

Operation Soteria  
**Op Soteria-Minutes-2020-04-09-1330hrs**



EM-COP Library Filename – Op Soteria Minutes-2020-04-09-1330hrs

## Operation Soteria

Meeting Details			
<b>Meeting Date</b>	Thursday 9 April 2020	<b>Start</b>	1330hrs
<b>Teleconference</b>	9037 8885	<b>End</b>	1401hrs
<b>Location</b>	State Control Centre, Bogong Room		
<b>Minutes</b>	SRC Executive Support – <span style="background-color: black; color: white;">Personal Information</span>		
<b>Members</b>	<b>Name</b>	<b>Attendees (+ as required)</b>	<b>Name</b>
<b>Deputy State Controller – Op Soteria (Chair)</b>	Chris Eagle (CE)	<b>DOT</b>	<span style="background-color: black; color: white;">Personal Information</span>
<b>EMC</b>	Apology	<b>VicPol</b>	<span style="background-color: black; color: white;">Personal Information</span>
<b>State Controller Health</b>		<b>DPC</b>	<span style="background-color: black; color: white;">Personal Information</span>
<b>DHHS</b>	Braedan Hogan (BH) Pam Williams (PW)	<b>DHHS (Airport)</b>	<span style="background-color: black; color: white;">Personal Information</span>
<b>DJPR</b>	Claire Febey (CF) Rachaele May (RM)	<b>AFP</b>	<span style="background-color: black; color: white;">Personal Information</span>
<b>SCC Comms</b>		<b>Assurance and Learning</b>	<span style="background-color: black; color: white;">Personal Information</span>

### Actions from Previous Meetings

No	Meeting Date	Action	Assigned to	Due Date
1.1	3/4/2020	<p>DPC/EMC to identify contacts to assist in gaining information on numbers of Australians returning home and capacity trigger points for all jurisdictions.</p> <p><i>6/4/2020 - Home Affairs will pursue with ADF better intelligence on flight arrivals.</i></p> <p><i>7/4/2020 – Two parts to this action now with the first component being completed that better reporting for numbers are being received from DFAT.- COMPLETE.</i></p>	EMC	<b>COMPLETED</b> part 1 – DFAT flight and passenger numbers.
1.2		<p>DPC/EMC to follow-up the quarantine expectations in other jurisdiction once passengers have completed their quarantine in Victoria.</p> <p><i>9/4/2020 – EMC mentioned at SCT that he was expecting a spreadsheet to be shared later today that provided the jurisdictional quarantine requirements. – IN PROGRESS</i></p>		<b>In PROGRESS</b> Part 2
3.	5/4/2020	<p>Exit process to be developed by multiple agencies in anticipation of individuals leaving hotel quarantine.</p> <p><i>7/4/2020 – Hope to be finalised this afternoon. BH to follow up today.</i></p> <p><i>9/4/2020 – Still being finalised. Hope to have it complete by tomorrow.</i></p>	DHHS/DJPR	<b>In PROGRESS</b>

Item	Subject
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1.	<p><b>Situational Awareness</b></p> <p><b>Deputy State Controller - Health</b></p> <ul style="list-style-type: none"> <li>•</li> </ul>
2.	<p><b>Operations</b></p> <p><i>Reports on mornings transfers, key issues, items for review</i></p> <p><b>DHHS</b></p> <ul style="list-style-type: none"> <li>• <b>Person</b> Airport very minor numbers of passengers today. Continue to work on preparations for the big numbers coming through over the coming days.</li> <li>• PW – The exit process is still being worked on. Will be working with DJPR to share the full list of people exiting. Advice that will be provided to those exiting is being finalised and will hopefully be out by tomorrow.</li> </ul> <p><b>DJPR</b></p> <ul style="list-style-type: none"> <li>• 10 additional staff are currently being trained t to take calls in the call centre to ensure there are enough staff manning the phones in preparation for the increase in numbers of quarantined.</li> <li>• As DHHS own the data for the list of people who will be exiting, DJPR suggest that another way would be for the call centre to call all those that checked-in in time frame (noting that some may not be exiting due to exemptions etc).</li> </ul> <p><b>Person</b> – The DPC preference would be that calls to people not exiting be avoided.</p> <p><b>ACTION</b> - PW – will contact CF in this afternoon regarding the exit list and data sharing.</p> <p>BH – One issue with the exit data has been that it is received in a 24 retrospective. This process will be easier to share once these issues have been rectified.</p> <p>PW – The exit data will be used to determine who will be finishing quarantine and who needs to receive a notice of ‘completion of quarantine’. Logistics are being finalised for the exit strategy with the process around knocking on the door, moving them to the foyer individually to check out and have transport provided.</p> <p>Note that there is the possibility of media being present for the demobilisation process on Sunday, and contingency plans for moving passengers away from the sight are in place, so that people don’t gather outside.</p> <p>People will be transported by Sky Bus to the airport and taxis are being utilised to drop people at another preferred location (i.e. train station) or home.</p> <p><b>DOT</b></p> <ul style="list-style-type: none"> <li>• Transport is ready and clarification of numbers as soon as possible is key.</li> </ul> <p><b>VicPol</b></p> <ul style="list-style-type: none"> <li>• Will discuss the consideration of a secondary transportation hub further out to stage departure with DJPR offline.</li> </ul> <p><b>Other</b></p> <ul style="list-style-type: none"> <li>•</li> </ul>

3.	<p><b>Planning</b></p> <ul style="list-style-type: none"> <li>BH – Two additional DFAT flights have been confirmed for Monday from Delhi, with an additional 880 passengers. Additional hotels coming online are being identified, which also requires medical staff, consumables, rostering of staff and security etc.</li> <li>CF – Currently there are 8 hotels active with two more having site visits completed today as well as 4 more coming online. Making a total of 14 hotels to ensure the capacity is ready for the repatriation flights.</li> </ul> <p>Rydges has been sourced to be the prepared specifically as the COVID-19 positive hotel. This is in preparation for the flight from Uruguay with the cruise ship passengers that are COVID- 19 positive or may present as positive after arrival.</p> <p>ACTION – CF to circulate a full list of hotels that are currently part of Operation Soteria, once the site visits have been completed, to the group by COB today.</p>
4.	<p><b>Health and Safety</b></p> <ul style="list-style-type: none"> <li></li> </ul>
5.	<p><b>Welfare and Wellbeing</b></p> <ul style="list-style-type: none"> <li></li> </ul>
6.	<p><b>Coordination</b></p> <p><b>State Controller – Health / Deputy State Controller</b></p> <ul style="list-style-type: none"> <li>Have been preparing from the advice that Victoria will be receiving 1 large flight every 1-2 days. New advice 15 minutes ago has 2 flights now ‘TBC’ meaning they may go either Brisbane or Cairns. Suggest that planning continues for the likelihood of receiving the largest numbers, and scaling back if required, ensuring processes are adaptable to change.</li> </ul> <p><b>DHHS</b></p> <ul style="list-style-type: none"> <li>Flight from Uruguay - The Greg Mortimer (cruise ship) docked with 113 Australians and 14 New Zealanders that will repatriated to Melbourne and is has been confirmed by ADF to arrive 0640 Sunday. There is expected to be up to 70 COVID-19 positive cases arriving in this cohort, so a different approach is being planned.</li> <li>The Deputy CHO has approved the methodology to move forward with approach that the plane will land at the airport and not disembark at the usual tarmac (airport working on an appropriate position). The plane will instead be met by AV and FEMO Teams. Passengers that are symptomatic will be taken to hospital whilst others will be tested (not at the airport as it is not a safe testing environment) and quarantined. NZ is working with DHHS and the team to have the Z+NZ passengers potentially taken straight from the plane to a chartered plane. Seeking clarification on this. Hopefully the clinical health plan for this will be out to the Deputy CHO this afternoon with some work still to be done around the transport process. Person will discuss with Person offline.</li> </ul>



7.	<p><b>Communication</b></p> <ul style="list-style-type: none"> <li>Work being completed on job cards. A daily stand up briefing for each of the hotels being considered.</li> </ul>
8.	<p><b>Other Business</b></p> <ul style="list-style-type: none"> <li>Rachaele May is now part of the DJPR team working with this group.</li> </ul>
9.	Next Scheduled Meeting – <b>1330hrs, Friday 10 April 2020</b>

### Actions

No	Action	Assigned to	Due Date
1.	DJPR to circulate a full list of hotels that are currently part of Operation Soteria, once the site visits have been completed, to the group by COB today	CF	9/4/2020

Operation Soteria  
Op Soteria-Minutes-2020-04-07-1330hrs



EM-COP Library Filename – Op Soteria Minutes-2020-04-07-1330hrs

## Operation Soteria

Meeting Details			
<b>Meeting Date</b>	Tuesday 7 April 2020	<b>Start</b>	1330hrs
<b>Teleconference</b>	9037 8885	<b>End</b>	000hrs
<b>Location</b>	State Control Centre, Bogong Room		
<b>Minutes</b>	SRC Executive Support		
<b>Members</b>	<b>Name</b>	<b>Attendees (+ as required)</b>	<b>Name</b>
<b>Deputy State Controller – Op Soteria (Chair)</b>	Chris Eagle (CE)	<b>DOT</b>	Personal Information
<b>EMC</b>	Personal Information	<b>VicPol</b>	Personal Information Personal Information Personal Information
<b>State Controller Health</b>		<b>DPC</b>	Personal Information
<b>DHHS</b>	Braedan Hogan (BH)	<b>DHHS (Airport)</b>	Personal Information
<b>DJPR</b>	Claire Febey (CF)	<b>ADF</b>	-
<b>SCC Comms</b>	Personal Information	<b>Assurance and Learning</b>	Personal Information

### Actions from Previous Meetings

No	Meeting Date	Action	Assigned to	Due Date
1.	3/4/2020	<p>DPC/EMC to identify contacts to assist in gaining information on numbers of Australians returning home and capacity trigger points for all jurisdictions.</p> <p><i>6/4/2020 - Home Affairs will pursue with ADF better intelligence on flight arrivals.</i></p> <p><i>7/4/2020 - parts to this action now with the first component being completed that better reporting for numbers are being received from DFAT.- COMPLETE</i></p> <p><i>7/4/2020 - The second part is trigger points for forward planning to now be held over to later in the meeting. Information received today will impact forward planning.</i></p>	EMC	<p>COMPLETED part 1</p> <p>In PROGRSS Part 2</p>
2.	3/4/2020	<p>Intel to report whether repatriation data from DFAT is more/less than they currently receive and is useful.</p> <p><i>6/4/2020 - Chris Eagle to follow up.</i></p>	Intel / Chris Eagle	COMPLETE
3.	5/4/2020	<p>Exit process to be developed by multiple agencies in anticipation of individuals leaving hotel quarantine.</p> <p><i>7/4/2020 – Hope to be finalised this afternoon. BH to follow up today.</i></p>	DHHS/DJPR	In progress
4.	5/4/2020	<p>State Controller to confirm what type of staff DHHS are requesting via DoT Secretary.</p> <p><i>6/4/2020 - Request out to support authorised officers, will confirm offline.</i></p> <p><i>7/4/2020 – BH and <span style="background-color: black; color: black;">Perso</span> to take offline to complete.</i></p>	<span style="background-color: black; color: black;">Perso</span>	CLOSED

5.	6/4/2020	Provide DJPR with advice regarding the correct and appropriate usage of PPE.  <i>7/4/2020 – Coraline sent that through and completed 6/4/2020.</i>	Persona	CLOSED
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Item	Subject
1.	<p><b>Situational Awareness</b></p> <p><b>Deputy State Controller - Health</b></p> <ul style="list-style-type: none"> <li>Ask all to hold off on forward planning discussions until later in the meeting so the advised changes coming through can be discussed all in one hit.</li> </ul>



2.

**Operations***Reports on mornings transfers, key issues, items for review***DHHS**

- Exit planning becoming the priority ensuring the process is well established and how this will be carried out, legally, operationally and with social distancing rules including only two people in a lift at a time. Need to ensure it staged appropriately to minimise the disruption and also facilitate their on journeying and planning for appropriate support to exit in an orderly fashion.
- Embedding down processes for new arrivals, ie individual requirements for each person coming through and ensuring they are all managed appropriately with food, allergies comfort levels exemption requests.
- Mental health discussions continuing to look for opportunities and mechanisms to ensure ongoing mental health is being appropriately managed. Mental health colleagues working with Beyond Blue to provide a targeted service. Brief going to the Minister of Mental Health.

**DJPR**

- Park Royal and Four Point are the hotels online to receive passengers today with confirmation that the Park Royal will be able to accommodate the large flight coming from DFAT.
- Planning is underway to ensure hotels in the future are online to receive the large repatriation flights.
- Working today to follow-up on Uber eats requests as each time this has previously come up there have been hotel operational reasons why this might be a problem, however there is no issue from a DHHS perspective. Feedback has bought this up again and we will be looking at the policy today.

**DOT**

- No issues to report.

**VicPol**

- Issues regarding the late notification of the flights coming in, is there a way to be notified in the first instance as Person and Person manage the logistics.

**Other**

- -

3.	<p><b>Planning</b></p> <ul style="list-style-type: none"> <li>• Advice from DFAT was received about an hour ago that all inbound non-scheduled passenger flights to be diverted to alternative ports – looking at Melbourne, Brisbane and Cairns ie the repatriation flights, like the flight of 221 this morning. There were already 3 scheduled possibility of another 3 depending on what port they are diverted to. This means there is a possibility of an extra 1700 people (worst case scenario) in the next 4 days on top of the normal 150-200 people flow.</li> <li>• This is a significant spike in activity which will put pressure on agencies, staff, transportation and the scheduling of 14 days for possibility up to 4,500 people in care.</li> <li>• Need to look at maximising hotel usage, for example do we identify one of the smaller hotels for COVID positive people. What does the transport look like, where capacity isn't maximised. Can we do more than one flight one hotel, and change it to possibly moving to one flight two hotels depending on the capacity from transport and police. <b>Persol</b> more resources would need to be put into this as estimate 3 minutes per passenger coming off a bus into the hotel. Just need numbers to start planning. Need to work in closely and possibly need to embed a VicPOL member in SCC conversations to understand logistics of the finer details. May need to be a State level operation rather than regional once numbers are better understood.        BH – COVID positive people that are identified during stay would make up the passengers in the potential COVID hotel, passengers who are COVID positive, or have symptoms on arrival are sent to hospital.        The current passengers that are COVID positive take over a whole floor of a hotel and therefore there is an inability to utilise the other rooms on that floor. This would be mitigated if there was one hotel.        CE – numbers have not been confirmed at this stage the numbers mentions are indicative.  <b>Persol</b> – need numbers to ensure that operational planning can be put in place. Currently have the ability to be able to do this.        BH – there will be challenges with sourcing nurses, security, labour and how we resource and support this.        CF – 1,774 currently in quarantine. In total 4,874 rooms contracted to date, in total 3,936 rooms 1,200 currently occupied. With an increase in arrivals, next 5 -7 days would fit with current capacity in the Airport and CBD area. New procurement for CBD based rooms will be required to go to Cabinet very quickly.</li> </ul>
4.	<p><b>Health and Safety</b></p> <ul style="list-style-type: none"> <li>• -</li> </ul>
5.	<p><b>Welfare and Wellbeing</b></p> <ul style="list-style-type: none"> <li>• -</li> </ul>

6.	<p><b>Coordination</b></p> <p><b>State Controller – Health / Deputy State Controller</b></p> <ul style="list-style-type: none"> <li>•</li> </ul> <p><b>DHHS</b></p> <ul style="list-style-type: none"> <li>•</li> </ul>
7.	<p><b>Communication</b></p> <ul style="list-style-type: none"> <li>• <b>Person</b> – Be mindful of possible media attention to those leaving on Saturday and how we protect them leaving. BH – Still working through this with legal and working around passengers leaving will be exiting people 1201 after midnight. Hopefully little media around for that.</li> </ul>
8.	<p><b>Other Business</b></p> <ul style="list-style-type: none"> <li>•</li> </ul>
9.	Next Scheduled Meeting – <b>1330hrs, Wednesday 8 April 2020</b>

<b>Actions</b>			
<b>No</b>	<b>Action</b>	<b>Assigned to</b>	<b>Due Date</b>
1.			

Operation Soteria  
**Op Soteria-Minutes-2020-04-08-1330hrs**



EM-COP Library Filename – Op Soteria Minutes-2020-04-08-1330hrs

## Operation Soteria

Meeting Details			
<b>Meeting Date</b>	Wednesday 8 April 2020	<b>Start</b>	1330hrs
<b>Teleconference</b>	9037 8885	<b>End</b>	1349hrs
<b>Location</b>	State Control Centre, Bogong Room		
<b>Minutes</b>	SRC Executive Support		
<b>Members</b>	<b>Name</b>	<b>Attendees (+ as required)</b>	<b>Name</b>
<b>Deputy State Controller – Op Soteria (Chair)</b>	Chris Eagle (CE)	<b>DOT</b>	Personal Information
<b>EMC</b>	Apology	<b>VicPol</b>	Personal Information
<b>State Controller Health</b>		<b>DPC</b>	Personal Informa
<b>DHHS</b>	Braedan Hogan (BH)	<b>DHHS (Airport)</b>	Personal Information
<b>DJPR</b>	Claire Febey (CF)	<b>ADF</b>	Personal Information
<b>SCC Comms</b>	Personal Information	<b>Assurance and Learning</b>	

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3.	5/4/2020	<p>Exit process to be developed by multiple agencies in anticipation of individuals leaving hotel quarantine.</p> <p><i>7/4/2020 – Hope to be finalised this afternoon. BH to follow up today.</i></p>	DHHS/DJPR	In progress

Item	Subject
1.	<p><b>Situational Awareness</b></p> <p><b>Deputy State Controller - Health</b></p> <ul style="list-style-type: none"> <li>•</li> </ul>

2.	<p><b>Operations</b></p> <p><i>Reports on mornings transfers, key issues, items for review</i></p> <p><b>DHHS</b></p> <ul style="list-style-type: none"> <li>• New arrivals of 3 flights today with some complexities, running late, an unaccompanied minor and a person of interest.</li> <li>• Meetings this morning with most agencies around the uplift in capacity.</li> <li>• <u>Exit planning</u>:       <ul style="list-style-type: none"> <li>○ Includes organising departure mechanics and what needs to be done when exiting the hotels.</li> <li>○ Transport piece is working through what passengers will need when they leave and where they are headed. Draft of information that will be provided to passengers on their departure being finalised that should be available to share with this group tomorrow.</li> </ul> </li> <li>• An walk through exercise will be run on Saturday to go through the exit plan to see the steps and identify any gaps.</li> </ul> <p><b>DJPR</b></p> <ul style="list-style-type: none"> <li>• Will be focusing on supporting in the exit planning, and ensuring hotels are ready to receive repatriation flights.</li> <li>• Travelodge Docklands and Novotel Melbourne are almost ready to come online for the repatriation flights. Onsite visits tomorrow to Travelodge in Southbank and Batemans Hill on Collins are being arranged. Reaching out to ensure the right parties on site for these visits.</li> <li>• Will ensure that all the 14 hotels are activated for surge number arrivals in coming days.</li> </ul> <p><b>DOT</b></p> <ul style="list-style-type: none"> <li>• No further updates.</li> </ul> <p><b>VicPol</b></p> <ul style="list-style-type: none"> <li>• Incident occurred in Crown Plaza this morning.</li> <li>• Look forward to catching up again to gain more details and have further discussion following on from this morning's meeting around the plans.</li> </ul> <p><b>Other</b></p> <ul style="list-style-type: none"> <li>• Forward plan from Melbourne Airport – no confirmed passenger numbers yet for the two flights arriving tomorrow.</li> <li>• The next repatriated flight is scheduled to arrive 0200 on Friday morning. Waiting for more information on numbers.</li> <li>• The larger flight will arrive Saturday with an estimated 440 passengers (no time has been confirmed for arrival), which is largest to come through at one time.</li> </ul>
3.	<p><b>Planning</b></p> <ul style="list-style-type: none"> <li>• DoT has already given Sky bus the heads up on the repatriated flight coming in.</li> </ul>

4.	<p><b>Health and Safety</b></p> <ul style="list-style-type: none"> <li>Incident at Crown Promenade where <b>REDA</b> had packed <b>RE</b> bag and wanted to leave. <b>RE</b> was quite angry. Police were in attendance as well as a nurse and mental health support were provided.          BH – Health nurses been placed in each of the hotels to assist with mental health as well as the hotline from Beyond Blue. The additional support will hopefully provide alleviation to nurses and GPs.</li> </ul>
5.	<p><b>Welfare and Wellbeing</b></p> <ul style="list-style-type: none"> <li></li> </ul>
6.	<p><b>Coordination</b></p> <p><b>State Controller – Health / Deputy State Controller</b></p> <ul style="list-style-type: none"> <li></li> </ul> <p><b>DHHS</b></p> <ul style="list-style-type: none"> <li></li> </ul>
7.	<p><b>Communication</b></p> <ul style="list-style-type: none"> <li><b>Person</b> – Would like to understand how the dry run goes so preparations can start noting that media may be present for this event and there may be an impact of media outlets being outside the hotel.</li> <li>DPC – nothing to report</li> <li>AFP – noting to report</li> <li></li> </ul>
8.	<p><b>Other Business</b></p> <ul style="list-style-type: none"> <li>BH – possibly Uruguay cruise ship returning to Australia with 94 Australians and 15 New Zealanders.          CF – please keep us on the loop on this so we can ensure we have capacity in hotels</li> <li><b>Person</b> – will need to work through transport options</li> <li><b>Person</b> – also what is that going to look like in terms of security.</li> <li>BH still being worked through asnd the information is coming in. There is a possibly a charter flight that we may be able to take through another terminal at Melbourne airport.</li> </ul>
9.	<p><b>Next Scheduled Meeting – 1330hrs, Thursday 9 April 2020</b></p>

<b>Actions</b>			
<b>No</b>	<b>Action</b>	<b>Assigned to</b>	<b>Due Date</b>
1.			



**From:** Claire Febey (DEDJTR)  
**Sent:** Thu, 2 Apr 2020 16:00:55 +1100  
**To:** Braedan J Hogan (DHHS)  
**Cc:** Andrea C Spiteri (DHHS); 'sccvic.sctrl.health@scc.vic.gov.au'; Unni Menon (DEDJTR)  
**Subject:** Rydges on Swanston - ready to receive confirmed cases  
**Importance:** High

Braedan

As discussed we have activated Rydges on Swanston to take confirmed COVID-19 cases from this evening, including the female client that you mentioned needing accommodation immediately this evening.

Please note that this hotel is set up to receive confirmed cases from the general community that are expected to comply with their isolation. We will work on further properties for more complex cases.

The Manager at the property is [Personal Information] and he has made the preparations to be ready this evening. [Personal Inform] can be contacted on [Personal Information]

A second point of contact who will be on the ground and will coordinate this evening's arrival is the General Manager, whose details are listed here:

Best regards,

**Rosswyn Menezes** | General Manager | Rydges on Swanston Melbourne

701 Swanston Street, Carlton, VIC, 3053

**Hotel:** [Personal Information]

**Email:** [Personal Information] @evt.com | **Web:** [www.rydges.com/swanston](http://www.rydges.com/swanston) | [www.skylineevents.com.au](http://www.skylineevents.com.au)

At this stage the security and food provisions are as outlined in Donna Findlay's email to you and Andrea yesterday. I have included those details again below, noting you were specifically interested in the security arrangements.

Can you please:

- Let me know whether the security outlined is adequate;
- Confirm that the person will arrive by escorted transport (this is what we have advised the hotel); and
- Confirm that you will now work directly with hotel management to place your staff and service model, and tonight's client.

Please let me know if you need additional support from me or the broader team, and please let us know immediately if any issues come up for you with these arrangements and we will support you to trouble shoot.

Cheers

Claire

### **Rydges Swanston Street**

Current contract is 95 rooms @ \$150 per room per night (GST inclusive) for one month with options to extend (as the State's discretion).

#### **1. Food Offering:**

##### In Room Coffee and Tea:

Fresh Milk provided and replaced as required.

##### Breakfast:

Box breakfast delivered outside rooms each morning;

Incl: Fresh Milk, Cereal, Juice, Fruit, Muffin or Slice.or Croissant. (We will aim to mix these up daily)

##### Lunch:

Rolling selection of Focaccia's, Sandwiches, Salads and Fruit.

Alternate Day Hot Lunch Offering in Packaged Containers eg: Pasta Dishes, Curry Dishes and Vegetarian Options.

##### Dinner:

2 Choices each evening of Package Meals. Please see sample's attached.

Served with selection of Bread and Dessert.

- We have instituted the packaged meals approach and disposable cutlery to strive for the highest safety standards for all. After each meal guests can deposit the packaging straight into their rubbish bins/bags in the rooms. These bags can be placed outside the door and our staff can then dispose.
- We will have a professional kitchen operating and can further cater to any specific dietary requirement..

#### **2. Staff on Shift and Ease for Guest Contact.**

We have a Manager On Duty 24/7 based at Reception. Additionally they are supported by the General Manager and Operational Team on each shift.

We will also provide each guest with the attached welcome letter on arrival so they can easily email or call our team for anything. We can add and alter this letter per any changes you recommend.

#### **3. Security Practices.**

We have in place 24 hour security with a Manager On Duty based at Reception at all times.

Additionally we now have the entire hotel locked down with access granted only after identification.

We have security cameras covering entrances and public spaces throughout the building.

#### **Claire Febey**

Executive Director, Priority Projects Unit | Office of the Secretary

**Department of Jobs, Precincts and Regions**

Level 36, 121 Exhibition St, Melbourne, Victoria Australia 3000

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

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**From:** Rachaele E May (DJPR)  
**Sent:** Tue, 5 May 2020 18:10:54 +1000  
**To:** Pam Williams (DHHS)  
**Subject:** RE: Feedback from Rydges: Info for positives at Rydges

With a minor changes in [BLUE](#)

**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)

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

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**From:** Pam Williams (DHHS) [Personal Information](#) [@dhhs.vic.gov.au](mailto:>@dhhs.vic.gov.au)>  
**Sent:** Tuesday, 5 May 2020 5:46 PM  
**To:** Rachaele E May (DJPR) [Personal Information](#) [@agriculture.vic.gov.au](mailto:>@agriculture.vic.gov.au)>  
**Subject:** FW: Feedback from Rydges: Info for positives at Rydges

Do you think an email like this would be enough?

**Pam Williams**  
**COVID19 Accommodation Commander**  
 Department of Health and Human Services  
 m: [Personal Information](#) [@dhhs.vic.gov.au](mailto:>@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:** Braedan Hogan (DHHS) [Personal Information](#) [@dhhs.vic.gov.au](mailto:>@dhhs.vic.gov.au)>  
**Sent:** Tuesday, 5 May 2020 5:41 PM  
**To:** Pam Williams (DHHS) [Personal Information](#) [@dhhs.vic.gov.au](mailto:>@dhhs.vic.gov.au)>  
**Cc:** [Personal Information](#) (DHHS) [Personal Information](#) [@dhhs.vic.gov.au](mailto:>@dhhs.vic.gov.au)>; Jason Helps (DHHS) [Personal Information](#) [@dhhs.vic.gov.au](mailto:>@dhhs.vic.gov.au)>  
**Subject:** FW: Feedback from Rydges: Info for positives at Rydges

Are you happy with this? And if you want to run past [Personal Infor](#) and then to Rachaele.

Measures in place for COVID-19 positive people at alternate accommodation:

- All COVID positive cases are subject to an isolation direction (attached) that restricts their movement (only for emergency, medical treatment or exercise);

- Daily checks are undertaken by DHHS for each case and these restrictions are reinforced;
- Guests are staying at the hotel on voluntarily and can leave to go home if they wish;
- Victoria Police also conduct spot checks for COVID positive cases in the community and these people will be subject to the same checks;
- Guests will be provided PPE (mask and gloves) by DHHS upon arrival;
- They will arrive either by own transport or via non-emergency patient transport;
- Guests will have same meals provided as other guests and access to deliveries as per all other guests;
- Guests will be provided information if they do wish to leave their room for one of the above reasons, or to leave to go home they should;
  - Contact DHHS team leader, who will then give permission and advise hotel and security staff
  - If they do seek to exercise, this to occur on Level 4 – and staff will be advised so lift and common areas can be cleaned.
  - If other movement of guests does occur, staff will be advised, and cleaning will occur after.
- Security will be allocated to patrol the floor with the guests to discourage further movement around the hotel.
- Guests will be told they are not permitted guests to visit- as per the Isolation Direction.

Braedan

**Braedan Hogan** | DHHS Agency Commander

Deputy Director, Strategy and Policy  
 Emergency Management Branch | Regulation, Health Protection and Emergency Management  
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**From:** Rachaele E May (DJPR) Personal Information [@agriculture.vic.gov.au](mailto:Personal Information@agriculture.vic.gov.au)>

**Sent:** Tuesday, 5 May 2020 5:24 PM

**To:** Braedan Hogan (DHHS) Personal Information [@dhhs.vic.gov.au](mailto:Personal Information@dhhs.vic.gov.au)>; Pam Williams (DHHS) Personal Information [@dhhs.vic.gov.au](mailto:Personal Information@dhhs.vic.gov.au)>; Personal Information (DHHS) Personal Information [@dhhs.vic.gov.au](mailto:Personal Information@dhhs.vic.gov.au)>;

Andrea Spiteri (DHHS) Personal Information [@dhhs.vic.gov.au](mailto:Personal Information@dhhs.vic.gov.au)>; Jason Helps (DHHS) Personal Information [@dhhs.vic.gov.au](mailto:Personal Information@dhhs.vic.gov.au)>

**Subject:** Feedback from Rydges: Info for positives at Rydges

Hi all,

I have spoken to GM at Rydges. In short he needs assurance from DHHS in writing before he can take on-quarantined guests. He assurance needs to outline:

- That these guests are subject to an isolation order that restricts their ability to move around freely (they can leave their rooms for emergencies, medical treatment and exercise)
- Guests are supplied with PPE
- Guest have the same meal and parcel delivery arrangements as quarantined guests
- Guests who wish to leave their rooms must ring the DHHS TL (?) and seek permission
- DHHS TL will inform hotel and security staff that these guests are leaving and where they will eb in hotel
- Guests can exercise on Level 4, but hotel needs to know when so that lifts, stair rails and L4 can be sanitised after use
- Hotel would prefer security guards in place to discourage free movement around hotel
- Question from hotel – can guests ‘go for a run’ & exercise outside and if so how will DHHS track their movement in hotel so surfaces can be cleaned?

I understand you want to move 6 guests in tonight. The hotel needs these assurances first

Hope that helps,

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)

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**Department of Jobs, Precincts and Regions**  
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**From:** Unni Menon (DEDJTR)  
**Sent:** Wed, 1 Apr 2020 19:42:24 +1100  
**To:** Donna Findlay (DEDJTR); Claire Febey (DEDJTR)  
**Subject:** RE: Rydges On Swanston

Hi Donna

I think it looks good-good job

I would like it confirmed between DHHS and DJPR the following :

- a. that unlike the international arriving pax – the mini bar will be something the customer will pay for – the hotel should not be coerced to supply a base level proposition at nil cost and it definitely should not be a burden on our budget.
- b. DHHS should provide clear directions and specifications around what the expected practices will be for cleaning and waste removal to ensure that the hotel is not blind sided at a later stage
- c. The menu looks great- I might self-isolate !

Regards

**Unni Menon**  
**Executive Director**

Department of Jobs, Precincts and Regions  
 Level 7, 1 Spring Street, Melbourne, 3000

M: Personal Information

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**From:** Donna Findlay (DEDJTR) Personal Information [y@ecodev.vic.gov.au](mailto:Personal Information@ecodev.vic.gov.au)>  
**Sent:** Wednesday, 1 April 2020 6:30 PM  
**To:** Unni Menon (DEDJTR) Personal Information [@ecodev.vic.gov.au](mailto:Personal Information@ecodev.vic.gov.au)>; Claire Febey (DEDJTR) Personal Information [@ecodev.vic.gov.au](mailto:Personal Information@ecodev.vic.gov.au)>  
**Subject:** FW: Rydges On Swanston

I've sort the additional questions from Rydges on Swanston as per the phone hook up this afternoon with DHHS.

A good point to note is that they still have a commercial kitchen and head chef and can prepare additional meals as and when required.

Are you both comfortable for me to share this with that group?

The Rydges will also amend almost anything we ask of them.

Kind regards

Donna Findlay

**From:** [Personal Information] <[redacted]@gmail.com>

**Sent:** Wednesday, 1 April 2020 6:18 PM

**To:** Donna Findlay (DEDJTR) [Personal Information] <[redacted]@ecodev.vic.gov.au>; Marina J Henley (DHHS)

[Personal Information] <[redacted]@dhhs.vic.gov.au>

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

**Subject:** Rydges On Swanston

Hi Donna

Per our discussion please see below outline of services discussed.

### 1. Food Offering:

#### In Room Coffee and Tea:

Fresh Milk provided and replaced as required.

#### Breakfast:

Box breakfast delivered outside rooms each morning;

Incl: Fresh Milk, Cereal, Juice, Fruit, Muffin or Slice.or Croissant. (We will aim to mix these up daily)

#### Lunch:

Rolling selection of Focaccia's, Sandwiches, Salads and Fruit.

Alternate Day Hot Lunch Offering in Packaged Containers eg: Pasta Dishes, Curry Dishes and Vegetarian Options.

#### Dinner:

2 Choices each evening of Package Meals. Please see sample's attached.

Served with selection of Bread and Dessert.

- We have instituted the packaged meals approach and disposable cutlery to strive for the highest safety standards for all. After each meal guests can deposit the packaging straight into their rubbish bins/bags in the rooms. These bags can be placed outside the door and our staff can then dispose.
- We will have a professional kitchen operating and can further cater to any specific dietary requirement..

### 2. Staff on Shift and Ease for Guest Contact.

We have a Manager On Duty 24/7 based at Reception. Additionally they are supported by the General Manager and Operational Team on each shift.

We will also provide each guest with the attached welcome letter on arrival so they can easily email or call our team for anything. We can add and alter this letter per any changes you recommend.

### 3. Security Practices.

We have in place 24 hour security with a Manager On Duty based at Reception at all times.

Additionally we now have the entire hotel locked down with access granted only after identification.

We have security cameras covering entrances and public spaces throughout the building.

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Regards

Personal Information

CC: Rosswyn Menezes - General Manager

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Personal Information

[@gmail.com](#)

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