

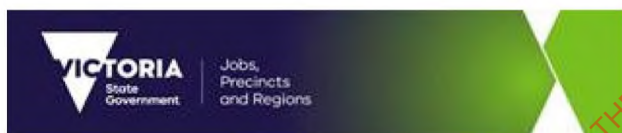
Please see attached today's Situation Report; please note the high number of exits tomorrow and Thursday.

Regards
Kait

Kait McCann

Operation Soteria (COVID-19)
DJPR Hotel Quarantine Agency Deputy Commander
djprcovidacom-lead@ecodev.vic.gov.au
Department of Jobs, Precincts and Regions
Level 5, 1 Spring Street, Melbourne, Victoria Australia 3000
N: [Redacted] | E: [Redacted]@ecodev.vic.gov.au

djpr.vic.gov.au



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Government of Victoria, Victoria, Australia.

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From: DJPR COVID Accom-Lead (DJPR)
Sent: Wed, 17 Jun 2020 12:13:23 +1000
To: [REDACTED] (DJPR)
Cc: Tim Sullivan (DJPR);Gonul Serbest (DJPR)
Subject: For action: covid positive case and your role at Stamford Hotel - testing and self-quarantine requirements
Attachments: Stamford Plaza letter.pdf

Good afternoon [REDACTED]

I understand Tim Sullivan has spoken you about the positive diagnosis of COVID-19 in one of the security personnel at Stamford Hotel. The staff member worked two shifts prior to developing symptoms and while they may have been infectious. DHHS is working to identify close contacts of the case to advise them to quarantine and to monitor for symptoms.

A thorough clean will take place at the hotel today. Once complete, any staff who have worked since 1 June 2020 will not be allowed to work at the hotel or at any other location while DHHS undertakes its investigation.

As a precaution, and to further investigate the potential sources of this infection, DHHS request that all staff who have spent 30 minutes or more at the Stamford Plaza on or after 1 June 2020 to be tested for COVID-19.

You have been identified as working at the Stamford hotel for more than 30minutes on or after 1 June 2020.

As such you must follow the instructions in the attached letter regarding self-quarantining. You are encouraged to go and get tested at your nearest testing facility, and to take the attached letter with you.

Guidance for self quarantining can be found here: <https://www.dhhs.vic.gov.au/self-quarantine-coronavirus-covid-19>

In short, you cannot attend your workplace during this period.

You may feel concerned about this and have a number of questions. Please give me a call, or the call the 24-hour coronavirus hotline 1800 675 398 if we can assist further.

Regards
Rachaele

Rachaele May
Operations Soteria (COVID-19)
DJPR Hotel Quarantine Agency Commander
djprcovidaccom-lead@ecodev.vic.gov.au

A / Executive Director Emergency Coordination and Resilience

Department of Jobs, Precincts and Regions

402 Mair Street Ballarat, Victoria Australia 3350

M: Personal Information

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

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From: DJPR COVID Accom-Lead (DJPR)
Sent: Sun, 14 Jun 2020 17:25:12 +1000
To: CCOC (DJPR); PPO (DJPR)
Cc: Op Sfty Adv. (DJPR); Tim Sullivan (DJPR)
Subject: For action - security staff - Stamford Plaza concerns - as discussed

Hi CCOC and PPO

The reports below of security behaviour are not acceptable.

PPO and CCOC can you please confirm back with me when this has been raised with the relevant company – infection control procedures MUST be adhered to.

Regards
Rachaele

Rachaele May
Operations Soteria (COVID-19)
DJPR Hotel Quarantine Agency Commander
djprcovidaccom-lead@ecodev.vic.gov.au

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

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

djpr.vic.gov.au

From: Merrin Bamert (DHHS) Personal Information @dhhs.vic.gov.au>
Sent: Sunday, 14 June 2020 5:02 PM
To: Personal Information (DHHS) Personal Information @dhhs.vic.gov.au>; Personal Information (DHHS) Personal Information @dhhs.vic.gov.au>
Cc: Personal Information (DHHS) Personal Information @dhhs.vic.gov.au>; DJPR COVID Accom-Lead (DJPR) <DJPRcovidaccom-lead@ecodev.vic.gov.au>; COVID19InfectionControl (DHHS) Personal Information @dhhs.vic.gov.au>; Pam Williams (DHHS) Personal Information @dhhs.vic.gov.au>
Subject: RE: Stamford Plaza concerns - as discussed

Hi Personal Information

I have ccd in Rachaele and will call her urgently to speak to the security company and the DJPR site lead

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In addition I have ccd in the infection control team to organise an urgent IPC review of Stamford. I assume this handover happens every shift change over so I can ask the team to do the review at that time.

Kind regards

Merrin

Merrin Bamert

Commander, Operation Soteria, 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

Personal Information

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

From: Personal Information (DHHS) Personal Information [@dhhs.vic.gov.au](mailto:Personal Information@dhhs.vic.gov.au)

Sent: Sunday, 14 June 2020 4:54 PM

To: Merrin Bamert (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)

Cc: Personal Information (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)

Subject: Fwd: Stamford Plaza concerns - as discussed

Merrin and Personal Information

Please see the below response from DJPR site Manager. You will see the history below but in short the Stamford Plaza Team Leader raises significant concerns with us regarding the issues outline below.

I raised the issue verbally with the Site Manager ^{CCOC} this afternoon then followed up by email below. Below is his response. Will provide on handover notes for tomorrow to be followed up further.

Regards

Personal Information

Manager, Emergency Management
 Eastern Metropolitan Region
 Department of Health & Human Services

Personal Information

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

Sent: Sunday, June 14, 2020 3:35 pm

To: Personal Information (DHHS)

Subject: FW: Stamford Plaza concerns - as discussed

From: [REDACTED] (DJPR) [REDACTED] <[REDACTED]@global.vic.gov.au>
Sent: Sunday, 14 June 2020 3:29 PM
To: DHHSOpSoteriaEOC <DHHSOpSoteriaEOC@dhhs.vic.gov.au>
Cc: [REDACTED] (DEDJTR) [REDACTED] <[REDACTED]@global.vic.gov.au>; [REDACTED] Ad. Officer
 [REDACTED] <[REDACTED]@jarrahis.com.au>; [REDACTED] <[REDACTED]@bigpond.com>;
 [REDACTED] <[REDACTED]@gmail.com>

Subject: RE: Stamford Plaza concerns - as discussed

Hi [REDACTED]

Thank you for the chat earlier and raised the below mentioned issues.

I would have appreciate if the team leader would have reported to me and it would have been resolved straight away.

Anyway I can assure you that I am going to have a talk with the security who was in charge this morning and insure the social distancing and rules of gathering is followed during the briefing. I will also arranging with the security and nurses so that all the security members are trained how to use the PPE.

In regards to the hairdresser we do have a procedure that is been followed however any suggestion is welcome to insure better safety'

We are still waiting for the log book and procedure guideline to be implemented /Team leader aware.

Kind regards,

[REDACTED]

From: DHHSOpSoteriaEOC <DHHSOpSoteriaEOC@dhhs.vic.gov.au>
Sent: Sunday, 14 June 2020 2:12 PM
To: [REDACTED] (DJPR) [REDACTED] <[REDACTED]@global.vic.gov.au>
Cc: DHHSOpSoteriaEOC <DHHSOpSoteriaEOC@dhhs.vic.gov.au>
Subject: Stamford Plaza concerns - as discussed

Hi [REDACTED]

As discussed please see the issues raised with us regarding the Stamford Plaza Hotel. As discussed there are multiple issues here that we need to address as soon as possible. I understand from our discussion that the security company engaged at the Stanford is NSS. We have significant concerns about the response provided by Security when approached by our Team Leader this morning, and about the ongoing issues regarding the correct use of PPE. I have attached for your reference, as discussed, the documentation relating to correct usage of PPE however note the additional efforts that our team have been attempting to implement in the hotel to address this issue.

Can you please consider the below and respond to me as soon as you can with proposals to address the issues raised.

Regards

[REDACTED]

Personal Information

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

Personal Information

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

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

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 Personal Info to remind him about social distancing and rules of groups gathering. He advised me his meeting was more important than the rule.

I advised him he can not gather in those numbers and not social distance.

I suggested he break his 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 (one child tested positive and family of 5 negative) however it is unlikely the child is the only positive guest given he 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. 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

Personal Information

DHHS Team Leader – Quarantine Hotel

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From: [Personal Information] (DELWP)
Sent: Tue, 21 Apr 2020 17:55:24 +1000
To: [Personal Information] (DHHS); [CCOC] (DJPR)
Cc: [Personal Information]; DHHSOpSoteriaEOC; Allie H Jarvis (DJPR); [Personal Information] (DJPR)
Subject: RE: Incident follow-up: Travelodge

Hi [Personal Information]

Thanks for sending this through, will review and get back to you if we need anything further.

Kind regards,

[Personal Information]

Safety Advisor - Operational | Operation SOTERIA Hotel Quarantine Project
Seconded to Department of Jobs, Precincts and Regions

M: [Personal Information] | **E:** [Personal Information]@delwp.vic.gov.au



I acknowledge the traditional Aboriginal owners of country and pay my respect to Elders Past and Present.

From: [Personal Information] (DHHS) <[Personal Information]@dhhs.vic.gov.au>
Sent: Tuesday, 21 April 2020 5:38 PM
To: [CCOC] (DEDJTR) <[Personal Information]@global.vic.gov.au>
Cc: [Personal Information] <[Personal Information]@travelodge.com.au>; [Personal Information] (DELWP) <[Personal Information]@delwp.vic.gov.au>; DHHSOpSoteriaEOC <[Personal Information]@dhhs.vic.gov.au>
Subject: Re: Incident follow-up: Travelodge

Hi [CCOC]

My responses are below.

regards

[Personal Information]

Team Leader

Hotel Quarantine Redeployment

Department of Health and Human Services

m [Personal Information] | e. [Personal Information]

w. www.dhhs.vic.gov.au

From: [CCOC] (DJPR)" <[Personal Information]@global.vic.gov.au>
Date: Tuesday, 21 April 2020 at 3:13 pm
To: [Personal Information] (DHHS)" <[Personal Information]@dhhs.vic.gov.au>
Cc: [Personal Information] <[Personal Information]@travelodge.com.au>; [Personal Information] (DELWP)" <[Personal Information]@delwp.vic.gov.au>
Subject: FW: Incident follow-up: Travelodge

Hi [Personal Information]

Since you have been following this incident.

Can you please assist with the query below in regards to the incident this morning.

I have ccd [Personal Information] as well.

Kind regards,

[CCOC]

From: [Personal Information] (DELWP) <[Personal Information]@delwp.vic.gov.au>
Sent: Tuesday, 21 April 2020 11:07 AM
To: [CCOC] (DJPR) <[Personal Information]@global.vic.gov.au>
Cc: Allie H Jarvis (DJPR) <[Personal Information]@agriculture.vic.gov.au>; [Personal Information] (DJPR) <[Personal Information]@agriculture.vic.gov.au>
Subject: Incident follow-up: Travelodge
 Good morning [CCOC]

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Thanks for the call earlier.

As mentioned I am currently working with Allie Jarvis and [Personal Information] in the Safety space as part of Operation SOTERIA Hotel Quarantine Project. We are working across all hotels throughout the CBD and not allocated to a single hotel.

It was brought to our attention that there was an incident at the Travelodge regarding food being thrown into the hallway by a quarantined [REDA]. We were hoping to get further information around this incident to identify what safety implications, advice or guidance may need to be provided at a broader level.

If you could please assist to identify the below that would be greatly appreciated.

- What was the incident and who was involved
Guest – presumably named [Personal Inform] in room [REDA] threw food and food containers into the hallway.
- Why did the person throw the food i.e. what initiated the response if known
Outstanding grievance over food – size, quality etc. Emails on this matter noted from previous day by TL to DJPR. Followed from a phone conversation (second for morning) between [Personal Inform] and me regarding [RE] outstanding issues – unhappy with portion size for [REDA]...
- When and where was the incident
Approx 0830 today, in corridor outside [REDA].
- Who witnessed the incident
It was reported to me by a member of hotel staff (kitchen) who was delivering additional food at the time.
- What actions were taken by those involved
None reported by witness or security staff on site.
- What, if any, warnings or notices were provided to the quarantined person involved
AO [Personal Information] called guest in [REDA] in pm – I was not party to the call. [Personal In] advised me discussion focused on resolving issue – ‘agreed to not deliver any more curry’
- Who was notified and how soon after the incident.
I contacted [Personal] hotel general manager and met with [Personal], Security, within 30 min of incident. Agreed to have meeting with AO and DJPR rep [CCOC] when he arrived. This occurred later as AO was not able to attend.
- What processes were used to clean up the thrown food and who did this
N/A
- Were any photos taken of the incident
Yes (attached).
- Was an incident report completed in SIMs
N/A
- Any other information that may be of use as part of this incident.

I sent a summary of incident to Emergency Team (EOC) contact point [Personal Information] (@dhhs.vic.gov.au.) and discussed by phone with escalation officers [Personal Information] and [Personal Information]

Your assistance is greatly appreciated and if you have any questions please feel free to give me a call.

Kind regards,

[Personal Information]

Safety Advisor - Operational | Operation SOTERIA Hotel Quarantine Project

Seconded to Department of Jobs, Precincts and Regions

M: [Personal Information] E: [Personal Information]@delwp.vic.gov.au



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From: [Redacted] Op Sfty Adv. (DJPR)
Sent: Wed, 17 Jun 2020 13:19:08 +1000
To: [Redacted] Personal Information
 (DJPR) [Redacted] Personal Information @msssecurity.com.au; [Redacted] Personal Information @jarrahis.com.au; [Redacted] Personal Information @spm.stamford.com.au; [Redacted] Personal Information (DHHS); [Redacted] Personal Information (DHHS); [Redacted] (DJPR); [Redacted] CCOC
 (DJPR); [Redacted] Personal Information @stamford.com.au
Cc: [Redacted] Personal Information (DJPR); DJPR COVID Accom-Lead (DJPR); DJPR COVID Accom-Support (DJPR); [Redacted] Personal Information DHHS; [Redacted] Personal Information (DHHS)
Subject: FYI: 1st meeting minutes : Stamford Plaza Hotel - Issues Sun 14/6/20
Attachments: PPE Advice for Hotel Security Staff and AOs in Contact with Quarantined Individuals(Inward Facing).pdf, 1st Meeting- Stamford Plaza - HS Incidents -Stamford Plaza Hotel-16-6-20.pdf

Hi all,

Thank you for your attendance at the meeting yesterday and support. Please see the minutes of our meeting and the actions discussed / timeframes.

I have attached the PPE Advice for your information. You may already have this document, but just in case.

I have sent the invite for the next meeting: Tuesday 23 June 11am to 12 md.

Please feel free to contact me if you need any support or have questions.

Regards,

[Redacted] Op Sfty Adv.

[Redacted] Personal Information

Regional Safety Advisor / Agriculture Victoria / Business and Finance Services
 Operational Safety Advisor – Hotel Soteria Project
 Department of Jobs Precincts and Regions
 475 Mickleham Road, Victoria Australia, 3000

[Redacted] Personal Information

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

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From: Op Sfty Adv. [REDACTED] (DJPR)
Sent: Mon, 29 Jun 2020 16:55:43 +1000
To: Personal Information [REDACTED] (DJPR); Personal Information [REDACTED] (DJPR); [REDACTED] Ad. Officer [REDACTED] Ad. Officer CCOC [REDACTED] (DJPR); Personal Information [REDACTED] [REDACTED] @stamford.com.au
Cc: Personal Information [REDACTED] (DHHS);DJPR COVID Accom-Lead (DJPR)
Subject: 2nd Meeting Minutes - Stamford Plaza Hotel / update status of actions required
Attachments: 2nd Meeting- Stamford Plaza - HS Incidents-29-6-20-00.pdf

Hi all,

I hope your day has gone as good as can be expected.

Please find attached the meeting minutes for your information.

Personal Information [REDACTED] Personal Information [REDACTED]

Can you kindly provide an update on the open actions, by COB Tuesday 30 June 2020.

Feel free to contact me, if you have any questions or need any support.

Regards,

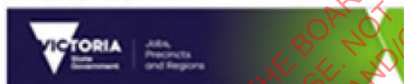
Op Sfty Adv. [REDACTED]

Personal Information [REDACTED]

Regional Safety Advisor / Agriculture Victoria / Business and Finance Services
 Operational Safety Advisor – Hotel Soteria Project
 Department of Jobs Precincts and Regions
 475 Mickleham Road, Victoria Australia, 3000

Personal Information [REDACTED] @agriculture.vic.gov.au

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From: Op Sfty Adv. [REDACTED] (DJPR)
Sent: Tue, 16 Jun 2020 10:58:24 +1000
To: Tim Sullivan
 (DJPR) [REDACTED]@msssecurity.com.au; [REDACTED]@jarrahis.com.au; [REDACTED]@spm.stamford.com.au; [REDACTED] (DHHS); [REDACTED] (DHHS) PPO [REDACTED] (DJPR) CCOC [REDACTED]
 (DJPR) [REDACTED]@stamford.com.au; [REDACTED]
Cc: [REDACTED] (DJPR)
Subject: FW: Stamford Plaza meeting agenda : 11am 16/6/20
Attachments: Meeting Agenda - Stamford Plaza -HS incident- 16-6-20.docx

From: Op Sfty Adv. [REDACTED] (DJPR)
Sent: Tuesday, 16 June 2020 10:52 AM
To: [REDACTED]@optusnet.com.au
Subject: FW: Stamford Plaza meeting agenda : 11am 16/6/20

From: Op Sfty Adv. [REDACTED] (DJPR)
Sent: Tuesday, 16 June 2020 10:41 AM
To: Tim Sullivan (DJPR) [REDACTED]@global.vic.gov.au; [REDACTED]@msssecurity.com.au; [REDACTED]@jarrahis.com.au; [REDACTED]@spm.stamford.com.au; [REDACTED] (DHHS) [REDACTED]@dhhs.vic.gov.au; [REDACTED] (DHHS) [REDACTED]@dhhs.vic.gov.au; PPO [REDACTED] (DJPR) [REDACTED]@ecodev.vic.gov.au; CCOC [REDACTED] (DJPR) [REDACTED]@global.vic.gov.au; [REDACTED]@stamford.com.au; [REDACTED]@msssecurity.com.au
Cc: [REDACTED] (DJPR) [REDACTED]@agriculture.vic.gov.au
Subject: Stamford Plaza meeting agenda : 11am 16/6/20

Hi all,

Sorry for the delay in sending the agenda.

Look forward to catching up at 11am.

Regards,

Op Sfty Adv. [REDACTED]

Ph: [REDACTED]

Regional Safety Advisor / Agriculture Victoria / Business and Finance Services

Operational Safety Advisor – Hotel Soteria Project

Department of Jobs Precincts and Regions

475 Mickleham Road, Victoria Australia, 3000

[REDACTED]@agriculture.vic.gov.au

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From: [Personal Inform]
Sent: Thu, 7 May 2020 14:56:26 +1000
To: CCOC [Personal Inform] (DJPR); 'StamfordPlaza (DHHS)'
Cc: [Personal Information] @spm.stamford.com.au; [Personal Informatic] (DJPR)
Subject: RE: Stamford Plaza

Hi [CCOC]

I have had a meeting with [Persona] to discuss the concerns addressed in your email.
 I will ensure that the concerns are addressed with my security staff and they will be resolved asap.

Thank you for sharing your concerns with me and I have informed [Persona] that if any other issues arise to please contact asap so we can address them immediately.

Regards

[Personal Information]

m: [Personal Information]
 e: [Personal Info] @bigpond.com

From: CCOC [Personal Inform] (DJPR) [mailto:[Personal Inform]@global.vic.gov.au]
Sent: Thursday, May 7, 2020 1:02 PM
To: [Personal Info] StamfordPlaza (DHHS)
Cc: [Personal Information] @spm.stamford.com.au; [Personal Informatic] (DJPR)
Subject: Fwd: Stamford Plaza

Hi [Persol]

Hope you all having a great day [Persona] have brought to my attention that need to be resolved ASAP.
 Can I kindly request please to have a chat with [Persona] on below mentioned issues and find solutions, it would be good to get AO and DHHS TL get involved as well and let me know the outcome please.
 Please give me a call if not clear .
 Thanks for your usual support.

Kind regards,

[CCOC]

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From: [Personal Information] <[Personal Information]@stamford.com.au>
Sent: Thursday, May 7, 2020 12:32 pm
To: [CCOC] (DJPR)
Subject: Stamford Plaza

Hi [CCOC]

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I would like to discuss a couple of matters relating security and department staff please. I don't have
 Personal Information email address at hand – can you please assist.

1. Security prevented the hairdresser to access level 1 bathroom. I want to resolve this and get back to the tenant.
2. We need to agree on the route the security take guests for smoke, walk or play. At present there appears to be no confirmed path through-out the hotel.
3. Hygiene in the toilets has been highlighted daily as has the littering of cigarette buds around the hotel – my staff complain about no respect and don't care attitude
4. No access to back of house areas including the staff lift for any security or department staff
5. The guards stationed on the floors must take their rubbish with them please

Let me know when we can discuss.

Regards

Personal Information

Personal Information

General Manager

Stamford Plaza Melbourne

111 Little Collins Street | Melbourne | Victoria 3000

Phone Personal Information | DDI Personal Information | Fax Personal Information | Mobile Personal Information

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From: [Personal Information]
Sent: Thu, 7 May 2020 16:05:46 +1000
To: [Personal Information] (DJPR); 'StamfordPlaza (DHHS)'
Cc: [Personal Information] (DJPR)
Subject: RE: Stamford Plaza

Thanks both,

Regards

[Personal Information]

From: [Personal Information] [Personal Information]@bigpond.com>
Sent: Thursday, 7 May 2020 2:56 PM
To: [CCOC] (DJPR) <[Personal Information]@global.vic.gov.au>; 'StamfordPlaza (DHHS)' <[Personal Information]@dhhs.vic.gov.au>
Cc: [Personal Information] [Personal Information]@stamford.com.au>; [Personal Information] (DJPR) <[Personal Information]@global.vic.gov.au>
Subject: RE: Stamford Plaza

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Hi [CCOC]

I have had a meeting with [Personal Information] to discuss the concerns addressed in your email. I will ensure that the concerns are addressed with my security staff and they will be resolved asap.

Thank you for sharing your concerns with me and I have informed [Personal Information] that if any other issues arise to please contact asap so we can address them immediately.

Regards

[Personal Information]

m: [Personal Information]
e: [Personal Information]

From: [CCOC] (DJPR) [mailto:[Personal Information]@global.vic.gov.au]
Sent: Thursday, May 7, 2020 1:02 PM
To: [Personal Information] StamfordPlaza (DHHS)
Cc: [Personal Information]@spm.stamford.com.au; [Personal Information] (DJPR)
Subject: Fwd: Stamford Plaza

Hi [Personal Information]

Hope you all having a great day [Personal Information] have brought to my attention that need to be resolved ASAP.

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Can I kindly request please to have a chat with **Person** on below mentioned issues and find solutions, it would be good to get AO and DHHS TL get involved as well and let me know the outcome please. Please give me a call if not clear .
Thanks for your usual support.

Kind regards,

CCOC

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From: **Personal Information** <**Personal Information**@stamford.com.au>

Sent: Thursday, May 7, 2020 12:32 pm

To: **CCOC** (DJPR)

Subject: Stamford Plaza

Hi **CCOC**

I would like to discuss a couple of matters relating security and department staff please. I don't have **Personal** email address at hand – can you please assist.

1. Security prevented the hairdresser to access level 1 bathroom. I want to resolve this and get back to the tenant.
2. We need to agree on the route the security take guests for smoke, walk or play. At present there appears to be no confirmed path through-out the hotel.
3. Hygiene in the toilets has been highlighted daily as has the littering of cigarette buds around the hotel – my staff complain about no respect and don't care attitude
4. No access to back of house areas including the staff lift for any security or department staff
5. The guards stationed on the floors must take their rubbish with them please

Let me know when we can discuss.

Regards

Personal

Personal Information

General Manager

Stamford Plaza Melbourne
111 Little Collins Street | Melbourne | Victoria 3000

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From: [REDACTED] (DJPR)
Sent: Wed, 24 Jun 2020 14:00:16 +1000
To: Tim Sullivan (DJPR)
Subject: RE: OFFICIAL - Sensitive: RE: Ministerial response - Support sought - Travelodge Southbank

Hi Tim,
 I remember this complaint, it was at Travelodge Docklands.
 I am not sure whether a City of Melbourne Health inspector was called to investigate the Hotel. Investigations was carried throughout all food complaints and reported all action that was taken by the GM to remedy those complaints .

Kind regards,

From: Tim Sullivan (DJPR) [REDACTED] Personal Information @global.vic.gov.au>
Sent: Wednesday, 24 June 2020 8:40 AM
To: [REDACTED] (DJPR) [REDACTED] Personal Information @global.vic.gov.au>
Subject: FW: OFFICIAL - Sensitive: RE: Ministerial response - Support sought - Travelodge Southbank

Hi [REDACTED]

Can we chat about this one.

Kind regards

Tim Sullivan | A/g Executive Director, Global Partnerships and Projects
 Global Victoria
 Level 33, 121 Exhibition Street, Melbourne, Vic 3000

T: [REDACTED] Personal Information | **M:** [REDACTED] Personal Information | **E:** [REDACTED] Personal Information @global.vic.gov.au

www.global.vic.gov.au



From: DJPR COVID Accom-Support (DJPR) [REDACTED] Personal Information @ecodev.vic.gov.au>
Sent: Tuesday, 23 June 2020 6:15 PM
To: [REDACTED] (DJPR) [REDACTED] Personal Information @global.vic.gov.au>
Cc: Tim Sullivan (DJPR) [REDACTED] Personal Information @global.vic.gov.au>; DJPR COVID Accom-Operations (DJPR) [REDACTED] Personal Information @ecodev.vic.gov.au>
Subject: FW: OFFICIAL - Sensitive: RE: Ministerial response - Support sought - Travelodge Southbank

Hi [REDACTED]

I have received a request from DHHS Comms regarding DJPR's response to complaints about food quality in **mid-April** at Travelodge Southbank.

Can you advise whether a City of Melbourne Health inspector was called to investigate the Hotel and other DJPR responses to the complaints to inform the Minister for Health's response to these complainants?

GSS incident records state that issues were escalated to you as Supervisor at the time.

Kind regards

Personal Information

Operation Soteria (COVID-19)

Project Manager, DJPR Hotel Quarantine - Control team

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

Department of Jobs, Precincts and Regions

Level 5, 1 Spring Street, Melbourne, Victoria Australia 3000

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

djpr.vic.gov.au



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.

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From: Personal Information (DHHS) <Personal Information [@safercare.vic.gov.au](mailto:safercare.vic.gov.au)>

Sent: Sunday, 21 June 2020 8:45 PM

To: Personal Information DJPR <Personal Information [@ecodev.vic.gov.au](mailto:ecodev.vic.gov.au)>; DJPR COVID Accom-Support (DJPR)

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

Cc: Personal Information (DHHS) <Personal Information [@dhhs.vic.gov.au](mailto:dhhs.vic.gov.au)>; Personal Information (DHHS)

<Personal Information [@dhhs.vic.gov.au](mailto:dhhs.vic.gov.au)>; Personal Information (DHHS) <Personal Information [@dhhs.vic.gov.au](mailto:dhhs.vic.gov.au)>;

Personal Information (DHHS) <Personal Information [@dhhs.vic.gov.au](mailto:dhhs.vic.gov.au)>; DHHSOpSoteriaEOC

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

Subject: OFFICIAL - Sensitive: RE: Ministerial response - Support sought

Hi DJPR team

I've attached a number of ministerial correspondences that are from April regarding the food quality at the Travel Lodge hotels used before they were decommissioned from quarantine use. They are all DDRs.

In OurBriefings, they are:

- BAC 12383
- BAC 12382

- BAC 12379
- BAC 12375
- BAC 12368

There are possibly more but this is the type of ministerial task that we are being assigned in bulk, from that time, but only now.

I can confirm, from speaking with staff in the EOC and at the hotels, that food safety concerns were a major issue at that group of hotels.

I'm sure you would be aware.

As some of these emails contain material that was published on line, such as expired food, I'd like to know whether these matters were referred to the City of Melbourne Food Safety area so that they can decide whether they wish to investigate the caterer used at the time.

If not, DJPR may wish to consider doing this (even though Travel lodge is no longer in use), as we would like to state in our responses on behalf of the minister, that food safety matters were referred appropriately to CoM.

Lastly, could you please let me know the outcomes you would like me to add into the response for these DDRs or provide the response lines for me to insert.

Happy to discuss

Thanks kindly

Personal Information

Personal Information | Quality Lead
COVID-19 Operation Soteria EOC
Department of Health & Human Services

I am 100% re-deployed from Safer Care Victoria to COVID-19 Emergency Response until June 2020
For matters relating to HEAR Me, please email Personal Information@safercare.vic.gov.au

T: Personal Information
M: Personal Information
E: Personal Information [@dhhs.vic.gov.au](mailto:Personal Information@dhhs.vic.gov.au) | Personal Information [@safercare.vic.gov.au](mailto:Personal Information@safercare.vic.gov.au)
W: <https://www.dhhs.vic.gov.au/coronavirus>

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

OFFICIAL: Sensitive

From: Personal Information (DHHS) Personal Information@dhhs.vic.gov.au
Sent: Sunday, 21 June 2020 4:36 PM
To: Personal Information (DHHS) Personal Information@dhhs.vic.gov.au
Cc: Personal Information (DHHS) <Personal Information@safercare.vic.gov.au>
Subject: FW: Ministerial response - Support sought

Hi Personal Information

Would you mind sending through the details as requested below by Personal Information.

Thanks

Personal Information

Personal Information

Manager, Emergency Management, Eastern Metropolitan Region
 Emergency Management Branch
 Department of Health and Human Services
 883 Whitehorse Road, Box Hill
 m. [Personal Information] | e. [Personal Information] [@dhhs.vic.gov.au](mailto:[Personal Information]@dhhs.vic.gov.au)

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

From: [Personal Information] (DJPR) [Personal Information] [@ecodev.vic.gov.au](mailto:[Personal Information]@ecodev.vic.gov.au)
Sent: Sunday, 21 June 2020 4:32 PM
To: [Personal Information] (DEDJTR) [Personal Information] [@ecodev.vic.gov.au](mailto:[Personal Information]@ecodev.vic.gov.au); [Personal Information] (DHHS) [@dhhs.vic.gov.au](mailto:[Personal Information]@dhhs.vic.gov.au)
Cc: [Personal Information] (DHHS) [Personal Information] [@dhhs.vic.gov.au](mailto:[Personal Information]@dhhs.vic.gov.au)
Subject: Re: Ministerial response - Support sought

Hi [Personal Information]

Can you send through the details of the complaint?
 I have cced Support Lead [REDACTED] to provide you with instructions.

Cheers

Personal Information

Senior Integrity, Governance and Compliance Officer, Ministerial and Portfolio Services
 Department of Jobs, Precincts and Regions
 Level 5, 1 Spring Street, Melbourne, Victoria Australia 3000
 M: [Personal Information] / E: [Personal Information] [@ecodev.vic.gov.au](mailto:[Personal Information]@ecodev.vic.gov.au)
[djpr.vic.gov.au](mailto:[Personal Information]@djpr.vic.gov.au)

From: [Personal Information] (DHHS) [Personal Information] [@dhhs.vic.gov.au](mailto:[Personal Information]@dhhs.vic.gov.au)
Sent: Sunday, June 21, 2020 2:43:54 PM
To: [Personal Information] (DJPR) [Personal Information] [@ecodev.vic.gov.au](mailto:[Personal Information]@ecodev.vic.gov.au)
Cc: [Personal Information] (DHHS) [Personal Information] [@dhhs.vic.gov.au](mailto:[Personal Information]@dhhs.vic.gov.au)
Subject: Ministerial response - Support sought

Hi [Personal Information]

We have a Ministerial request that we need to respond to. The required response relates to the provision of food at the Travelodge Hotel when it was operating as a quarantine hotel.

Can you please advise who at DJPR we could refer this to or seek a response from to enable a response to be put together.

Regards

Personal Information

Personal Information

Manager, Emergency Management, Eastern Metropolitan Region
Emergency Management Branch
Department of Health and Human Services
883 Whitehorse Road, Box Hill
m. Personal Information | e. Personal Information @dhhs.vic.gov.au

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From: [Personal Information]
Sent: Sat, 13 Jun 2020 16:23:53 +1000
To: StamfordPlaza (DHHS); [CCOC]; [Personal Information] (DJPR)
Cc: [Personal Information]; Tim Sullivan (DJPR); [Personal Information]
Subject: RE: Food issue

Hi [Personal Information] and team,

We understand the preference for cultural traditional food and always try to please where we can. It would although impossible to please every guest and deliver to all requests

- REDACTED** - Chef can you adjust these meals to rice and curry for every meal period?
- [Personal Information] - please note these meals may be repetitive to the guest as it may be the same curry every 2-3 days
- REDACTED** - would need specific to what to provide for [REDACTED] to assess if we can assist
- REDACTED** - maybe the guest is best off to place an order with Woolworth? We can provide a toaster. Please inform the guest that if they cause a fire alarm with burning toast a bill of \$3,000 from the MFB will be passed on to them
- REDACTED** - No problem we can deliver an extra adult meal

[Personal Information]

Can you please update your dietary list as per above and communicate to your team.

Thanks all

Regards

[Personal Information]

From: StamfordPlaza (DHHS) [Personal Information] <[Personal Information]@dhhs.vic.gov.au>
Sent: Saturday, 13 June 2020 2:35 PM
To: [CCOC] (DEDJTR) [Personal Information] <[Personal Information]@global.vic.gov.au>
Cc: [Personal Information] <[Personal Information]@spm.stamford.com.au>; [Personal Information] <[Personal Information]@stamford.com.au>; Tim Sullivan (DEDJTR) [Personal Information] <[Personal Information]@global.vic.gov.au>; [Personal Information] <[Personal Information]@spm.stamford.com.au>
Subject: RE: Food issue

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Hi [CCOC] one more added to list.

From: StamfordPlaza (DHHS)
Sent: Saturday, 13 June 2020 2:33 PM
To: [CCOC] (DJPR) [Personal Information] <[Personal Information]@global.vic.gov.au>
Cc: [Personal Information] <[Personal Information]@spm.stamford.com.au>; [Personal Information] <[Personal Information]@spm.stamford.com.au>; Tim Sullivan (DEDJTR) [Personal Information] <[Personal Information]@global.vic.gov.au>; [Personal Information] <[Personal Information]@spm.stamford.com.au>
Subject: RE: Food issue

Hi [CCOC]

Ali spoke to me also so I have CCDev him into this email.

Rooms with problems with the food are as follows:

RED – would like curry and Rice – is experiencing diarrhea from western food

RED – would like rice – experiencing stomach cramps from the food provided

RED – needs REDACTED Can't tolerate the REDACTED .

RE – Needs bread, yoghurt and chickpeas for REDACTE and would like toaster to toast the bread.

RED – would like an adult meal REDACTED please.

Sincerely

Personal Information

DHHS Team Leader Quarantine Hotel

From: CCOC (DJPR) Personal Information <@global.vic.gov.au>
Sent: Saturday, 13 June 2020 12:08 PM
To: StamfordPlaza (DHHS) <Personal Information @dhhs.vic.gov.au>
Cc: Personal Information @spm.stamford.com.au Personal Information @spm.stamford.com.au; Tim Sullivan (DEDJTR) Personal Information @global.vic.gov.au
Subject: RE: Food issue

Hi Personal

Thanks for informing, this does not look however would you be able to give me some more details. Could you please give me the exact number of guests who complained of stomach pains and toilet problems and also the room numbers and when it occurred etc for our record and better follow up. I will have chat with the Chef and we can discuss.

Kind regards,

CCOC

From: StamfordPlaza (DHHS) Personal Information @dhhs.vic.gov.au
Sent: Saturday, 13 June 2020 11:44 AM
To: CCOC (DJPR) Personal Information @global.vic.gov.au
Subject: Food issue

Hi CCOC

Many of the guests are complaining of stomach pains and toilet problems. The food being provided is not culturally appropriate and it is upsetting guests bellies and endurance in hotel quarantine. Is it possible to look at the meal plan and make sure there is rice being provided? I understand that this is the main issue.

Happy to discuss

Personal Information

DHHS Team Leader Quarantine Hotel

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From: Ad. Officer [REDACTED]
Sent: Tue, 16 Jun 2020 20:12:20 +1000
To: CCOC [REDACTED] (DJPR)
Subject: Fwd: PPE Training Wednesday 16/06/20

Hi [REDACTED]

All is well today. Infection Control Team will be coming to the hotel tomorrow to give PPE briefing to hotel staffs and Security.

Enjoy your day off tomorrow I'll keep you updated.

Kind regards,

Ad. Officer [REDACTED]

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From: Ad. Officer [REDACTED] Personal Information [REDACTED] @jarrahis.com.au>
Sent: Tuesday, June 16, 2020 8:05 pm
To: Personal Information [REDACTED]; DL SPM HOD [REDACTED] Personal Information [REDACTED]
Subject: Re: PPE Training Wednesday 16/06/20

Thanks so much [REDACTED] Personal [REDACTED] and Team!

Kind regards,

Ad. Officer [REDACTED]

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From: Personal Information [REDACTED] Personal Information [REDACTED] @stamford.com.au>
Sent: Tuesday, June 16, 2020 7:59:44 PM
To: Ad. Officer [REDACTED] Personal Information [REDACTED] @jarrahis.com.au>; Personal Information [REDACTED] @spm.stamford.com.au>; DL SPM HOD [REDACTED] Personal Information [REDACTED] @stamford.com.au>; Personal Information [REDACTED] @spm.stamford.com.au>
Subject: RE: PPE Training Wednesday 16/06/20

Hi [REDACTED] Ad. Officer [REDACTED]

Agreed 😊

HOD's, please note we'll cancel the 9.30am briefing and include any urgent items in the MGT meeting after the training.

Regards

Personal Inf [REDACTED]

Ad. Officer [REDACTED]

From: Personal Information [REDACTED] Personal Information [REDACTED] @jarrahis.com.au>
Sent: Tuesday, 16 June 2020 7:55 PM
To: Personal Information [REDACTED] @stamford.com.au> Personal Informa [REDACTED]

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Personal Info @spm.stamford.com.au>; DL SPM HOD [REDACTED] @stamford.com.au> Personal Information
 Personal Information @spm.stamford.com.au>

Subject: Re: PPE Training Wednesday 16/06/20

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Hi [REDACTED]

I mentioned this to [REDACTED] earlier if we can do the training in their base room (Security base room level 1?) however he said they can't do the briefing their. I suppose because guards use this room for their breaks and guards can be in and out from there.

Is their anyway we can maximise 2 hours 8am to 10am and I can inform [REDACTED] and the infection control team beforehand that we can only use Blenheim Room until 10am?

Kind regards,

Ad. Officer
 [REDACTED]

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From: [REDACTED] @stamford.com.au>
Sent: Tuesday, June 16, 2020 7:41:16 PM
To: Ad. Officer [REDACTED] @jarrahis.com.au>; [REDACTED] @spm.stamford.com.au>; DL SPM HOD [REDACTED] @stamford.com.au>; [REDACTED] @spm.stamford.com.au>
Subject: RE: PPE Training Wednesday 16/06/20

Hi [REDACTED]

Can the security training be conducted in their base room?

We plan to use the Blenheim room for another internal meeting after the 10.00am briefing.

Best regards

Personal Info
 [REDACTED]

From: [REDACTED] @jarrahis.com.au>
Sent: Tuesday, 16 June 2020 7:38 PM
To: [REDACTED] @stamford.com.au>; [REDACTED] @spm.stamford.com.au>; DL SPM HOD [REDACTED] @stamford.com.au>; [REDACTED] @spm.stamford.com.au>
Subject: Re: PPE Training Wednesday 16/06/20

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Great! Thank [REDACTED]

Ali- considering social distancing, Do you know the number of staffs who will be attending the briefing? I just want to work out the times where we can add Security Guards with hotel staffs in between. Otherwise we can do every 15 to 20mins briefing interval from 8am

Also given that we have Departures from 1pm. I'd like this briefing to be done before 1pm.

Kind regards,

Ad. Officer
[REDACTED]

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From: [REDACTED] [REDACTED] [@stamford.com.au](mailto:[REDACTED]@stamford.com.au)>
Sent: Tuesday, June 16, 2020 7:18:42 PM
To: [REDACTED] [@spm.stamford.com.au](mailto:[REDACTED]@spm.stamford.com.au)>; [REDACTED] [REDACTED] [@stamford.com.au](mailto:[REDACTED]@stamford.com.au)>;
[REDACTED] [@spm.stamford.com.au](mailto:[REDACTED]@spm.stamford.com.au)>; Ad. Officer [REDACTED]
[REDACTED] [@jarrahis.com.au](mailto:[REDACTED]@jarrahis.com.au)>
Subject: RE: PPE Training Wednesday 16/06/20

Team,

Blenheim room can hold a max of 20 people including the trainer to comply to the 4 sqm per 1 person rule.

Regards

[REDACTED]

From: [REDACTED] [@spm.stamford.com.au](mailto:[REDACTED]@spm.stamford.com.au)>
Sent: Tuesday, 16 June 2020 4:45 PM
To: DL SPM HOD [REDACTED] [@stamford.com.au](mailto:[REDACTED]@stamford.com.au)>; [REDACTED]
[REDACTED] [@spm.stamford.com.au](mailto:[REDACTED]@spm.stamford.com.au)>
Subject: PPE Training Wednesday 16/06/20

Hi All

DHHS Will be conducting PPE Training Tomorrow

Training Room : **Blenheim**

Training Times

08:00 AM

Housekeeping

10:00 AM

HOD's

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01:00 PM

Any other staff who wants to Join

If I can be of assistance, please do not hesitate to contact me

Kind Regards,

Assistant Front Office Manager
Stamford Plaza Melbourne

111 Little Collins Street | Melbourne | Victoria 3000

PHONE: [Redacted] | Direct: [Redacted]

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From: [Personal Information]
Sent: Mon, 8 Jun 2020 10:48:14 +1000
To: CCOC [Personal Information] (DJPR); Duty Manager (SPM), [Personal Information]
Cc: StamfordPlaza (DHHS), [Personal Information] (DJPR), [Personal Information]@gmail.com
Subject: RE: Complaint re bathroom cleanliness and personal hygiene supplies - Stamford Plaza

Hi [CCOC]

Thanks for letting me know about the below and let me check with our housekeeping team.

We have a cleaner that is scheduled to service the toilets every 2 hours from 7.00am to 7.00pm.

Regards

[Personal]

From: [CCOC] (DJPR), [Personal Information]@global.vic.gov.au>
Sent: Monday, 8 June 2020 10:16 AM
To: [Personal Information]@stamford.com.au>; Duty Manager (SPM) [Personal Information]@spm.stamford.com.au>; [Personal Information]@spm.stamford.com.au>
Cc: StamfordPlaza (DHHS), [Personal Information]@dhhs.vic.gov.au>; [Personal Information] (DJPR), [Personal Information]@global.vic.gov.au>; [Personal Information]@bigpond.com>; [Personal Information]@gmail.com
Subject: FW: Complaint re bathroom cleanliness and personal hygiene supplies - Stamford Plaza

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Hi [Personal]

There has been some complaints from the DHHS nurses in regards hygiene and hygiene supplies toilets.

Please see email below.

It would be much appreciated to verify the cleanliness and the supplies in the toilets more frequently.

More than happy to discuss.

Kind regards,

[CCOC]

From: StamfordPlaza (DHHS), [Personal Information]@dhhs.vic.gov.au>
Sent: Monday, 8 June 2020 6:28 AM
To: [CCOC] (DJPR), [Personal Information]@global.vic.gov.au>
Subject: Complaint re bathroom cleanliness and personal hygiene supplies - Stamford Plaza

Hi [CCOC]

How are you? Hope all is well.

The Nurses have made a complaint to the hotel and to me tonight regarding the state of the bathroom on the first floor (near the nurses station) at the Stamford Plaza.

- No liquid soap in the dispenser, only cake soap, which is not appropriate for infection control.
- Toilets so dirty that one of the nurses went and got some cleaning products from our supplies and put it into all the bowls.

There is high volume traffic with over 70 security working at the hotel, the DHHS, nursing and other support staff, all using these facilities. It is imperative that they are maintained to an appropriate standard and are sufficiently stocked with personal hygiene supplies.

We are advised by the hotel, that the cleaners are coming in a 7am and will clean /replenish the liquid soap. Hand sanitiser has been put in each bathroom for use in the interim.

Given volume of use of these amenities, could we please ensure that they are cleaned as frequently as is possible. I would think twice a day would be a minimum.

Could you please review this issue, discuss with hotel management and incoming DHHS T/L on duty to ensure an appropriate resolution.

Many Thanks Personal Information

DHHS Team Leader (Overnight)

Personal Information

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From: [Personal Inform]
Sent: Wed, 24 Jun 2020 15:59:28 +1000
To: [CCOC] (DJPR)
Subject: Alleged Injury Stamford Plaza

Hi [CCOC]

I just spoke to one of the Security guards called [Personal Information] and [RE] confirmed that [REDACTED] was instructed not to move after [RE] had a fall, that [Personal Inform] told [RE] that he is called [RE] as calling a nurse but [RE] did not consent to being looked at. The [RE] got up and went back to [RE] suite with [REDACTED]. [Personal Inform] also mentioned that an ambulance was called to come collect her from the Hotel. [Personal Inform] stated that we didn't know about the ambulance about 5-10 minute before DHHS organized it. Security are always the last to know.

That's all I can obtain for you, all the best and see you again at the Stamford when you come down

Regards

[Personal Information]

m: [Personal Information]

e: [Personal Inform]@bigpond.com

From: [CCOC] (DJPR) [mailto:[Personal Inform]@global.vic.gov.au]
Sent: Wednesday, June 24, 2020 2:14 PM
To: [Personal Inform]
Subject: RE: Alleged Injury Stamford Plaza

Thanks [Personal Inform]
 Really appreciate .

Cheers,

[CCOC]

From: [Personal Information]@bigpond.com>
Sent: Wednesday, 24 June 2020 1:54 PM
To: [CCOC] (DJPR) [Personal Inform]@global.vic.gov.au>
Cc: Tim Sullivan (DJPR) [Personal Information]@global.vic.gov.au>; [Ad. Officer]
 [Personal Information]@jarrahis.com.au>
Subject: RE: Alleged Injury Stamford Plaza

Hi [CCOC]

One of the Family Room escorts guard reported to me a [RE] who twisted [RE] ankle after jumping around the Family room.

If I recall correctly the guard asked [RE] if she was ok and [RE] said [RE] was fine, the guard then said [RE] was going to get a nurse to look at [RE] foot but [RE] declined and proceeded back to [RE] room.

To my knowledge the guest has made no other claims or reports about **RE** foot, this is the first I am hearing that it was fractured.

I will contact the guards on duty and get any other relevant information.

Regards

Personal Information

m: Personal Information

e: Personal Inf@bigpond.com

From: CCOC (DJPR) [mailto:Personal Informa@global.vic.gov.au]

Sent: Wednesday, June 24, 2020 1:17 PM

To: Personal Infor

Cc: Tim Sullivan (DJPR); Ad. Officer

Subject: FW: Alleged Injury Stamford Plaza

Importance: High

Hi Personal

Hope you are well .

Please see email below in regards a guest was injured while **RE** was doing his fresh walk during **RE** quarantine at Stamford Plaza.

Would you be able to forward me if you have any record of report that you had with the DHHS TL for that particular incident .

Kind regards,

CCOC

From: Ad. Officer <Personal Information@jarrahis.com.au>

Sent: Tuesday, 23 June 2020 6:04 PM

To: Tim Sullivan (DJPR) <Personal Information@global.vic.gov.au>

Cc: CCOC (DJPR) <Personal Informa@global.vic.gov.au>; Gonul Serbest (DJPR)

Personal information @global.vic.gov.au>

Subject: FW: Alleged Injury Stamford Plaza

Importance: High

Hi Tim,

Please see below email.

Thank you!

Kind regards,

Personal Informa

From: Personal Information <Personal Information@stamford.com.au>

Sent: Tuesday, 23 June 2020 5:37 PM

To: Ad. Officer <Personal Information@jarrahis.com.au>; CCOC (DJPR)

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Personal Information <[REDACTED]>
[@global.vic.gov.au](mailto:[REDACTED]@global.vic.gov.au)>

Cc: Personal Information <[REDACTED]>
[@spm.stamford.com.au](mailto:[REDACTED]@spm.stamford.com.au)> Personal Information <[REDACTED]>
[@spm.stamford.com.au](mailto:[REDACTED]@spm.stamford.com.au)>

Subject: Alleged Injury

Importance: High

Hi Ad. Officer [REDACTED] and CCOC [REDACTED]

Please see below – is there an incident report for this?

Regard

Personal In [REDACTED]

From: Stamford Website <[REDACTED]>
[@stamford.com.au](mailto:[REDACTED]@stamford.com.au)>
Sent: 22 June 2020 18:19
To: Reservations (SPM) <[REDACTED]>
[@spm.stamford.com.au](mailto:[REDACTED]@spm.stamford.com.au)>
Subject: Query from website for Stamford Plaza Melbourne

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

QUERY FROM STAMFORD WEBSITE

Stamford Hotel:Stamford Plaza Melbourne

From: Personal Information [REDACTED]

Guest Email: Personal Information <[REDACTED]>
[@gmail.com](mailto:[REDACTED]@gmail.com)

Phone: Personal Information [REDACTED]

Query: I was in quarantine in the Stamford Plaza a month or so ago and during our stay I fractured my foot. This happened on your premises and at the time we were taken out of our room for exercise. The injury happened in the function room in your facility.

My question is, who do we speak to regarding public liability cover for this incident? I am on crutches, unable to work and stranded with several medical accounts as a result of this.

With thanks

Personal Infor [REDACTED]

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DATE QUERY ENTERED (Sydney Time): 22 Jun 2020, 18:19

This email was sent by Stamford Corporate Office, PO Box 145, Rosebery NSW
1445 to reservations@spm.stamford.com.au

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From: [REDACTED] (DJPR)
Sent: Thu, 18 Jun 2020 16:34:24 +1000
To: DJPR COVID Accom-Lead (DJPR)
Subject: RE: For action: covid positive case and your role at Stamford Hotel - testing and self-quarantine requirements

No ,Not Yet

Regards,

[REDACTED]

From: DJPR COVID Accom-Lead (DJPR) [REDACTED] <[REDACTED]@ecodev.vic.gov.au>
Sent: Thursday, 18 June 2020 4:32 PM
To: [REDACTED] (DJPR) [REDACTED] <[REDACTED]@global.vic.gov.au>
Cc: Tim Sullivan (DJPR) [REDACTED] <[REDACTED]@global.vic.gov.au>
Subject: RE: For action: covid positive case and your role at Stamford Hotel - testing and self-quarantine requirements

Fantastic! Has DHHS been in contact with you?

Rachaele May
Operations Soteria (COVID-19)
DJPR Hotel Quarantine Agency Commander

[REDACTED] <[REDACTED]@ecodev.vic.gov.au>

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

M: [REDACTED]

[REDACTED] <[REDACTED]@agriculture.vic.gov.au>

djpr.vic.gov.au

From: [REDACTED] (DJPR) [REDACTED] <[REDACTED]@global.vic.gov.au>
Sent: Thursday, 18 June 2020 3:28 PM
To: DJPR COVID Accom-Lead (DJPR) [REDACTED] <[REDACTED]@ecodev.vic.gov.au>
Subject: RE: For action: covid positive case and your role at Stamford Hotel - testing and self-quarantine requirements

Dear Rachaele,
 Just wanted to let you know that results of my Covid 19 test came negative .

Kind regards,

[REDACTED]

From: DJPR COVID Accom-Lead (DJPR) [REDACTED] <[REDACTED]@ecodev.vic.gov.au>
Sent: Thursday, 18 June 2020 11:21 AM
To: [REDACTED] (DJPR) [REDACTED] <[REDACTED]@global.vic.gov.au>

Subject: RE: For action: covid positive case and your role at Stamford Hotel - testing and self-quarantine requirements

Thanks ^{CCOC} [REDACTED] all the best.

Let me know if we can help support you further in any way

Rachaele May
Operations Soteria (COVID-19)
DJPR Hotel Quarantine Agency Commander

Personal Information [REDACTED]

A / Executive Director Emergency Coordination and Resilience

Department of Jobs, Precincts and Regions

402 Mair Street Ballarat, Victoria Australia 3350

M ^{Personal Information} [REDACTED]

^{Personal Information} [REDACTED] [@agriculture.vic.gov.au](mailto:[REDACTED]@agriculture.vic.gov.au)

djpr.vic.gov.au

From: ^{CCOC} [REDACTED] (DJPR) ^{Personal Information} [REDACTED] [@global.vic.gov.au](mailto:[REDACTED]@global.vic.gov.au)>
Sent: Thursday, 18 June 2020 10:44 AM
To: DJPR COVID Accom-Lead (DJPR) ^{Personal Information} [REDACTED] [@ecodev.vic.gov.au](mailto:[REDACTED]@ecodev.vic.gov.au)>
Cc: Tim Sullivan (DJPR) ^{Personal Information} [REDACTED] [@global.vic.gov.au](mailto:[REDACTED]@global.vic.gov.au)>; Gonul Serbest (DJPR) ^{Personal Information} [REDACTED] [@global.vic.gov.au](mailto:[REDACTED]@global.vic.gov.au)>
Subject: RE: For action: covid positive case and your role at Stamford Hotel - testing and self-quarantine requirements

Hi Rachaele,

Noted and thank you for the advice. I have already done the test and waiting for the results will keep you updated.

Kind regards,

^{CCOC} [REDACTED]

From: DJPR COVID Accom-Lead (DJPR) <^{Personal Information} [REDACTED] [@ecodev.vic.gov.au](mailto:[REDACTED]@ecodev.vic.gov.au)>
Sent: Wednesday, 17 June 2020 12:32 PM
To: ^{CCOC} [REDACTED] (DJPR) <^{Personal Information} [REDACTED] [@global.vic.gov.au](mailto:[REDACTED]@global.vic.gov.au)>
Cc: Tim Sullivan (DJPR) <^{Personal Information} [REDACTED] [@global.vic.gov.au](mailto:[REDACTED]@global.vic.gov.au)>; Gonul Serbest (DJPR) ^{Personal Information} [REDACTED] [@global.vic.gov.au](mailto:[REDACTED]@global.vic.gov.au)>
Subject: For action: covid positive case and your role at Stamford Hotel - testing and self-quarantine requirements

Good afternoon ^{CCOC} [REDACTED],

I understand Tim Sullivan has spoken you about the positive diagnosis of COVID-19 in one of the security personnel at Stamford Hotel. The staff member worked two shifts prior to developing symptoms and while they may have been infectious. DHHS is working to identify close contacts of the case to advise them to quarantine and to monitor for symptoms.

A thorough clean will take place at the hotel today. Once complete, any staff who have worked since 1 June 2020 will not be allowed to work at the hotel or at any other location while DHHS undertakes its investigation.

As a precaution, and to further investigate the potential sources of this infection, DHHS request that all staff who have spent 30 minutes or more at the Stamford Plaza on or after 1 June 2020 to be tested for COVID-19.

You have been identified as working at the Stamford hotel for more than 30minutes on or after 1 June 2020.

As such you must follow the instructions in the attached letter. If you are do not have any symptoms there is no need for you to isolate while you await your results, but you should not work until you receive further instructions from DHHS.

You are encouraged to get tested today at your nearest testing facility, and to take the attached letter with you.

Guidance for self quarantining can be found here: <https://www.dhhs.vic.gov.au/self-quarantine-coronavirus-covid-19>

You may feel concerned about this and have a number of questions. Please give me a call, or the call the 24-hour coronavirus hotline 1800 675 398 if we can assist further.

Regards
Rachaele

Rachaele May
Operations Soteria (COVID-19)
DJPR Hotel Quarantine Agency Commander

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

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

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

djpr.vic.gov.au

From: Merrin Bamert (DHHS)
Sent: Wed, 17 Jun 2020 21:58:59 +1000
To: CCOC (DJPR); Personal Information Ad. Officer
Cc: Personal Information (DHHS); DJPR COVID Accom-Lead (DJPR)
Subject: Stamford Plaza Hotel update

Good evening

Please find an update below on the current public health approach to management of staff and contractors who worked at Stamford Plaza for the period 1-17 June inclusive.

The Department of Health and Human Services (the department) is currently investigating a case of coronavirus disease (COVID-19) in a contracted staff member who has worked at the Stamford Plaza Hotel on Little Collins Street. The staff member did not attend work while unwell and was tested quickly when they became unwell. However, the staff member did work two shifts (prior to developing symptoms) while they may have been infectious – these two shifts were on Saturday 13 June and Sunday 14 June.

Testing

- All staff members and contractors who spent 30 minutes or more at the Stamford Plaza Hotel between Monday June 1 and Wednesday 17 June are requested to undergo testing for COVID-19 as soon as possible
- Staff members should show the attached letter when they attend for testing

Close contacts

- Staff members and contractors who spent 30 minutes or more at the Stamford Plaza Hotel on Saturday 13 June and/or Sunday 14 June are now considered close contacts and are advised to quarantine for a period of 14 days. This includes all staff and contractors who worked day, afternoon or night shifts on Saturday 13 June and all staff and contractors who worked day or afternoon shifts on Sunday 14 June. It also includes security staff who worked the night shift on Sunday 14 June. Please advise these staff that the department will contact them individually with further information.
 - Quarantine means that staff/ contractors should stay at home or in their accommodation until 14 days after their last shift over the period 13-14 June:
 - o Staff/contractors should not leave their house or accommodation except to seek medical attention.
 - o Staff/contractors should stay in a different room to other people as much as possible. Sleep in a separate bedroom and use a separate bathroom if available
 - o Staff/contractors should not go to work, school, university, work or attend public places or events or use public transport or taxi services
 - o Where possible, staff/contracts should get others such as friends or family, who are not required to be quarantined, to get food or other necessities for them
 - As we continue to investigate the outbreak and get a clearer picture of staff movements we will continue to assess the contact status of staff.

Exposure site contacts

- Staff members and contractors who spent 30 minutes or more at the Stamford Plaza Hotel between Monday June 1 and Wednesday 17 June but did not work on Saturday 13 June OR Sunday 14 June are considered exposure site contacts. These staff may return to work if they can provide

evidence of a negative test result on or after 17 June 2020. Staff should be advised to be aware of COVID-19 symptoms. If they develop any symptoms, they should be advised not to attend work and to seek further testing.

The DHHS case and contact team will contact you with your results and further information.

For any concerns regarding your reporting line please contact Rachaele

Kind regards

Merrin

Merrin Bamert

Commander, Operation Soteria, 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

p [Personal Information] m [Personal Information]
e. [Personal Information]@dhhs.vic.gov.au

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