

**RE: Hotel Quarantine [SEC=OFFICIAL]**

**From:** "Pam Williams (DHHS)" <[REDACTED]>  
**To:** "Merrin Bamert (DHHS)" <[REDACTED]>, "Brett Sutton (DHHS)" <[REDACTED]>  
**Date:** Sun, 21 Jun 2020 10:24:44 +1000

Thanks also (I twin with Merrin in the role of Commander, Operation Soteria).

Three points:

- We will begin temperature and symptom testing at commencement of every shift for all staff in hotels and send home those with symptoms and fever – with the emphasis on driving the message home to security staff. This is obviously a limited tool but it can be backed up with swab testing across the workforce in a rolling program. The details will be worked through with security companies in a number of meetings tomorrow.
- The payment of staff for time off work at ordinary rates is not a small cost and there is no such thing as ordinary work in the security industry. This is very much the gig economy we are dealing with.
- Support Brett's point re the nature of the security workforce. We are engaging a Behavioural insights team to look at improving the understanding and take-up of PH messages and to using different approaches to security through use of other workforces and technology, recognising that we have had no people who have left quarantine in a hotel without permission (with almost 18,000 through the program).

**Pam Williams**  
**COVID19 Accommodation Commander**  
 Department of Health and Human Services

[REDACTED]

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

**From:** Merrin Bamert (DHHS) <[REDACTED]>  
**Sent:** Sunday, 21 June 2020 10:11 AM  
**To:** Brett Sutton (DHHS) <[REDACTED]>  
**Cc:** Pam Williams (DHHS) <[REDACTED]>  
**Subject:** Re: Hotel Quarantine [SEC=OFFICIAL]

Thanks both

We are also looking at alternative workforce models  
 To security or those more akin to infection control measures, PCA, hospital orderlies etc, in addition to the increased training and oversight of security staff.

Merrin Bamert  
 Commander, Operation Soteria  
 Director, Emergency Management, Population Health and Health Protection, South Division

**From:** Brett Sutton (DHHS) <[REDACTED]>  
**Sent:** Sunday, June 21, 2020 10:06:12 AM  
**To:** MURPHY, Brendan <[REDACTED]>  
**Cc:** Merrin Bamert (DHHS) <[REDACTED]> [mhs.vic.gov.au](mailto:mhs.vic.gov.au)  
**Subject:** Re: Hotel Quarantine [SEC=OFFICIAL]

Thanks [REDACTED]. Merrin - in copy - is overseeing this operation and I'm sure will touch base as required. I think Aspen, in particular, could strengthen the program but its security staffing that is our main risk at the moment. I might also raise routine symptomatic testing of these staff with AHPPC today.

Brett

Get [Outlook for iOS](#)

---

**From:** REDACTED  
**Sent:** Saturday, June 20, 2020 11:46:27 AM  
**To:** Brett Sutton (DHHS) <REDACTED>  
**Subject:** RE: Hotel Quarantine [SEC=OFFICIAL]

If you needed a short term surge workforce in the meantime, Aspen or even ADF could help at very short notice

REDACTED

Australian Government Chief Medical Officer

---

**From:** Brett Sutton (DHHS) <REDACTED>  
**Date:** Saturday, 20 Jun 2020, 10:34 am  
**To:** REDACTED, Annaliese Van Diemen (DHHS)  
 REDACTED  
**Subject:** Re: Hotel Quarantine [SEC=OFFICIAL]

Thanks REDACTED. We've got good training and IPC supervision but the workforce is the wrong cohort. Talking to DJPR about better options. And might consider regular PCR tests for security staff.

Brett

Get [Outlook for iOS](#)

---

**From:** REDACTED  
**Sent:** Saturday, June 20, 2020 10:13:51 AM  
**To:** Brett Sutton (DHHS) <REDACTED>; Annaliese Van Diemen (DHHS)  
 REDACTED  
**Subject:** FW: Hotel Quarantine [SEC=OFFICIAL]

The other thing I was wondering is whether there is anything we can do to help in your enhancement of infection control in the quarantine hotels. Obviously with the recent breaches you are doing detailed reviews of the infection control practices but with the rising incidence of positive returned travellers, do we need to do more. Use PPE more extensively, up the training and supervision, etc. etc.

We have used Aspen Medical to come into aged care homes as a surge workforce and to provide infection control expertise

They are readily available.

We are very keen to help in any way

REDACTED

Australian Government Chief Medical Officer

---

**From:** REDACTED  
**Date:** Friday, 19 Jun 2020, 8:26 pm  
**To:** REDACTED  
 REDACTED Brett.Sutton REDACTED  
 REDACTED

REDACTED

Diemen (DHHS) <REDACTED>, 'Annaliese Van

**Subject:** Hotel Quarantine [SEC=OFFICIAL]

Been reflecting on the quarantine breaches we have had and the issue raised by Annaliese today, where a hotel worker continued to work while symptomatic and didn't identify because of fear of income loss. Is it possible to write into the hotel quarantine contracts a provision that any hotel or security worker who has to quarantine (as a contact) or isolate (for COVID + status) would be paid their "normal weekly hours" for the two week period. It would be a minor expense but would fix this as an issue?

Thoughts

REDACTED

Australian Government Chief Medical Officer

---

"Important: This transmission is intended only for the use of the addressee and may contain confidential or legally privileged information. If you are not the intended recipient, you are notified that any use or dissemination of this communication is strictly prohibited. If you receive this transmission in error please notify the author immediately and delete all copies of this transmission."

---

This email contains confidential information intended only for the person named above and may be subject to legal privilege. If you are not the intended recipient, any disclosure, copying or use of this information is prohibited. The Department provides no guarantee that this communication is free of virus or that it has not been intercepted or interfered with. If you have received this email in error or have any other concerns regarding its transmission, please notify [Postmaster@dhhs.vic.gov.au](mailto:Postmaster@dhhs.vic.gov.au)

---

"Important: This transmission is intended only for the use of the addressee and may contain confidential or legally privileged information. If you are not the intended recipient, you are notified that any use or dissemination of this communication is strictly prohibited. If you receive this transmission in error please notify the author immediately and delete all copies of this transmission."