

s22(1)(a)(ii)

**From:** s22(1)(a)(ii) on behalf of Kylie RENDINA  
**Sent:** Monday, 24 August 2020 10:50 AM  
**To:** s22(1)(a)(ii)  
**Subject:** FW: Ruby Princess [SEC=OFFICIAL]

**OFFICIAL****OFFICIAL**

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**From:** Kylie RENDINA  
**Sent:** Thursday, 26 March 2020 11:37 PM  
**To:** s47F  
**Subject:** RE: Ruby Princess [DLM=For-Official-Use-Only]

**For-Official-Use-Only**

Hi s47F

My apologies for the delay in responding.

We do provide all travellers with notices about expectations with isolation. Enforcement is state based and it is disappointing that travellers choose to take these risks and not comply.

We have placed these people all on alert. However, in the case of departures the system does not allow us to see the alert until the primary line. We are exploring what improvements we can make to trigger earlier but there is no simple fix. We have reached out to Health who we understand made the decision not to share the names. We have explained to them that the information, if able to be shared, would enable advice and prevention of travel earlier in the traveller lifecycle.

The ultimate decision to board or not board is always the airlines' but our information enables you in these circumstances to have context for our recommendation.

I am happy to discuss further.

Many thanks

Kylie

Kylie Rendina  
Assistant Commissioner  
Op Commander Operation Bandora  
Australian Border Force

M: s22(1)(a)(ii)  
E: s22(1)(a)(ii) [@abf.gov.au](mailto:s22(1)(a)(ii)@abf.gov.au)

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**From:** s47F  
**Sent:** Wednesday, 25 March 2020 11:24 AM

Released by Department of Home Affairs  
under the Freedom of Information Act 1982

**To:** Kylie RENDINA  
**Subject:** RE: Ruby Princess

Confidential - General

Hi Kylie,

Just following up on below email – I am receiving feedback that we are not getting 'do not board' for customers who have been on these cruise ships and as a result they are completing check-in.

This morning we had two US pax who were accepted 'ok to board' and we checked them and their bags in. We then received a call from the primary line, asking a QF representative to come can take these pax back as they had been on a cruise. Our manager was tied up with a heart attack incident and told the officer he could not go to the primary line and was advised that if QF don't come and collect the pax, then the primary area might have to be closed off due to these pax being potentially infectious. During this time, the ABF officers did not explain to the pax that they were held up because of their self-isolation requirements and left QF to explain to the pax they were not allowed to travel.

It is clear from above episode that ABF has the data on cruise ship pax, so why is it not being entered into a watchlist, so airlines can get a 'do not board'? This would reduce the time spent by such pax in public areas and also remove the need to 'uncheck' customer, i.e. retrieve checked bag. We would strongly recommend that these pax are added to APP 'do not board' as a precautionary measure and to avoid the additional disruption for pax and our customer facing staff.

I am also interested in finding out if any proactive Comms has been sent by ABF/Health/Ag to pax off cruise ships, especially where they have received self-isolation notices? This would also help in minimising the number of people that show up for flights when they should be self-isolating. Appreciate if some joint Comms to cruise ship pax could be considered.

I look forward to hearing how this issue is being addressed.

Thanks and best regards,

s47F

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**From:** s47F  
**Sent:** Tuesday, 24 March 2020 4:14 PM  
**To:** Kylie RENDINA s22(1)(a)(ii) @abf.gov.au>  
**Subject:** FW: Ruby Princess

Confidential - General

Hi Kylie,

Thanks for your calls yesterday.

Just wanted to confirm that ABF will be in a position to provide a 'do not board' for Cruise ship pax if they have been advised to self-isolate for 14 days?

Will this be the case for all the cruises?

Please advise.

Thanks and best regards,

s47F

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**From:** s47F  
**Sent:** Monday, 23 March 2020 1:13 PM  
**To:** Erin DALE s22(1)(a)(ii) @abf.gov.au>; Alice STANLEY s22(1)(a)(ii) @abf.gov.au>; Susan BLACK

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s22(1)(a)(ii) @abf.gov.au>

**Subject:** RE: Ruby Princess

Confidential - General

Hi everyone,

We have a lot of concern around the uplift of passengers who have recently disembarked from the Ruby Princess. This has substantial impact for our customer facing staff and crew and we want to have measures in place to protect them while they continue to do very important work during challenging times.

We have also learnt that all passengers off this ship were advised to self-isolate in Sydney. We are very keen to learn what measures are being taken to monitor these passengers and to ensure they do not travel internationally (and domestically).

Is it possible to receive a list of the passengers who were on the Ruby Princess, so we may check our bookings and inform relevant customers to change their booking / that we would not uplift until after the 14-day period.

Alternatively, if for privacy reasons the names cannot be shared, is there a way to run these names against the PNR data pushed by airlines from -72 hours, so ABF may proactively contact customers re the completion of self-isolation prior to travel? We understand that this could be done more easily via APP denied boarding, however from a health point of view this would be too late as pax would be at the airport and we want to avoid them coming to the airport if they are required to self-isolate.

Happy to have a quick call with you and other industry members if that would help us to find a solution that can be implemented quickly. I have heard there might be a few more cruise ships docking shortly, so it might be worth all of us getting together to discuss.

Look forward to hearing from you.

Thanks and best regards,

s47F

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**From:** s47F

**Sent:** Saturday, 21 March 2020 5:08 PM

**To:** 'Erin DALE' s22(1)(a)(ii) @abf.gov.au>; 'Alice STANLEY' s22(1)(a)(ii) @abf.gov.au>; 'Susan BLACK'

s22(1)(a)(ii) @abf.gov.au>

**Subject:** Ruby Princess

Confidential - General

Hi Erin, Alice and Susan,

Just wanted to reach out and see if ABF will provide policy and guidance in relation to international travel for passengers from the Ruby Princess and who may want to travel internationally over the coming days. Our understanding is that they are required to self-isolate and on principle this would suggest they should not be undertaking air travel?

The following questions have been raised by our Medical team:

1. Are these passengers allowed to be uplifted for International travel?
2. Are they allowed to travel domestically by air (e.g. to return home)?
3. If yes to either of the above should they have pre-travel screening and by whom to ensure they are asymptomatic?
4. Can these passengers be contacted to advise them of any ABF policy?
5. Can we be advised by ABF that we are not uplifting or will ABF undertake some measure of screening at the exit primary line?

Look forward to hearing from you.

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under the Freedom of Information Act 1982

Thanks and best regards,

s47F

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s22(1)(a)(ii)

**From:** s22(1)(a)(ii) on behalf of Kylie RENDINA  
**Sent:** Monday, 24 August 2020 10:48 AM  
**To:** s22(1)(a)(ii)  
**Subject:** FW: Ruby Princess [SEC=OFFICIAL]

**OFFICIAL****OFFICIAL**

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**From:** Kylie RENDINA  
**Sent:** Thursday, 26 March 2020 11:38 PM  
**To:** s47F  
**Subject:** RE: Ruby Princess [SEC=UNCLASSIFIED]

**UNCLASSIFIED**

Hi s47F

Recommendation to not board but ultimately a decision for airline. It is only being done for cruise ships that have confirmed cases of COVID-19

Thanks

Kylie

Kylie Rendina  
Assistant Commissioner  
Op Commander Operation Bandora  
Australian Border Force  
M: s22(1)(a)(ii)  
E: s22(1)(a)(ii) @abf.gov.au

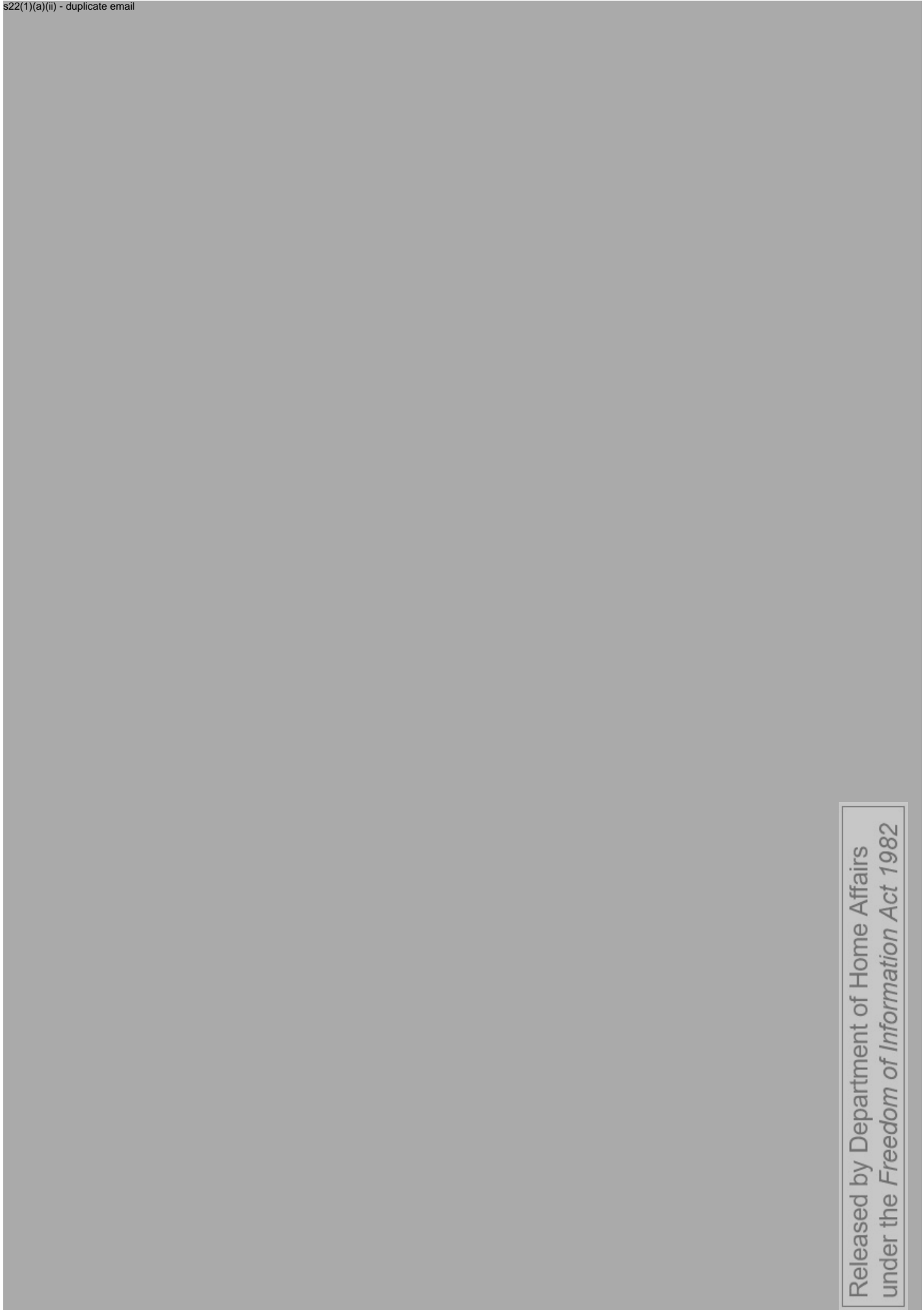
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**From:** s47F  
**Sent:** Tuesday, 24 March 2020 4:14 PM  
**To:** Kylie RENDINA  
**Subject:** FW: Ruby Princess

s22(1)(a)(ii) - duplicate email


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Service Number	User Name in SM 31 Mar 20 or from previous Invoice	Cost Centre in SM9 31 Mar 20 or from previous Inv	Division	Charge Type	U Start Date	U Start Time	U Origin (Place)	U Number Dialed	
s22(1)(a)(ii)	KYLIE RENDINA	s22(1)(a)(ii)	Strategic Border Command	NATIONAL DIRECT	23-Mar-20	05:11PM	s22(1)(a)(ii)		s47F
	KYLIE RENDINA		Strategic Border Command	NATIONAL DIRECT	22-Mar-20	10:36AM			
	KYLIE RENDINA		Strategic Border Command	NATIONAL DIRECT	21-Mar-20	01:45PM			