

OPERATION SOTERIA

PPE Advice for Hotel Security Staff and AO's in Contact with Quarantined Individuals

Approved

Date: 08 Jun 20 By: REDACTED DEP CMDR HLTH

Version 2.2

Recommended PPE use According to Type of Activity

Setting	Activity	Security Staff	Client PPE required
Hotel Lobby Perform hand hygiene before and after every client contact	Able to maintain physical distance of at least 1.5 metres	No PPE Hand hygiene	No PPE
	When accompanying clients for fresh air/exercise breaks from room to outside and able to maintain 1.5 metres 1.5 metre physical distance is not feasible	No PPE Hand hygiene Surgical mask Hand hygiene	Client to wear surgical face mask if tolerated Hand hygiene Advised not to touch anything on the way out/down
Hotel Lobby When new guests are arriving for the commencement of their quarantine Perform hand hygiene before and after every client contact	Able to maintain physical distance of at least 1.5 metres	No PPE Hand hygiene	Client to wear surgical face mask if tolerated Hand hygiene
	1.5 metre physical distance is not feasible	Surgical mask Hand hygiene	Advised not to touch anything on the way in/up
Hotel quarantine floor Not entering the client/s room or having direct contact with client/s.	No direct client contact e.g. walking room hallways or stationed in room corridors	No PPE Hand hygiene	No PPE
Doorway indirect contact by security Perform hand hygiene before and after every client contact	Any doorway visit: Able to maintain physical distance of at least 1.5 metres	No PPE Hand hygiene	No PPE
	Any doorway visit: 1.5 metre physical distance is not feasible	Surgical mask Hand hygiene	Client to wear surgical face mask if tolerated Hand hygiene

Hand Hygiene

Effective hand hygiene is the single most important strategy in preventing infection.

Hands should be washed with soap and water if they are visibly soiled, otherwise alcohol-based hand rub can be used continuously.

PPE Advice for Hotel Security Staff and AO's in Contact with Quarantined Clients

Hand hygiene should be frequently performed, including

- Before and after contact with client
- After touching a client's items or surroundings
- Before putting on and after taking off personal protective equipment (e.g. surgical mask).
- Before and after eating
- After going to the toilet

Gloves are NOT a substitute for hand hygiene and gloves are NOT recommended for **any security staff or AO staff member at any time**

Alcohol-based hand rub is NEVER applied to gloved hands.

(Separate advice is available for those involved with care of clients or cleaning practices)

Respiratory hygiene and cough etiquette must be applied as a standard infection control precaution at all times and perform hand hygiene each time you use a tissue or cough or sneeze into your inner elbow. Discard use tissues immediately.

ALWAYS AVOID TOUCHING YOUR FACE

Correct use of PPE (Mask only)

PROCEDURE FOR PUTTING ON A MASK

1. Perform hand hygiene using the alcohol-based hand rub
2. Put on the mask handling the side tapes only
 - a. If your mask has ear loops, place them over both ears at the same time.
 - b. If your mask has to be tied, tie the bottom first and then the top tie to secure on your face
 - c. Ensure the mask is secured across the bridge of your nose (moulding the metal clip over bridge your nose) and ensure the masks sits snugly under your chin
3. Perform hand hygiene
4. After mask is in place never touch the front of your mask

PROCEDURE FOR TAKING OFF MASK

1. Perform hand hygiene using the alcohol-based hand rub
2. Do not touch the front of the mask
3. If your mask has ear loops, remove the loops and place straight into yellow bin.
4. Undo the bottom tie of your mask and then the top tie, handling the mask only by the top ties, drop mask straight into the yellow bin.
5. Perform hand hygiene using the alcohol-based hand rub

NOTES

- Hand hygiene should be performed when you feel that you may have contaminated your hands from touching the mask if wearing one or your face
- Single-use masks should not be reused, but discarded appropriately immediately after use
- Masks must not be pulled down or removed to consume food or drink. Masks should be removed using above procedure and replaced with a fresh mask.
- Masks will be less effective if they become damp or damaged

RE: Garbage from room REDACTED

From: 'REDACTED (DJPR)' <REDACTED@global.vic.gov.au>
To: "StamfordPlaza (DHHS)" <stamfordplaza@dhhs.vic.gov.au>
Cc: REDACTED <RED@spm.stamford.com.au>, DHHSOpSoteriaEOC <dhhsopsoteriaeoc@dhhs.vic.gov.au>, 'REDACTED (DEDJTR)' <REDACTED@global.vic.gov.au>, REDACTED <REDACTED@jarrahis.com.au>, REDACTED @spm.stamford.com.au
Date: Sat, 13 Jun 2020 14:48:10 +1000

REDACTED

Following our discussion,
 I Just checked with Crown metropole DHHS TL with a similar case as mentioned in your email and confirmed that garbage bag is removed by nurses.
 So the process is guest to bag the garbage in a yellow bag put it outside the room the nurse double bag it in another yellow bag and dispose it in a yellow bin.
 Could you please follow up with the nurses .
 Thank for your usual support.
 Should you have any query please let me know .

Kind regards,

REDACTED


**Operation Coordinator | Corporate Centre | Global Victoria
 Department of Jobs, Precincts and Regions**

Level 5, 121 Exhibition Street, Melbourne, Victoria Australia 3000

T: +61 (3) REDACTED | E: RED@ecodev.vic.gov.au | E: REDACTED@global.vic.gov.au

See how the work we do is making a difference: [The Victorian Connection](#)
[global.vic.gov.au](#)

  **NEWSLETTER**

 We acknowledge the traditional Aboriginal owners of country throughout Victoria, their ongoing connection to this land and we pay our respects to their culture and their Elders past, present and future.

From: StamfordPlaza (DHHS) <StamfordPlaza@dhhs.vic.gov.au>
Sent: Saturday, 13 June 2020 1:55 PM
To: REDACTED (DJPR) <REDACTED@global.vic.gov.au>
Cc: REDACTED <REDA@spm.stamford.com.au>; DHHSOpSoteriaEOC <DHHSOpSoteriaEOC@dhhs.vic.gov.au>
Subject: Garbage from room REDACTED

Good afternoon REDACTED

Hotel Manager has advised that the Hotel General Manager is not willing to remove garbage from REDACTED room until after guests leave hotel.

Process at the positive hotel is for guest to bag the garbage, and as requested puts it out door. The staff wear full PPE and bag the garbage again before transporting to waste and safely removing PPE.

It is not sanitary for garbage to remain in the room of REDACTED until they leave as this will be Tuesday at the earliest.

Can you please discuss with hotel to make a suitable arrangement for garbage disposal.

Please let me know if there is anything else you require from DHHS on this issue.

Sincerely

REDACTED

DHHS Team leader Quarantine Hotel

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OPERATION SOTERIA

PPE Advice for Hotel-Based Security Staff & AOs in Contact with Quarantined Clients

Approved

Date: 5 May 2020 By: M Bamert (Dir EM)

Recommended PPE

Recommended PPE use according to type of activity

Setting	Activity	Security Staff	Client PPE required
Hotel Lobby (accepting deliveries and checking/greeting people) Perform hand hygiene before and after every client contact	<ul style="list-style-type: none"> Able to maintain physical distance of at least 1.5 metres 	<ul style="list-style-type: none"> No PPE Hand hygiene 	<ul style="list-style-type: none"> Not applicable
Hotel Lobby When new guests are arriving for the commencement of their quarantine Perform hand hygiene before and after every client contact	<ul style="list-style-type: none"> Able to maintain physical distance of at least 1.5 metres 	<ul style="list-style-type: none"> No PPE Hand hygiene 	<ul style="list-style-type: none"> Client to wear surgical face mask if tolerated Hand hygiene
	<ul style="list-style-type: none"> 1.5 metre physical distance is not feasible 	<ul style="list-style-type: none"> Surgical mask Hand hygiene 	<ul style="list-style-type: none"> Advised not to touch anything on the way in/up
Hotel quarantine floor Not entering the client/s room or having direct contact with client/s. Perform hand hygiene before and after every client contact	No direct client contacts e.g. walking room hallways or stationed in room corridors	<ul style="list-style-type: none"> No PPE Hand hygiene 	<ul style="list-style-type: none"> No PPE / Not applicable
Doorway indirect contact by security Perform hand hygiene before and after every client contact	Any doorway visit: <ul style="list-style-type: none"> Able to maintain physical distance of at least 1.5 metres 	<ul style="list-style-type: none"> No PPE Hand hygiene 	<ul style="list-style-type: none"> No PPE
	Any doorway visit: <ul style="list-style-type: none"> 1.5 metre physical distance is not feasible 	<ul style="list-style-type: none"> Surgical mask Hand hygiene 	<ul style="list-style-type: none"> Client to wear surgical face mask if tolerated Hand hygiene

PPE Advice for Hotel Based Security Staff & AOs in Contact with Quarantined Clients

Setting	Activity	Security Staff	Client PPE required
Accompanying clients for fresh air/exercise breaks from room to outside Perform hand hygiene before and after every client contact	<ul style="list-style-type: none"> Able to maintain 1.5 metres physical distance 	<ul style="list-style-type: none"> No PPE Hand hygiene 	<ul style="list-style-type: none"> Client to wear surgical face mask if tolerated Hand hygiene Advised not to touch anything on the way out/down
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Hand Hygiene

Effective hand hygiene is the single most important strategy in preventing infection.

Gloves are NOT a substitute for hand hygiene and hands should be washed with soap and water if they are visibly soiled, otherwise hand sanitiser can be used continuously.

Gloves are NOT recommended for any security staff or AO staff member at any time.

Respiratory hygiene and cough etiquette must be applied as a standard infection control precaution at all times. You must also perform hand hygiene each time you use a tissue or cough or sneeze into your elbow.

ALWAYS AVOID TOUCHING YOUR FACE.

Hand sanitiser is NEVER applied to gloved hands.

Mask usage

PROCEDURE FOR PUTTING ON MASK

1. Perform hand hygiene using the hand sanitizer
2. Put on the mask handling the side tapes only
 - a. If your mask has the ear loops, place them over both ears together
 - b. If your mask has to be tied, tie the bottom first and then the top tie to secure on your face
 - c. Ensure the mask is secured across the bridge of your nose (mold metal clip over bridge of nose) and ensure it sits snugly under the chin
3. Perform hand hygiene
4. After mask is in place never touch the front of your mask

PROCEDURE FOR TAKING OFF MASK

1. Perform hand hygiene using the hand sanitizer
2. Do not touch the front of the mask
3. Undo the bottom tie of your mask and then the top tie, handling the mask only by the top ties, drop mask straight into the yellow bin
4. If your mask has the ear loops, remove the loops and place into bin
5. Perform hand hygiene using the hand sanitizer

Note: Hand hygiene should be performed when you feel that you may have contaminated your hands from touching the mask (if wearing one), or your face.

OPERATION SOTERIA

PPE Advice for Hotel Security Staff and AO's in Contact with Quarantined Clients

Approved

Date: 08 Jun 20 By: REDAC DEP CMDR HLTH

Version 2.1

Recommended PPE use According to Type of Activity

Setting	Activity	Security Staff	Client PPE required
Hotel Lobby Perform hand hygiene before and after every client contact	Able to maintain physical distance of at least 1.5 metres	No PPE Hand hygiene	No PPE
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- After touching *if required* a client's items or surroundings
- Before putting on and after taking off personal protective equipment (e.g. surgical mask).
- Before and after eating
- After going to the toilet

Gloves are NOT a substitute for hand hygiene and gloves are NOT recommended for **any security staff or AO staff member at any time**

(Separate advice is available for those involved with care of clients or cleaning practices)

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5. Perform hand hygiene using the alcohol-based hand rub

NOTES

- Hand hygiene should be performed when you feel that you may have contaminated your hands from touching the mask if wearing one or your face
- Single-use masks should not be reused, but discarded immediately after use
- Masks must not be pulled down or removed to consume food or drink
- Masks will be less effective if they become damp or damaged

PPE Policy

From: "StamfordPlaza (DHHS)" <"o=exchangelabs/ou=exchange administrative group (fydibohf23spdl)/cn=recipients/cn=452091c7a5044bb0851d01d6ea4a149c-stamfordpla">
To: REDACTED <REDACTED@spm.stamford.com.au>, REDACTED <REDACTED@bigpond.com>, frontdesk@spm.stamford.com.au
Date: Sat, 13 Jun 2020 11:07:54 +1000
Attachments: PPE Advice for Hotel Security Staff and AO's in Contact with Quarantined Individuals(Inward Facing).pdf (121.92 kB); PPE Advice for Hotel Security Staff and AO's in Contact with Quarantined Individuals(Outward Facing).pdf (137.55 kB)

Hi Team,
Please see up to date PPE policy. Please make sure all teams understand what PPE is required when. See video on how easy germs spread. <https://www.youtube.com/watch?v=ZmOzIXASjV8>

Reception could you print 5 copies each for me please so we can put them in logical places.

Sincerely

REDACTED

DHHS Team Leader Quarantine Hotel

Public Health Concern re Security at Stamford

From: "StamfordPlaza (DHHS)" </o=exchangelabs/ou=exchange administrative group (fydibohf23spdlt)/cn=recipients/cn=452091c7a5044bb0851d01d6ea4a149c-stamfordpla">

To: DHHSOpSoteriaEOC <dhsopsoteriaeoc@dhhs.vic.gov.au>

Date: Sun, 14 Jun 2020 08:23:33 +1000

Good Morning,

Three public health concerns:

1.

I entered the hotel today to find the 70 security for Stamford standing shoulder to shoulder in a room 6x6 metres.

I spoke to the head security **REDA** to remind **RED** about social distancing and rules of groups gathering. **R** advised me **RE** meeting was more important than the rule.

I advised **REDA** can not gather in those numbers and not social distance.

I suggested **R** break **RE** team meeting into smaller numbers and use a larger area such as downstairs so that security can stand apart from one another.

Nurses have raised concerns that they have tried to address the PPE breaches with security previously and have not succeeded. The security have been observed to wear full PPE to the toilet, gloves in the bathroom, not wash hands after toileting (women and men), wearing gloves all day, touching their clothes, phones, faces etc.

Yesterday I have them the PPE procedure and a video showing them how cross contamination occurs and how easy it happens. I have seen a decrease in glove use however the gathering this morning is a huge concern. Nurses also advised that as the 70 were leaving the hotel they were hugging each other etc.

There are positives from this flight that remain in the hotel (**REDACTE** tested positive and **REDACT** **R** negative) however it is unlikely the **RED** is the only positive guest given **RE** was unlikely to not touch anything on the flight.

2.

On 6 June I raised concerns to EOC about the hairdressers being open and working from the reception area of the Stamford. I have checked emails and there has been no response throughout the week by DHHS regarding whether this is considered a suitable and safe arrangement. In summary, clients to the hairdresser enter the hotel reception to enter the hairdressers. They use the lifts and stairs that take them to the floor where DHHS staff, security, nurses, supplies and food is prepared. They use the same space which guests of the hotel use to walk through to go for fresh air walks and smokers walks. They loiter in reception, door to hairdressers is open to reception and guests do not correctly use PPE or take precautions.

3.

There is still no log book at the Stamford for people/staff arriving to the hotel. I am conscious that this has been mandatory procedure for a couple of weeks now.

The AO team Leader is present and agrees that the gathering is a concern.

For your consideration and notice

REDACTED

DHHS Team Leader – Quarantine Hotel

Fwd: FW: Police Focused On Family Violence During Coronavirus - Vic Govt media release - 21 Apr 20

From: SEMC <semc@dhhs.vic.gov.au>
To: DHHSOpSoteriaEOC <dhhsopsoteriaeoc@dhhs.vic.gov.au>
Date: Tue, 21 Apr 2020 21:52:45 +1000

Good evening.

Accompanying is concern described for hotels, not identified to relate to specific hotel site.

Please review.

regards

SEMC

regards

SEMC

----- Forwarded message -----

From: **REDACTED**

Date: 21/04/2020 21:11

Subject: FW: Police Focused On Family Violence During Coronavirus - Vic Govt media release - 21 Apr 20

To: "StateEmergencyManagementCentre SEMC (DHHS)"

Hi Team,

I noticed during shifts on weekend there was very little thought by security and nurses to family violence.

Family violence increases by 30 to 100% during crisis such as these.

Room 'noise complaints' were treated just as 'noise complaints' however if that couple or family are experiencing family violence the noise could be an indicator that there is escalation and someone is at considerable risk.

There is a new police operation to address the issue. See announcement today attached.

I recommend something is incorporated into the Hotels to ensure we are not leaving victim survivors isolated in rooms with perpetrators.

The Family Safety Victoria may be able to assist with advice. Alternatively I am happy to discuss further with you.

<https://www.premier.vic.gov.au/police-focused-on-family-violence-during-coronavirus/>

Sincerely

REDACTED

and Hotel Team Leader

REDACTED

Community Services Operations Division

Department of Health and Human Services | Level 24, 50 Lonsdale Street, Melbourne, Victoria 3000

REDACTED

Pronoun: she/her

w:www.dhhs.vic.gov.au

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REQUESTS

From: "REDACTED (DHHS)" <REDACTED@dhhs.vic.gov.au>
To: DHHSOpSoteriaEOC <dhhsopsoteriaeoc@dhhs.vic.gov.au>
Date: Fri, 24 Apr 2020 14:43:38 +1000

Hi Team,

It would be useful to identify on the roster what stage of detention each hotel is at so that when you are rostered for a day with guests leaving you are prepared. It's also helpful for us to know what stage they are at as the issues seem to be different for those recently arrived, those mid way and those ready to leave. I noted on the AO roster this is mapped. Why can the TL not be provided the same information?

Can I also request that the Team Leader meetings be put back onto the Microsoft Team platforms. The telephone meetings are horrendous. I am unsure what difficulties were experienced when it was on teams before however our unit successfully has large meetings daily and I am confident the hotels can do the same.

Sincerely

REDACTED – Quarantine Hotel Team Leader

REDACTED

Department of Health and Human Services | Level 24, 50 Lonsdale Street, Melbourne, Victoria 3000
 REDACTED Pronoun: she/her
www.dhhs.vic.gov.au

From: DHHSOpSoteriaEOC <DHHSOpSoteriaEOC@dhhs.vic.gov.au>
Sent: Thursday, 23 April 2020 9:02 PM
To: REDACTED
 REDACTED

REDACTED; Angie Bone (DHHS)
 REDACTED @dhhs.vic.gov.au; Anthony J Kolmus (DHHS) <REDACTED@dhhs.vic.gov.au>;
 COVID Directions <COVIDdirections@dhhs.vic.gov.au>; COVID19_ICC_INTEL
 REDACTED >; COVIDquarantine <COVIDquarantine@dhhs.vic.gov.au>;

REDACTED

REDACTED (DHHS) <REDACTED@dhhs.vic.gov.au>; Barwon EOC (DHHS) <Barwon.EOC@dhhs.vic.gov.au>; Eastern EOC (DHHS) <Eastern.EOC@dhhs.vic.gov.au>; Gippsland EOC (DHHS) <gippsland.eoc@dhhs.vic.gov.au>; Grampians EOC (DHHS) <Grampians.EOC@dhhs.vic.gov.au>; Hume EOC (DHHS) <hume.eoc@dhhs.vic.gov.au>; Loddon EOC (DHHS) <Loddon.EOC@dhhs.vic.gov.au>; NorthandWest EOC (DHHS) <NorthandWest.EOC@dhhs.vic.gov.au>; Southern EOC (DHHS) <southern.eoc@dhhs.vic.gov.au>; StateEmergencyManagementCentre SEMC (DHHS) <semc@health.vic.gov.au>; West Emergency Management (DHHS) <west.emergency.management@dhhs.vic.gov.au>; Crownmetropol <Crownmetropol@dhhs.vic.gov.au>; Crownpromenade <Crownpromenade@dhhs.vic.gov.au>; Crownplaza <Crownplaza@dhhs.vic.gov.au>; DHHSOpSoteriaEOC <DHHSOpSoteriaEOC@dhhs.vic.gov.au>; Four Points (DHHS) <fourpoints@dhhs.vic.gov.au>; Grand Hyatt (DHHS) <grandhyatt@dhhs.vic.gov.au>; Holiday Inn Airport (DHHS) <HolidayInnAirport@dhhs.vic.gov.au>; HolidayInnMelbourne <HolidayInnMelbourne@dhhs.vic.gov.au>; Melbourne Marriott (DHHS) <melbournemarriott@dhhs.vic.gov.au>; Mercure (DHHS) <Mercure@dhhs.vic.gov.au>; Novotel Melbourne (DHHS) <Novotelmelbourne@dhhs.vic.gov.au>; Panpacific <Panpacific@dhhs.vic.gov.au>; Parkroyal <Parkroyal@dhhs.vic.gov.au>; Rydges Swanston (DHHS) <RydgesSwanston@dhhs.vic.gov.au>; SM-HolidayInnMelbourne <SM-HolidayInnMelbourne@dhhsvicgovau.onmicrosoft.com>; SM-Mercure <SM-Mercure@dhhsvicgovau.onmicrosoft.com>; Travelodge Docklands (DHHS) <Travelodgedocklands@dhhs.vic.gov.au>; Travelodge Southbank (DHHS) <Travelodgesouthbank@dhhs.vic.gov.au>; REDACTED

REDACTED

REDACTED



Subject: Operation Soteria Daily rosters for Friday 24 April 2020

Evening all

In sending out tonight's roster we wanted to start with an enormous heartfelt thank you to everyone who is working so hard across Operation Soteria. Operation Soteria was stood up formally a week ago and I am amazed every day at the hard work, commitment and comradery from everyone involved in this complex operation.

We are coming up to 4 weeks of operating at the hotels and this would not have been possible without the fantastic efforts of our staff on the ground, the leadership and commitment from our team leaders has been obvious as well as your genuine care for all our guests and I want to sincerely thank you for this.

We know we have more to do to support our teams on the ground to continue to do this great work and we value your feedback. Our priorities include more transparent and clear communication of policies and processes as well as improved resourcing and timing of our rosters. Although I do want to do a huge shout out to our rostering staff who have worked long hours to get these challenging rosters done. I also want to thank our EM managers for their support of our team leaders through our daily briefings and contacts.

I do want to remind everyone to look after yourself and importantly have your down times and breaks, we are working on a wellbeing support system for all staff involved with operation Soteria and will communicate this with you very soon.

When rostering, we are applying the DHHS *Emergency Management Fatigue Management Guidelines* (attached) and ensuring that hotel deployments are typically no more than 5 days and there is adequate breaks (usually two days, but at least one) between deployments, and adequate rest between individual shift work.

Remember, the **Employee Wellbeing and Support Program** is available to provide immediate, confidential telephone support to staff and their immediate family members affected by COVID-19. Support is available 24 hours a day, 7 days a week at no cost to you. To access this immediate telephone support call 1300 687 327 and quote number: 507890.

On a final note can I just remind all our staff of the importance of public facing communication and our authorising environment. Given the complexity of this operation all public facing communication must be approved through the Commander of Operation Soteria and State.

Daily rosters for Friday 24 April 2020 are attached, including:

- Hotel Roster
- Airport roster
- EOC roster

Each hotel will have access to the following across roving shifts:

- Team Leader escalation
- Nurses
- GPs
- Concierge staff (including Team Leader)
- Authorised Officers
- DJPR site contact
- Pharmacy contact.

Please note:

- Team Leader Escalation point is **REDACTED** (staffed 8 AM to 10 PM but diverted after hours if urgent)
- For general questions including if anyone has been missed on this distribution or if you have any daily amendments, please email DHHSOpSoteriaEOC@dhhs.vic.gov.au ATTN: ROSTERING.
- If you need to have access to a hotel email address (see addresses in attached roster) than email DHHSOpSoteriaEOC@dhhs.vic.gov.au

Thanks again for all your hard work

Kind regards

Merrin

Merrin Bamert

Commander, Operation Soteria, EOC – COVID -19
Director, Emergency Management, Population Health and Health Protection
South Division
Department of Health and Human Services
Level 5 / 165-169 Thomas Street, Dandenong, 3175

REDACTED

Kind regards as always,

OPERATION SOTERIA PLANNING OFFICER
Department of Health & Human Services
e: DHHSOpSoteriaEOC@dhhs.vic.gov.au



Health
and Human
Services



We respectfully acknowledge the Traditional Owners of country throughout Victoria and pay respect to the ongoing living cultures of Aboriginal people.

Re: Concern re Family Violence in **REDACTED** Marriott Hotel

From: CART COVID-19 <cart.covid-19@dhhs.vic.gov.au>
To: DHHSOpSoteriaEOC <dhhsopsoteriaeoc@dhhs.vic.gov.au>
Cc: **REDACTED** (DHHS)" <**REDACTED**@dhhs.vic.gov.au>, "Melbourne Marriott (DHHS)" <melbournemarriott@dhhs.vic.gov.au>, **REDACTED** (DHHS)" <**REDACTED**@dhhs.vic.gov.au>, "Anita Morris (DHHS)" <**REDACTED**@dhhs.vic.gov.au>
Date: Mon, 27 Apr 2020 21:50:38 +1000

Hello **REDACTED**

CART is engaged with this **REDACTED** and has even working with the nursing team. Safe steps have been consulted and a safety plan is in place. I will be in contact tomorrow to further discuss.

Kind regards

REDACTED
 CART Practice Lead
REDACTED

From: CART COVID-19 <CART.COVID-19@dhhs.vic.gov.au>
Sent: Monday, April 27, 2020 9:37 pm
To: DHHSOpSoteriaEOC
Cc: **REDACTED** (DHHS); Melbourne Marriott (DHHS)
Subject: RE: Concern re Family Violence in **REDACTED** Marriott Hotel

I will give Heidi a call first and then liaise with CART Prac Lead.

REDACTED

From: DHHSOpSoteriaEOC <DHHSOpSoteriaEOC@dhhs.vic.gov.au>
Sent: Monday, 27 April 2020 9:36 PM
To: CART COVID-19 <CART.COVID-19@dhhs.vic.gov.au>
Cc: **REDACTED** (DHHS) **REDACTED**@dhhs.vic.gov.au>; Melbourne Marriott (DHHS) <melbournemarriott@dhhs.vic.gov.au>; DHHSOpSoteriaEOC <DHHSOpSoteriaEOC@dhhs.vic.gov.au>
Subject: FW: Concern re Family Violence in **REDACTED** Marriott Hotel

Dear CART
 Please see below. The team leader works in the FV field.

Regards
REDACTED

From: Melbourne Marriott (DHHS) <melbournemarriott@dhhs.vic.gov.au>
Sent: Monday, 27 April 2020 9:34 PM
To: DHHSOpSoteriaEOC <DHHSOpSoteriaEOC@dhhs.vic.gov.au>
Cc: **REDACTED** (DHHS) **REDACTED**@dhhs.vic.gov.au>
Subject: Concern re Family Violence in **REDACTED** Marriott Hotel

Good evening team,

I am the DHHS Team Leader on PM shift at the Marriott. I will not be here tomorrow. I have come across several notes pertaining to Family violence in **REDACTED** is disclosing as a victim survivor and is currently detained with **REDACTED** perpetrator, **REDACTED** partner.

In my day job, I work for Child Protection and specialise in Family Violence. I am a substantive FV Practice Leader and in contract with Office of Professional Practice as a FV trainer. I am concerned regarding the risk of serious harm to a woman, **REDACTED**. Staff are trying to manage the family violence locally based on **REDACTED** wishes. There was a meeting on 24 April 2020 with police and local staff. I am unaware of the details shared in the meeting (if any) so unable to provide an family violence assessment of risk.

From what nurses and AOs are advising over the past days, R knows RE is at risk but is afraid of the safety of RE extended family in RED if RE separates from RED partner. They have identified coercive control and threats towards R family. R has saved contacts under different names, has asked staff to stop calling as R is 'suspicious' about why RE keeps receiving calls. There is an issue around RE not REDACTED (?), RE barricading the door which has a deadbolt, not letting R answer the phone, perpetrator not wanting nurses to give R her COVID19 results (which have come back today and are negative). Nurses have not delivered results yet. I have not read full case notes though nurses have many.

There is a safe word arranged, RED has a fake friend in her mobile to enable nurses to text message RE and RE will be given a walk alone tomorrow to enable a check in.

I have raised my concerns to the AOs on duty tonight (four of them) who have since escalated the issue to their Manager at DJPR via email, see below.

Given DJPR staff (AOs), most DHHS TLs and nurses are not family violence trained nor specialists, I recommend DHHS seek a consultation from a Family Violence professional (REDACTED ?) to assess RE level of risk and coordinate an appropriate response to manage the risk whilst in Detention or to arrange on RE behalf an exemption to leave Detention.

Sincerely

REDACTED – Quarantine Hotel DHHS Team Leader

REDACTED

Department of Health and Human Services | Level 24, 50 Lonsdale Street, Melbourne, Victoria 3000

REDACTED | Pronoun: she/her
w:www.dhhs.vic.gov.au

.....
From: REDACTED (DHHS) <REDACTED@dhhs.vic.gov.au>
Sent: Monday, 27 April 2020 9:03 PM
To: REDACTED (DHHS) <REDACTED@dhhs.vic.gov.au>; REDACTED (DHHS) <REDACTED@dhhs.vic.gov.au>; Anthony J Kolmus (DHHS) <REDACTED@dhhs.vic.gov.au>; REDACTED (DHHS) <REDACTED@dhhs.vic.gov.au>
Subject: Re: Domestic Violence Case at Marriott

Thanks for the heads up REDA on a less than ideal situation.

Please ensure that AOs on the handover are aware also.

Thanks

Paul

REDACTED

State-wide Manager - Regulatory Compliance & Enforcement
Human Services Regulator | Health & Human Services Regulation & Reform Branch
Regulation, Health Protection & Emergency Management Division
Department of Health & Human Services | 50 Lonsdale Street, Melbourne, VIC 3000
REDACTED | www.dhhs.vic.gov.au

From: REDACTED (DHHS) <REDACTED@dhhs.vic.gov.au>
Sent: Monday, April 27, 2020 9:01:20 PM
To: REDACTED (DHHS) <REDACTED@dhhs.vic.gov.au>; REDACTED (DHHS) <REDACTED@dhhs.vic.gov.au>; Anthony J Kolmus (DHHS) <REDACTED@dhhs.vic.gov.au>; REDACTED (DHHS) <REDACTED@dhhs.vic.gov.au>

Subject: Domestic Violence Case at Marriott

Hi RED,

Just through it was an important case to make you aware of, there is an open domestic violence case at Marriott.

Room REDA

REDACTED has been offered to be given another room separate to the REDACTED but RED declined.

RED is offered a walk each morning (without the REDACTED) with a nurse, REDACTED who RED has built a relationship with. RE safe word is REDACTED if RED uses this word it means immediate danger, police are aware of this as well.

RED has contacted Safe Steps, RED has the ability to text nurses under a friends name, however RED does not want to be removed out of fear for RE family REDACTED RE family in REDACTED are wealthy and powerful and RE uses this as a controlling method.

They will be returning to REDACTED on completion of the detention.

Thank you,

REDACTED

Authorised Officer | Department of Health and Human Services

REDACTED

Marriott - and COVID testing of staff

From: REDACTED
To: DHHSOpSoteriaEOC <dhhsopsoteriaec@dhhs.vic.gov.au>
Date: Thu, 28 May 2020 22:27:53 +1000

Good evening,

I wanted to express my concerns in writing regarding staff needing COVID testing but still being allowed to work in COVID Quarantine Hotels without results.

This evening a Mental Health nurse VT has attended the hotel for his shift, without PPE, saying he has been told he required testing as he had been in contact with positive staff. I understand that this was a miss understanding and whilst the nurses he thought were positive are not, he has indeed been on shift for five nights at the Rydges where staff have tested positive. Staff in the hotels are not wearing PPE when in the offices or reception areas. To get to the TL office today I walked through around 15 security. I have sat in a room with the AO, TL, nurses, DNATA staff, the cook and PSAs and stood two metres from VT. However on shift in other hotels, I have been in lifts with security and due to the cramped offices, have definitely been within two metres of other staff.

I have concerns for my safety and the safety of the team who are left on shift with VT as well as other staff who have been sent back to work prior to their COVID results being received. I have spoken to the night staff who are aware of the need to social distance and sanitise and I support them wearing masks if they feel safer.

If there is different rules for staff who need testing to the rest of the public who have contact with positive people then the hotel teams (all of us) need to be made aware of this so we can manage the risk.

Please also let us know if you want staff who need to be tested to be tested in the hotel from guest supplies as seemed to be the expectation tonight.

Sincerely

REDACTED

Senior Learning Consultant – MARAM
 Professional Development and Wellbeing Unit
 Office of Professional Practice
 Operations Support Group
 Community Services Operations Division
 Department of Health and Human Services | Level 24, 50 Lonsdale Street, Melbourne, Victoria 3000

REDACTED

Pronoun: she/her

www.dhhs.vic.gov.au



Problem with medical practitioner

From: "StamfordPlaza (DHHS)" <stamfordplaza@dhhs.vic.gov.au>
To: DHHSOpSoteriaEOC <dhhsopsoteriaeoc@dhhs.vic.gov.au>
Date: Sat, 06 Jun 2020 10:12:23 +1000
Attachments: image003.jpg (9.95 kB)

TO HEALTH COORDINATION
COMPLAINTS

Good morning,

Nurses experienced a problem last night needing a doctor. They had a pregnant patient REDACTED having contractions (they think braxton hicks) but nurses are not midwifery trained. Guest was also spotting and has other medical/mental health issues complicating the pregnancy. They guests didn't want to go to hospital but agreed to speak to a doctor. Nurses contacted RE who was on shift last night. RE refused to speak to the guest and refused to come to hotel to see guest. Nurses did not feel they were adequately qualified to address the issue.

Nurses who started at 7am were concerned and guest was bleeding more then before though contractions had ceased. Nurses contacted RE at 7:20am and she told them they were unprofessional for calling her as her shift had ended at 6am. She refused to treat patient and said they would have to wait for the day doctor to start at 8am.

Nurses contacted day doctor, RED, early as they were concerned for guest. REDA did not seem to mind and will come to hotel to see guest and assess her medical needs.

Medical Practioner Overnight	
Shift time	6pm-8am
GP 1	REDACTED

Nurses advised that they have had difficulty with RE previously as RE never comes and makes nurses feel like they cant call on her when they need to.

The nurses RE called unprofessional, did not want to make a formal complaint. I reassured her that she did not do anything unprofessional, RE was on shift until 8am as all night doctors are and she should not hesitate to contact the doctors if she is needing to. I agreed to raise the issue as the doctors need to be mindful their shift is 6pm – 8am and if needed, they are to attend the hotels at night time.

I am unsure who is the manager of the nurses so am escalating this issue to DHHS.

Please let me know if you require anything further from me or the hotel.

Sincerely

REDACTED

DHHS Team Leader Quarantine Hotels

RE: PPE policy for DNATA staff

From: Pullman Swanston </o=exchangelabs/ou=exchange administrative group (fydibohf23spdlt)/cn=recipients/cn=dce2127725724d15bc608acc64215b8f-pullman swa">
To: DHHSOpSoteriaEOC <dhhsopsoteriaeoc@dhhs.vic.gov.au>
Cc: "Melody Bush (DHHS)" </o=exchangelabs/ou=exchange administrative group (fydibohf23spdlt)/cn=recipients/cn=c14d6357aabd4f7fb29aaa65d0198e67-mbus1806">, "Felicia Micallef (DHHS)" </o=exchangelabs/ou=exchange administrative group (fydibohf23spdlt)/cn=recipients/cn=bb0b099d1661404192f4144ad8e96506-fmic2404">, "REDACTED (DHHS)" </o=exchangelabs/ou=exchange administrative group (fydibohf23spdlt)/cn=recipients/cn=28d205ae0d3f4e62a82fb1cb803069c9-jwhi2302">, Pullman Swanston <pullmanswanston@dhhs.vic.gov.au>
Date: Wed, 17 Jun 2020 09:24:05 +1000

Hi REDACTED

Sorry I have only seen this now. I consulted with the nurses last night to determine if the security procedures were the correct ones for DNATA tasks during an entry. We decided that this was the safest method as changing gloves between touching bags and then trollies, doors and lifts wasn't practical. Instead not wearing gloves and sanitising after every other activity was the safest method being mindful to not touch faces or clothing.

The nurse and I briefed the 6 DNATA staff last night on correct procedure for PPE for the entry (using security and AO measures). They were grateful for the advice and hadn't seen a policy. The hotel has put a PPE policy on walls however its not as simple as the recent DHHS table distributed last week. I haven't been at the Pullman before so cant speak to any ongoing problems there. Generally across the hotels I have been at there is an incorrect use of gloves with DNATA (before the briefing last night some were also wearing gloves). They handle bags and paper from the guests but keep one pair of gloves on the whole time touching paper from other guests, pens, phones, desks, their body, masks etc. I explained how to correctly use the gloves and when to replace the gloves if they were going to insist on doing this. They took the gloves off. Some will sanitize the gloves, others just wear them continuously. Other DNATA do not wear gloves and do not sanitise correctly.

Generally the incorrect hygiene is seen in all professions. The security and DNATA will say 'one TL or nurse says one thing, another TL or AO says another'. I tell people to go back to the policy as the one truth!

Shout out to both the security and DNATA last night at the Pullman though. They were both grateful for the briefings, copies of PPE and receptive to the advice around hand hygiene and how to correctly use PPE.

Shout out to the nurses also for helping with the briefing and critiquing the policy with me to be sure the security process was best at the time.

Hope this helps.

Sincerely

REDACTED

DHHS Team Leader Quarantine Hotel

From: DHHSOpSoteriaEOC <DHHSOpSoteriaEOC@dhhs.vic.gov.au>
Sent: Tuesday, 16 June 2020 9:52 PM
To: Pullman Swanston <PullmanSwanston@dhhs.vic.gov.au>
Cc: DHHSOpSoteriaEOC <DHHSOpSoteriaEOC@dhhs.vic.gov.au>; REDACTED (DHHS) <REDACTED@dhhs.vic.gov.au>; REDACTED (DHHS) <REDACTED@dhhs.vic.gov.au>; REDACTED (DHHS) <REDACTED@dhhs.vic.gov.au>; REDACTED (DHHS) <REDACTED@dhhs.vic.gov.au>
Subject: RE: PPE policy for DNATA staff

Hi REDACTED

There is a review currently underway of PPE policy for security staff and this will be considered alongside that. Can you please advise if there has been an issue with DNATA staff and their use or access to PPE?

Thank you

Kind regards

REDACTED

OPERATION SOTERIA

Department of Health & Human Services

e: DHHSOpSoteriaEOC@dhhs.vic.gov.au

From: Pullman Swanston <PullmanSwanston@dhhs.vic.gov.au>

Sent: Tuesday, 16 June 2020 9:20 PM

To: DHHSOpSoteriaEOC <DHHSOpSoteriaEOC@dhhs.vic.gov.au>

Cc: [REDACTED] (DHHS) <REDACTED@dhhs.vic.gov.au>

Subject: PPE policy for DNATA staff

Hi Team,

Could we get a PPE policy for DNATA staff please. They handle the guests, luggage and paperwork on arrival and I have only been able to locate policies for Security and AO and then Health Care workers.

The Security and AO policy seems most relevant as it covers entries however it does specific the professions so including DNATA and TL would be of use please.

Sincerely

REDACTED

DHHS Team Leader Quarantine Hotel

Fwd: Vegan meals complaint

From: 'REDACTED (DHHS)' <REDACTED@dhhs.vic.gov.au>
To: DHHSOpSoteriaEOC <dhhsopsoteriaeoc@dhhs.vic.gov.au>
Date: Tue, 30 Jun 2020 18:59:00 +1000

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From: REDACTED (DHHS) <REDACTED@dhhs.vic.gov.au>
Sent: Tuesday, June 30, 2020 6:56:43 PM
To: Rydges Swanston (DHHS) <RydgesSwanston@dhhs.vic.gov.au>
Subject: Re: Vegan meals complaint

Thanks REDA, this is the salad tonight (lettuce and carrot) with cold soup (they think it's soup) as there is no rice. And a rotten apple..



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From: Rydges Swanston (DHHS) <RydgesSwanston@dhhs.vic.gov.au>
Sent: Tuesday, June 30, 2020 6:52:31 PM
To: REDACTED (DHHS) <REDACTED@dhhs.vic.gov.au>
Subject: Re: Vegan meals complaint

Hi REDACTED

Thanks for flagging that, leave it with me, and I will talk to the hotel regarding vegan meals for guests.

Thanks

REDACTED

From: REDACTED (DHHS) <REDACTED@dhhs.vic.gov.au>

Sent: Tuesday, 30 June 2020 6:30 PM

To: Rydges Swanston (DHHS) <RydgesSwanston@dhhs.vic.gov.au>; DHHSOpSoteriaEOC <DHHSOpSoteriaEOC@dhhs.vic.gov.au>

Subject: Vegan meals complaint

Hi team!

I haven't worked at the Rydges Swanston in a while but a friend of mine is currently there in quarantine.

They are having a lot of problems with their vegan meals. I am vegan too and have experienced these same issues in a lot of the hotels I have worked. At the Rydges they have been given muffins with eggs in them, butter, milk and when meal 'appears' vegan it is not nutritional. It's also cold by the time it arrives and there are no microwaves to heat up the hot meals.

Last night I understand the vegans got potato curry on rice. This is just carb on carb. It has very limited nutrients and nearly no protein? An average sized male needs about 63gm of protein a day to maintain their health. Other meals have been small salads for both lunch and dinner and not enough for an adult male or female. As a vegan I can attest if we eat salad, we eat a lot of it! Not a plastic container size. It's not as simple as substituting meat for lettuce.

Could we please look into addressing the nutritional quality of all alternative diets? I have included EOC as this isn't just an isolated issue at the Rydges.

I am happy to provide advice based on experience for vegans but I am not a nutritionist. I imagine in DHHS we have access to some nutritionists that could be called on to provide some more guidance on this issue?

I hope this can be addressed promptly,

REDACTED

DHHS Team Leader Quarantine Hotels

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RE: Vegan meals complaint

From: REDACTED @evt.com>
To: "Rydges Swanston (DHHS)" <rydgesswanston@dhhs.vic.gov.au>
Date: Tue, 30 Jun 2020 19:28:10 +1000

Hi,
Thanks for the feedback.
I have asked the kitchen to improve our Vegan offering.
We should have some tofu for tomorrow and will be looking at further options.

Thanks,
REDACTED

From: Rydges Swanston (DHHS) <RydgesSwanston@dhhs.vic.gov.au>
Sent: Tuesday, 30 June 2020 7:19 PM
To: REDACTED @evt.com>
Subject: Fw: Vegan meals complaint

From: REDACTED (DHHS) <REDACTED >
Sent: Tuesday, 30 June 2020 6:30 PM
To: Rydges Swanston (DHHS) <RydgesSwanston@dhhs.vic.gov.au>; DHHSOpSoteriaEOC <DHHSOpSoteriaEOC@dhhs.vic.gov.au>
Subject: Vegan meals complaint

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REDACTED

DHHS Team Leader Quarantine Hotels

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FW: PPE policy

From: DHHSOpSoteriaEOC <dhhsopsoteriaeoc@dhhs.vic.gov.au>
To: REDACTED@dhhs.vic.gov.au
Date: Sat, 04 Jul 2020 19:23:23 +1000

FYA/FYI

Cheers

REDACTED

From: REDACTED@dhhs.vic.gov.au
Sent: Saturday, 4 July 2020 7:10 PM
To: DHHSOpSoteriaEOC <DHHSOpSoteriaEOC@dhhs.vic.gov.au>
Cc: Mercure (DHHS) <Mercure@dhhs.vic.gov.au>
Subject: PPE policy

Hi Team

Alfred Health understands that this is the current PPE policy to be followed but all hotel staff. This is not consistent with the DHHS PPE Advice on TEAMS. Please advise, which PPE the hotel staff are to be following?

The Alfred Health Nurse TL has also advised that RE has not trained any of the hotel staff in PPE as RE has not been directed to do so by Alfred Health.

I have asked RE to undertake a PPE briefing with any staff (regardless of company) in the hotel tomorrow. It would therefore be good if we could clarify which policy is meant to be followed so that there is not further confusion. Please if there is a new communication sent to Team leaders about policy it is sent to personal emails not hotel emails as many of us are not consistently at a hotel and can very easily miss updates that are only sent to hotel emails.

PENDING REPLY FOR FOLLOW UP Novotel 'surprise exit'

From: 'REDACTED (DHHS)' <REDACTED@dhhs.vic.gov.au>
To: DHHSOpSoteriaEOC <dhhsopsoteriaeoc@dhhs.vic.gov.au>, "Novotel Melbourne (DHHS)" <novotelmelbourne@dhhs.vic.gov.au> REDACTED <REDACTED@artscentremelbourne.com.au>
Date: Sat, 09 May 2020 18:08:43 +1000

Awaiting email reply from Heidi with staff names for thank you note

Good afternoon team,
 I managed what we named the 'surprise exit' from the Novotel Collins Street today. The whole team at the hotel pulled together and did an amazing job and they all need to be commended.

The surprise nature of the exit for the 23 guests was not an ideal situation for anyone involved. I therefore want to share the events with you so that it can be reflected on and systems adapted to prevent events like this from occurring.

The guests had received notification overnight via email from their employer that they were to leave the hotel at 12pm to catch their chartered flight. The COVID Quarantine knew this approval had occurred at least yesterday as this is when the email was sent to the groups company confirming 'they were all 'good to go''.

We at the hotel found out about the exit at 7:01am when a guest rang us to tell us he and the other members of his group would be leaving their rooms at 12pm today. From this time on, the hotel reception, personal care assistants, security, nurses and mental health nurses. Fielded questions, complaints, threats and impatience by many of the 23 guests who were hopeful but also confused.

RED at DHHSOps was efficient in finding out from COVID quarantine that their exemption had indeed been approved however there was no paperwork yet. Because DJPR were not aware of the exit, no plans for the exit had been made. Unfortunately it also meant that the DJPR worker wasn't on site until he received my curious phone call and came into the hotel to assist.

Plans which occur usually at the hotel when an exit is to occur includes the following:

- police blocking the pathways
- buses or taxis being booked and coordinated to transport the guests to the airport
- notice to the airport that the guests were attending, their quarantine status, health status and anything else they need to know
- Ideally no fresh air walks are booked during this time as security and the elevators are used to exit and can not be used for the fresh air walks during this time
- Guests leaving need to be contacted, have procedures explained to them and ultimately told they are leaving
- Guests need to pack
- AO's need exemption letters and an exit list
- Any medical and mental health needs of these guests are managed
- Team leaders or DJPR with security coordinate the staggered exit of the guests from their rooms down to reception then out to their transport managing social distancing
- Guests need to settle their accounts
- Guests need to collect any luggage or deliveries which were received during their stay and confiscated during their stay
- Any enquiries, complaints, threats need to be managed
- All other guests not leaving need to be managed
- All staff need PPE
- Hotel need to know who is leaving and to vacate rooms
- Food need to be cancelled

Because this was unplanned, additional activities specific to the 'surprise exit' included:

- Pulling together a staff meeting to brief everyone on the 'surprise exit' without knowing details of how it was going to occur
- Creating a list from company credit cards of who may be expecting to leave today
- Cross referencing this list against a list that was sent by the company to the guests
- Finding out if anyone had been given an exemption
- Finding out (not confirmed until 5 minutes before we let them out of the room) who is exiting today
- Chasing 4 missing exemption notices that didn't come through with the first 19
- Answering questions and complaints from the groups members who were not on the list to exit
- Coordinating information and misinformation that was being given to me, AO's and site manager
- Cancelling package deliveries
- Locating washing that had been sent yesterday
- Arranging for 'lent items' to be returned to their owners in Victoria not transported to WA
- Managing breaches of detention orders
- Cancelling taxi's ordered by rooms
- Coordinating police to charge breaches of detention orders
- Ordering police, cancelling police, ordering police
- Arranging security
- Pausing fresh air walks and managing complaints of those who were expecting walks
- Confirming and reconfirming with buses where they were going (someone else was calling them changing location details)
- Confirming timeframes with the airport that we at the hotel had to work with and then managing several phone calls from different parties with varying information about new shorter timeframes which we needed to work with or all the guests who were currently on buses were going to have to return to their rooms and remain in detention (when they already had their paperwork to transfer and had been exited)
- Exiting 23 guests from mostly the 11th floor (think about the elevator times) in 20 minutes
- Exiting one guest during this period who was being charged by police for breach of detention
- Trying to avoid the flight needing to be cancelled, but only finding out about this 20 minute deadline during the 20 minute deadline
- Keeping the airport informed
- Answering phone calls from DHHS, DJPR, GSS, Airport, Police giving inconsistent uncoordinated instructions and directions.

I am a child protection practice leader and used to managing complex and crisis driver processes; however I want to give a shout out to **RED** at EOC who was the only person who contacted me and seemed to think this exit was not my responsibility to have pre-planned and offered support for the process. Noting I am a casual who walked into this and have never been to this hotel before.

I have copied **REDAC** into this email who is the DJPR site manager who was also managing this 'surprise exit' with me and whom will probably have an additional list of consequences which I haven't known of or remembered to list.

This is not a complaint, but a hope you understand exiting 23 people unplanned is far from okay and I hope this can be avoided in future. Please acknowledge the staff that were on today with me. I was exiting the guests as most of them left so was unable to offer this myself. The PCAs, security, hotel reception, nurses, mental health nurses (both of whom were on their first shift ever), AO's, **REDAC** (DJPR site manager) and police all did an exceptional job with no complaints, offering solutions, cooperation and most importantly smiles and laughs.

Thanks everyone

REDACTE – DHHS Quarantine Hotel Team Leader

REDACTED

p[REDACTED] | m:[REDACTED] | e:[REDACTED]@dhhs.vic.gov.au | Pronoun: she/her
w:www.dhhs.vic.gov.au

RE: Novotel 'surprise exit'

From: DHHSOpSoteriaEOC <"/o=exchangelabs/ou=exchange administrative group (fydibohf23spdlt)/cn=recipients/cn=967dd8e50d524a449ab29453208cf13e-dhhsopsoter">
To: REDACTED (DHHS) <REDACTED@dhhs.vic.gov.au>, "Novotel Melbourne (DHHS)" <"/o=exchangelabs/ou=exchange administrative group (fydibohf23spdlt)/cn=recipients/cn=014c555a43724f9dae1131c3ded1eb8e-novotel mel">, REDACTED@artscentremelbourne.com.au>
Cc: "REDACTED (DHHS)" <REDACTED@dhhs.vic.gov.au>
Date: Sat, 09 May 2020 19:10:52 +1000

Hi REDA

Thanks for providing this feedback!

We have followed up to identify where the communications failed and responsibilities were unclear and will ensure process clarity for exits that will prevent this from occurring in future.

That the team managed such a stressful situation so efficiently is indeed a credit to you and the whole team. Can you please provide the names of staff on roster this afternoon (or any that differ from today's roster schedule)? Thank you.

Kind regards

REDACTED

OPERATION SOTERIA
 Department of Health & Human Services
 e: DHHSOpSoteriaEOC@dhhs.vic.gov.au

From: REDACTED (DHHS) <REDACTED@dhhs.vic.gov.au>
Sent: Saturday, 9 May 2020 6:09 PM
To: DHHSOpSoteriaEOC <DHHSOpSoteriaEOC@dhhs.vic.gov.au>; Novotel Melbourne (DHHS) <Novotelmelbourne@dhhs.vic.gov.au>; REDACTED <REDACTED@artscentremelbourne.com.au>
Subject: Novotel 'surprise exit'

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We at the hotel found out about the exit at 7:01am when a guest rang us to tell us he and the other members of his group would be leaving their rooms at 12pm today. From this time on, the hotel reception, personal care assistants, security, nurses and mental health nurses. Fielded questions, complaints, threats and impatience by many of the 23 guests who were hopeful but

also confused.

RED at DHHSOps was efficient in finding out from COVID quarantine that their exemption had indeed been approved however there was no paperwork yet. Because DJPR were not aware of the exit, no plans for the exit had been made. Unfortunately it also meant that the DJPR worker wasn't on site until he received my curious phone call and came into the hotel to assist.

Plans which occur usually at the hotel when an exit is to occur includes the following:

- police blocking the pathways
- buses or taxis being booked and coordinated to transport the guests to the airport
- notice to the airport that the guests were attending, their quarantine status, health status and anything else they need to know
- Ideally no fresh air walks are booked during this time as security and the elevators are used to exit and can not be used for the fresh air walks during this time
- Guests leaving need to be contacted, have procedures explained to them and ultimately told they are leaving
- Guests need to pack
- AO's need exemption letters and an exit list
- Any medical and mental health needs of these guests are managed
- Team leaders or DJPR with security coordinate the staggered exit of the guests from their rooms down to reception then out to their transport managing social distancing
- Guests need to settle their accounts
- Guests need to collect any luggage or deliveries which were received during their stay and confiscated during their stay
- Any enquiries, complaints, threats need to be managed
- All other guests not leaving need to be managed
- All staff need PPE
- Hotel need to know who is leaving and to vacate rooms
- Food need to be cancelled

Because this was unplanned, addition activities specific to the 'surprise exit' included:

- Pulling together a staff meeting to brief everyone on the 'surprise exit' without knowing details of how it was going to occur
- Creating a list from company credit cards of who may be expecting to leave today
- Cross referencing this list against a list that was sent by the company to the guests
- Finding out if anyone had been given an exemption
- Finding out (not confirmed until 5 minutes before we let them out of the room) who is exiting today
- Chasing 4 missing exemption notices that didn't come through with the first 19
- Answering questions and complaints from the groups members who were not on the list to exit
- Coordinating information and misinformation that was being given to me, AO's and site manager
- Cancelling package deliveries
- Locating washing that had been sent yesterday
- Arranging for 'lent items' to be returned to their owners in Victoria not transported to WA
- Managing breaches of detention orders
- Cancelling taxi's ordered by rooms
- Coordinating police to charge breaches of detention orders
- Ordering police, cancelling police, ordering police
- Arranging security
- Pausing fresh air walks and managing complaints of those who were expecting walks
- Confirming and reconfirming with buses where they were going (someone else was calling them changing location details)
- Confirming timeframes with the airport that we at the hotel had to work with and then managing several phone calls from different parties with varying information about new shorter timeframes which we needed to work with or all the guests who were currently on buses were going to have to return to their rooms and remain in detention (when they already had their paperwork to transfer and had been exited)
- Exiting 23 guests from mostly the 11th floor (think about the elevator times) in 20 minutes
- Exiting one guest during this period who was being charged by police for breach of detention

- Trying to avoid the flight needing to be cancelled, but only finding out about this 20 minute deadline during the 20 minute deadline
- Keeping the airport informed
- Answering phone calls from DHHS, DJPR, GSS, Airport, Police giving inconsistent uncoordinated instructions and directions.

I am a child protection practice leader and used to managing complex and crisis driver processes; however I want to give a shout out to REDACTED at EOC who was the only person who contacted me and seemed to think this exit was not my responsibility to have pre-planned and offered support for the process. Noting I am a casual who walked into this and have never been to this hotel before.

I have copied REDACTED into this email who is the DJPR site manager who was also managing this 'surprise exit' with me and whom will probably have an additional list of consequences which I haven't known of or remembered to list.

This is not a complaint, but a hope you understand exiting 23 people unplanned is far from okay and I hope this can be avoided in future. Please acknowledge the staff that were on today with me. I was exiting the guests as most of them left so was unable to offer this myself. The PCAs, security, hotel reception, nurses, mental health nurses (both of whom were on their first shift ever), AO's, REDACTED (DJPR site manager) and police all did an exceptional job with no complaints, offering solutions, cooperation and most importantly smiles and laughs.

Thanks everyone

REDACTED – DHHS Quarantine Hotel Team Leader

REDACTED

Department of Health and Human Services | Level 24, 50 Lonsdale Street, Melbourne, Victoria 3000

PH: REDACTED | REDACTED@dhhs.vic.gov.au | Pronoun: she/her

W: www.dhhs.vic.gov.au

URGENT [REDACTED] - [REDACTED], Park Royal EXEMPTION and possible complaint

From: Parkroyal <parkroyal@dhhs.vic.gov.au>
To: DHHSOpSoteriaEOC <dhhsopsoteriaeoc@dhhs.vic.gov.au>
Cc: "[REDACTED] (DHHS)" <[REDACTED]@dhhs.vic.gov.au>
Date: Sun, 24 May 2020 12:18:19 +1000

HOTEL OPERATIONS:

PM SHIFT FYI – AM SHIFT SENT EMAIL CHAIN TO [REDACTED] FOR FOLLOW UP
 AM SHIFT ACTION - [REDACTED] REQUESTED TO ASK [REDACTED] (AO) TO CONTACT COVID
 QUARANTINE TO IDENTIFY IF AN EXMPETION WILL BE GRANTED OR AN EARLY RELEASE
 CAN BE ISSUED BY AO.

Afternoon Team,

We are still awaiting the hospital report regarding [REDACTED]. The AO ([REDACTED]) has had contact with [REDACTED] and [REDACTED] again today. They are threatening legal action against the department.

I have been in contact with the Exemptions Team [REDACTED] who says they don't have sufficient information to progress the exemption but can not tell me what specific information would be sufficient.

We are waiting on the hospital report and will be sending it urgently to them on receipt.

I am unaware of how we could safely accommodate [REDACTED] should [REDACTED] return to the hotel given confinement is the trigger for [REDACTED] [REDACTED] [REDACTED] date for the end of Detention is [REDACTED] [REDACTED] COVID results on 16 May 2020 are negative.

Is there anything further DHHS can do regarding this exemption being processed urgently?

Sincerely

[REDACTED]

DHHS Team Leader Quarantine Hotel

From: Parkroyal
Sent: Sunday, 24 May 2020 8:36 AM
To: DHHSOpSoteriaEOC <DHHSOpSoteriaEOC@dhhs.vic.gov.au>
Subject: RE: <ADVICE NEEDED> [REDACTED] - [REDACTED], Park Royal URGENT

Good Morning Team,

[REDACTED] was transported to hospital again last night. The AO and MH nurse are planning a call to the hospital this morning. The AO will be able to provide you an update after this call if it is of use. Can I please confirm that CART is involved with this decision for [REDACTED]?

Sincerely

[REDACTED]

DHHS Team Leader Quarantine Hotel
 Park Royal 7-3pm

From: [REDACTED] (DHHS) <[REDACTED]@dhhs.vic.gov.au>
Sent: Sunday, 24 May 2020 5:39 AM
To: DHHSOpSoteriaEOC <DHHSOpSoteriaEOC@dhhs.vic.gov.au>; Parkroyal <Parkroyal@dhhs.vic.gov.au>
Subject: Re: <ADVICE NEEDED> [REDACTED] - [REDACTED], Park Royal URGENT

Advice was given to you on Friday night

Regards
 REDACTED

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From: DHHSOpSoteriaEOC <DHHSOpSoteriaEOC@dhhs.vic.gov.au>
Sent: Saturday, May 23, 2020 9:55:20 AM
To: Parkroyal <Parkroyal@dhhs.vic.gov.au>
Cc: REDACTED (DHHS) <REDACTED@dhhs.vic.gov.au>
Subject: FW: <ADVICE NEEDED> REDACTED - REDACTED Park Royal URGENT

Hi REDACTED

Please see request for urgent advice below.

Regards,

REDACTED
 D

REDACTED

OPERATION SOTERIA - Operations

From: COVIDquarantine <COVIDquarantine@dhhs.vic.gov.au>
Sent: Friday, 22 May 2020 4:24 PM
To: DHHSOpSoteriaEOC <DHHSOpSoteriaEOC@dhhs.vic.gov.au>
Cc: Parkroyal <Parkroyal@dhhs.vic.gov.au>
Subject: <ADVICE NEEDED> REDACTED - REDACTED, Park Royal URGENT
Importance: High

Dear Op Soteria EOC,

Could you please advise if there is sufficient evidence that the hotel quarantine team can provide adjustments and support to meet REDACTED needs while in mandatory quarantine until REDACTED scheduled release on REDACTED?

Case details:

- REDACTED 24/5/2020 as sensitive and including new AO into this email chain due to REDACTED involvement today discussing with family and hospital.

Attachment:

- Consolidated notes from nurses at REDACTED, and REDACTED

Thank you.

REDACTED

Blue Team
COVID-19 Exemptions Team
 Department of Health & Human Services (Vic)
 e: COVIDquarantine@dhhs.vic.gov.au
 w: <https://www.dhhs.vic.gov.au/coronavirus>
 p: REDACTED



Health
and Human
Services



We respectfully acknowledge the Traditional Owners of country throughout Victoria and pay respect to the ongoing living cultures of Aboriginal people.

From: DHHSOpSoteriaEOC <DHHSOpSoteriaEOC@dhhs.vic.gov.au>
Sent: Thursday, 21 May 2020 11:39 AM

To: COVIDquarantine <COVIDquarantine@dhhs.vic.gov.au>
Cc: REDACTED <REDACTED@stellarxm.com>; Parkroyal <Parkroyal@dhhs.vic.gov.au>
Subject: FW: exemption request 21-5-20 REDACTED

Hi Team,

Please see below and provide and update

Thanks

Kind regards as always,

OPERATION SOTERIA
Department of Health & Human Services
e: DHHSOpSoteriaEOC@dhhs.vic.gov.au



Health
and Human
Services



We respectfully acknowledge the Traditional Owners of country throughout Victoria and pay respect to the ongoing living cultures of Aboriginal people.

From: REDACTED <REDACTED@stellarxm.com>
Sent: Thursday, 21 May 2020 11:17 AM
To: DHHSOpSoteriaEOC <DHHSOpSoteriaEOC@dhhs.vic.gov.au>
Cc: REDACTED <REDACTED@stellarxm.com>; Parkroyal <Parkroyal@dhhs.vic.gov.au>
Subject: exemption request 21-5-20 REDACTED

Dear Team,

Below is an exemption request of high importance. Please advise outcome.

Many Thanks

Guest Name: REDACTED

Hotel: Park Royal

REDACTED

Reason: mental health grounds. REDACTED

Doctors name: REDACTED will be chatting REDACTED (next of kin).

Exit date is currently REDACTED first swab test for COVID-19 negative currently waiting on second swab.

DHHS REDACTED) has advised for GSS to progress with applying for exemption.

as medically unfit to return to quarantine and has concerns for welfare.

REDACTED medical team have REDACTED in their possession.

REDACTED (REDACTED next of kin) REDACTED

REDACTED is a very patient and easy to approachable person to discuss exemption updates.

Discussed with DHHS and escalated to GSS:

DHHS contact: REDACTED

GSS contact: REDACTED and REDACTED or this email address

Thank-you

Best, REDACTED

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FW: Hairdressers open at the Stamford Plaza

From: "StamfordPlaza (DHHS)" <stamfordplaza@dhhs.vic.gov.au>
To: DHHSOpSoteriaEOC <dhhsopsoteriaeoc@dhhs.vic.gov.au>
Date: Sat, 06 Jun 2020 11:18:46 +1000

Sorry,

There is a second AO here at the moment who advised that it seems security are also not following good PPE and hygiene practices and letting other people into the hotel such as uber eats. AO asked why would we stop public when they are the same as security?
 It seems it may be a bigger issue in regarding to security not effectively managing risk.
 IE stop Uber walking in the hotel. Wear PPE when having contact with guests.

REDACTED

From: StamfordPlaza (DHHS)
Sent: Saturday, 6 June 2020 11:09 AM
To: DHHSOpSoteriaEOC <DHHSOpSoteriaEOC@dhhs.vic.gov.au>
Cc: REDACTED (DEDJTR) REDACTED@global.vic.gov.au>
Subject: RE: Hairdressers open at the Stamford Plaza
Importance: High

Good Morning,

I have spoken to AO REDA and DJPR RED has provided the following update as requested:

- There are 4 more hairdresser clients to enter before 12pm and 1 after 12pm.
- They enter via a side door closer to hairdressers but it is still in the foyer.
- There are no alternative toilets on entry level where hairdresser is. Clients then have to go up stairs to use staff bathrooms (same level as food, security and all DHHS staff and nurses).
- Hairdressers themselves use these staff toilets on level 1.
- Hairdresser has their door open so airflow is from hotel foyer where guests walk and into the hairdressers.
- No PPE and poor hygiene observed by hairdressers. No sanitiser on reception desk where guests enter.
- If a guest comes down to reception to exit or for a walk, they are supervised by two security staff so Ravi believes there is no risk of the client and guest actually coming into direct contact with each other.

There are two spaces used for guests downstairs, outside on street. One is used for fresh air walks as per the fresh air policy agreement and the second is for smokers. Not reflected in the fresh air policy agreement. There is also an indoor area used with families.

Sincerely

REDACTED

DHHS Team Leader Quarantine Hotel

From: StamfordPlaza (DHHS)
Sent: Saturday, 6 June 2020 8:10 AM
To: DHHSOpSoteriaEOC <DHHSOpSoteriaEOC@dhhs.vic.gov.au>
Cc: REDACTED (DEDJTR) REDACTED@global.vic.gov.au>
Subject: RE: Hairdressers open at the Stamford Plaza
Importance: High

Good Morning,

Further considerations if they haven't been made before...

Guests on detention go through the front reception area to go for walks.
 The COVID positive guests who exited yesterday, did so through reception.
 I think there is both safety issues as well as confidentiality issues regarding this arrangement that

need to be considered.

Sincerely

REDACTED

DHHS Team Leader Quarantine Hotel

From: StamfordPlaza (DHHS)

Sent: Saturday, 6 June 2020 8:02 AM

To: DHHSOpSoteriaEOC <DHHSOpSoteriaEOC@dhhs.vic.gov.au>

Cc: REDACTED (DEDJTR) Personal Information REDACTED@global.vic.gov.au

Subject: Hairdressers open at the Stamford Plaza

Hi Team,

Is DHHS aware that the hairdressers situated in the lobby of the Stamford Plaza is open for external visitors?

There is currently a woman sitting in the foyer waiting for her appointment. Whilst we are undertaking an exit.

There is a half hour break at the moment from exits so issue has been raised that there can not be visitors during the exit. However are DHHS aware and okay with the arrangement of having external community members coming and going from the foyer of a Quarantine Hotel?

Sincerely

REDACTED

DHHS Team Leader Quarantine Hotel

Re: Update on issues at Stamford

From: "StamfordPlaza (DHHS)" <stamfordplaza@dhhs.vic.gov.au>
To: REDACTED "StamfordPlaza (DHHS)"
<stamfordplaza@dhhs.vic.gov.au>
Cc: DHHSOpSoteriaEOC <dhhsopsoteriaeoc@dhhs.vic.gov.au>
Date: Mon, 15 Jun 2020 18:38:03 +1000

Thanks REDACTED

The infection experts have been in touch with me tonight and arranged to visit for a look around tomorrow at 1:00 pm.

Stamford Plaza exec management have requested that a nurse conduct a short PPE briefing at 10:00 am on Wednesday 17 June - **would you like me to arrange a nurse to do this, or contact the infection team to see if they could present?** The meeting will be held in the level 2 function room.

Please advise asap. It's great that the hotel are being proactive in educating their teams re PPE and this is a good opportunity to reach Stamford Plaza's senior execs.

Best regards

REDACTED

REDACTED | **Team Leader - Covid-19 Response** – REDACTED
Department of Health and Human Services
Stamford Plaza – Little Collins St

From: REDACTED
Sent: Monday, June 15, 2020 1:20 PM
To: StamfordPlaza (DHHS) <StamfordPlaza@dhhs.vic.gov.au>
Cc: DHHSOpSoteriaEOC <DHHSOpSoteriaEOC@dhhs.vic.gov.au>
Subject: Update on issues at Stamford

Hi Team,

Further to discussions with Heidi yesterday, just wanted to update you on the actions that have been taken in relation to the issues raised.

Subsequent to our conversation I spoke with the DJPR site Manager and requested that these issues be addressed immediately and to advise how they were to be managed. The DJPR Site manager responded with advice that:

- They assure us they will speak to the Head of Security and remind them that social distancing rules must be adhered to during all briefings
- They will make arrangements to ensure that all the security members are trained how to use the PPE.
- In regards to the hairdresser, a procedure is in place and is being followed

Upon this response I escalated further within our own Command structure and the Commander of Operation Soteria (Merrin Bamert) has provided a summary of all of the issues via email to one of the senior executive offices in DJPR and also called them to ensure that they speak to both the security company (for who they hold the contract with) and the DJPR Site Manager.

We have also requested that the infection control team organise an urgent review of the Stamford.

The team in the EOC will stay in touch with you to monitor so please let us know, via phone call to

the EOC or email to dhhsopsotera mailbox if you have any concerns with how this is being resolved.

Thanks again for your diligence in raising this and don't hesitate to keep raising any concerns you have.

Regards

REDACTED

Manager, Emergency Management, Eastern Metro Region
Department of Health and Human Services
883 Whitehorse Road, Box Hill

REDACTED REDACTED

We respectfully acknowledge the Traditional Owners of country throughout Victoria and pay respect to the ongoing living cultures of Aboriginal people.

RE: Public Health Concern re Security at Stamford

From: "StamfordPlaza (DHHS)" <stamfordplaza@dhhs.vic.gov.au>

To: "REDACTED (DHHS)" REDACTED @dhhs.vic.gov.au, DHHSOpSoteriaEOC <dhhsopsoteriaeoc@dhhs.vic.gov.au>

Date: Mon, 15 Jun 2020 09:07:37 +1000

Hi REDACTED,

I am going home and I have briefed REDACTED.

The doctor and TL swabbing have raised concerns about the toilets just now, I have attached images of garbage and kettle on floor under the water tap which everyone is tired of.

There is also a new positive who came in from the same flight as our other positive. Both remain at Stamford until we can move them.





Sincerely

REDACTED

DHHS Team Leader Quarantine Hotel

From: StamfordPlaza (DHHS)

Sent: Sunday, 14 June 2020 1:45 PM

To: **REDACTED** (DHHS) **REDACTED** @dhhs.vic.gov.au>

Subject: FW: Public Health Concern re Security at Stamford

From: StamfordPlaza (DHHS)
Sent: Sunday, 14 June 2020 8:24 AM
To: DHHSOpSoteriaEOC <DHHSOpSoteriaEOC@dhhs.vic.gov.au>
Subject: Public Health Concern re Security at Stamford

Good Morning,

Three public health concerns:

1.

I entered the hotel today to find the 70 security for Stamford standing shoulder to shoulder in a room 6x6 metres.

I spoke to the head security **REDACTED** to remind **RE** about social distancing and rules of groups gathering. **RE** advised me **RE** meeting was more important than the rule.

I advised **REDACTED** can not gather in those numbers and not social distance.

I suggested **RE** break **RE** team meeting into smaller numbers and use a larger area such as downstairs so that security can stand apart from one another.

Nurses have raised concerns that they have tried to address the PPE breaches with security previously and have not succeeded. The security have been observed to wear full PPE to the toilet, gloves in the bathroom, not wash hands after toileting (women and men), wearing gloves all day, touching their clothes, phones, faces etc.

Yesterday I have them the PPE procedure and a video showing them how cross contamination occurs and how easy it happens. I have seen a decrease in glove use however the gathering this morning is a huge concern. Nurses also advised that as the 70 were leaving the hotel they were hugging each other etc.

There are positives from this flight that remain in the hotel (**REDACTED** tested positive and **REDACTED** negative) however it is unlikely the **RE** is the only positive guest given **RE** was unlikely to not touch anything on the flight.

2.

On 6 June I raised concerns to EOC about the hairdressers being open and working from the reception area of the Stamford. I have checked emails and there has been no response throughout the week by DHHS regarding whether this is considered a suitable and safe arrangement. In summary, clients to the hairdresser enter the hotel reception to enter the hairdressers. They use the lifts and stairs that take them to the floor where DHHS staff, security, nurses, supplies and food is prepared. They use the same space which guests of the hotel use to walk through to go for fresh air walks and smokers walks. They loiter in reception, door to hairdressers is open to reception and guests do not correctly use PPE or take precautions.

3.

There is still no log book at the Stamford for people/staff arriving to the hotel. I am conscious that this has been mandatory procedure for a couple of weeks now.

The AO team Leader is present and agrees that the gathering is a concern.

For your consideration and notice

REDACTED

DHHS Team Leader – Quarantine Hotel