

REDACTED

From: [REDACTED]
Sent: Tuesday, 7 April 2020 8:47 PM
To: Bookings VIC
Cc: [REDACTED]
Subject: FW: Additional Nurses for Plaza, Metropol 7 Parkroyal
Attachments: image007.jpg; image008.gif; image009.gif; image010.gif; image011.gif; image012.gif; image013.gif

Approval for PEN's along with RPN's

Cheers

[REDACTED]

[REDACTED]

COVID-19 Incident Management Team – Logistics Manager Rostering

From: [REDACTED]
Sent: Tuesday, 7 April 2020 8:14 PM
To: [REDACTED]
Subject: RE: Additional Nurses for Plaza, Metropol 7 Parkroyal

Agree [REDACTED] this would be acceptable

Regards

[REDACTED]

[REDACTED]

Chief Mental Health Nurse | Office of the Chief Mental Health Nurse Mental Health Branch | Health and Wellbeing
Division Department of Health and Human Services | 50 Lonsdale Street Melbourne Victoria 3000 t.**REDACTED** | m.
REDACTED | e. [REDACTED]
w. www.dhhs.vic.gov.au<<http://www.dhhs.vic.gov.au>>

From: [REDACTED]
 Sent: Tuesday, 7 April 2020 7:46 PM
 To: [REDACTED]
 Cc: [REDACTED]
 Subject: Re: Additional Nurses for Plaza, Metropol 7 Parkroyal

In the absence of RNs I suggest this would be acceptable, if there's no dissent elsewhere.

Get Outlook for iOS<<https://aka.ms/o0ukef>>

From: [REDACTED]
 Sent: Tuesday, April 7, 2020 7:11:00 PM
 To: [REDACTED]
 Cc: [REDACTED]
 Subject: RE: Additional Nurses for Plaza, Metropol 7 Parkroyal

Evening,

Would someone be able to confirm if the following cohort are suitable for rostering for the Mental Health shifts along with the Registered Psych Nurses:

Psych/Mental Health Experienced- Enrolled Nurses

Appreciate your attention (apologies, I am unclear of the distinctions)

Cheers

[REDACTED]

COVID-19 Incident Management Team – Logistics Manager Rostering

From: [REDACTED] (DHHS)

Sent: Tuesday, 7 April 2020 6:56 PM

To: [REDACTED]

Cc: [REDACTED]

Subject: RE: Additional Nurses for Plaza, Metropol 7 Parkroyal

Evening All,

The sourcing for Mental Health Nurses for operations 24*7 across the 3 sites is underway, and I can now confirm will begin tonight from 21:00 as follows:

DHHS Crowne Plaza(Melbourne)

RPN

Tue

7-Apr-20

ND

21:00

7:30

REDACTED [REDACTED] (2/10)

REDACTED

DHHS Crown Metropol(Melbourne)

RPN

Tue

7-Apr-20

ND

21:00

7:30

REDACTED [REDACTED] (2/6)

REDACTED

DHHS Crown Promenade(Melbourne)

RPN

Tue

7-Apr-20

ND

21:00

7:30

REDACTED (2/4)

REDACTED

As the evening progresses, further updates with additional resources/rosters will be sent through the regular channels.

Any questions please ask?

Cheers

REDACTED

REDACTED

COVID-19 Incident Management Team – Logistics Manager Rostering

(Manager, Service Transformation)

REDACTED

Corporate Services Division & Regulation, Health Protection and Emergency Management Division We Care | We Connect | We Innovate

Corporate Services: Helping you help others

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

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<https://urldefense.proofpoint.com/v2/url?u=https-3A__www.youtube.com_channel_UCIV7G-5FxiYLeqOvqlkcwoVA&d=DwMGaQ&c=JnBkUqWXzx2bz-3a05d47Q&r=o1G1Fr095i5TaAcqWPa9fY1VACwkKIY_IYy6Z98X0J8&m=BB5IWRuAHRJWXaRC0-gFAL78-QCpgzDxrd_fHeSNtAg&s=PdvAPGG2BeeNAh6-ejNk8H9aUsWxs8qYYfRDtAqP9Go&e=>
<https://urldefense.proofpoint.com/v2/url?u=https-3A__www.linkedin.com_company_department-2Dof-2Dhuman-2Dservices-2Dvictoria-2Daustralia_-3ForiginalSubdomain-3Dau&d=DwMGaQ&c=JnBkUqWXzx2bz-3a05d47Q&r=o1G1Fr095i5TaAcqWPa9fY1VACwkKIY_IYy6Z98X0J8&m=BB5IWRuAHRJWXaRC0-gFAL78-QCpgzDxrd_fHeSNtAg&s=MLUf5Z-dee8Fn5xLiOUVXdLMJiZWcp2-jpmz-_e7IX4&e=>

The Customer Support Branch adopts flexible working practices. You may receive an email outside of standard office hours however you are not expected to respond at that time.

From: [REDACTED]

Sent: Tuesday, 7 April 2020 5:17 PM

To: [REDACTED]

[REDACTED]

Subject: RE: Additional Nurses for Plaza, Metropol 7 Parkroyal

I've got good visibility of who is at each site so if you do up a bit of a comms piece, I can blast it out to all our team leads at each site with a request that they make it available to all the nurses.

[REDACTED]
Deputy Manager | Emergency Operations
Emergency Management Branch | Regulation, Health Protection and Emergency Management Department of Health and Human Services | 50 Lonsdale Street Melbourne VIC 3000 t. [REDACTED] | e. [REDACTED]
w. www.dhhs.vic.gov.au<<http://www.dhhs.vic.gov.au/>>

From: [REDACTED]

Sent: Tuesday, 7 April 2020 5:14 PM

To: [REDACTED]

Cc: [REDACTED]

Subject: RE: Additional Nurses for Plaza, Metropol 7 Parkroyal

Hi [REDACTED]

Thanks for the update. We are meeting with NWMH Triage tomorrow to review the updated process. Can you advise who we should send updated information to in order for it to reach the staff on the ground?

Kind regards,

[REDACTED]

COVID-19 Mental Health Response and Recovery Team
Project Manager | Service System and Clinical Funding Reform
Mental Health and Drugs Branch | Health and Wellbeing Division

Department of Health and Human Services

m. [REDACTED] | e. [REDACTED]

w. www.dhhs.vic.gov.au<<http://www.dhhs.vic.gov.au>>

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From: [REDACTED]
Sent: Tuesday, 7 April 2020 4:01 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Additional Nurses for Plaza, Metropol 7 Parkroyal

Hi [REDACTED]

Thanks for that email. I've just made the recommendation and received approval that we do place a mental health nurse on a 24/7 rotating roster at each of the Crown sites and review in a week. Hopefully this provides good support to the processes you're implementing. It may be that we can reduce our nursing complement due to the addition of the MH nurse but we'll see how this works in reality.

Thanks for your great work.

[REDACTED]

[REDACTED]
Deputy Manager | Emergency Operations
Emergency Management Branch | Regulation, Health Protection and Emergency Management Department of Health and Human Services | 50 Lonsdale Street Melbourne VIC 3000 t. [REDACTED] | e. [REDACTED]
w. www.dhhs.vic.gov.au<<http://www.dhhs.vic.gov.au/>>

From: [REDACTED]

Sent: Tuesday, 7 April 2020 3:30 PM

To: [REDACTED]

Cc: [REDACTED]

Subject: RE: Additional Nurses for Plaza, Metropol 7 Parkroyal

Hi [REDACTED]

We are working on a pathway which will provide increased support for phone assistance via Beyond Blue for psychological support and initial mental health screening... We hope to have this finalised tomorrow for review the Emergency Mgmt Branch and the relevant mental health services providers and operational on Thursday.

Regarding the question regarding workforce which also arose and was discussed yesterday with Merrin Bamert. Our general advice would be that acknowledging the aim of limiting the number of staff on the ground in order to manage infection risk; there does need to be adequate capacity and addition of nurses who do have mental health expertise seems like a reasonable step to take. However we understand this is ultimately the recommendation of the Emergency Management Branch and there are multiple factors you are managing.

We are also following up with advice regarding further digital and print resources which we recommend are included in the packs provided to people on arrival.

As noted by [REDACTED] 1300 TRIAGE remains the current point of mental health specialist escalation – the triage service has asked staff on the ground to note that they can use the priority queuing in order to jump up the queue.

Please feel free to ring me if needed.

Kind regards,

[REDACTED]
COVID-19 Mental Health Response and Recovery Team

Project Manager | Service System and Clinical Funding Reform

Mental Health and Drugs Branch | Health and Wellbeing Division

Department of Health and Human Services

m. [REDACTED] | e. [REDACTED]

w. www.dhhs.vic.gov.au<<http://www.dhhs.vic.gov.au>>

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From: [REDACTED]
Sent: Tuesday, 7 April 2020 3:13 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Additional Nurses for Plaza, Metropol 7 Parkroyal

[REDACTED]

I've asked [REDACTED] to hold off on requesting mental health nurses for the quarantine sites.

Health and Wellbeing are actively working on a mental health model of care that will be delivered by telehealth and avoids putting more clinicians into the hotels.

With that said, I have highlighted the availability of agency mental health nurses for them to consider as part of their model. However, I will wait for their advice.

1300 TRIAGE remains available for nurses and residents alike to contact for specialised mental health support.

I have cc'd in [REDACTED] for awareness.

In the meantime, if you could assist with [REDACTED] original request for nurses on night shift I would be grateful.

Cheers

[REDACTED]

[REDACTED]
Deputy Manager | Emergency Operations

Emergency Management Branch | Regulation, Health Protection and Emergency Management Department of Health and Human Services | 50 Lonsdale Street Melbourne VIC 3000 t. REDACTED | e. REDACTED
w. www.dhhs.vic.gov.au<http://www.dhhs.vic.gov.au/>

From: REDACTED
Sent: Tuesday, 7 April 2020 3:05 PM
To: REDACTED
Cc: REDACTED
Subject: FW: Additional Nurses for Plaza, Metropol 7 Parkroyal

From: REDACTED
Sent: Tuesday, 7 April 2020 3:01 PM
To: REDACTED
Cc: REDACTED
Subject: RE: Additional Nurses for Plaza, Metropol 7 Parkroyal

Sorry, what is the direction?

As previously mentioned the ED & General nurses need the support of Mental Health Nurses/Practitioners, NOT more nurses as the issues are not specifically medical in nature.

There is concern from the nurses they are operating outside of their "scope of practice" and are putting their registration as nurses at risk.

Unless there is something I am missing?

Cheers

REDACTED
REDACTED

COVID-19 Incident Management Team – Logistics Manager Rostering

From: REDACTED
Sent: Tuesday, 7 April 2020 2:43 PM
To: REDACTED
Subject: RE: Additional Nurses for Plaza, Metropol 7 Parkroyal

Hi REDACTED

Mental Health Branch from the department are proposing a model.

We have passed on the availability of MH nurses from the agency to the department and they are aware and know we can call on them if needed.

But for now, we just need an additional RN in the evenings.

Thanks

[REDACTED]

Operations Officer | Emergency Management
Regulation, Health Protection and Emergency Management

Department of Health and Human Services
50 Lonsdale Street, Melbourne Victoria 3000 t. [REDACTED] e.
[REDACTED]

From: [REDACTED]

Sent: Tuesday, 7 April 2020 2:20 PM

To: [REDACTED]

Subject: RE: Additional Nurses for Plaza, Metropol 7 Parkroyal

Hi can you please call urgently, you have given me two addresses for Novatel?

Are we needing Mental Health nurses? If so can there be floating staff rather than full rosters of them?

[REDACTED]

COVID-19 Incident Management Team – Logistics Manager Rostering

From: [REDACTED]

Sent: Tuesday, 7 April 2020 2:16 PM

To: [REDACTED]

Subject: Additional Nurses for Plaza, Metropol 7 Parkroyal

Hi [REDACTED]

It has been requested from the team on the ground that we Crown Plaza, Park Royal and Crown Metropol all need an extra night shift nurse.

Could you please pass on this request

Many thanks

[REDACTED]
Operations Officer | Emergency Management

Regulation, Health Protection and Emergency Management

Department of Health and Human Services | REDACTED | e.
50 Lonsdale Street, Melbourne Victoria 3000 t. [REDACTED]

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TRAINING SUMMARY SCHEDULE

1. Communications provided to all YNA Staff between 30 January and 23 April

Name of Communication	Method of delivery	Date of delivery	Comments
Important information regarding Novel Coronavirus	Email	30 January 2020	Update to staff – link to resources and current advice
Important update regarding Novel Coronavirus: 3 February 2020	Email	3 February 2020	Update to staff – Australian Government advice on COVID-19
Coronavirus(COVID-19) update 2 Mar 2020	Email	2 March 2020	Update to staff - current status, recent updates, education and other resources
Coronavirus(COVID-19) update 6 March 2020	Email	6 March 2020	Update to staff - current status, recent updates, education and other resources
YNA Health Alert COVID-19: 11 March 2020	Email	11 March 2020	Update to staff - current status, recent updates, education and other resources
YNA Update COVID-19 16 March 2020	Email	16 March 2020	Update to staff - current status, recent updates, education and other resources
YNA Group COVID-19 Update Infection Control Training Module		18 March 2020	Update to staff - current status, recent updates, education and other resources
YNA Update COVID-19: 19 March 2020	Email	19 March 2020	Update to staff - current status, recent updates, education and other resources
YNA Alpha Update COVID-19 23 March 2020	Email	23 March 2020	Update to staff - current status, recent updates, education and other resources

From: Noreply
Sent: Wednesday, 18 March 2020 3:26 PM
To: [REDACTED]
Subject: YNA Group COVID-19 Update: Infection Control Training Module

Dear YNA, Bower and Alpha Nursing community,

Please see below the link to education that was shared on Monday, released by the Australian Government Department of Health: "How to protect yourself and the people you are caring for from infection with COVID-19":

<https://covid-19training.com.au/login.php><<https://protect-au.mimecast.com/s/7TRcC5QP7MS061zYUJ0THt?domain=covid-19training.com.au>>

Additional instructions are attached. Please complete and email your certificate to your local YNA/Bower/Alpha office so we can put this completed training on your record.

Kind Regards,

[REDACTED]
YNA Your Nursing Agency