

1 September 2020

Ms Jane Halton AO
National Review of Hotel Quarantine
Department of Prime Minister and Cabinet

Email: Jane.Halton@pmc.gov.au

Dear Ms Halton

National Review of hotel quarantine arrangements

Thank you for your request for information regarding complaints received by the NSW Ombudsman relating to the hotel quarantine arrangements in place in New South Wales in response to the COVID 19 pandemic.

As at 30 August 2020, the NSW Ombudsman had received:

- (a) 89 in-jurisdiction complaints,
- (b) 214 contacts from people seeking to complain about matters not within our jurisdiction (primarily relating to conduct or decisions of the NSW Police Force), and
- (c) 4 contacts from people wishing to pass on compliments.

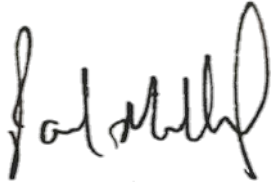
Attached are further details of these contacts (Attachment 1). I have also attached further information that provides relevant context (Attachment 2).

To the extent that your review seeks to identify lessons learned and/or recommendations for improvements to these or any future arrangements, I have also taken the opportunity to put forward suggestions concerning complaints-handling in the context of quarantine arrangements for your consideration (Attachment 3).

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Please do not hesitate to let me know if there is any further information or assistance we can provide to the Review.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Paul Miller', written in a cursive style.

Paul Miller
Acting NSW Ombudsman

cc: The Hon. Dugald Saunders MLC, Parliamentary Committee on the Ombudsman, Law Enforcement Conduct Commission and the Crime Commission
The Hon. Don Harwin, MLC, Special Minister of State, and Minister for the Public Service and Employee Relations, Aboriginal Affairs, and the Arts
Mr Tim Reardon, Secretary, Department of Premier and Cabinet

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