

## RE: Inquiry into the Victorian Government's COVID-19 contact tracing system and testing regime

Lynley Dumble [REDACTED]

Mon 11/23/2020 4:10 AM

To: contacttracinginquiry <contacttracinginquiry@parliament.vic.gov.au>; Info <donotreply@brimbank.vic.gov.au>

On behalf of our CEO, Ms Helen Morrissey, Brimbank Council has prepared some brief response to the Inquiry. My apologies for the brevity and lateness, as this was received internally late last week.

- **How well has contact tracing and COVID-19 testing worked for you?**

Our experience to date has been very poor.

A Brimbank employee tested positive on 14/7/2020. The employee had been in the workplace up until the day she was tested. I remained in contact with the employee and after a week she had not been contacted by the tracing team.

I rang DHHS and after multiple attempts was eventually put through to the correct department. The response I got was "It looks like we have forgotten to do contact tracing". Within the next 48hrs the employee was contacted but there was never any follow up with Brimbank City Council despite being advised this would happen.

We also experienced difficulty on multiple occasions where we had asked employees to get tested for COVID as they were displaying symptoms or were potentially in contact with someone who was suspected of having COVID. A number of these employees were in the community services sector and were working with vulnerable populations. On numerous occasions these staff were turned away from testing sites or were refused assistance by their GP

We also had concerns that staff working in high risk settings had the potential to be asymptomatic, which could have led to a significant outbreak. As an additional risk control, we would have liked to have been able to send these staff to a testing site for periodic screening

- **Do you have examples of difficulties that have arisen with contact tracing or testing?**

See above

- **What advice did you receive from the Victorian Government on these matters and how good was that advice?**

The advice received was not of the standard I expected, I never expected a representative of DHHS to admit that they had "forgotten to contact trace". When I asked if they would like me to send through our contact tracing records to assist them, I was told that wouldn't be necessary.

There was also no follow up from DHHS. I was promised that someone would call me after they had completed contact tracing without employee

The shift in focus requiring business to complete the initial contact tracing steps was poorly communicated. This is a resource intensive process that requires a degree of specialist knowledge. Many businesses would struggle to meet the requirements

Subtle changes to information on the website happen all the time but there is no alert system that enables an employer to easily identify changes

- **Do you have your own contact tracing system and does it link in to the Victorian Government's system?**

Brimbank has established an internal protocol and documentation for contact tracing, there is no direct link to the Victorian Governments system (didn't even know this was possible)

As per the process on DHHS website we will send emails should there be a confirmed/multiple suspected cases in the workplace

- **Do you have your own guidelines in relation to COVID-19 testing?**

We follow the testing guidelines from the CHO

If you would like to discuss any of these details further please do not hesitate to contact me.

Warm regards



**Lynley Dumble**

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Brimbank City Council acknowledges the Traditional Custodians of this land, the Wurundjeri people, and pay our respects to Elders past and present.

**From:** contacttracinginquiry <contacttracinginquiry@parliament.vic.gov.au>

**Sent:** Thursday, 12 November 2020 12:44 PM

**To:** Info <donotreply@brimbank.vic.gov.au>

**Subject:** Inquiry into the Victorian Government's COVID-19 contact tracing system and testing regime

Dear Ms. Morrisey,

### **Inquiry into the Victorian Government's COVID-19 contact tracing system and testing regime.**

The Victorian Government's COVID-19 tracing system and testing regime is being reviewed and we are seeking your input to help us determine how well the system is working and what improvements may be needed.

The review is being conducted by the Legislative Council Legal and Social Issues Committee, with Members of Parliament from various political parties taking part.

We are interested to find out about your experiences with contact tracing and testing during the COVID-19 period given your experience navigating this pandemic at a local level with the Brimbank community.

We are asking organisations and community members to respond to the following issues:

- How well has contact tracing and COVID-19 testing worked for you?
- Do you have examples of difficulties that have arisen with contact tracing or testing?
- What advice did you receive from the Victorian Government on these matters and how good was that advice?
- Do you have your own contact tracing system and does it link in to the Victorian Government's system?
- Do you have your own guidelines in relation to COVID-19 testing?

The groups we are keen to get information from include business and small business representatives, community sector organisations and multicultural groups.

The best way to contribute your views and experiences is by completing our online form at <https://parliament.vic.gov.au/contacttracinginquiry>.

**To make it as easy as possible for you to share the Inquiry into the Victorian Government's COVID-19 contact tracing system and testing regime among your networks, we have attached a social media info pack with ready-made posts you can share.**

We want to get submissions by 20 November 2020. This is a short timeframe as it is important that we undertake this review quickly so that we can make sure the system is working well to keep us COVID safe in the months ahead. You can also email us at [contacttracinginquiry@parliament.vic.gov.au](mailto:contacttracinginquiry@parliament.vic.gov.au).

We are here to help you understand how our inquiry will work and how you can provide input. If you have any questions, please call us on (03) 8682 2869.

More information is also available on our website at <https://parliament.vic.gov.au/contacttracinginquiry>.

**Meagan Murphy | Graduate Recruit | Department of the Legislative Council**

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