

**From:** Pam Williams (DHHS)  
**Sent:** Tue, 26 May 2020 22:20:15 +1000  
**To:** DJPR COVID Accom-Lead (DJPR); Rachaele E May (DJPR)  
**Subject:** Confidential: Information being sought

Rachaele

Below is the sort of information that the Case and Contact Management team are seeking, some of which is held by the hotel. They are likely to contact the hotel directly, but this is a heads up.

1. Can you please provide us with some background as to what duties/jobs/functions are undertaken by the night manager over a shift. This includes which floor Person works on predominately and which floor Person would visit during the course of his shift.
2. What are Person interactions with other staff (all staff on site) and guests.
3. Can we please have the rosters for the following shifts: this includes all DHHS staff, hotel staff and nurses and contractors that would have worked during these times
  - 13 May 2300 - 0700 (who worked on shift with Person in all roles, and who did Person handover to and from)
  - 14 May 2300 – 0700 (who worked on shift with Person in all roles, and who did Person handover to and from)
  - 17 May 2300 – 0700 (who worked on shift with Person in all roles, and who did Person handover to and from)
  - 20 May 2300 – 0700 (who worked on shift with Person in all roles, and who did Person handover to and from)
  - 21 May 2300 – 0700 (who worked on shift with Person in all roles, and who did Person handover to and from)
  - 22 May 2300 – 0700 (who worked on shift with Person in all roles, and who did Person handover to and from)
  - 23 May 2300 – 0700 (who worked on shift with Person in all roles, and who did Person handover to and from)
4. What is the cleaning regime like at the hotel? A clean of all common areas, and the cases' direct work areas will need to occur.
5. A list of all staff that have been swabbed and whether any staff are symptomatic.
6. A floor plan of the hotel
7. Can you please confirm if any staff (hotel, DHHS or nurses) work at any other premises?

**Pam Williams**  
**COVID19 Accommodation Commander**  
 Department of Health and Human Services  
 Personal Information [REDACTED] [\[REDACTED\]@dhhs.vic.gov.au](mailto:[REDACTED]@dhhs.vic.gov.au)  
[www.dhhs.vic.gov.au](http://www.dhhs.vic.gov.au)

*Soteria (Ancient Greek : Σωτηρία) was the goddess or spirit (daimon) of safety and salvation, deliverance, and preservation from harm.*

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**From:** Malcolm Bean  
**Sent:** Wed, 27 May 2020 19:18:44 +1000  
**To:** Rachaele E May (DJPR)  
**Cc:** Personal Information (DJPR); DJPR COVID Accom-Lead (DJPR); Rosswyn Menezes; Gonul Serbest (DJPR)  
**Subject:** Re: Update - Clean required at Rydges

Understood.

Thank you.

Regards

Malcolm.

On Wed, May 27, 2020 at 7:15 PM Rachaele E May (DJPR)

Personal Information [@agriculture.vic.gov.au](mailto:@agriculture.vic.gov.au) wrote:

Good evening,

Further to my earlier email, we have been unable to secure a suitable cleaner for tonight.

The Deputy Chief Health Officer has advised we should proceed with the IKON clean tomorrow morning. We will notify IKON to proceed as originally planned.

Regards

Rachaele

**Rachaele May**

Operations Soteria (COVID-19)

DJPR Hotel Quarantine Agency Commander

[djprcovidaccom-lead@ecodev.vic.gov.au](mailto:djprcovidaccom-lead@ecodev.vic.gov.au)

A / Executive Director Emergency Coordination and Resilience

Department of Jobs, Precincts and Regions

402 Mair Street Ballarat, Victoria Australia 3350

Personal Information

[agriculture.vic.gov.au](mailto:agriculture.vic.gov.au)

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[djpr.vic.gov.au](mailto:djpr.vic.gov.au)

**From:** Malcolm Bean <[Personal Information]@gmail.com>  
**Sent:** Wednesday, 27 May 2020 6:29 PM  
**To:** Rachaele E May (DJPR) <[Personal Information]@agriculture.vic.gov.au>  
**Cc:** [Personal Information] (DJPR) <[Personal Information]@agriculture.vic.gov.au>; DJPR COVID  
Accom-Lead (DJPR) <DJPRcovidaccom-lead@ecodev.vic.gov.au>; Rosswyn Menezes  
<[Personal Information]@evt.com>; Gonul Serbest (DJPR) <[Personal Information]@global.vic.gov.au>  
**Subject:** Re: Update - Clean required at Rydges

Thanks Rachaele

On Wed, May 27, 2020 at 6:15 PM Rachaele E May (DJPR) <[Personal Information]@agriculture.vic.gov.au> wrote:

Hello all,

DHHS have advised that the hotel must be cleaned tonight. IKON are unable to clean tonight.

We have reached out to another supplier, and if that is not possible, DHHS will escalate in their network.

Malcolm and Ross, we will keep you informed.

Regards  
Rachaele

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**From:** [Personal Information] (DJPR) [Personal Information] <[Personal Information]@agriculture.vic.gov.au>  
**Sent:** Wednesday, May 27, 2020 4:36:50 PM  
**To:** DJPR COVID Accom-Lead (DJPR) <DJPRcovidaccom-lead@ecodev.vic.gov.au>; Rachaele E May (DJPR) [Personal Information] <[Personal Information]@agriculture.vic.gov.au>  
**Cc:** Malcolm Bean [Personal Information] <[Personal Information]@gmail.com>; Rosswyn Menezes [Personal Information] <[Personal Information]@evt.com>  
**Subject:** Confidential RE: IKON Clean required at Rydges

Hi Rachaele,

IKON cleaning can commence cleaning the Rydges hotel tomorrow morning.

Michael Girgis said it should take 1 day to clean all the common areas of the hotel after discussing this with [Personal Information] (who knows the site) – 4 floors and the size of the hotel. They will send in a full crew and maybe a couple of additional staff to assist.

I will forward the list of areas to Michael and await the quotation for this work.

Regards

[Personal Information]

Project Officer – Accommodation Support

Operation Soteria

Department of Jobs, Precincts and Regions

[Personal Information]

[Personal Information] <[Personal Information]@agriculture.vic.gov.au>  
[Personal Information] <[Personal Information]@agriculture.vic.gov.au>



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**From:** DJPR COVID Accom-Lead (DJPR) <[DJPRcovidaccom-lead@ecodev.vic.gov.au](mailto:DJPRcovidaccom-lead@ecodev.vic.gov.au)>  
**Sent:** Wednesday, 27 May 2020 4:29 PM  
**To:** Personal Information (DJPR) <Personal Information> [@agriculture.vic.gov.au](mailto:@agriculture.vic.gov.au)>  
**Cc:** Malcolm Bean <Personal Information> [@gmail.com](mailto:@gmail.com)>; Rosswyn Menezes <Personal Information> [@evt.com](mailto:@evt.com)>  
**Subject:** IKON Clean required at Rydges  
**Importance:** High

Hi Personal Information

As discussed, can you please arrange with IKON for a full 'Bioclean' at Rydges in all common areas across the hotel (excluding quarantine / guest rooms).

The advice from DHHS states that cleaning must include:

- Kitchen,
- Bathrooms
- Reception area
- Elevators
- Stairwells,
- Bannisters
- Offices
- Coffee machine
- Touch points etc.on all levels of the building
- Door knobs
- Shared chairs and desks
- And anything else that would be commonly used, on all floors.

Can you please arrange a quote, noting we need the work to start ASAP.

Could IKON please advise when they can begin, so that we can advise the hotel and DHHS.

Regards

Rachaele

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**Rachaele May**  
Operations Soteria (COVID-19)

**DJPR Hotel Quarantine Agency Commander**

[djprcovidacom-lead@ecodev.vic.gov.au](mailto:djprcovidacom-lead@ecodev.vic.gov.au)

A / Executive Director Emergency Coordination and Resilience

**Department of Jobs, Precincts and Regions**  
402 Mair Street Ballarat, Victoria Australia 3350

Personal Information  
[Redacted]

[\[Redacted\]@agriculture.vic.gov.au](mailto:[Redacted]@agriculture.vic.gov.au)

[djpr.vic.gov.au](http://djpr.vic.gov.au)

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Personal Information  
[Redacted]

Personal Information  
[Redacted]

Personal Information  
[Redacted]

[\[Redacted\]@gmail.com](mailto:[Redacted]@gmail.com)

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**Malcolm Bean**

Personal Information  
[Redacted]

Personal Information  
[Redacted]

[\[Redacted\]@gmail.com](mailto:[Redacted]@gmail.com)

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**From:** Rachaele E May (DJPR)  
**Sent:** Wed, 27 May 2020 19:13:31 +1000  
**To:** [Personal Information] (DJPR)  
**Cc:** Sandy M Austin (DHHS)  
**Subject:** RE: Update - Clean required at Rydges - no availability from cleaning companies for tonight.

Hi [Personal Information]

I have spoken to Sarah McGuiness at DHHS. She has discussed this with Finn Romanas, deputy CHO. We have now been advised to proceed with IKON to clean tomorrow morning as originally planned.

Can you please advise IKON.

I will advise Rydges.

Regards  
 Rachaele

**Rachaele May**  
 Operations Soteria (COVID-19)  
 DJPR Hotel Quarantine Agency Commander  
[djprcovidacom-lead@ecodev.vic.gov.au](mailto:djprcovidacom-lead@ecodev.vic.gov.au)

A / Executive Director Emergency Coordination and Resilience  
 Department of Jobs, Precincts and Regions  
 402 Mair Street Ballarat, Victoria Australia 3350

[Personal Information]

[\[Personal Information\]@agriculture.vic.gov.au](mailto:[Personal Information]@agriculture.vic.gov.au)

[djpr.vic.gov.au](mailto:djpr.vic.gov.au)

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**From:** [Personal Information] (DJPR) <[Personal Information]@agriculture.vic.gov.au>  
**Sent:** Wednesday, 27 May 2020 7:07 PM  
**To:** Rachaele E May (DJPR) <[Personal Information]@agriculture.vic.gov.au>  
**Cc:** Sandy M Austin (DHHS) <[Personal Information]@dhhs.vic.gov.au>  
**Subject:** RE: Update - Clean required at Rydges - no availability from cleaning companies for tonight.

Hi Rachaele,

I have contacted 5 cleaning companies to do a COVID clean for the Rydges tonight with no success.

The cleaning companies were:

1. Silks – spoke to [Personal Information] who said they have no availability tonight. She suggested AHS and Luxxe.



2. AHS Hospitality Services – no answer
3. Luxxe Outsourced Hotel Services – no answer
4. National Trauma Cleaning Services (NTSC) – Spoke to [Person] and he said they have no staff available to clean tonight. They are working flat-chat doing COVID cleans 24-7.
5. Trauma Clean – Feedback from National Trauma Cleaning Services – Trauma Clean are so busy they are outsourcing work to NTCS.

Regards

Personal Information

Project Officer – Accommodation Support  
Operation Soteria  
Department of Jobs, Precincts and Regions

Personal Information

[\[Person\]@agriculture.vic.gov.au](mailto:[Person]@agriculture.vic.gov.au)  
[\[Person\]@agriculture.vic.gov.au](mailto:[Person]@agriculture.vic.gov.au)




---

**From:** Rachaele E May (DJPR) <[Person]@agriculture.vic.gov.au>  
**Sent:** Wednesday, 27 May 2020 6:15 PM  
**To:** [Person] (DJPR) <[Person]@agriculture.vic.gov.au>; DJPR COVID Accom-Lead (DJPR) <DJPRcovidaccom-lead@ecodev.vic.gov.au>  
**Cc:** [Person] <[Person]@gmail.com>; Rosswyn Menezes <[Person]@evt.com>; Gonul Serbest (DJPR) <[Person]@global.vic.gov.au>  
**Subject:** Update - Clean required at Rydges

Hello all,

DHHS have advised that the hotel must be cleaned tonight. IKON are unable to clean tonight.

We have reached out to another supplier, and if that is not possible, DHHS will escalate in their network.

[Person] and Ross, we will keep you informed.

Regards  
Rachaele

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**From:** [Person] (DJPR) <[Person]@agriculture.vic.gov.au>  
**Sent:** Wednesday, May 27, 2020 4:36:50 PM  
**To:** DJPR COVID Accom-Lead (DJPR) <DJPRcovidaccom-lead@ecodev.vic.gov.au>; Rachaele E May (DJPR) <[Person]@agriculture.vic.gov.au>  
**Cc:** [Person] <[Person]@gmail.com>; Rosswyn Menezes <[Person]@evt.com>  
**Subject:** Confidential RE: IKON Clean required at Rydges

Hi Rachaele,

IKON cleaning can commence cleaning the Rydges hotel tomorrow morning.

Personal Information said it should take 1 day to clean all the common areas of the hotel after discussing this with Personal Info (who knows the site) – 4 floors and the size of the hotel. They will send in a full crew and maybe a couple of additional staff to assist.

I will forward the list of areas to Personal Inform and await the quotation for this work.

Regards

Personal Information

Project Officer – Accommodation Support  
Operation Soteria  
Department of Jobs, Precincts and Regions

Personal Information

Personal Information@agriculture.vic.gov.au  
agriculture.vic.gov.au



**From:** DJPR COVID Accom-Lead (DJPR) <DJPRcovidacom-lead@ecodev.vic.gov.au>

**Sent:** Wednesday, 27 May 2020 4:29 PM

**To:** Personal Information (DJPR) <Personal Information@agriculture.vic.gov.au>

**Cc:** Personal Information @gmail.com>; Rosswyn Menezes <Personal Information@evt.com>

**Subject:** IKON Clean required at Rydges

**Importance:** High

Hi Personal Informatio

As discussed, can you please arrange with IKON for a full 'Bioclean' at Rydges in all common areas across the hotel (excluding quarantine / guest rooms).

The advice from DHHS states that cleaning must include:

- Kitchen
- Bathrooms
- Reception area
- Elevators
- Stairwells,
- Bannisters
- Offices
- Coffee machine
- Touch points etc.on all levels of the building
- Door knobs
- Shared chairs and desks

- And anything else that would be commonly used, on all floors.

Can you please arrange a quote, noting we need the work to start ASAP.

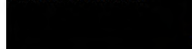
Could IKON please advise when they can begin, so that we can advise the hotel and DHHS.

Regards  
Rachaele

**Rachaele May**  
Operations Soteria (COVID-19)  
DJPR Hotel Quarantine Agency Commander  
[djprcovidacom-lead@ecodev.vic.gov.au](mailto:djprcovidacom-lead@ecodev.vic.gov.au)

A / Executive Director Emergency Coordination and Resilience  
**Department of Jobs, Precincts and Regions**  
402 Mair Street Ballarat, Victoria Australia 3350

Personal Information

 [agriculture.vic.gov.au](mailto:agriculture.vic.gov.au)

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**From:** Sarah McGuinness (DHHS)  
**Sent:** Thu, 28 May 2020 15:51:01 +1000  
**To:** Rachaele E May (DJPR)  
**Cc:** Personal Information (DHHS)  
**Subject:** Cleaning at Rydges

Dear Rachaele,

Are you able to confirm that a deep clean / COVID-19 clean of the Rydges has been conducted today by Ikon?

Are you able to provide any documentation (e.g. a certificate from the company) that this has been done for our outbreak management records?

Thanks and kind regards,  
Sarah

**Dr Sarah McGuinness**

Infectious Diseases Physician

Case, Contact and Outbreak Management | COVID-19 Surge Workforce

Department of Health and Human Services | 50 Lonsdale Street, Melbourne Victoria 3000

Personal Information

[@dhhs.vic.gov.au](mailto:dhhs.vic.gov.au)

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