p><i>10/4/2020 – PW still working through process, awaiting approval on pieces of Comms for guests.</i></p> <p><i>FR – DPC Comms have just given approval. Will send in shortly.</i></p> <p><i>SF – please send in to SCC so it can be circulated with minutes.</i></p>	DHHS/DJPR	In PROGRESS
----	----------	---	-----------	--------------------

CONFIDENTIAL – COPY FOR THE BOARD OF INQUIRY AND COUNSEL ASSISTING ONLY
 NOT TO BE PUBLISHED OR PROVIDED TO ANY OTHER PARTY WITHOUT ADVANCED
 REASONABLE NOTIFICATION TO DJPR AS THIS MATERIAL MAY BE SUBJECT TO PII, LPP
 AND/OR PRIVACY CLAIMS

Item	Subject
1.	<p data-bbox="327 439 606 465">Situational Awareness</p> <p data-bbox="327 483 721 510">Deputy State Controller - Health</p> <ul data-bbox="375 533 1412 927" style="list-style-type: none"> • We need to ensure Actions are followed up promptly and shared. • As of the 28th of March until today, there has been 52 flights, 2,503 transferred to quarantine, 5 in Hospital, 31 exemptions issued. • BH – data needs further work as it is including commonwealth exemptions. • MN – Commonwealth makes some border decisions, Victoria makes its own decisions around detention. In some cases we have aligned with decisions made at the National level, but in other cases we have varied and it has been accepted at the National level that States and Territories aren't bound. • FR – Commonwealth works through the State on exemptions. No Parallel exemption process. • SF – Will chat with BH offline, we need to clarify these figures, the EMC has been following up on them today. • This morning 3 flights were expected with 376 pax.

CONFIDENTIAL – COPY FOR THE BOARD OF INQUIRY AND COUNSEL ONLY
 NOT TO BE PUBLISHED OR PROVIDED TO ANY OTHER PARTY WITHOUT A WRITTEN
 REASONABLE NOTIFICATION TO DJPR AS THIS MATERIAL MAY BE SUBJECT TO PII, LPP
 AND/OR PRIVACY CLAIMS

2.

Operations

Key issues, pressure points, dependencies and information sharing

DHHS

- **BH** – Planning for influx in passengers who have been repatriated, a number of flights from Deli, we also had a large flight from Peru with 270 pax. Travelodge Docklands stood up today, with a pipeline of hotels to come on over next 4-5 days (Batman Hill city, Rydges which will be a COVID-19 positive with the Uruguay flight, Travelodge Southbank)
- Opaqueness around flight data and details we have been receiving from DFAT and Border Force.
- Uruguay flight is arriving at 0640 Sunday morning, planning well progressed and will be shared with Key Stakeholders. Rydges will be almost filled with the 113 passenger arrival, noting 15 are on-flying to NZ. Finalising formal model of care for the passengers, with 24 hour Doctors and Nurses on site.
- **FR** – Deputy CHO is concerned about tightening up the governance arrangements around the legal program being run. I have been asked to work with SF to tighten up the governance arrangements and ensure one plan is established across the streams of healthcare and welfare, compliance and also logistics.
- **FR** - Also we are the authorisers of people in quarantine and release of people.
- **SF** – Draft revised operational plan sent out to some for feedback by Saturday Arvo.
- **MN** – There are increasing numbers of complex scenarios in hotels, requiring permissions to move to hospitals or other facilities. In some cases the hotel environment is not suitable for individuals and we have had to make alternate arrangements. Increasing numbers of unaccompanied minors transiting through who don't have a guardian with them.
- **MN** - Challenges getting enough AO's on the ground, we have been going through a recruitment process for an additional 100 in total.
- **KS** – DOT looking to try and support but we need more information on role and permission. **MN** – will send details.
- **RB** – This morning went smoothly besides the one medical exception.

DJPR - CF

- Site visit conducted at Batman Hill on Collins Street, concerns re small rooms, balconies and safety concerns on gas cook tops. Better suited for accommodation of healthcare and other first responding workers.
- Novotel on Collins and Travel Lodge South Bank are being activated.
- Inspection today at the Marriott which is looking highly suitable.
- If all flights from Deli (some still TBC) come in, we will have a challenging position in terms of hotel supply. We will not be contracting the Grand Hyatt.
- We are actively looking at the Novotel South Wharf, Holiday Inn on Flinders and the Victoria Hotel.
- Can we provide advice that the 3 flights be split across the ports accepting repatriation flights (Cairns, Brisbane and Melbourne) Consider seeking to negotiate proactively around how they are distributed across jurisdictions.
- In terms of the Rydges Hotel taking the Uruguay passengers which consists of some COVID-19 confirmed cases. DHHS will lead this service, DJPR will not have the usual on ground presence but will provide advice on what it can help with.
- Provision of onsite Nurse contact details is vital.
- Will discuss with BH operationalising new policies coming online at the direction of the CHO. Changes recently in the provision of food deliveries for people at significant risk of food allergies and the exercise policy. We need to have an implementation plan across each hotel so that they can be activated.
- **BH** – Will ensure the phones are pre purchased and details provided for nurses.

	<ul style="list-style-type: none"> BH – Regarding the implementation of policies, we are looking at job cards and briefings. Also looking at pre-deployment briefings as well to improve this area, and considering arranging a lead over 3 hotels. FR – Operational Plan high level, request any information produced for provision to people in detention be provided to the Public Health Command for approval. CF – Working with DHHS on drafting material, BH can you include additional contacts for the distribution list regarding approvals? BH – A liaison officer from Public Health Command will be embedded in the SCC, which will assist with the process. <p>DOT</p> <ul style="list-style-type: none"> Flight that came in at 0300, AFP escort resource capability is not as buoyant as it normally is, which delayed the repatriation process. Larger numbers of passengers but the feedback is it took about 5 hours. Need numbers for exit on Sunday ASAP. Ready for Uruguay flight on Sunday <p>VicPol</p> <ul style="list-style-type: none"> AH – waiting for Exit docs. TF – we need to consider rostering for traffic management, and plan for any public order issues we may experience with families coming to the hotels. Need something by COB today if possible. JD – Conveying passenger from hospital to hotel? BH – Non emergency patient transport booked. <p>AFP</p> <ul style="list-style-type: none"> TR – like to be involved in any planning discussion, it is outside AFPs usual scope to transport patients from the airport to hotel. BH – we need to ensure we have clear arrangements in place for the number of passengers who may require hospitalisation. We have a plan to circulate shortly for feedback. FR – Uruguay flight will have a small number of passengers transported to hospital by AV. BH – AFP custody arrangements are in place until they hand over to VicPol at the hotel for chain of custody. <p>DPC</p> <ul style="list-style-type: none"> Concerns around Deli flights and clarity around forward tracker, and any way to proactively plan where they land if possible.
3.	<p>Planning</p> <p><i>Forward look at following day/s</i></p> <ul style="list-style-type: none">
4.	<p>Health and Wellbeing (staff and travellers)</p> <ul style="list-style-type: none"> CF – could DHHS ensure correct PPE messaging is used on a site by site basis? BH - will take on board, today we instigated partnering/buddying experienced Team Leaders with new Team Leaders for the 1st shift. Hopefully that will tighten things up, along with other actions that I have articulated are in train.

5.	<p>Communication</p> <ul style="list-style-type: none"> • TF – What is the consideration for Public Safety information in the Comms Plan with the flight coming in from Uruguay? Potential media crowding outside Hotels. Also messaging to families who may be coming into collect people departing on Sunday. • SF – Duly noted, comms are engaged in this process.
6.	<p>Other Business</p> <ul style="list-style-type: none"> • KS – Do we know the numbers of people leaving Sunday? • PW – 462, DJPR are calling all today to establish where it is they need to go. We expect advice later today. • CF – will follow up on volume of calls made. PW could you share the process mapping with agencies so they can have some input. • ACTION – PW to share process mapping for people departing hotels. • CS – Keen to see process for those departing Hotels on Sunday, ensure everyone is getting to see what they need to see and comment on.
7.	Next Scheduled Meeting – 1330hrs, Saturday 11 April 2020

Actions			
No	Action	Assigned to	Due Date
1.	Distribute process mapping for people leaving hotels with Ops Soteria group for information and comment.	PW	11/4/2020

CONFIDENTIAL – COPY FOR THE BOARD OF INQUIRY AND COUNSEL ASSISTING ONLY
 NOT TO BE PUBLISHED OR PROVIDED TO ANY OTHER PARTY WITHOUT ADVANCED
 REASONABLE NOTIFICATION TO DJP AS THIS MATERIAL MAY BE SUBJECT TO PII, LPP
 AND/OR PRIVACY CLAIMS