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## Attachment 1 – Complaint information specific to the Terms of Reference

- *Provision and effectiveness of support services (medical, mental health, social services, financial support)*
  - Of the contacts received by the NSW Ombudsman, a large proportion raised concerns relating to the impact of quarantine on mental and physical health, and the adequacy of and effectiveness of the available support services.
  - The largest volume of complaints in this category related to a failure to facilitate access to fresh air and exercise as a means of ensuring physical and mental wellbeing.
  - Another criticism was that the scope of daily health checks appeared to be limited to identifying physical health issues and individuals displaying COVID symptoms. We heard that health professionals did not proactively check on the mental health and wellbeing of people subject to quarantine. Instead, it was left to individuals to identify if they needed mental health support and seek out the available services.
  - We received a small number of complaints about non-COVID related health services received while in quarantine. These concerned the quality of medical services provided such as misdiagnosis. One complaint also raised concerns about there not being basic medical equipment (such as bandages, gastro medicine) on site or held by the medical staff attending patients.

Issue	#
Medical	15
Mental Health	17
Social Services	2
Financial Support	3

- *Management of suspected and confirmed cases of COVID 19 in airports or hotel quarantine*
  - We received a small number of complaints in this category. For example, one was from a father complainant who was in quarantine with their spouse and child. The spouse had tested positive for COVID, while the complainant and child were negative. The complainant was unsure about whether the complainant and child would be required to leave the hotel while the COVID-positive person remained.

Issue	#
Management of suspected/confirmed COVID cases	2

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- *Infection prevention and control training at quarantine sites (clinical, hotel and security staff)*
  - We have received a number of complaints about staff at quarantine facilities not wearing masks. This was at both NSW Police and NSW Health run facilities. The complaints related to security staff at the Police-run hotel and nursing staff at the NSW Health facility.
  - We have also received complaints questioning whether hotel rooms are being “deep cleaned” between guest change overs.

<b>Issue</b>	<b>#</b>
Infection prevention and control	11

- *Management of testing for COVID-19 at airports and hotels*
  - We have received a small number of complaints regarding the management of COVID testing at hotels.
  - These included questions about the basis upon which tests were being required, the timing of when tests were conducted and the method of testing being used.

<b>Issue</b>	<b>#</b>
Management of testing	8

- *Management of applications for exemptions for hotel quarantine or border crossings*
  - A number of our contacts related to the management of exemption applications, primarily to do with hotel quarantine but some about border permits.
  - The concerns raised included:
    - a lack of information about the exemption criteria and some inconsistencies in the information that was published;
    - no information available about who determines applications and how decisions are reached;
    - no designated phone line for people to discuss their exemption applications;
    - no information about whether declined applications can be reviewed and, if they can be, how to request a review; and
    - alleged inconsistency and favouritism in the granting of applications.

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- In relation to border permits, the complaints have predominately related to applications being declined and also questions around the eligibility categories.

<b>Issue</b>	<b>#</b>
Management of applications for quarantine exemption	26
Management of applications for border permits	2

- *Provisions of services to accommodate cultural diversity, vulnerable people, and those with disability*
  - We received a very small number of complaints about meals not being culturally appropriate.
  - While it could be argued that all individuals subject to quarantine are in some way vulnerable, in the more traditional sense of the word, we received some contacts from people with pre-existing mental illness that may have been compounded by the quarantine experience.
  - Other than those with mental illness, we are unaware of specific contacts regarding people with other disabilities.

<b>Issue</b>	<b>#</b>
Support for cultural services	1
Support for vulnerable people	1
Support for people with a disability	1

Additional matters

- *Quality of meals and hotel accommodation*
  - While concerns about this aspect of hotel quarantine could be captured to some extent by the above points, this topic warrants its own section, as we received by far the most complaints about the conditions and quality of the hotel facilities and meals being provided.
  - The cleanliness (or lack thereof) was the subject of the largest volume of complaints about quarantine hotels.
  - There were also concerns about:
    - the size of rooms for the number of guests;
    - windows not being able to be opened;
    - room temperatures;
    - general noise complaints;
    - quality of furnishing;

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- access to Wi-Fi;
- rubbish and laundry collection;
- inadequate supply of basics such as tea, coffee, water, milk; and
- a lack of cleaning supplies for guest use.
- In terms of meals, the quality and quantity of servings were criticised for not meeting nutritional standards. Other complaints included:
  - meals arriving late or not at all;
  - meals not meeting dietary requirements; and
  - a lack of variety or child friendly options.
- *Out of jurisdiction and other contacts*
  - We received a significant number of complaints and enquiries in relation to a range of issues that are either outside the Ombudsman’s jurisdiction or about matters not directly related to the Terms of Reference of the review. These complaints involved the conduct of a Minister, NSW Police, Commonwealth agencies, other state agencies or private issues. Complainants were referred to the appropriate body with responsibility or jurisdiction.

In the table below, many contacts about access to fresh air, quarantine calculation and alcohol, complainants referenced to decisions made by the NSW Police Force.

<b>Other Issues</b>	<b>#</b>
Food	35
Fresh air	32
Alcohol	6
Quarantine generally	34
Quarantine stay calculation	34
Cost of or charging for quarantine	11
Accommodation	32
Customer service	8
Police conduct	10
Lack of complaint process	3
Other – legal/passport assistance/our jurisdiction	9
<b>Total</b>	<b>214</b>
Compliments	4