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From: [REDACTED]
Sent: Friday, 27 November 2020 6:35 PM
To: PAEC; covid.committee
Subject: Submission re government handling of the pandemic

Submission regarding the Victorian Government's handling of the current Pandemic

[REDACTED]

[REDACTED]

Dear Committee,

Thank you for the opportunity to make this submission.

'Vires acquirit eundo '

With the defeat of the second wave of covid we are living up to the motto of Melbourne. We are learning from mistakes and improving.

Inflexibility of the bureaucracy

On any future occasion could consideration please be given to a moratorium by government departments/agencies on deadlines

The Health Complaints Commission has a 12 month deadline for lodgement of complaint. I would have preferred to wait until HCC was fully operational, with the office staffed. They continued to send emails which contained a deadline for a reply. But, as staff were working from home their emails were sent 'remotely' and regarded with such suspicion by gmail that they could become lost in the spam folder. On one occasion there was an automatic reply which came from DHHS, rather than HCC, with a message that the staff member to whom I sent an email, was on leave until 20 February 2020 (sic). This raised questions about privacy. Then, a request for information to be provided by post, was initially met with embarrassing questions about the reason for the request. Could such a request please be acceded to more easily if staff need to work from home in future? The staff response left me feeling that I had only added to their stress by asking.

Vulnerable senior Victorians needed to stay home for their own safety. How many are finding that their Seniors Myki card has expired when they next touch on?

Likewise membership cards for the State Library of Victoria seem to have been allowed to expire, while the local library made a point of automatically extending all expiry dates. All small matters but cumulative.

The Premier's daily Press Conferences

These were much appreciated and following them became a ritual as a way of knowing the latest about the pandemic. (Until they came to resemble a kangaroo court.)

Could the Cabinet of Premiers and P.M. look at the following:

Is it time that we had an 'Emergency' TV Channel of a TV or Radio station which could be taken over for this purpose when needed. Not everyone can switch to U Tube when a TV broadcast is cut off in order to switch to the press conference of the premier of another atate.

The provision of information about other states, or even regional Victoria if you were in Melbourne, became overwhelming and confusing. Mind you much the same happens with bushfires when Channel 24 broadcasts alerts, for example, for fires in Western Australia or Queensland.

Life in a block of flats.

Could the role and obligations of Owners Corporation Committee and Manager be spelt out in the forthcoming revision of the O.C. Act. In this regard please refer to the Newletters sent out by 'The Knight', property manager (not ours) providing detailed information and suggestions to their clients. Common property can seem like 'no man's land' in a time of covid, with the result that it is the elderly and vulnerable who are the more confined and vulnerable.

For example, how much more often should communal laundries and handrails be cleaned?

Mask wearing became more common when made compulsory and a fine threatened. Narrow catwalks mean that social distancing is not possible when 2 people meet and pass each other.

Yours faithfully,

[REDACTED]