


IN THE MATTER OF *the Inquiries Act 2014*

AND IN THE MATTER OF a Board of Inquiry into the COVID019 Hotel Quarantine Program

**THIS IS ANNEXURE "E - TANJA SURWALD'S EMAIL - SWI-0001-0001-0005"
REFERRED TO IN THE WITNESS STATEMENT OF ERIC LINDSAY SMITH**

DATED: 17 / 8 / 20

.....


ERIC LINDSAY SMITH

From: REDACTED (DHHS) < >
Subject: RE: DHHS MHN REQUEST
Date: 24 April 2020 at 4:07:27 pm AEST
To: Eric Smith < >

Hi Eric

As discussed, here are the answer to your questions:

- Will our nurses be working as part of a medical team and if so who do they report to on a day to day basis? Your nurses will form part of a broader team comprising of two other nurses, and a GP either on-site or on-call. In addition, DHHS team leaders and Authorised Officers are on-site. Your nurses will report to their respective DHHS team leader.
- Will they be required to keep client notes and if so what will be required? Your nurses will be required to keep client notes. We are in the process of implementing a software solution to support this, but in the meantime our nurses are using printed health record forms or simply note paper, and filing in patient folders kept for that purpose.
- Could we be provided with a points of contact for all locations for when our nurses arrive?
Their point of contact will be the DHHS team leader on site. When they arrive they can ask for the team leader.
- Do you have something such as a duties list or role description for these positions so our staff are clear on your expectations?
Please see attached the position description, it is indicative, but overall we are expecting nurses to work to their scope of practice.
- I have assumed due to the anticipated tasks of assessing mental state and observing for any signs of risk that you will require Registered Psychiatric Nurses, not Psychiatric Enrolled Nurses? The former being degree qualified and trained to perform those tasks. That is correct – we

require registered psychiatric nurses please.

- Our nurses generally wear a uniform top in the form of a dark blue polo with our logo. Is it your preference they not wear uniform or wont it matter due to use of PPE? PPE will be provided and used when necessary. This includes gowns for use when indicated. We don't have a strong preference regarding uniform use otherwise.

- All nurses will have with them their agency identification badges
This is appropriate, thank you

- I assume for invoicing purposes that DHHS is our client. Are you able to provide me with information on who we send our invoices to? We will set up DHHS and each individual hotel on our allocations software to facilitate rostering/payroll/invoicing, that way you will be able to identify each nurse, shift and cost against each hotel. You may send your invoices to DHHSOpSoteriaEOC@dhhs.vic.gov.au. Attention to the Rostering Team Leader who will check the invoice, seek financial delegate approval and submit for payment. Setting up the invoices as you suggest will help this process greatly.

- Eventually we will be able to provide each of your team leaders with a roster in advance of our nurses attending each shift and at which location This would be ideal. The further out you are able to roster, the better.

- We will provide each team leader with contact information for the agency to cover 24/7 inquiries. Please see attached a current roster which has generic team leader contact numbers

- I'm assuming full PPE will be provided to our nurses but if you could confirm that would be great. Full PPE is provided. This includes surgical masks, P2/N95 masks, gowns, gloves and eye protection. We follow the DHHS guidelines for the rational use of PPE.

From: Eric Smith [REDACTED]
Sent: Friday, 24 April 2020 1:12 PM
To: REDACTED (DHHS)
<[REDACTED]>
Cc: [REDACTED]; Finance <finance@swingshift.com.au>;
[REDACTED]; [REDACTED];
<[REDACTED]>; [REDACTED];
<[REDACTED]>; [REDACTED];
<[REDACTED]>; [REDACTED];
<[REDACTED]>; [REDACTED];
<[REDACTED]>; Payroll <payroll@swingshift.com.au>;
[REDACTED]; [REDACTED];
<[REDACTED]>; [REDACTED];
<[REDACTED]>

Subject: RE: DHHS MHN REQUEST

Hi REDACTED

Thanks very much for taking my call earlier regarding our supply of mental health nurses to the hotel sites as discussed previously.

We are currently working on our list of nurses and contacting them to ensure their availability with a view to supplying as quickly as possible. We can probably do that as early as tomorrow if that is what you'd like us to do.

In the meantime it would be great if you could provide clarification on a number of matters:

- Will our nurses be working as part of a medical team and if so who do they report to on a day to day basis?
- Will they be required to keep client notes and if so what will be required?

- Could we be provided with a points of contact for all locations for when our nurses arrive?
- Do you have something such as a duties list or role description for these positions so our staff are clear on your expectations?
- I have assumed due to the anticipated tasks of assessing mental state and observing for any signs of risk that you will require Registered Psychiatric Nurses, not Psychiatric Enrolled Nurses? The former being degree qualified and trained to perform those tasks.
- Our nurses generally wear a uniform top in the form of a dark blue polo with our logo. Is it your preference they not wear uniform or wont it matter due to use of PPE?
- All nurses will have with them their agency identification badges
- I assume for invoicing purposes that DHHS is our client. Are you able to provide me with information on who we send our invoices to? We will set up DHHS and each individual hotel on our allocations software to facilitate rostering/payroll/invoicing, that way you will be able to identify each nurse, shift and cost against each hotel.
- Eventually we will be able to provide each of your team leaders with a roster in advance of our nurses attending each shift and at which location
- We will provide each team leader with contact information for the agency to cover 24/7 inquiries
- I'm assuming full PPE will be provided to our nurses but if you could confirm that would be great.

I think that's all for now Lillian. Thanks once again for providing us with the opportunity to support you during this difficult time, we will do our

best to provide you with the help you need.

Kind regards

Eric
Managing Director, SwingShift Nurses

From: REDACTED (DHHS)
[mailto:REDACTED]
Sent: Friday, 24 April 2020 10:59 AM
To: REDACTED <REDACTED.au>
Cc: Eric Smith REDACTED
Subject: RE: DHHS MHN REQUEST

Hi REDACTED

We have now been approved to use Swing Shift!

As discussed previously, what is your capacity to start rostering mental health nurses at (now) 15 hotel sites?

Thanks

REDACTED

From: REDACTED <REDACTED>
Sent: Thursday, 16 April 2020 11:36 AM
To: REDACTED (DHHS)
<REDACTED.lu>
Subject: RE: DHHS MHN REQUEST

Hi REDACTED

Thank you for your patience .

We can absolutely start looking at filling those shifts for you once we provide you with the rates.

Do you know how long roughly you will require these bookings for?

Thank you,

[REDACTED]

Allocations Consultant

[REDACTED]

Email: [REDACTED]



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From: REDACTED (DHHS)

[REDACTED]

Sent: Thursday, 16 April 2020 9:33 AM

To: [REDACTED]

Subject: RE: DHHS MHN REQUEST

Thanks [REDACTED] for your assistance. Ideally we would like nurses to start ASAP, so tomorrow if that is possible?

Lillian Manolopoulos

Operations Officer | Emergency Management
Regulation, Health Protection and Emergency Management
Department of Health and Human Services

[REDACTED]

From: REDACTED (DHHS) <[REDACTED]>
Sent: Thursday, 16 April 2020 9:09 AM
To: Lillian Manolopoulos (DHHS)
<[REDACTED]>
Subject: Fwd: DHHS MHN REQUEST

Hi Lill,

Over to you!

Get [Outlook for iOS](#)

From: [REDACTED] <[REDACTED]>
Sent: Thursday, April 16, 2020 8:57:54 AM
To: Tanja Surwald (DHHS) <[REDACTED]>
Subject: RE: DHHS MHN REQUEST

Thank you again REDACTED

I am liaising with finance and will be able to provide you with rates shortly.

When are you looking for these roles to commence?

Many thanks,

[REDACTED]
Allocations Consultant

[REDACTED]
 [REDACTED]
 [REDACTED]
Email: [REDACTED]



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From: [REDACTED] (DHHS) [REDACTED]
Sent: Wednesday, 15 April 2020 1:08 PM
To: [REDACTED]
Cc: StateEmergencyManagementCentre SEMC (DHHS); [REDACTED]
 [REDACTED] (DHHS)
Subject: RE: DHHS MHN REQUEST

Hi [REDACTED]

Travellers are Australians are being repatriated to Australia from a

variety of locations. We have recently had travellers returning from India, South America and South Korea for example. A majority of travellers were either on holiday, working overseas or visiting family/friends.

Warm regards,

REDACTED

[REDACTED]

State Control Centre

[REDACTED] | [REDACTED]

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

www.dhhs.vic.gov.au/emergency | www.emergency.vic.gov.au | 

@VicGovRecovery

From [REDACTED] <[REDACTED]>

Sent: Wednesday, 15 April 2020 12:53 PM

To: REDACTED (DHHS) <[REDACTED]>

Subject: RE: DHHS MHN REQUEST

Thank you so much [REDACTED]

A detailed role description would be wonderful thank you.

May I also ask where the travellers have arrived from?

The more information we have the greater our chances are of finding appropriate staff for you.

I am leaving today at 1300 and will be back in the office tomorrow at 0500.

Kind regards,

[REDACTED]
Allocations Consultant

[REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
Email [REDACTED]



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From: [REDACTED] (DHHS) ([REDACTED])
Sent: Wednesday, 15 April 2020 11:45 AM
To: [REDACTED] (DHHS); Victoria Millard
Subject: RE: DHHS MHN REQUEST

Hello [REDACTED],

In summary the role of the mental health nurse is to provide mental health risk assessments of travellers, and manage any travellers with a documented history of mental illness or other mental health conditions, or who are displaying emerging signs of risk. The registered nurses that

are currently rostered on at hotels are managing the swabbing for testing, general chronic disease management (such as blood glucose testing), and things such as wound care, so the mental health nurse will be providing an entirely different scope of practice to the general nursing.

There have been small numbers of travellers with trauma and a range of conditions, including claustrophobia, AOD complexities, depressive disorders etc. Other travellers have required medication management. There are GPs available and secondary consultations/referrals through Melbourne Health and the Alfred. There have been a very small number of travellers that have had very complex needs, which sit outside the scope of practice of a registered nurse and which is when a mental health nurse with a psychiatric background would have been necessary.

I will see if I can provide a more complete role description by tomorrow.

Warm regards,

REDACTED

Deputy State Health Coordinator
State Control Centre

m. [REDACTED]

Department of Health and Human Services | [REDACTED]

www.dhhs.vic.gov.au/emergency | www.emergency.vic.gov.au | 
@VicGovRecovery

From: [REDACTED] (DHHS)

<[REDACTED].au>

Sent: Wednesday, 15 April 2020 11:08 AM

To: [REDACTED] (DHHS) <[REDACTED]>

Subject: FW: DHHS MHN REQUEST

REDACTED
TED

could you please help me answer Victoria's question regarding duties?

From: [REDACTED] >

Sent: Wednesday, 15 April 2020 10:53 AM

To: REDACTED (DHHS)

[REDACTED] >

Subject: RE: DHHS MHN REQUEST

REDACTED
CTED

thank you so much for all of this information.

Can I ask for a brief description of the role and what duties our nurses would be expected to undertake?

Thank you.

[REDACTED]
Allocations Consultant

Telephone: + [REDACTED]

Facsimile: + [REDACTED]



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Agency accepts no responsibility for any subsequent loss, damage, cost or expense.

From: REDACTED (DHHS)

Sent: Wednesday, 15 April 2020 10:48 AM

To: [REDACTED]

Subject: DHHS MHN REQUEST

Hi [REDACTED]

Thank you for your time on the phone!

This is our requested staffing model:

Hotel	AM	PM	ND
All	1 MH RN	1 MH RN	1 MH RN

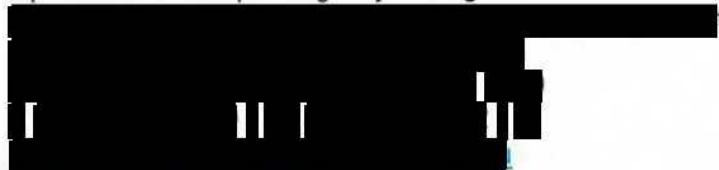
As discussed on the phone we require 24 hour coverage of all hotels including:

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Please let me know if you need any more information!

Many thanks

Lillian Manolopoulos
 Operations Officer | Emergency Management



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IN THE MATTER OF *the Inquiries Act 2014*

AND IN THE MATTER OF a Board of Inquiry into the COVID19 Hotel Quarantine Program

**THIS IS ANNEXURE "F – POSITION DESCRIPTION – SWI-0001-0001-0006"
REFERRED TO IN THE WITNESS STATEMENT OF ERIC LINDSAY SMITH**

DATED: 17/8/20

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ERIC LINDSAY SMITH

Registered Nurse (Mental Health)

Position purpose/summary

The Registered Nurse (Mental Health) will provide enhanced mental health triage services, brief interventions, immediate support and facilitated access to mental health services and follow up for individuals undertaking a period of hotel quarantine relating to the COVID-19 public health emergency.

Key Responsibilities

Reports to:	DHHS Team Leader (Hotel)
Key clients:	Individuals in quarantine due to COVID-19, including COVID-19 positive patients
Key Stakeholders:	Department of Health and Human Services (DHHS), DHHS team leaders, authorised officers, hotel staff and General Practitioners

Key accountabilities

Triage and Liaison

- Conduct mental health support, risk assessments and welfare checks for individuals in hotel quarantine
- Receive direct referrals from the welfare check team (DHHS and Alfred health staff)
- Ascertain level of severity of the individuals' condition
- Liaise with onsite nursing and medical team and DHHS staff for any safety, risk and behavioural management concerns

Crisis Management and Critical Incident Response

- Respond and manage crisis situations using de-escalation strategies and brief interventions
- Identify and efficiently conduct internal and external referral pathways, whichever is appropriate
- Be able to initiate and/or coordinate the involuntary process of treating an individual under the *Victorian Mental Health Act 2014* when voluntary measures have been exhausted and risks are imminent while safeguarding the individuals' rights and dignity

Delivery of Clinical Care

- Provide efficient, effective and responsive mental health checks for individuals in hotel quarantine
- Employ a holistic approach in treatment, incorporating the needs of the individual which encompasses their mental, psychosocial, environmental, cultural, spiritual, physical health and well-being
- Ensure compliance with all legislative and regulatory requirements including Duty of Care, Freedom of Information, Privacy Act, Sexual Harassment and Occupation Health and Safety
- Ensure that the delivery of care is in accordance with the National Mental Health and Australian Clinical Practice Guidelines

Qualifications and Registrations

- Approved qualification in Mental Health Nursing; Minimum: Graduate Diploma in Mental Health Nursing.
- Current and ongoing registration with Australian Health Practitioner Regulation Agency
- Credentialed Mental Health Nurse with the Australian College of Mental Health Nurses (ACMHN), or eligibility to become credentialed.

Experience

- Excellent triage skills.
- Extensive experience in the provision of mental health care, including mental health assessments, crisis management, general health checks and treatment interventions that use current evidence-based approaches.
- Experience working with people with culturally and linguistically diverse backgrounds.
- Experience working with people experiencing a range of mental health, substance use, and/or social challenges.

Knowledge and Skills

- Experience in the appropriate use and wearing of PPE
- Understanding of the principles and issues relevant to coordinated, multidisciplinary team approaches in the provision of mental health services.
- Exceptional interpersonal skills with the ability to work with people from diverse range of backgrounds.
- Ability to work independently and collaboratively.
- Excellent organisational and time management skills.
- A broad understanding of the mental health service system in Australia.
- High levels of professionalism, confidentiality and discretion.
- Adaptability and flexibility to changing work environments and requirements.