

From: Claire Febey (DEDJTR)
Sent: Sun, 29 Mar 2020 20:55:48 +1100
To: Simon Phemister (DEDJTR); Cameron Nolan (DEDJTR) [Personal Information]
 (DEDJTR)
Subject: FW: URGENT issues for resolution by DHHS tonight

Simon – we have a temporary resolution on most issues, and the PPE issue is closed off.

We will continue discussions tomorrow.

From: Claire Febey (DEDJTR)
Sent: Sunday, 29 March 2020 8:55 PM
To: Chris B Eagle (DELWP) [Personal Information] <[Personal Information]@delwp.vic.gov.au>; [Personal Information] (DHHS) <[Personal Information]@dhhs.vic.gov.au>
Cc: [Personal Information] (DHHS) <[Personal Information]@dhhs.vic.gov.au>; Braedan Hogan (DHHS) <[Personal Information]@dhhs.vic.gov.au>; semc@health.vic.gov.au
Subject: RE: URGENT issues for resolution by DHHS tonight

[Personal Information]

Thank you for your quick advice.

While our recommendation and request is still for Vic Pol (or DHHS) to be onsite overnight, I will follow the escalation protocol that you have outlined below for tonight, and we can revisit these issues as you have suggested in more detail tomorrow.

I'm also keen to learn about the gaps that you have identified, and absolutely agree we should formalise this in a shared plan as a matter of urgency.

Finally one point of clarification from our end with my apologies – PPE (masks) was delivered to the hotel today. This information wasn't relayed at our end of day briefing due to key staff still being involved in processing arrivals, and so my advice to you was incorrect. Thank you so much for your efforts to deliver PPE today.

Thanks again for your quick response.

Claire

Claire Febey
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From: Chris B Eagle (DELWP) [Personal Information] <[Personal Information]@delwp.vic.gov.au>
Sent: Sunday, 29 March 2020 8:47 PM

To: Claire Febey (DEDJTR) <Personal Information@ecodev.vic.gov.au> (DHHS)
 <Personal Information@dhhs.vic.gov.au>
Cc: Personal Information (DHHS) <Personal Information@dhhs.vic.gov.au>; Braedan Hogan (DHHS)
 <Personal Information@dhhs.vic.gov.au>; semc@health.vic.gov.au
Subject: RE: URGENT issues for resolution by DHHS tonight

Hi Claire,

I have just spoken to <Personal Info> regarding below.

In relation to over night point of contact, as discussed, Nurses for medical requirements, the DHHS Duty Officer can be contacted on <Personal Information> for any other urgent items. We encourage concierge to email SEMC for any non-urgent items, <Personal Info> and Braedan will at in the morning.

With the security staff, there should be no reason they need to exercise any power of arrest or restraint. We ask they do as they would normally do, and verbally request any traveller who has left their room to return. This can be done under the social distancing principles which will not put guard in any danger.

If the traveller ignores advice or becomes threatening, then the guard should contact Vicpol on 000.

Tomorrow we can go through other items, as well as a few other gaps we have identified. I am keen to start writing this up in an agreed operational plan so everyone has a common operating picture, but also so when people change the service continues.

Cheers,

Chris

Chris Eagle | Deputy Chief Fire Officer | Port Phillip Region
 Forest Fire Management Victoria | Department of Environment, Land, Water and Planning
 609 Burwood Hwy, Knoxfield, Victoria, 3180
 <Personal Information@delwp.vic.gov.au>

**FOREST FIRE
 MANAGEMENT VICTORIA**



From: Claire Febey (DEDJTR) <Personal Information@ecodev.vic.gov.au>
Sent: Sunday, 29 March 2020 8:02 PM
To: Chris B Eagle (DELWP) <Personal Information@delwp.vic.gov.au> (DHHS)
 <Personal Information@dhhs.vic.gov.au>
Cc: Personal Information (DHHS) <Personal Information@dhhs.vic.gov.au>; Braedan Hogan (DHHS)
 <Personal Information@dhhs.vic.gov.au>; Personal Information (DJCS) <Personal Information@justice.vic.gov.au>; EMC
 Executive Officer <scovic.emceo@scc.vic.gov.au>; semc@health.vic.gov.au
Subject: URGENT issues for resolution by DHHS tonight
Importance: High

Chris, Personal I team

Thanks so much once again for your collaboration and support today as we move toward a clear set of roles and responsibilities in the days ahead.

We had an operational debrief this evening to identify any outstanding issues for resolution tonight and plan for tomorrow.

Can I please request urgent action by DHHS to resolve four issues tonight:

- **Presence of Vic Pol and DHHS at our Crown Promenade and Crown Metropole (and future properties) overnight.**
 - We request that Victoria Police is present 24/7 at each hotel, starting from this evening.
 - We ask that DHHS urgently make that request as the Control Agency.
 - Private security contractors have no powers to exercise and have been instructed only to monitor and escalate issues to Victoria Police.
 - Thus a permanent presence is necessary rather than patrols or an on call presence both immediately and for the duration of the quarantine. DJPR has no powers to negotiate this so request this is urgently managed by DHHS.
- **DHHS staffing at each active hotel.**
 - Today's operational experience has shown us that four DHHS staff are needed at a minimum when people are arriving by groups in transport.
 - We estimate a starting team of 12 should be rostered to assist with the registration process as we unload people.
 - We also request a DHHS team and senior leader allocated to each hotel for the duration of the quarantine period.
 - Each hotel will need to be treated as a standalone operation with appropriate DHHS leadership and escalation points.
 - We request DHHS on call contact points (name and mobile numbers) for tonight, and advice tomorrow on ongoing on call and overnight staffing provisions.
- **Health support and escalation of urgent issues.**
 - We request that a Nurse be stationed 24 hours a day at each hotel, commencing from tomorrow.
 - We note that for tonight direct contact numbers have been provided for two Nurses that are working the evening shift.
 - Can we please have urgent confirmation of ongoing arrangement for escalation of urgent and non-urgent health issues, and how these will be logged and resolved by DHHS.
 - Noting that we had three health issues today (including one that was urgent) and no clear way to allocate and resolve these through DHHS.
- **PPE for staff.**
 - We need PPE urgently for DJPR staff on the ground in hotels.
 - We will not be able to continue staffing this operation if it is not confirmed and provided.
 - We also request urgent advice from DHHS on a fair and equitable approach to the distribution of PPE to contractors, including security and hotel staff. Specifically anyone who is interacting directly with arrivals (e.g. at the reception desk).

Finally, a matter for resolution tomorrow. We need to work with DHHS to urgently agree a policy for recreation and smoking.

Team, I'm available to talk each of these issues through as needed, but otherwise requesting your urgent advice and resolution on each issue.

I will send you an update shortly on our overnight staffing arrangements and contact points.

Thanks so much in advance.

Claire

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Government of Victoria, Victoria, Australia.

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