

OFFICIAL



Government of South Australia

Department of Human Services

Office of the Chief Executive

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North Terrace
Adelaide SA 5000

GPO Box 292
Adelaide SA 5001

DX115

Tel: 08 8413 9050
Fax: 08 8413 9002

ABN 11 525 031 744

Our ref: DHS/21/07309
Your ref: 11018550

Ms Nat Cook MP
Member for Hurtle Vale
PO Box 158
WOODCROFT SA 5162

By email: shadowhumanservices@parliament.sa.gov.au

Dear Ms Cook

I refer to your application under the *Freedom of Information Act 1991* (the FOI Act), received by the Department of Human Services (DHS) on 10 August 2021, seeking access to:

All documents including but not limited to briefing, emails, text messages, meeting minutes mentioning Highgate from Friday 30th of July to and including 10 August.

Ms Katherine Baldock from your office agreed to the following scope clarification::

Any and all documents relating to the distribution of the Pfizer COVID-19 vaccine to under 40s by the Department of Human Services at Highgate House, including emails, telecommunications and written notes. Timeframe: 30 July to 10 August 2021

I apologise that DHS did not make a determination within 30 days as required by the FOI Act. However, DHS has continued to process your application outside of this timeframe. Section 19(2)(a) of the Act provides that an agency can release documents outside of the thirty-day timeframe, and this is still taken to be a determination under the FOI Act.

DHS has located 43 documents that fall within the scope of your application and these documents are being released to you under section 19(2a). Please note that mobile phone numbers have been redacted from several documents, information that would have been considered exempt under clause 6(1) were DHS to have made a determination within required timeframes.

Please find enclosed a copy of the documents released and an accompanying schedule of documents.

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If you are dissatisfied with my determination, you can seek an internal review by writing to the Chief Executive, DHS, as the Principal Officer of the agency. Your request should be sent within 30 days of your receipt of this letter.

In accordance with the requirements of Premier and Cabinet Circular PC045, details of your FOI application, and the documents to which you are given access, may/will be published on the agency's disclosure log. A copy of PC045 can be found at <https://www.dpc.sa.gov.au/resources-and-publications/premier-and-cabinet-circulars>

If you have any questions in relation to this matter, please contact Fiona Braendler, Senior FOI Officer, on telephone 8413 9094 or by email at DHSFreedomofInformation@sa.gov.au. If you disagree with publication, you will need to advise the Senior FOI Officer within two weeks of the date of this determination.

Yours sincerely



Kelly Biggins
ACCREDITED OFFICER

09 / 02 / 2022

OFFICIAL**SCHEDULE OF DOCUMENTS – DHS/21/07309**

Freedom of information application from Nat Cook MP seeking access to any and all documents relating to the distribution of the Pfizer COVID-19 vaccine to under 40s by the Department of Human Services at Highgate Park, including emails, telecommunications and written notes. Timeframe: 30 July to 10 August 2021.

No	Author	Date	Description of document	Determination	Exemption
1.	Muriel Kirkby Director Accommodation Services Department of Human Services (DHS)	9/08/2021	Email: Clinic script	Released in part	Clause 6(1) – personal affairs
2.	Director Accommodation Services	9/08/2021	Email: Fwd: Highgate clinic error	Released in part	Clause 6(1) – personal affairs
3.	Laura Hofman A/Manager Public Affairs DHS	9/08/2021	Email: FW: Highgate clinic error	Released in part	Clause 6(1) – personal affairs
4.	Joe Young Executive Director Disability Services DHS	9/08/2021	Email: Fwd: Highgate clinic error	Released in part	Clause 6(1) – personal affairs
5.	Danielle Jiranek Executive Director COVID-19 Vaccination Program SA Health	9/08/2021	Email: FW: 3.30 urgent meeting Highgate link leak	Released in full	
6.	Tovah Green Nursing Director COVID Vaccination Program SA Health	9/08/2021	Email: RE: Highgate clinic error	Released in part	Clause 6(1) – personal affairs
7.	Danielle Jiranek Executive Director COVID-19 Vaccination Program SA Health	9/08/2021	Email: RE: URGENT RE: Highgate clinic error	Released in part	Clause 6(1) – personal affairs
8.	Lyn Metcalf Lead – DHS COVID-19 Response	9/08/2021	Email: RE: Highgate clinic error	Released in part	Clause 6(1) – personal affairs
9.	A/Manager Public Affairs	9/08/2021	Email: Media enquiries re Highgate	Released in part	Clause 6(1) – personal affairs

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No	Author	Date	Description of document	Determination	Exemption
10.	Katrina Stokes Media Advisor Office of the Premier	9/08/2021	Email: RE: Highgate Park	Released in full	
11.	Lead – DHS COVID-19 Response	9/08/2021	Email: RE: highgate	Released in part	Clause 6(1) – personal affairs
12.	Shelaye Boothey A/Director Communications and Engagement	9/08/2021	Email: Fwd: Draft lines for review - Highgate	Released in part	Clause 6(1) – personal affairs
13.	A/Director Communications and Engagement	9/08/2021	Email: Lines as requested	Released in full	
14.	Lois Boswell Chief Executive DHS	9/08/2021	Email: FW: Lines as requested	Released in part	Clause 6(1) – personal affairs
15.	A/Director Communications and Engagement	9/08/2021	Email: Fwd: Lines as requested use this one	Released in full	
16.	Beverly Barber Disability Lead and Vulnerable Group Lead – COVID-19 Vaccine Department for Health and Wellbeing	9/08/2021	Email: Re: Highgate	Released in part	Clause 6(1) – personal affairs
17.	Executive Director Disability Services	9/08/2021	Email: Fwd: Statement approved via Kat and sent to media	Released in full	
18.	Nicole Thomas Communications Lead Communications and Engagement	9/08/2021	Email: Fwd: Statement from the Department of Human Services - Highgate Park vaccine clinic	Released in part	Clause 6(1) – personal affairs
19.	A/Manager Public Affairs	9/08/2021	Email: FW: Statement from the Department of Human Services - Highgate Park vaccine clinic	Released in full	
20.	A/Director Communications and Engagement	9/08/2021	Email: Draft highgate Q + A	Released in full	
21.			Draft Q&A points Attachment to document 20	Released in full	

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No	Author	Date	Description of document	Determination	Exemption
22.	Executive Director Disability Services	10/08/2021	Email: Re: Managing ABC contributor - booked vaccer expectations	Released in part	Clause 6(1) – personal affairs
23.	Director Accommodation Services DHS	10/08/2021	Email: Re: Managing ABC contributor - booked vaccer expectations	Released in part	Clause 6(1) – personal affairs
24.	DHS:Media Monitoring	10/08/2021	Email: Media summary - Morning - Tuesday August 2021	Released in full	
25.			Advertiser article Attachment to document 24	Released in full	
26.	A/Manager Public Affairs	10/08/2021	Email: public links to Highgate Park booking form	Released in part	Clause 6(1) – personal affairs
27.	A/Director Communications and Engagement	10/08/2021	Email: RE: additional lines for media - requested by Kat	Released in part	Clause 6(1) – personal affairs
28.	A/Director Communications and Engagement	10/08/2021	Email: SA Health posts that promoted bookings	Released in part	Clause 6(1) – personal affairs
29.	Lead – DHS COVID-19 Response	10/08/2021	Email: press conference quotes from the tiser	Released in part	Clause 6(1) – personal affairs
30.	A/Director Communications and Engagement	10/08/2021	Email: prem's transcript	Released in part	Clause 6(1) – personal affairs
31.	A/Director Communications and Engagement	10/08/2021	Email: draft lines for media	Released in part	Clause 6(1) – personal affairs
32.	Executive Director Disability Services	10/08/2021	Email: Re: DHS and DHW update See document 35 for attachment	Released in full	
33.	Director Accommodation Services	10/08/2021	Email: Re: DHS and DHW update	Released in part	Clause 6(1) – personal affairs
34.	Chief Executive	10/08/2021	Email: Fwd: DHS and DHW update	Released in part	Clause 6(1) – personal affairs
35.			SA Health briefing Attachment to document 34	Released in part	Clause 6(1) – personal affairs
36.	Chief Executive	10/08/2021	Email: Re: draft lines for media	Released in part	Clause 6(1) – personal affairs

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No	Author	Date	Description of document	Determination	Exemption
37.	A/Director Communications and Engagement	10/08/2021	Email: urgent - lines for approval	Released in part	Clause 6(1) – personal affairs
38.	A/Director Communications and Engagement	10/08/2021	Email: lines as discussed	Released in part	Clause 6(1) – personal affairs
39.	A/Director Communications and Engagement	10/08/2021	Email: final lines sent to Kat	Released in part	Clause 6(1) – personal affairs
40.	A/Director Communications and Engagement	10/08/2021	Email: Tiser story on Highgate following Premier presser	Released in part	Clause 6(1) – personal affairs
41.	A/Manager Public Affairs	10/08/2021	Email: RE: lines to go out asap	Released in part	Clause 6(1) – personal affairs
42.	A/Director Communications and Engagement	10/08/2021	Email: Highgate staff	Released in part	Clause 6(1) – personal affairs
43.	Chief Executive	11/08/2021	Email: RE: chat about comms for Highgate	Released in part	Clause 6(1) – personal affairs

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Braendler, Fiona (DHS)

From: Kirkby, Muriel (DHS) <Muriel.Kirkby@sa.gov.au>
Sent: Monday, 9 August 2021 7:28 PM
To: Boswell, Lois (DHS); Young, Joe (DHS)
Cc: Boothey, Shelaye (DHS)
Subject: Clinic script

Hi Lois & Joe

I will go to Hlghgate in the morning and chat to the staff re: messaging for people coming for vaccinations they will say the following if everyone is comfortable with it.

Upon arrival, ask each person to provide evidence that they work in the disability or aged care sector (e.g. work identification, payslip, letter from their employer).

Tell people who have booked on -line but are not eligible that for a few hours on Monday 9th August, an error allowed anyone over the age of 18 to make a booking.

This has now been rectified.

All bookings made for this week will be honoured, including those vaccinated this week will have their second dose booked in.

For phone calls

They will follow the usual eligibility script.

The clinic is winding up with about 3 people left to go, what a day that was.

184 vaccines administered today.

825 booked in for the next 4 days.

Again we are sorry for the mess that this turned into today. The staff have been terrific today of course they are all feeling flat about whats happened.

Ngaityalya (Kurna, *thank you*)

Muriel Kirkby
Director, Accommodation Services
Department of Human Services
T:83721412 M: Clause 6(1)
muriel.kirkby@sa.gov.au

Braendler, Fiona (DHS)

From: Kirkby, Muriel (DHS) <Muriel.Kirkby@sa.gov.au>
Sent: Monday, 9 August 2021 2:09 PM
To: Young, Joe (DHS)
Subject: Fwd: Highgate clinic error

Ngaityalya (Kurna, *thank you*)

Muriel Kirkby
Director, Accommodation Services
Department of Human Services
T:83721412 M: [REDACTED] Clause 6(1)
muriel.kirkby@sa.gov.au

Begin forwarded message:

From: "Jiranek, Danielle (Health)" <Danielle.Jiranek@sa.gov.au>
Date: 9 August 2021 at 2:05:32 pm ACST
To: "Kirkby, Muriel (DHS)" <Muriel.Kirkby@sa.gov.au>, "Marshall, Lorraine (DHS)" <Lorraine.Marshall@sa.gov.au>
Cc: "Barclay, Ann (Health)" <Ann.Barclay3@sa.gov.au>, "Green, Tovah (Health)" <Tovah.Green@sa.gov.au>
Subject: FW: Highgate clinic error

Dear Muriel and Lorraine,

This is the twitter feed....can you confirm please that we are not informing people that anyone can attend? Can we have a chat later today about next steps?

DJ

The link has been picked up far and wide and when landing on the clinic page there is no info on who can go there, can this please be fixed ASAP and the clinic told who they can/can't accept?

Examples below, and also came up in press conference with the Premier today:

https://twitter.com/lur_ag/status/1424543451580751873?s=20



Chelsea Phillips
Manager, Marketing Communications

Corporate Communications
Department for Health and Wellbeing

Mob: Clause 6(1)
Email: chelsea.phillips@sa.gov.au
Web: www.sahealth.sa.gov.au

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Braendler, Fiona (DHS)

From: Hofman, Laura (DHS)
Sent: Monday, 9 August 2021 2:22 PM
To: Thomas, Nicole (DHS); Boothey, Shelaye (DHS); Metcalf, Lyn (DHS)
Subject: FW: Highgate clinic error

Importance: High

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I've just received this from SA Health – see Twitter post below claiming Highgate staff are advising callers that ANYONE over 18 can get a Pfizer shot there

From: Hammond, Claire (Health) <Claire.Hammond@sa.gov.au>
Sent: Monday, 9 August 2021 2:19 PM
To: Hofman, Laura (DHS) <Laura.Hofman@sa.gov.au>
Cc: Scanlan, Keely (Health) <Keely.Scanlan@sa.gov.au>
Subject: FW: Highgate clinic error
Importance: High

Hi Laura

As discussed, please see link to Tweet below.

We'll flick our statement past you once approved but will also refer outlets to you since DHS staff it.

Thanks

Claire

From: Phillips, Chelsea (Health)
Sent: Monday, 9 August 2021 1:59 PM
To: Jiranek, Danielle (Health); Hilliard, Cate (Health); Green, Tovah (Health); Mason, Cassie (Health)
Cc: Hammond, Claire (Health)
Subject: Highgate clinic error
Importance: High

Hi all,

I'm not sure who can fix this ASAP but the Highgate clinic have been accepting bookings from anyone.

In our comms we were clear they need to work in aged care or disability but it seems this is not being checked at the clinic and they are openly telling people they can get vaccinated there.

The link has been picked up far and wide and when landing on the clinic page there is no info on who can go there, can this please be fixed ASAP and the clinic told who they can/can't accept?

Examples below, and also came up in press conference with the Premier today:

https://twitter.com/lur_ag/status/1424543451580751873?s=20



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Braendler, Fiona (DHS)

From: Young, Joe (DHS) <Joe.Young@sa.gov.au>
Sent: Monday, 9 August 2021 2:37 PM
To: Metcalf, Lyn (DHS)
Subject: Fwd: Highgate clinic error

Begin forwarded message:

From: "Jiranek, Danielle (Health)" <Danielle.Jiranek@sa.gov.au>
Date: 9 August 2021 at 2:27:42 pm ACST
To: "Young, Joe (DHS)" <Joe.Young@sa.gov.au>
Cc: "Marshall, Lorraine (DHS)" <Lorraine.Marshall@sa.gov.au>, "Kirkby, Muriel (DHS)" <Muriel.Kirkby@sa.gov.au>, "Boothey, Shelaye (DHS)" <Shelaye.Boothey@sa.gov.au>, "Barber, Beverly (Health)" <Beverly.Barber@sa.gov.au>, "Green, Tovah (Health)" <Tovah.Green@sa.gov.au>, "Barclay, Ann (Health)" <Ann.Barclay3@sa.gov.au>, "Phillips, Chelsea (Health)" <Chelsea.Phillips@sa.gov.au>
Subject: RE: Highgate clinic error

Hi Joe

Thank you- we have killed the link already so that is good.

I think we now need to just regroup (meeting at 3.30) and determine our next steps

All of our communication to organisations already highlights that individuals need to show proof of employment (pay slip, staff ID card, letter from employer) so that was in place.

When we meet later today we can discuss

1. Confirm link is no longer functioning (Tovah)
2. Need to establish a new link (Tovah)
3. Comms of the new link to key stakeholders (Ann)
4. General comms to address what has happened today (Chelsea)
5. Process for dealing with individuals who arrive who are not eligible (DJ)
6. Other items

Regards

DJ

From: Young, Joe (DHS) <Joe.Young@sa.gov.au>
Sent: Monday, 9 August 2021 2:21 PM
To: Jiranek, Danielle (Health) <Danielle.Jiranek@sa.gov.au>
Cc: Marshall, Lorraine (DHS) <Lorraine.Marshall@sa.gov.au>; Kirkby, Muriel (DHS) <Muriel.Kirkby@sa.gov.au>; Boothey, Shelaye (DHS) <Shelaye.Boothey@sa.gov.au>; Barber, Beverly (Health) <Beverly.Barber@sa.gov.au>
Subject: FW: Highgate clinic error

OFFICIAL

Hi Danielle

I've spoken to Bev and asked that the link be killed as soon as possible for bookings. We will need to set up a new one and update our QR codes etc.

As you know the link went out broader to the NGO sector on Friday. While there has been a checking process in place for bookings that they need to confirm they are working in disability or aged care at the front desk, we will ensure there is very specific proof that any first bookings require specific proof of working in Residential Aged Care and Disability Services such as a letter or staff card.

I'm not sure if there's a way to email anyone that has booked?

Happy to discuss if you need.

Regards

Joe

Joe Young

Executive Director, Disability Services

Department of Human Services | Government of South Australia

O: 08 820 70418 M: Clause 6(1) | E: Joe.Young@sa.gov.au

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Begin forwarded message:

From: "Jiranek, Danielle (Health)" <Danielle.Jiranek@sa.gov.au>

Date: 9 August 2021 at 2:05:32 pm ACST

To: "Kirkby, Muriel (DHS)" <Muriel.Kirkby@sa.gov.au>, "Marshall, Lorraine (DHS)" <Lorraine.Marshall@sa.gov.au>

Cc: "Barclay, Ann (Health)" <Ann.Barclay3@sa.gov.au>, "Green, Tovah (Health)" <Tovah.Green@sa.gov.au>

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Dear Muriel and Lorraine,

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DJ

The link has been picked up far and wide and when landing on the clinic page there is no info on who can go there, can this please be fixed ASAP and the clinic told who they can/can't accept?

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Braendler, Fiona (DHS)

From: Green, Tovah (Health) <Tovah.Green@sa.gov.au>
Sent: Monday, 9 August 2021 2:54 PM
To: Jiranek, Danielle (Health); Young, Joe (DHS)
Cc: Marshall, Lorraine (DHS); Kirkby, Muriel (DHS); Boothey, Shelaye (DHS); Barber, Beverly (Health); Barclay, Ann (DPC); Phillips, Chelsea (Health); Hilliard, Cate (Health)
Subject: RE: Highgate clinic error

Hi Danielle,

I can confirm I have **turned off** the booking availability for this link for the private Highgate Park COVID_19 vaccination clinic.

The CVMS team are currently requesting a New link from Healthengine.

Please note that even with a new URL all vaccination clinics are searchable through internet search engines and can be found if the correct wording is entered.

Kind Regards

Tovah Green

Nursing Director | Digital Health Solution |

COVID Vaccination Program | SA Health

Clause 6(1) | Email: Tovah.green@sa.gov.au



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From: Jiranek, Danielle (Health) <Danielle.Jiranek@sa.gov.au>
Sent: Monday, 9 August 2021 2:28 PM
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Cc: Marshall, Lorraine (DHS) <Lorraine.Marshall@sa.gov.au>; Kirkby, Muriel (DHS) <Muriel.Kirkby@sa.gov.au>; Boothey, Shelaye (DHS) <Shelaye.Boothey@sa.gov.au>; Barber, Beverly (Health) <Beverly.Barber@sa.gov.au>; Green, Tovah (Health) <Tovah.Green@sa.gov.au>; Barclay, Ann (Health) <Ann.Barclay3@sa.gov.au>; Phillips, Chelsea (Health) <Chelsea.Phillips@sa.gov.au>
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Executive Director, Disability Services

Department of Human Services | Government of South Australia

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Cc: "Barclay, Ann (Health)" <Ann.Barclay3@sa.gov.au>, "Green, Tovah (Health)" <Tovah.Green@sa.gov.au>
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Braendler, Fiona (DHS)

From: Jiranek, Danielle (Health) <Danielle.Jiranek@sa.gov.au>
Sent: Monday, 9 August 2021 3:01 PM
To: Metcalf, Lyn (DHS); Phillips, Chelsea (Health); Young, Joe (DHS); Kirkby, Muriel (DHS); Marshall, Lorraine (DHS)
Cc: Hofman, Laura (DHS); Thomas, Nicole (DHS); Boothey, Shelaye (DHS); Hilliard, Cate (Health); Green, Tovah (Health); Mason, Cassie (Health); Leikas, Alisha (DHS); Barber, Beverly (Health)
Subject: RE: URGENT RE: Highgate clinic error

Thank you so much Lyn for your oversight of this issue.

We have an urgent meeting at 3.30 today to understand the current state, put in place alternative actions and manage comms. Muriel, Joe and Lorraine are invited to this.

DJ

From: Metcalf, Lyn (DHS) <LYN.METCALF2@sa.gov.au>
Sent: Monday, 9 August 2021 2:36 PM
To: Phillips, Chelsea (Health) <Chelsea.Phillips@sa.gov.au>; Young, Joe (DHS) <Joe.Young@sa.gov.au>; Kirkby, Muriel (DHS) <Muriel.Kirkby@sa.gov.au>; Marshall, Lorraine (DHS) <Lorraine.Marshall@sa.gov.au>
Cc: Hofman, Laura (DHS) <Laura.Hofman@sa.gov.au>; Thomas, Nicole (DHS) <Nicole.Thomas@sa.gov.au>; Boothey, Shelaye (DHS) <Shelaye.Boothey@sa.gov.au>; Jiranek, Danielle (Health) <Danielle.Jiranek@sa.gov.au>; Hilliard, Cate (Health) <Cate.Hilliard@sa.gov.au>; Green, Tovah (Health) <Tovah.Green@sa.gov.au>; Mason, Cassie (Health) <Cassie.Mason@sa.gov.au>; Leikas, Alisha (DHS) <Alisha.Leikas@sa.gov.au>; Barber, Beverly (Health) <Beverly.Barber@sa.gov.au>
Subject: URGENT RE: Highgate clinic error
Importance: High

OFFICIAL

Hi Chelsea

I've message our Exec Director Disability Services about this (Joe Young) and copied in Director Accommodation Services Muriel Kirkby who is overseeing the clinic.

Joe – Muriel – can you please urgently get to the bottom of this and either get in contact with Bev or Chelsea (Manager Marketing Communications SA Health on Clause 6(1))

I can confirm that ALL of our comms out from DHS regarding the clinic has been in line with messaging from SA Health regarding eligibility and the requirement to provide proof.

Joe and Muriel will be able to advise what has happened from a local level regarding the acceptance of appointments from anyone.

FYI, just before I was notified about this issue I received an email from someone who had booked online, but noticed they weren't asked about eligibility when booking. They said they're 23 and don't work in a high risk setting but was able to book – she asked if she should cancel. My response (attached) thanked her, confirmed she's not eligible and would need to cancel. I had assumed it was just a one off issue.

Kind regards

Lyn

From: Hofman, Laura (DHS) <Laura.Hofman@sa.gov.au>
Sent: Monday, 9 August 2021 2:22 PM
To: Thomas, Nicole (DHS) <Nicole.Thomas@sa.gov.au>; Boothey, Shelaye (DHS) <Shelaye.Boothey@sa.gov.au>; Metcalf, Lyn (DHS) <LYN.METCALF2@sa.gov.au>
Subject: FW: Highgate clinic error
Importance: High

OFFICIAL

I've just received this from SA Health – see Twitter post below claiming Highgate staff are advising callers that ANYONE over 18 can get a Pfizer shot there

From: Hammond, Claire (Health) <Claire.Hammond@sa.gov.au>

Sent: Monday, 9 August 2021 2:19 PM

To: Hofman, Laura (DHS) <Laura.Hofman@sa.gov.au>

Cc: Scanlan, Keely (Health) <Keely.Scanlan@sa.gov.au>

Subject: FW: Highgate clinic error

Importance: High

Hi Laura

As discussed, please see link to Tweet below.

We'll flick our statement past you once approved but will also refer outlets to you since DHS staff it.

Thanks

Claire

From: Phillips, Chelsea (Health)

Sent: Monday, 9 August 2021 1:59 PM

To:

Cc: Hammond, Claire (Health)

Subject: Highgate clinic error

Importance: High

Hi all,

I'm not sure who can fix this ASAP but the Highgate clinic have been accepting bookings from anyone.

In our comms we were clear they need to work in aged care or disability but it seems this is not being checked at the clinic and they are openly telling people they can get vaccinated there.

The link has been picked up far and wide and when landing on the clinic page there is no info on who can go there, can this please be fixed ASAP and the clinic told who they can/can't accept?

Examples below, and also came up in press conference with the Premier today:

https://twitter.com/lur_ag/status/1424543451580751873?s=20



Chelsea Phillips
Manager, Marketing Communications

Corporate Communications
Department for Health and Wellbeing

Mob: Clause 6(1)
Email: chelsea.phillips@sa.gov.au
Web: www.sahealth.sa.gov.au

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.SA.GOV.AU

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Braendler, Fiona (DHS)

From: Metcalf, Lyn (DHS) <LYN.METCALF2@sa.gov.au>
Sent: Monday, 9 August 2021 3:08 PM
To: Hofman, Laura (DHS); Boothey, Shelaye (DHS); Thomas, Nicole (DHS); Young, Joe (DHS); Kirkby, Muriel (DHS)
Subject: RE: Highgate clinic error

OFFICIAL

Thanks Laura
 Have copied in Joe and Muriel

From: Hofman, Laura (DHS) <Laura.Hofman@sa.gov.au>
Sent: Monday, 9 August 2021 3:07 PM
To: Boothey, Shelaye (DHS) <Shelaye.Boothey@sa.gov.au>; Thomas, Nicole (DHS) <Nicole.Thomas@sa.gov.au>; Metcalf, Lyn (DHS) <LYN.METCALF2@sa.gov.au>
Subject: FW: Highgate clinic error

OFFICIAL

FYI – SA Health statement

From: Scanlan, Keely (Health) <Keely.Scanlan@sa.gov.au>
Sent: Monday, 9 August 2021 3:06 PM
To: Hammond, Claire (Health) <Claire.Hammond@sa.gov.au>; Hofman, Laura (DHS) <Laura.Hofman@sa.gov.au>
Subject: RE: Highgate clinic error

Hi Laura,
 FYI – please see out statement below.

Statement from SA Health

Dedicated vaccination clinics have been set up to provide COVID-19 Pfizer vaccinations to Disability and Aged Care staff, regardless of age.

Anyone with a booking should provide evidence of their employment by way of a payslip, work identification or a letter from their employer.

Thanks,
 Keely

From: Hammond, Claire (Health) <Claire.Hammond@sa.gov.au>
Sent: Monday, 9 August 2021 2:19 PM
To: Hofman, Laura (DHS) <Laura.Hofman@sa.gov.au>
Cc: Scanlan, Keely (Health) <Keely.Scanlan@sa.gov.au>
Subject: FW: Highgate clinic error

Importance: High

Hi Laura

As discussed, please see link to Tweet below.

We'll flick our statement past you once approved but will also refer outlets to you since DHS staff it.

Thanks

Claire

From: Phillips, Chelsea (Health)
Sent: Monday, 9 August 2021 1:59 PM
To: Jiranek, Danielle (Health); Hilliard, Cate (Health); Green, Tovah (Health); Mason, Cassie (Health)
Cc: Hammond, Claire (Health)
Subject: Highgate clinic error
Importance: High
 Hi all,

I'm not sure who can fix this ASAP but the Highgate clinic have been accepting bookings from anyone. In our comms we were clear they need to work in aged care or disability but it seems this is not being checked at the clinic and they are openly telling people they can get vaccinated there. The link has been picked up far and wide and when landing on the clinic page there is no info on who can go there, can this please be fixed ASAP and the clinic told who they can/can't accept? Examples below, and also came up in press conference with the Premier today:
https://twitter.com/lur_ag/status/1424543451580751873?s=20



Chelsea Phillips
Manager, Marketing Communications

Corporate Communications
Department for Health and Wellbeing

Mob: Clause 6(1)
Email: chelsea.phillips@sa.gov.au
Web: www.sahealth.sa.gov.au



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Braendler, Fiona (DHS)

From: Hofman, Laura (DHS)
Sent: Monday, 9 August 2021 3:32 PM
To: Boothey, Shelaye (DHS)
Cc: Thomas, Nicole (DHS); Metcalf, Lyn (DHS)
Subject: Media enquiries re Highgate

OFFICIAL

Hi Shelaye,

In addition to Nine who showed up on site, the following have now all called our media line seeking a statement on Highgate:

- ABC
- Seven
- Ten
- Advertiser

The Advertiser (Andrew Hough) has also asked:

- is there any investigation as to how this got confused/the origins into it
- do we know how many people might have got the Pfizer who were outside of the eligibility criteria

We'll sit tight until the statement is approved.

Thanks,

Laura Hofman

A/Manager Public Affairs | Communications and Engagement

Department of Human Services

M: Clause 6(1) | E: laura.hofman@sa.gov.au

24 hour media line (08) 8413 9049

www.dhs.sa.gov.au

I work part-time: Monday – Thursday



I recognise I live and work on Kaurna country. I pay my respects to elders past, present and emerging. I acknowledge the long history and enduring connection Aboriginal people have with this land.

Braendler, Fiona (DHS)

From: Stokes, Katrina (DPC)
Sent: Monday, 9 August 2021 3:54 PM
To: Boothey, Shelaye (DHS)
Cc: Hofman, Laura (DHS)
Subject: RE: Highgate Park

Hi Shelaye,

Once the lines are ready (and approved as discussed) could they please be sent to:

Mike Lorigan (9)
Hannah Foord (7)
Allan Murrell (10) on deadline now for 5pm news

Thank you,

Katrina Stokes
Media Advisor
Office of the Premier of South Australia



**Office of the Premier
of South Australia**

Level 15, State Administration Centre, 200 Victoria Square Adelaide
E: katrina.stokes@sa.gov.au | **W:** www.premier.sa.gov.au

Braendler, Fiona (DHS)

From: Metcalf, Lyn (DHS)
Sent: Monday, 9 August 2021 4:20 PM
To: Boothey, Shelaye (DHS); Thomas, Nicole (DHS); Quinlan, Sarah (DHS)
Cc: Leikas, Alisha (DHS); Wright22, Rachel (DHS)
Subject: RE: highgate

OFFICIAL

Hey Sarah

Just looping you in.

There was a bit of an issue with the Highgate Pfizer clinic that meant that a whole bunch of ineligible people were able to book in.

Shelaye is sorting out the lines for this that will need to be posted to our socials when she gives the go ahead.

Nicole will confirm with you about the need to remove existing posts about the Highgate Pfizer clinic – please follow her instructions on that.

Thanks!

Lyn

From: Boothey, Shelaye (DHS) <Shelaye.Boothey@sa.gov.au>
Sent: Monday, 9 August 2021 4:17 PM
To: Metcalf, Lyn (DHS) <LYN.METCALF2@sa.gov.au>; Thomas, Nicole (DHS) <Nicole.Thomas@sa.gov.au>
Cc: Leikas, Alisha (DHS) <Alisha.Leikas@sa.gov.au>
Subject: Re: highgate

THanks Lyn

When Lois has approved the lines, we need to post to our social media as well.

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From: Metcalf, Lyn (DHS) <LYN.METCALF2@sa.gov.au>
Sent: Monday, August 9, 2021 4:15:00 PM
To: Thomas, Nicole (DHS) <Nicole.Thomas@sa.gov.au>; Boothey, Shelaye (DHS) <Shelaye.Boothey@sa.gov.au>
Cc: Leikas, Alisha (DHS) <Alisha.Leikas@sa.gov.au>
Subject: highgate

OFFICIAL

Hi Nicole

When the media response to Highgate issue has been dealt with, and I presume there'll be a new link for booking Highgate, will you update the QR code in the video?

Also do we need to ask Sarah to remove the Highgate post off Facebook and any other social media?

Thanks

Lyn

Ngaityalya,
(Kurna, *thank you*)

Lyn Metcalf (she/her)

Lead – DHS COVID-19 Response

Corporate Communications

Communications & Engagement | Department of Human Services

M: Clause 6(1) | E: lyn.metcalf2@sa.gov.au

www.dhs.sa.gov.au



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Braendler, Fiona (DHS)

From: Boothey, Shelaye (DHS) <Shelaye.Boothey@sa.gov.au>
Sent: Monday, 9 August 2021 4:23 PM
To: Young, Joe (DHS)
Subject: Fwd: Draft lines for review - Highgate

OFFICIAL

Fyi...what I sent Lois before the 3.30pm meeting.

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From: Boothey, Shelaye (DHS) <Shelaye.Boothey@sa.gov.au>
Sent: Monday, 9 August 2021, 3:24 pm
To: Boswell, Lois (DHS)
Subject: Draft lines for review - Highgate

Hi

Pls see below.

Highgate Park was established as a dedicated vaccine clinic to ensure those who work in the disability and aged care sector can access COVID-19 vaccination.

Upon arrival, people are required to provide evidence that they work in the disability or aged care sector (e.g. work identification, payslip, letter from their employer).

For a few hours today, an error allowed anyone over the age of 18 to make a booking. This has now been rectified.

option 1...however **we will honour all vaccination bookings made today**. (Not recommended as could be seen as queue jumping)

Option 2....Booking made by those who are not disability or aged care workers will be cancelled.

Our priority remains vaccinating those working in the disability and aged care sector as soon as possible.

Fyi

Statement from SA Health

Dedicated vaccination clinics have been set up to provide COVID-19 Pfizer vaccinations to Disability and Aged Care staff, regardless of age.

Anyone with a booking should provide evidence of their employment by way of a payslip, work identification or a letter from their employer

Laura Hofman

A/Manager Public Affairs | Communications and Engagement

Department of Human Services

M: 0466 792 946 | E: laura.hofman@sa.gov.au

24 hour media line (08) 8413 9049

www.dhs.sa.gov.au

I work part-time: Monday – Thursday



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I recognise I live and work on Kurna country. I pay my respects to elders past, present and emerging. I acknowledge the long history and enduring connection Aboriginal people have with this land.

Braendler, Fiona (DHS)

From: Boothey, Shelaye (DHS)
Sent: Monday, 9 August 2021 4:37 PM
To: Boswell, Lois (DHS)
Cc: Young, Joe (DHS)
Subject: Lines as requested

OFFICIAL

Highgate Park was established as a dedicated vaccine clinic to ensure those who work in the disability and aged care sector can access COVID-19 vaccination.

Upon arrival, people are required to provide evidence that they work in the disability or aged care sector (e.g. work identification, payslip, letter from their employer).

For a few hours today, a system error allowed anyone over the age of 18 to make a booking.

This has now been rectified.

All bookings made for this week will be honoured, including those vaccinated today and requiring a second dose.

(recommended) All others will be contacted to check eligibility.

We encourage anyone working in the disability and aged care sector to be vaccinated immediately through our dedicated clinic at Highgate or another service.

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Braendler, Fiona (DHS)

From: Boswell, Lois (DHS)
Sent: Monday, 9 August 2021 4:47 PM
To: Boothey, Shelaye (DHS)
Subject: FW: Lines as requested

OFFICIAL

This is approved

OFFICIAL

Highgate Park was established as a dedicated vaccine clinic to ensure those who work in the disability and aged care sector can access COVID-19 vaccination.

Upon arrival, people are required to provide evidence that they work in the disability or aged care sector (e.g. work identification, payslip, letter from their employer).

For a few hours today, a system error allowed anyone over the age of 18 to make a booking.

This has now been rectified.

All bookings made for this week will be honoured

All others will be contacted to check eligibility.

We encourage anyone working in the disability and aged care sector to be vaccinated immediately through our dedicated clinic at Highgate or another service.

Lois Boswell

Chief Executive

Department of Human Services | Government of South Australia

Level 8 Riverside Centre, North Terrace, Adelaide SA 5000 | GPO Box 292, Adelaide SA 5001

Ph: (08) 841 54306 Mob: [REDACTED] | lois.boswell@sa.gov.au



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Braendler, Fiona (DHS)

From: Boothey, Shelaye (DHS)
Sent: Monday, 9 August 2021 5:12 PM
To: Stokes, Katrina (DPC)
Subject: Fwd: Lines as requested use this one

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From: Boothey, Shelaye (DHS) <Shelaye.Boothey@sa.gov.au>

Sent: Monday,

Highgate Park was established as a dedicated vaccine clinic to ensure those who work in the disability and aged care sector can access COVID-19 vaccination.

Upon arrival, people are required to provide evidence that they work in the disability or aged care sector (e.g. work identification, payslip, letter from their employer).

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All bookings made for this week will be honoured, including those vaccinated today and requiring a second dose.

All others will be contacted to check eligibility.

We encourage anyone working in the disability and aged care sector to be vaccinated immediately through our dedicated clinic at Highgate or another service.

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Braendler, Fiona (DHS)

From: Barber, Beverly (Health) <Beverly.Barber@sa.gov.au>
Sent: Monday, 9 August 2021 5:19 PM
To: Frater, Don (Health)
Cc: Jiranek, Danielle (Health); Logie, Jon (Health); Young, Joe (DHS); Barclay, Ann (DPC)
Subject: Re: Highgate

I agree. Option one is best

Sent from my iPhone

On 9 Aug 2021, at 4:33 pm, Frater, Don (Health) <Don.Frater@sa.gov.au> wrote:

My gut tells me option 1 is the better one

From: Jiranek, Danielle (Health) <Danielle.Jiranek@sa.gov.au>
Sent: Monday, 9 August 2021 4:30 PM
To: Frater, Don (Health) <Don.Frater@sa.gov.au>
Cc: Logie, Jon (Health) <Jon.Logie@sa.gov.au>; Barber, Beverly (Health) <Beverly.Barber@sa.gov.au>; Young, Joe (DHS) <Joe.Young@sa.gov.au>; Barclay, Ann (Health) <Ann.Barclay3@sa.gov.au>
Subject: Highgate

Dear Don

We had a good meeting with the DHS team just now and below is an update

Context

It seems there were two issues that arose with Highgate

1. The Health Engine functionality allows for individuals who access the link to be able to share this and it can then bypass any eligibility checker. We always knew this was a risk
2. The clinic commenced with a new receptionist today who was not fully aware that the clinic was not open to individuals who were not aged care of disability workers and when people called to check eligibility to the clinic misinformation was provided

These two issues in combination create some issues with cancelling appointments that have been made.

Quantum of the issue

We believe that between 2,000 – 3,000 individuals may have taken advantage of the situation to book in. Social media was advocating that the clinic was open to anyone above 18.

Our indicative data shows that on Friday there were approximately 400 bookings for the 12 weeks of operation and currently (at the time of stopping the link) there were 4183 bookings for August and 2,532 in September.

Some of these may be

- eligible parties – namely aged care and disability workers,
- some may be currently eligible for Pfizer under CW guidelines (40- 59 year olds)
- some may not be eligible at all for Pfizer currently – (16 – 39 or over 60)

Decision points and Actions

DHW and DHS have communication ready to go out to explain the situation

We need to decide between the following

Option one - say it is a system issue and simply honour all bookings made (given that some people did bother to check and were told they could book).

To mitigate this we will potentially seek to keep the clinic open for a couple of extra weeks. We also know that ASPEN are extending their clinics at Medindie and Minda to allow for more appointments so aged care and disability workers will still have opens

Option two- communicate that this was a system glitch and if people do not meet the aged care and disability criteria then they are not eligible to attend and will be turned away. If we do this, we will need to consider how this is communicated, potential backlash and also manage those who may attend. We may need to support DHS with security during clinic hours.

Option three – a work in progress – get information on the individuals who are under 40 and notify them if they are not RACW or disability workers they are not eligible and they have to cancel their booking and they will be turned away. This is a midway compromise. Those who can receive Pfizer now can still attend even if they are not disability or aged care.

Happy to chat and assist further where possible.

DJ

Danielle Jiranek

Executive Director

COVID-19 Vaccination Program

Department for Health and Wellbeing

Email: gdq.hcn@ndqhnC.vd.tj.ry.tlx

Mobile: **Clause 6(1)**

OFFICIAL

<image001.jpg>

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Braendler, Fiona (DHS)

From: Young, Joe (DHS) <Joe.Young@sa.gov.au>
Sent: Monday, 9 August 2021 5:47 PM
To: Kirkby, Muriel (DHS)
Subject: Fwd: Statement approved via Kat and sent to media

Begin forwarded message:

From: "Boothey, Shelaye (DHS)" <Shelaye.Boothey@sa.gov.au>
Date: 9 August 2021 at 5:18:32 pm ACST
To: "Boswell, Lois (DHS)" <Lois.Boswell@sa.gov.au>, "Young, Joe (DHS)" <Joe.Young@sa.gov.au>
Subject: Statement approved via Kat and sent to media

OFFICIAL

Hi

Final statement below. Minister's office wanted to keep line about honouring second doses.

I am working on polishing Q and As and will send back to you Joe to review before finalising with Lois. Kat wants the Q and A this evening to brief Minister and Premier for AM radio.

Statement from a DHS spokesperson:

Highgate Park was established as a dedicated vaccine clinic to ensure those who work in the disability and aged care sector can access COVID-19 vaccination.

Upon arrival, people are required to provide evidence that they work in the disability or aged care sector (e.g. work identification, payslip, letter from their employer).

For a few hours today, an error allowed anyone over the age of 18 to make a booking.

This has now been rectified.

All bookings made for this week will be honoured, including those vaccinated today and requiring a second dose.

All others will be contacted to check eligibility.

We encourage anyone working in the disability and aged care sector to be vaccinated immediately through our dedicated clinic at Highgate or another service.

Braendler, Fiona (DHS)

From: Thomas, Nicole (DHS) <Nicole.Thomas@sa.gov.au>
Sent: Monday, 9 August 2021 6:00 PM
To: Metcalf, Lyn (DHS); Kirkby, Muriel (DHS); Marshall, Lorraine (DHS); Young, Joe (DHS); Jackie.Burman@sa.gov.au; Dimas, Lauren (DHS); Hutchesson, Penny (DHS)
Subject: Fwd: Statement from the Department of Human Services - Highgate Park vaccine clinic

Regards Nicole Thomas,
Clause 6(1)

From: Hofman, Laura (DHS) <Laura.Hofman@sa.gov.au> on behalf of DHS:Media <DHSmedia@sa.gov.au>
Sent: Monday, August 9, 2021 5:25:33 PM
To: DHS:Media <DHSmedia@sa.gov.au>
Subject: Statement from the Department of Human Services - Highgate Park vaccine clinic

OFFICIAL

Please use this version

Statement from a Department of Human Services spokesperson

Highgate Park was established as a dedicated vaccine clinic to ensure those who work in the disability and aged care sector can access COVID-19 vaccination.

Upon arrival, people are required to provide evidence that they work in the disability or aged care sector (e.g. work identification, payslip, letter from their employer).

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This has now been rectified.

All bookings made for this week will be honoured, including those vaccinated today and requiring a second dose.

All others will be contacted to check eligibility.

We encourage anyone working in the disability and aged care sector to be vaccinated immediately through dedicated clinics or another service.

+++

DHS Media

Department of Human Services

E: dhsmedia@sa.gov.au

24 hour media line (08) 8413 9049

www.dhs.sa.gov.au

Braendler, Fiona (DHS)

From: Hofman, Laura (DHS)
Sent: Monday, 9 August 2021 6:09 PM
To: Boothey, Shelaye (DHS); Quinlan, Sarah (DHS)
Cc: Fleming, Laura (DHS); Thomas, Nicole (DHS)
Subject: FW: Statement from the Department of Human Services - Highgate Park vaccine clinic

OFFICIAL

Hi all,

I've posted to Twitter and Facebook. Didn't post to LinkedIn or Instagram because there was no activity relating to this issue on those platforms.

Will leave the office shortly but I'm available on the mobile if needed.

Loz

From: Hofman, Laura (DHS) <Laura.Hofman@sa.gov.au> **On Behalf Of** DHS:Media
Sent: Monday, 9 August 2021 5:26 PM
To: DHS:Media <DHSmedia@sa.gov.au>
Subject: Statement from the Department of Human Services - Highgate Park vaccine clinic

OFFICIAL

Please use this version

Statement from a Department of Human Services spokesperson

Highgate Park was established as a dedicated vaccine clinic to ensure those who work in the disability and aged care sector can access COVID-19 vaccination.

Upon arrival, people are required to provide evidence that they work in the disability or aged care sector (e.g. work identification, payslip, letter from their employer).

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All others will be contacted to check eligibility.

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+++

DHS Media

Department of Human Services

E: dhsmedia@sa.gov.au

24 hour media line (08) 8413 9049

www.dhs.sa.gov.au

Braendler, Fiona (DHS)

From: Boothey, Shelaye (DHS) <Shelaye.Boothey@sa.gov.au>
Sent: Monday, 9 August 2021 7:25 PM
To: Young, Joe (DHS)
Cc: Boswell, Lois (DHS)
Subject: Draft highgate Q+A

OFFICIAL

Hi Joe

What a fun day!

I've put the Q+A in a word doc and revised a little, but still require some additional info - including numbers if we have them?

Can you take a look and add any info that you have.

We do not need to forward to Minister's office as yet. Just want to be prepared if there is a request.

Thanks Shelaye

Q&A re: Highgate clinic

When was the clinic established?

The clinic opened for residential aged care and disability workers on 2 August 2020

Why was the clinic established?

The clinic, along with another clinic in Enfield, were opened by the State Government to support the vaccine rollout for residential aged care and disability workers.

How many vaccinations have been given so far?

410 up until (Friday) 6 August 2021

When did the error occur?

Monday, 9 August 2021

How many bookings were made by ineligible people?

How many vaccinations have been given/will be given to people who were not eligible?

Is it rectified? Yes

Will the bookings be honoured?

People who made bookings for this week will be honoured. This includes those who were vaccinated today and will require a second dose.

Will there still be sufficient vaccines for aged and disability workers?

Absolutely, any disability or aged care workers should book into get their vaccine as soon as possible.

Braendler, Fiona (DHS)

From: Young, Joe (DHS)
Sent: Tuesday, 10 August 2021 9:44 AM
To: Thomas, Nicole (DHS)
Cc: Marshall, Lorraine (DHS); Kirkby, Muriel (DHS); Boothey, Shelaye (DHS); Hofman, Laura (DHS)
Subject: Re: Managing ABC contributor - booked vaccer expectations

We are meeting health about the contact will go. Expect it will be text message to reaffirm eligibility criteria and to cancel if you are not.

On 10 Aug 2021, at 9:42 am, Thomas, Nicole (DHS) <Nicole.Thomas@sa.gov.au> wrote:

OFFICIAL

Hello Lorraine and Muriel,

Can you please be aware of this gentleman (summary of comments below), who spoke with ABC radio this morning which suggested they will follow up with him.

Can you have one of your most senior callers undertake his contact re: an appointment scheduled for next week? Please let me know how the call goes with him and the outcome so that we are aware of what he might say on ABC next.

If he indicates an employer or attempts forgery, can we verify with said employer?

(I thought I heard his name as Adrian not Hadrian - if that helps identify and I thought he said he was booked in for Monday next week.)

Hadrian Cox [phonetic], Adelaide resident (ABC RADIO ADELAIDE 7.11-7.15) Highgate COVID vaccination clinic administering Pfizer vaccine to any age group

(Clarke: What happened at this Highgate Park clinic where for a blink yesterday it seemed that anybody could go and get themselves a Pfizer vaccine ... at this Highgate Park vaccination clinic people were booking and getting it done. Somebody who could book yesterday is Hadrian Cox, good morning ... now you were able to book yesterday at this clinic, how did you find out about it?) I actually had a text message from a friend in Melbourne about it so I just went online straight away and I was able to book within 20 minutes of receiving the message. *(Clarke: So someone interstate has seen this ... and then gone ... get yourself into it and you were able to get there and do it.)* Yeah so actually prior to this happening I had been asking around trying to find a way to get vaccinated without being eligible and thinking about the ethics around that and I decided that there is vaccines going to waste so **I am going to do whatever I can to get vaccinated.** *(Clarke: On the news last night we were seeing people walking out saying yeah we got it, it's all done and dusted, have you actually got your first shot or did you make an appointment yesterday.)* I made an appointment so I'm booked in for next week. *(Clarke: And since then I understand that the clinic itself or rather the Department of Human Services ... they've said that they are going to ring people who are booked for next week and you might not have that honoured. Is that your understanding of it?)* Yeah that's what I've heard **but ... they are not checking eligibility and health staff want people to be vaccinated, anyone could forge a letter from an employer saying they work in aged care and get a vaccine.** *(Clarke: When you say they are not checking eligibility, what do you mean by that ...?)* At the centre. There is no checks. *(Clarke: The statement from the Department of Human Services because we went to Health last night and then Human Services put their hands up, they've actually said that if you go*

here you are supposed to show your ID that you work in one of these places that aged care or disability but I guess for this window yesterday that didn't matter, you could just ring up and get it.) Yep that's right. (Clarke: Hadrian lets stay in touch and see what happens because from the sounds of it you will get a phone call some time today or in the next couple of days. They have said that they are going to honour anybody that's booked this week but if you are on that Monday I'd love to know what happens if we can.) Yeah sure no worries. (Clarke: ... the full statement from the Department of Human Services or a spokesperson ... said that, 'It was established as a dedicated vaccine clinic to ensure those who worked in disability or aged care sectors can access COVID-19 vaccinations. Upon arrival people are required to provide evidence they work in the disability or aged care sector. For a few hours today ... an error allowed anyone over the age of 18 to make a booking. So this has now been rectified.' We will follow up on that, we have put in a request to speak to somebody from Health, we were sent over to Human Services, we put in a request to speak to someone from there as well.)

Regards,

Nicole Thomas

Communications Lead (Disability) | Communications and Engagement

Department of Human Services

M: **0448 355 058** | E: nicole.thomas@sa.gov.au | P: 8207 0108 (in office M, alt-T & Th)

24 hour media line (08) 8413 9049

www.dhs.sa.gov.au

[<Outlook-dfz3nqon.png>](#)

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[<Outlook-dk3qfs3x.png>](#)

[<Outlook-wq5g2ibk.png>](#)

I recognise I live and work on Kurna country. I pay my respects to elders past, present and emerging. I acknowledge the long history and enduring connection Aboriginal people have with this land.

Braendler, Fiona (DHS)

From: Kirkby, Muriel (DHS)
Sent: Tuesday, 10 August 2021 9:48 AM
To: Thomas, Nicole (DHS)
Cc: Marshall, Lorraine (DHS); Young, Joe (DHS); Boothey, Shelaye (DHS); Hofman, Laura (DHS); Connor, Terence (DHS)
Subject: Re: Managing ABC contributor - booked vaccer expectations

Yes, we will work it through. We have left our phones off this morning but will work through next steps with Health later today.

Terry FYI keep an eye out for our mystery caller.

Ngaityalya (Kurna, *thank you*)

Muriel Kirkby
Director, Accommodation Services
Department of Human Services
T:83721412 M: [REDACTED] Clause 6(1)
muriel.kirkby@sa.gov.au

On 10 Aug 2021, at 9:42 am, Thomas, Nicole (DHS) <Nicole.Thomas@sa.gov.au> wrote:

OFFICIAL

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Melbourne about it so I just went online straight away and I was able to book within 20 minutes of receiving the message. (Clarke: So someone interstate has seen this ... and then gone ... get yourself into it and you were able to get there and do it.) Yeah so actually prior to this happening I had been asking around trying to find a way to get vaccinated without being eligible and thinking about the ethics around that and I decided that there is vaccines going to waste so **I am going to do whatever I can to get vaccinated.** (Clarke: On the news last night we were seeing people walking out saying yeah we got it, it's all done and dusted, have you actually got your first shot or did you make an appointment yesterday.) I made an appointment so I'm booked in for next week. (Clarke: And since then I understand that the clinic itself or rather the Department of Human Services ... they've said that they are going to ring people who are booked for next week and you might not have that honoured. Is that your understanding of it?) Yeah that's what I've heard **but ... they are not checking eligibility and health staff want people to be vaccinated, anyone could forge a letter from an employer saying they work in aged care and get a vaccine.** (Clarke: When you say they are not checking eligibility, what do you mean by that ...?) At the centre. There is no checks. (Clarke: The statement from the Department of Human Services because we went to Health last night and then Human Services put their hands up, they've actually said that if you go here you are supposed to show your ID that you work in one of these places that aged care or disability but I guess for this window yesterday that didn't matter, you could just ring up and get it.) Yep that's right. (Clarke: Hadrian **lets stay in touch and see what happens because from the sounds of it you will get a phone call some time today or in the next couple of days. They have said that they are going to honour anybody that's booked this week but if you are on that Monday I'd love to know what happens if we can.**) Yeah sure no worries. (Clarke: ... the full statement from the Department of Human Services or a spokesperson ... said that, 'It was established as a dedicated vaccine clinic to ensure those who worked in disability or aged care sectors can access COVID-19 vaccinations. Upon arrival people are required to provide evidence they work in the disability or aged care sector. For a few hours today ... an error allowed anyone over the age of 18 to make a booking. So this has now been rectified.' We will follow up on that, we have put in a request to speak to somebody from Health, we were sent over to Human Services, we put in a request to speak to someone from there as well.)

Regards,

Nicole Thomas

Communications Lead (Disability) | Communications and Engagement

Department of Human Services

M: **Clause 6(1)**

| E: nicole.thomas@sa.gov.au | P: 8207 0108 (in office M, alt-T & Th)

24 hour media line (08) 8413 9049

www.dhs.sa.gov.au





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Braendler, Fiona (DHS)

From: DHS:Media Monitoring <DHSMediaMonitoring@sa.gov.au>
Sent: Tuesday, 10 August 2021 9:57 AM
To: DL:DHS Media Monitoring
Subject: Media summary – Morning – Tuesday 10 August 2021
Attachments: 2021-08-10-Blunder sparks frenzy for Pfizer.pdf; 2021-08-10-No thought on gambling addiction.pdf

OFFICIAL**Media summary – Morning – Tuesday 10 August 2021****OVERVIEW****COVID-19**

- The state's Coronavirus Transition Committee will meet this morning to discuss social distancing rules.
- Hundreds of young Adelaide residents will get a Pfizer Covid-19 vaccine after an official clinic wrongly expanded access over fears of vial waste. In the blunder, more than 1000 people booked their Pfizer jab at the state government operated Highgate Park clinic, at Fullarton, on Monday.
- Victoria has recorded 20 new local cases of coronavirus.

FAMILIES AND COMMUNITIES

- The man responsible for Crown Perth's electronic gambling machines told the Western Australian royal commission he gave no consideration to gambling addiction issues when buying new machines for the casino.

+++

IN DETAIL**COVID-19****The state's Coronavirus Transition Committee will meet this morning to discuss social distancing rules | ABC Radio**

The Premier, Steven Marshall says while he's keen for restrictions to be removed the committee will take local and interstate outbreaks into consideration.

Premier: "Density caps, masks and all activities we want to review all of them, we want to lift them as quickly as we possibly can, but we don't want South Australia going into a lockdown situation; we know how punishing a lockdown is on populations right around the country at the moment."

There's been some confusion about who can get a Pfizer COVID-19 vaccine in Adelaide - [ABC News - Adelaide vaccination clinic briefly opens to everyone over 18](#)

One State government-run clinic appears to have offered under-40s the jab even though they're not officially eligible. In SA, people under 40 can only get a Pfizer vaccine if they live in a regional area or are in a priority group.

However, some young people say they've been able to book and receive a Pfizer jab at the Highgate Park Clinic, one of three clinics set up by the State Government specifically for aged care staff. SA Health says eligibility has not been broadened and anyone who makes a booking needs to show evidence of being a disability or aged care worker.

Highgate COVID vaccination clinic administering Pfizer vaccine to any age group | ABC Radio

(Clarke: What happened at this Highgate Park clinic where for a blink yesterday it seemed that anybody could go and get themselves a Pfizer vaccine ... at this Highgate Park vaccination clinic people were booking and getting it done. Somebody who could book yesterday is Hadrian Cox, good morning ... now you were able to book yesterday at this clinic, how did you find out about it?) I actually had a text message from a friend in Melbourne about it so I just went online straight away and I was able to book within 20 minutes of receiving the message.

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(Clarke: And since then I understand that the clinic itself or rather the Department of Human Services ... they've said that they are going to ring people who are booked for next week and you might not have that honoured. Is that your understanding of it?) Yeah that's what I've heard but ... they are not checking eligibility and health staff want people to be vaccinated, anyone could forge a letter from an employer saying they work in aged care and get a vaccine. *(Clarke: When you say they are not checking eligibility, what do you mean by that ...?)* At the centre. There is no checks.

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(Clarke: Hadrian lets stay in touch and see what happens because from the sounds of it you will get a phone call some time today or in the next couple of days. They have said that they are going to honour anybody that's booked this week but if you are on that Monday I'd love to know what happens if we can.) Yeah sure no worries.

(Clarke: ... the full statement from the Department of Human Services or a spokesperson ... said that, 'It was established as a dedicated vaccine clinic to ensure those who worked in disability or aged care sectors can access COVID-19 vaccinations. Upon arrival people are required to provide evidence they work in the disability or aged care sector. For a few hours today ... an error allowed anyone over the age of 18 to make a booking. So this has now been rectified.' We will follow up on that, we have put in a request to speak to somebody from Health, we were sent over to Human Services, we put in a request to speak to someone from there as well.)

Hundreds of young Adelaide residents will get a Pfizer Covid-19 vaccine after an official clinic wrongly expanded access over fears of vial waste | The Advertiser

Hundreds of young Adelaide residents will get a Pfizer Covid-19 vaccine after an official clinic wrongly expanded access over fears of vial waste. In the blunder, more than 1000 people booked their Pfizer jab at the state government operated Highgate Park clinic, at Fullarton, on Monday.

The Department for Human Services (DHS) clinic, which is for disability and aged-care sector workers only, sparked a frenzy after staff said it was accepting patients aged over 18. Staff expressed concerns of slow demand, triggering fears Pfizer doses would be wasted.

FAMILIES AND COMMUNITIES

The man responsible for Crown Perth's electronic gambling machines told the Western Australian royal commission he gave no consideration to gambling addiction issues when buying new machines for the casino | The Australian

James Sullivan, Crown Perth's gaming product manager for the past 17 years, also said the casino ignored the potential social implications of tweaking the its rewards program to entice patrons into gambling for longer.

The commission also heard how Crown pushed the state's casino regulator, the Gaming and Wagering Commission, for legislative changes that would all but "collapse" the distinction between Crown Perth's electronic gaming machines and the pokies that have long been banned in WA.

The royal commission is investigating whether Crown is suitable to continue holding WA's only casino licence.
+++ ENDS +++

Blunder sparks a frenzy for Pfizer

Adelaide Advertiser, Adelaide by Andrew Hough Jason Katsaras
General News - Page 6 - ID 1485312791 - Photo: No - Type: News Item - Size:
536.00cm²

10 Aug 2021

ANDREW HOUGH JASON KATSARAS HUNDREDS of young Adelaide residents will get a Pfizer Covid-19 vaccine after an official clinic wrongly expanded access over fears of vial waste.

In the blunder, more than 1000 people booked their Pfizer jab at the state government-operated Highgate Park clinic, at Fullarton, on Monday.

The Department for Human Services (DHS) clinic, which is for disability and aged-care sector workers only, sparked a frenzy after staff said it was accepting patients aged over 18.

Staff expressed concerns of slow demand, triggering fears Pfizer doses would be wasted.

But after crisis talks between DHS and SA Health, which did not provide any direction for the clinic to expand eligibility, officials announced bookings would be honoured.

A DHS spokeswoman refused to say how many slots were taken, but it is understood more than 1000 people secured a booking.

"For a few hours . an error allowed anyone over the age of 18 to make a booking," she said.

"This has now been rectified.

"All bookings made for this week will be honoured, including those . requiring a second dose." An SA Health spokeswoman said anyone who booked at the clinic in future would need evidence of employment through a pay slip, work identification or a work letter. SA Health is also investigating plans for drivethrough vaccination clinics.

"We continue to investigate opportunities and plan for expanding access to the Covid-19 vaccine," a spokeswoman said.

In South Australia, those older than 16 in regional areas are eligible for a Pfizer jab while patients younger than 40 can seek AstraZeneca through their GP. Federal advice restricts Pfizer to people aged up to 59. Commonwealth figures show 22.13 per cent of the adult population is fully vaccinated.

SA's Covid-19 officials meet today to debate lifting of the hard Victoria border and if any public restrictions can ease.

A week after one of its most "robust" meetings, the transition committee will review 50 per cent density, home gathering caps of 10 people, mask use and border restrictions.

Chief public health officer, Professor Nicola Spurrier will also update her advice on indoor sport and spectators, which is currently capped at one person per player.

She will also give an update on various Covid-19 outbreaks across the country and mask rules in public locations.

Officials say top of the agenda will be cross-border and public activity restrictions.

Prof Spurrier warned a Covid-19 testing slump risked delays to the easing of restrictions, imposed after the Modbury cluster and lockdown.

Daily rates have fallen below 5000 for the past four days with just 3820 on Sunday.

Prof Spurrier said more than 8000 daily tests gave confidence about Covid-19 levels.

"Testing is key to our success and crucial to South Australians enjoying fewer restrictions in our everyday lives," she said.

Last week, Police Commissioner Grant Stevens approved the lifting of regional Victorian borders but reversed his decision hours later after that state's sixth lockdown.

Premier Steven Marshall said officials wanted to lift restrictions "as quickly as we possibly can".

SA Health recorded no new cases on Monday.

The cluster has 22 patients, while 17 people linked to the outbreak are in quarantine.

Braendler, Fiona (DHS)

From: Hofman, Laura (DHS)
Sent: Tuesday, 10 August 2021 10:52 AM
To: Boothey, Shelaye (DHS)
Subject: public links to Highgate Park booking form

OFFICIAL

Hi Shelaye,

As mentioned...

In this [SA Health COVID-19 Update](#), if you click on the words Highgate Park it takes you to the HealthEngine booking form to book in at Highgate.

The same link is in this [SA Health facebook post](#).

Kind regards,

Laura Hofman

A/Manager Public Affairs | Communications and Engagement

Department of Human Services

M: Clause 6(1) | E: laura.hofman@sa.gov.au

24 hour media line (08) 8413 9049

www.dhs.sa.gov.au

I work part-time: Monday – Thursday



I recognise I live and work on Kurna country. I pay my respects to elders past, present and emerging. I acknowledge the long history and enduring connection Aboriginal people have with this land.

Braendler, Fiona (DHS)

From: Boothey, Shelaye (DHS) <Shelaye.Boothey@sa.gov.au>
Sent: Tuesday, 10 August 2021 10:54 AM
To: Young, Joe (DHS)
Cc: Boswell, Lois (DHS); Kirkby, Muriel (DHS)
Subject: RE: additional lines for media - requested by Kat

OFFICIAL

Absolutely.

From: Young, Joe (DHS) <Joe.Young@sa.gov.au>
Sent: Tuesday, 10 August 2021 10:54 AM
To: Boothey, Shelaye (DHS) <Shelaye.Boothey@sa.gov.au>
Cc: Boswell, Lois (DHS) <Lois.Boswell@sa.gov.au>; Kirkby, Muriel (DHS) <Muriel.Kirkby@sa.gov.au>
Subject: Re: additional lines for media - requested by Kat
 Can we please take out administration staff I don't want blame with them. Can we just say incorrect information was provided to callers about their eligibility.

On 10 Aug 2021, at 10:50 am, Boothey, Shelaye (DHS) <Shelaye.Boothey@sa.gov.au> wrote:

OFFICIAL

Hi
 We have time – so let's wait until after the 11am meeting and see what info falls out of that. We can then tighten up the lines.
What we have so far:
 An issue with the booking software allowed people over the age of 18 to make an appointment, without asking for eligibility.
 In addition, for a short time yesterday administrative staff provided incorrect information to callers about their eligibility.
 These issue have now been rectified.
 DHS will honour bookings made for this week. All others will be contacted via text to check eligibility and cancel those ineligible.
 The Highgate clinic is dedicated to aged care and disability workers who work with our most vulnerable, including those who have underlying health conditions.
 It is appropriate that these workers are given priority vaccinations.
 At no time have vaccinations gone to waste at the clinic. The number of vaccinations drawn on a daily basis matches the number of bookings.

From: Young, Joe (DHS) <Joe.Young@sa.gov.au>
Sent: Tuesday, 10 August 2021 10:27 AM
To: Boothey, Shelaye (DHS) <Shelaye.Boothey@sa.gov.au>
Cc: Boswell, Lois (DHS) <Lois.Boswell@sa.gov.au>; Kirkby, Muriel (DHS) <Muriel.Kirkby@sa.gov.au>
Subject: Re: additional lines for media - requested by Kat
 Health will need to agree on the software issue as I'm not sure that's able to be fixed
 Suggest this line around administration.
 For a short time yesterday there was some confusion about eligibility information given to callers to the centre. This has now been rectified.
 There's a meeting at 11 with health about contact with people, I'm expecting that we will be able to text people to say that you've booked into Highgate, it is only for disability and aged care and you will need to evidence your eligibility. If you are ineligible please cancel your booking.

On 10 Aug 2021, at 10:21 am, Boothey, Shelaye (DHS) <Shelaye.Boothey@sa.gov.au> wrote:

OFFICIAL

Hi

Media are following the story today – their main interest is:

- are vaccines going to waste at the clinic
- the glitch must have been for more than a few hours as people could book online last week and over the weekend – how did this occur?

Draft lines: Joe – how are contacting people and what are we saying – is it via text?

An issue with the booking software allowed people over the age of 18 to make an appointment, without asking for eligibility.

In addition, for a short time yesterday administrative staff provided incorrect information to callers about their eligibility to be vaccinated. (optional but provides context)

These issues have now been rectified. DHS will honour bookings made for this week. For all other bookings, people will be contacted XXXXX

The Highgate clinic is dedicated to aged care and disability workers who work with our most vulnerable, including those who have underlying health conditions.

It is appropriate that these workers are given priority vaccinations. At no time have vaccinations gone to waste at the clinic. The number of vaccinations drawn on a daily basis matches the number of bookings.

Thoughts?

Thanks Shelaye

What we said yesterday:

Please use this version

Statement from a Department of Human Services spokesperson

Highgate Park was established as a dedicated vaccine clinic to ensure those who work in the disability and aged care sector can access COVID-19 vaccination.

Upon arrival, people are required to provide evidence that they work in the disability or aged care sector (e.g. work identification, payslip, letter from their employer).

For a few hours today, an error allowed anyone over the age of 18 to make a booking.

This has now been rectified.

All bookings made for this week will be honoured, including those vaccinated today and requiring a second dose.

All others will be contacted to check eligibility.

We encourage anyone working in the disability and aged care sector to be vaccinated immediately through dedicated clinics or another service.

Shelaye Boothey

Acting Director | Communications and Engagement

Department of Human Services

Level 4 Riverside Building, North Terrace, Adelaide SA 5000

M: Clause 6(1) | E: Shelaye.boothey@sa.gov.au | W: www.dhs.sa.gov.au

<image001.png>

<image002.png>

<image003.png>

Braendler, Fiona (DHS)

From: Boothey, Shelaye (DHS)
Sent: Tuesday, 10 August 2021 11:11 AM
To: Boswell, Lois (DHS); Young, Joe (DHS); Kirkby, Muriel (DHS)
Subject: SA Health posts that promoted bookings

OFFICIAL

Hi

FYI – see below – these are the posts from SA Health that started the run on bookings.... The posts are still live, but the links no longer accept bookings.

In this [SA Health COVID-19 Update](#), if you click on the words Highgate Park it takes you to the HealthEngine booking form to book in at Highgate.

COVID-19 vaccine update

Dedicated vaccination clinics have opened in [Highgate Park](#), [Enfield](#) and [Medindie](#) to provide COVID-19 Pfizer vaccinations to residential aged care facility (RACF) staff, regardless of age.

All RACF staff are eligible, including health practitioners, personal care workers, kitchen staff, cleaners and administrative staff.

Staff are required to provide evidence of their employment by way of a payslip, work identification or a letter from their employer.

For more information on eligibility, visit [Booking your vaccination appointment](#).

The same link is in this [SA Health facebook post](#).



SA Health ✓

29 July at 23:45 · 🌐

Dedicated vaccination clinics have opened to provide COVID-19 Pfizer vaccinations to residential aged care facility (RACF) staff, regardless of age.

All RACF staff are eligible, including health practitioners, personal care workers, kitchen staff, cleaners and administrative staff.

Staff are required to provide evidence of their employment by way of a payslip, work identification or a letter from their employer.

Book now:

- Highgate Park - bit.ly/3rEBFSU
- Enfield - bit.ly/3iZcKWk
- Medindie - bit.ly/2VgK2rC



For more information on eligibility, visit www.sahealth.sa.gov.au/covidvaccine

Shelaye Boothey

Acting Director | Communications and Engagement

Department of Human Services

Level 4 Riverside Building, North Terrace, Adelaide SA 5000

M: Clause 6(1) | E: Shelaye.boothey@sa.gov.au | W: www.dhs.sa.gov.au



/ HumanServicesSA



/ HumanServicesSA



/ HumanServicesSA

Braendler, Fiona (DHS)

From: Metcalf, Lyn (DHS)
Sent: Tuesday, 10 August 2021 12:39 PM
To: Boothey, Shelaye (DHS)
Subject: press conference quotes from the tiser

OFFICIAL

<https://www.adelaidenow.com.au/coronavirus/watch-live-could-sa-restrictions-ease-further-today/news-story/9372327adoa99f44fd96501544310ed2>

Asked about Pfizer Covid vaccinations [offered to under-40s at a Highgate Park clinic](#), Mr Marshall called it “human error”. Only vaccination appointments made this week will be honoured.

“There was a human error – I don’t have the full details of that. The health advice is very clear and that is that those vaccine doses need to be applied to the most vulnerable.”

He denied unused vaccinations were being wasted at the end of the day.

“There is no suggestion of waste whatsoever,” he said. “We are definitely not wasting vials. I can be certain of that.”

Mr Marshall said there was no advice so far on opening up vaccines to the next age group of 30-40-year-olds.

“But we do get a significant increase of doses from mid-next month. I think from the second week of September we do jump up in terms of the Pfizer doses coming into South Australia.”

Mr Marshall said there were 300 GPs in SA that could offer informed consent on giving AstraZeneca jabs to under-60s.

People under 60 can get an AstraZeneca vaccine but are urged to speak to their GP first.

Prof Spurrier also said there was no wastage of vaccines.

“This is done on a booking service so we know how many vials we need at each service ... I don't think we have any waste here in South Australia.”

Ngaityalya,
(Kurna, *thank you*)

Lyn Metcalf (she/her)
Lead – DHS COVID-19 Response
Corporate Communications
Communications & Engagement | Department of Human Services
M: Clause 6(1) | E: lyn.metcalf2@sa.gov.au

www.dhs.sa.gov.au



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Braendler, Fiona (DHS)

From: Boothey, Shelaye (DHS)
Sent: Tuesday, 10 August 2021 12:48 PM
To: Boswell, Lois (DHS)
Subject: prem's transcript

Importance: High

OFFICIAL: Sensitive

Hi

Full transcript below - now I have read it in full there are parts that concern me highlighted in blue.... He is saying the priority must remain aged care and disability as that's the advice he's received....but flagging extra Pfizer doses are arriving in 2nd week of September and that will provide extra flexibility to open up.

However, If it was announced that Pfizer vax were opening up to all as soon as this week (or tomorrow), that would be in conflict to what he has said today.

While it would be a welcome move, her would get hit with questions such as: only yesterday you told us the priority had to still be aged care/disability workers - what's changed in 24 hours, who are you getting this advice from, how is this possible? You said extra vaccines wouldn't arrive until September...have we got more, when did they arrive, are some vulnerable groups going to miss out now??

Do you want to call me to discuss.

We need as much Pfizer as we can, but we've got to apply it in a way which recognises vulnerability ... the strong advice that I've received, that we've received in South Australia is that the aged care and the disability workforce are an area which we need to prioritise. That's the reason for it, but I do say that we want to open it up to everybody as quickly as possible, but that's not the advice that we've received just yet. (Reporter: [Unclear]) It's a good question. We haven't got final advice on that at this stage ... we're working through in a prioritised way ... from about the second week in September we do jump up quite significantly in terms of the Pfizer MRNA vaccine doses that are coming into South Australia. That gives us a lot more flexibility. At the moment demand and supply with the cohorts that are eligible are basically in balance in South Australia, so I can't imagine that there will be any ... change to the scope immediately, but ... those new doses, that very significant increase, are only a couple of weeks away, and then of course on top of that we have the

Moderna doses which are coming in, which we're still trying to get the exact dosage that will be sent to South Australia.

Steven Marshall, Premier (ABC RADIO ADELAIDE 11.32-11.49) Press conference: COVID-19 update

Good morning, welcome ... I'm joined for this COVID-19 update by Nicola Spurrier ... and Police Commissioner Grant Stevens ... it's fair to say we are very concerned here in South Australia with the situation around the rest of the country. Today we saw in New South Wales very high numbers, 356. It's very clear that that number is not going down as expected and consequently it puts the nation on high alert. We also saw today 20 cases in Victoria. I understand about 15 of those have been out in the community. So, we are on high alert here in South Australia. We had our own 7-day lockdown, we moved our restrictions then to 25% density and now at 50% density. Today there has been a Transition Committee meeting. We will in a few moments announce some further modest easing of restrictions in South Australia and I thank the Transition Committee for their very careful deliberations today, balancing the health aspects alongside the wellbeing and also the economic. We want to get as many people back to work as possible, but we also don't want to go backwards here in our state. So, I'll go through the final recommendations from the Transition Committee this morning. Now, the first area and the area where there is the largest changes around density arrangements and we've broken these into three categories: Seated activities, standing activities and the gyms. In terms of the seated activities what I can say is we will be continuing with seated food and beverage consumption in South Australia, but we take that density for seated activities up to three per four square metres, so this would apply to cafes, restaurants, pubs, it would apply to theatres, it would apply to churches in South Australia, cinemas in South Australia. Seated activities at three per four square metres. Now, when we're looking at activities that are standing, maybe at a football match where there is standing, that will be at one per two square metres, so still at the 50% capacity, same with retail. We're asking people to make that calculation one per two square metres rather than 75% capacity and for gyms and other indoor fitness activities that remains at the one per four square metres. So again, seated consumption food and beverage is to continue but move into three per four square metres, or 75% density. Standing activities like retail, maybe watching some sport that's one per two square metres ... gyms remain at one per four square metres. There are no changes to the borders today and I know that this would be tough news for some people who have got people stranded interstate but we are, as I said, on high alert here in South Australia and we're keeping those border restrictions in place. We acknowledge that they're tight, they need to be tight at this point in time. In terms of home gatherings, there is no change, still 10 per household. We also are going to slightly ease the private gatherings outside the home. Now, previously this was 50 for weddings and funeral services, it now is going to also include an increase to 50 for birthdays in gatherings which are outside of the home. So, some people might have a barbecue in a park, some people might hire a hall, that goes to 50 for birthdays as well as the ceremonies for weddings and funerals. Now, I do remind people that the receptions for weddings and potentially any wake or activity after a funeral, if they're in a licensed premises then it would of course apply by the density arrangements that I've already outlined there. There are no changes to the advice with regards to masks at the moment. There is no change for masks whatsoever and we genuinely thank the people of South Australia for adopting the use of the masks. It's very important especially at this time. So, masks are compulsory in indoor public spaces and high-risk health and aged care settings, and also personal care settings. So, it's very important to continue with that. And you would've seen the announcement that the Police Commissioner made late on Saturday that masks need to be worn in places of worship and if singing is going to occur, in fact he allowed singing to occur but with that mask in place, and that will remain following the meeting today. So ... they are the decisions that have come out of the Transition Committee today. It is a tough task that they've been given at the moment to make decisions on behalf of our state, to make sure that we don't go backwards. But there is definitely relief for seated consumption in South Australia, for all seated activities going back to three per four square metres, that means there's going to be more people employed in South Australia, that's absolutely vitally important. But we are taking this in a prudent, careful way. We do not want to go back into lockdown in South Australia, we want to preserve the quality of life that we have [transmission cuts in and out] ... we see the great pain and anguish

being inflicted upon people by this disease there; we don't want that in South Australia. So, I thank the Transition Committee for their work. I'm happy to answer any direct questions ... *(Reporter: [Inaudible])* No because that's a COVID management plan activity. Anything over 1,000 people is a COVID management plan and at the moment that's set, that density around one per six square metres. So, that would be a matter for the Stadium Management Authority, the AFL to work through with SA Health. I think it worked well at the ... Showdown match on the weekend *(Reporter: [Inaudible])* ... the ceremony itself is capped at 50 people but if you're going to a wedding reception of course ... you would just basically be abiding by the density arrangements that are at that facility. So, for example, if it was at a pub that was having seated consumption, it would be at 75%. But we still have the ban on dancing and singing more broadly in place at the moment continuing *(Reporter: [Inaudible])* We need to be careful, we need to be prudent. We can see the consequences of getting this wrong. It's not too far to look across the border – 356 new cases in New South Wales. This is very stubborn. It's very difficult to remove the Delta variant when it is in your state. We see that at the moment across the border. We don't want that here in South Australia. The whole state worked very, very hard when we had the Modbury cluster, they worked very hard for that seven-day lockdown. Many people have had to make enormous sacrifices due to that, that's why we are being prudent, we're being careful, we're not taking chances *(Reporter: [Inaudible])* Only that it's going back to, if you're standing it's at that one per two square metres, so.. *(Reporter: [Inaudible])* That's my understanding but I might ask the Police Commissioner when he comes up to just clarify that. But that's my understanding is that it's one per two square metres for standing events and we move back to three per four square metres for seated. So, if you're at a cinema ... or at the theatre, then it's three per four square metres going forward *(Reporter: Is this seen as a transition step, almost ... you look at a map you guys have between level one and level two. Is this sort of level 1.5?)* Look, it probably is level 1.5. The reality is that we may be at this point for quite some time until we can get those vaccination numbers up here in Australia ... we're in a difficult situation with this Delta variant, we don't want it going through our entire community right across the country. That's why we've got to keep those borders tight at the moment and that's why we've got to make sure that we have some good underlying restrictions in place here in South Australia that protect us should something come into our state. *(Reporter: [Unclear])* Look, I don't have a detailed briefing on it, all I know is that that clinic was really set up to provide the vaccination for aged care and disability workers. There was a human error in the system, I don't have the full details of that, but we apologise ... SA Health and Human Services have made very few errors right throughout this pandemic ... they've done a fantastic job, but clearly there has been some human error. We apologise for that, **but we've got to follow the health advice and the health advice is very, very clear and that is that those vaccine doses need to be applied to the most vulnerable and so that has to be a dedicated clinic for the aged care and disability workers, but ... we do get a fairly significant increase in the Pfizer dosages from about the middle of next month and we want to be opening up to as many people as possible, but at the moment Highgate needs to be dedicated to aged care and to the disability workforce.** *(Reporter: What does it say though about your rollout that you've got a critical supply issue and then this is an oversupply [unclear]?)* No ... there's no suggestion of waste whatsoever. **We need as much Pfizer as we can, but we've got to apply it in a way which recognises vulnerability ... the strong advice that I've received, that we've received in South Australia is that the aged care and the disability workforce are an area which we need to prioritise. That's the reason for it, but I do say that we want to open it up to everybody as quickly as possible, but that's not the advice that we've received just yet.** *(Reporter: [Unclear])* It's a good question. We haven't got final advice on that at this stage ... we're

working through in a prioritised way ... from about the second week in September we do jump up quite significantly in terms of the Pfizer MRNA vaccine doses that are coming into South Australia. That gives us a lot more flexibility. At the moment demand and supply with the cohorts that are eligible are basically in balance in South Australia, so I can't imagine that there will be any ... change to the scope immediately, but ... those new doses, that very significant increase, are only a couple of weeks away, and then of course on top of that we have the Moderna doses which are coming in, which we're still trying to get the exact dosage that will be sent to South Australia. *(Reporter: ... why weren't the appointments just cancelled, if the mistake's been identified [unclear] of the jabs in their arms if they've just made an appointment, why not just cancel it and say, 'sorry we got it wrong'?)* ... I've only just heard about it before I came here today that basically we're honouring those appointments ... some of them had already occurred and those appointments that were made for this week, but beyond that we've really got to be quite strict about people that are eligible having these vaccines, that's the health advice that I've received. *(Reporter: [Unclear] we've seen what the Victorians have done with AstraZeneca [unclear]?)* ... you're right, one of the very pleasing things about this difficult situation is it highlights the number of people under the age of 40 that want to get that vaccination dose into their arms. At the moment they can do that with the AstraZeneca, we are requiring them to get advice from their GP. They can go to a GP today, book in and have that AstraZeneca dose. **What I know they want though is the Pfizer dose and hopefully we'll be able to open that up in the coming weeks.** *(Reporter: ... lots of people are getting mixed messages about if they can get AstraZeneca or if they can't, they go to their doctor and their doctor says to them, we can't provide [unclear] is this not another example of just how confused this entire rollout is?)* ... I don't think it should be confused because there are a certain number, I think in round terms about 300 separate GPs in South Australia who can give that AstraZeneca, it's not every GP, but we've been very clear on that since day one, but if people go onto the SA Health website they should be able to see where those GPs are, ring up, book in but they do need to be fully aware of the AstraZeneca vaccine. There is a very small increase in the likelihood of developing some side effects from the dose, I think they have been well canvassed but we are asking people to just get that final advice from their GP. *(Reporter: Premier are you happy with the rollout with the disability and aged care sector?)* Look I don't have the update today but I'm happy to follow that up and come back to you. *(Reporter: [unclear])* **Yeah so look we are definitely not wasting vials I can be absolutely certain on that, the reality is though is that the advice we have received and don't forget in South Australia we have listened to that advice since day one we've acted upon that advice since day one, the strong advice is that we really do need to prioritise the vaccination amongst the most vulnerable cohorts and at the moment we want to get those aged care workers, the disability workers vaccinated as quickly as possible. (Reporter: You are [unclear] honour those appointments, why not honour all of those who did everything, they did not do anything wrong.)** I understand the question but it was the same as the previous question so I can only repeat the answer that is look, we are honouring those that were booked in for this week the reality is that going forward we really need to be quite strict on that eligibility and that

is the advice of SA Health. *(Reporter: [unclear])* Yes because one of the things that really occurred when we went out with our first round was that there are many micro businesses who were significantly affected who didn't get to that 75% threshold, for example, many artists ... who had been very disproportionately hit because programs had been cancelled so we listened to that advice that we received from the Arts Industry Council in South Australia and we adjusted it for that second round. *(Bevan: I think we will leave it there. We have got the gist of what the Premier is saying ... it's very difficult to hear the questions ... when they decided to hold these press conferences outside there is not much we can do about the audio and I'm really sorry for that ...)*

Shelaye Boothey

Acting Director | Communications and Engagement

Department of Human Services

Level 4 Riverside Building, North Terrace, Adelaide SA 5000

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 / HumanServicesSA

 / HumanServicesSA

 / HumanServicesSA

Braendler, Fiona (DHS)

From: Boothey, Shelaye (DHS)
Sent: Tuesday, 10 August 2021 1:20 PM
To: Boswell, Lois (DHS)
Subject: draft lines for media

OFFICIAL

Have spoken to Kat... and settled her down for an hour or so..

Below are the draft lines we can message after you have spoken to Health.

A software error enable people who were ineligible to book appointments. In addition, for a short time yesterday incorrect information was provided to callers and visitors to the clinic about their eligibility.

Both issue have now been rectified.

At no time have vaccinations gone to waste at the clinic. The number of vaccinations drawn on a daily basis match the number of bookings.

DHS will honour bookings made for this week. Those who have appointments outside of this week will be contacted to have their eligibility checked. **XXXXXXXXXX this is the gap in information – what are we saying to those who are ineligible?**

The Highgate clinic is dedicated to aged care and disability workers who work with our most vulnerable. It is appropriate that these workers are given priority vaccinations.

From: Young, Joe (DHS) <Joe.Young@sa.gov.au>
Sent: Tuesday, 10 August 2021 10:27 AM
To: Boothey, Shelaye (DHS) <Shelaye.Boothey@sa.gov.au>
Cc: Boswell, Lois (DHS) <Lois.Boswell@sa.gov.au>; Kirkby, Muriel (DHS) <Muriel.Kirkby@sa.gov.au>
Subject: Re: additional lines for media - requested by Kat

Health will need to agree on the software issue as I'm not sure that's able to be fixed

Suggest this line around administration.

For a short time yesterday there was some confusion about eligibility information given to callers to the centre. This has now been rectified.

There's a meeting at 11 with health about contact with people, I'm expecting that we will be able to text people to say that you've booked into Highgate, it is only for disability and aged care and you will need to evidence your eligibility. If you are ineligible please cancel your booking.

On 10 Aug 2021, at 10:21 am, Boothey, Shelaye (DHS) <Shelaye.Boothey@sa.gov.au> wrote:

OFFICIAL

Hi

Media are following the story today – their main interest is:

- are vaccines going to waste at the clinic
- the glitch must have been for more than a few hours as people could book online last week and over the weekend – how did this occur?

Draft lines: Joe – **how are contacting people and what are we saying – is it via text?**

An issue with the booking software allowed people over the age of 18 to make an appointment, without asking for eligibility.

In addition, for a short time yesterday administrative staff provided incorrect information to callers about their eligibility to be vaccinated. (optional but provides context)

These issue have now been rectified. DHS will honour bookings made for this week. For all other bookings, people will be **contacted XXXXX**

The Highgate clinic is dedicated to aged care and disability workers who work with our most vulnerable, including those who have underlying health conditions.

It is appropriate that these workers are given priority vaccinations. At no time have vaccinations gone to waste at the clinic. The number of vaccinations drawn on a daily basis matches the number of bookings.

Thoughts?

Thanks Shelaye

What we said yesterday:

Please use this version

Statement from a Department of Human Services spokesperson

Highgate Park was established as a dedicated vaccine clinic to ensure those who work in the disability and aged care sector can access COVID-19 vaccination.

Upon arrival, people are required to provide evidence that they work in the disability or aged care sector (e.g. work identification, payslip, letter from their employer).

For a few hours today, an error allowed anyone over the age of 18 to make a booking.

This has now been rectified.

All bookings made for this week will be honoured, including those vaccinated today and requiring a second dose.

All others will be contacted to check eligibility.

We encourage anyone working in the disability and aged care sector to be vaccinated immediately through dedicated clinics or another service.

Shelaye Boothey

Acting Director | Communications and Engagement

Department of Human Services

Level 4 Riverside Building, North Terrace, Adelaide SA 5000

M: Clause 6(1) | E: Shelaye.boothey@sa.gov.au | W: www.dhs.sa.gov.au

<image001.png>

<image002.png>

<image003.png>

Braendler, Fiona (DHS)

From: Young, Joe (DHS) <Joe.Young@sa.gov.au>
Sent: Tuesday, 10 August 2021 1:31 PM
To: Kirkby, Muriel (DHS)
Cc: Boswell, Lois (DHS)
Subject: Re: DHS and DHW update

It needs to reference what the public statement was from yesterday as it aligns with option 3

On 10 Aug 2021, at 1:24 pm, Kirkby, Muriel (DHS) <Muriel.Kirkby@sa.gov.au> wrote:

Lois this is the paper going to Health's vaccination steering group tomorrow it's just gone through for comment.
Muriel

Sent from my iPhone

Begin forwarded message:

From: "Barclay, Ann (Health)" <Ann.Barclay3@sa.gov.au>
Date: 10 August 2021 at 1:22:04 pm ACST
To: "Jiranek, Danielle (Health)" <Danielle.Jiranek@sa.gov.au>, "Kirkby, Muriel (DHS)" <Muriel.Kirkby@sa.gov.au>, "Marshall, Lorraine (DHS)" <Lorraine.Marshall@sa.gov.au>, "Phillips, Chelsea (Health)" <Chelsea.Phillips@sa.gov.au>, "O'Shea, Andrea (Health)" <Andrea.O'Shea@sa.gov.au>, "Hilliard, Cate (Health)" <Cate.Hilliard@sa.gov.au>, "Green, Tovah (Health)" <Tovah.Green@sa.gov.au>
Subject: DHS and DHW update

Hi All, Please find attached the paper going to VSG – any comments please let me know by 2.30pm, sorry for the tight time frame?

<210810 DHS Highgate revised approach.docx>

Braendler, Fiona (DHS)

From: Boswell, Lois (DHS) <Lois.Boswell@sa.gov.au>
Sent: Tuesday, 10 August 2021 1:52 PM
To: Kirkby, Muriel (DHS)
Cc: Young, Joe (DHS)
Subject: Re: DHS and DHW update

Hi Muriel

I am not happy with these options. They do not align with what we told the media yesterday. I will email Don to advise.

Please tell Danielle I have tried to call her and I am happy to discuss.

Lois

Lois Boswell

Chief Executive

Department of Human Services | Government of South Australia

Level 8 Riverside Centre, North Terrace, Adelaide SA 5000 | GPO Box 292, Adelaide SA 5001

Ph: [\(08\) 841 54306](tel:0884154306) Mob : [Clause 6\(1\)](tel:0884154306) | lois.boswell@sa.gov.au

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<210810 DHS Highgate revised approach.docx>

Braendler, Fiona (DHS)

From: Boswell, Lois (DHS)
Sent: Tuesday, 10 August 2021 2:06 PM
To: Jiranek, Danielle (Health); Frater, Don (Health)
Cc: Barber, Beverly (Health)
Subject: Fwd: DHS and DHW update
Attachments: 210810 DHS Highgate revised approach.docx

Hi Danielle and Don

Thank you for forwarding this option paper for comment.

I have tried to ring you Danielle to advise that these options do not match what have we told the media over the last two days.

DHS in consultation with our Minister would prefer the following approach.

- we honour bookings for this week, anyone from next week is contacted to check their eligibility and then are redirected as appropriate.

I recognise there are technical difficulties with this approach, however we have to confirm this approach with the media now **Please call me urgently if this is a problem.**

We also need to ensure that the QR code that has been issued to disability workers now links to actual bookings at the moment it says Highgate is full (I have asked Bret Morris to consider this.

Finally I understand that the system has allowed a significant overbooking.

Whilst we are owning this problem in DHS through some human error, the nub of the problem really sits in the commonwealth's booking system limitations.

I would appreciate advice about the best way forward.

Regards
Lois

Lois Boswell
Chief Executive

Department of Human Services | Government of South Australia
Level 8 Riverside Centre, North Terrace, Adelaide SA 5000 | GPO Box 292, Adelaide SA 5001
Ph: (08) 841 54306 Mob: [REDACTED] | lois.boswell@sa.gov.au



Begin forwarded message:

From: "Kirkby, Muriel (DHS)" <Muriel.Kirkby@sa.gov.au>
Date: 10 August 2021 at 1:24:46 pm ACST

To: "Boswell, Lois (DHS)" <Lois.Boswell@sa.gov.au>, "Young, Joe (DHS)" <Joe.Young@sa.gov.au>
Subject: Fwd: DHS and DHW update

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Sent from my iPhone

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Subject: DHS and DHW update

Hi All, Please find attached the paper going to VSG – any comments please let me know by 2.30pm, sorry for the tight time frame?



Department for Health & Wellbeing COVID-19 Vaccination Strategy Group Decision Request

Reference No: Axxxxx

To: COVID-19 VACCINATION PROGRAM VACCINE STRATEGY WORKSTREAM

Submitted by Ann Barclay - Manager COVID19 Vaccination Program

Endorsed by Danielle Jiranek – Executive Director - COVID19 Vaccination Program

REVISED APPROACH TO HIGHGATE CLINIC

Recommendations: It is recommended that the Vaccine Strategy Workstream:

1. Note the issues at Highgate Park vaccination clinic.

Noted/ Approved/Not Approved

2. Approve one of the following options:

Option 1 - honour all bookings including those requiring a second dose

Noted/ Approved/Not Approved

Option 2 - cancel future bookings from next week and advise the clinic was specifically established for aged and disability and people would need to rebook if they are eligible

Noted/ Approved/Not Approved

Option 3 – allow for all bookings, but issue a communication that encourages people that are not aged or disability workers to consider cancelling their booking and rebooking when and where eligible

Noted/ Approved/Not Approved

Don Frater
Deputy Chief Executive, SA Health

/ / 2021

1. SUMMARY

- Highgate Park was established as a dedicated vaccine clinic to ensure those who work in the disability and aged care sector can access COVID-19 vaccination.
- The clinic is operated by the Department of Human Services (DHS).
- On 9 August 2021 a system error allowed anyone over the age of 18 to make a booking, meaning more than the anticipated 1000 per week bookings.
- In addition, when people contacted the clinic to book in, they were advised the clinic was open to people beyond the aged care and disability sector and was open to all individuals over the age of 18.
- The booking link was disabled and work is being undertaken to reconfigure future bookings.
- There are over 2000 future bookings in the system. There has been media to advise bookings for this week will be honoured.
- There are several options that can be considered for the remainder of the bookings:
 - Option 1 - honoured all bookings including those requiring a second dose, these will need to be booked at the time of first dose being administered
 - Option 2 - cancel future bookings and advise the clinic was specifically established for aged and disability and people would need to rebook if they are eligible
 - Option 3 – allow for all bookings, but issue a communication that encourages people that are not aged or disability workers to consider cancelling their booking and rebooking when and where eligible
- In considering these options, it should be noted that update of appointments at the Highgate clinic has been low with only 400 bookings made for the entire 12 weeks as at last Friday. In addition, Aspen will be expanding their offering to residential aged care workers and disability workers. Enfield Clinic which is dedicated to this cohort also has large numbers of vacancies.
- The Highgate Clinic may also be extended for two weeks to accommodate the additional demand.
- DHS will implement processes that monitor attendances at the clinic.
- Upon arrival, people are required to provide evidence that they work in the disability or aged care sector (e.g. work identification, payslip, letter from their employer).

Danielle Jiranek, Executive Director

10 / 08 / 2021

Contact Officer: Danielle Jiranek

Telephone: Clause 6(1)

Preferred email: gdq.hch1hdqhnC vd1j ry1dx#

Braendler, Fiona (DHS)

From: Boswell, Lois (DHS)
Sent: Tuesday, 10 August 2021 2:13 PM
To: Boothey, Shelaye (DHS)
Subject: Re: draft lines for media

I am happy with these subject to health approval. Please also consider adding that we have other disability and aged care clinics.

Lois Boswell

Chief Executive

Department of Human Services | Government of South Australia

Level 8 Riverside Centre, North Terrace, Adelaide SA 5000 | GPO Box 292, Adelaide SA 5001

Ph: [\(08\) 841 54306](tel:0884154306) Mob : Clause 6(1) | lois.boswell@sa.gov.au



On 10 Aug 2021, at 1:53 pm, Boothey, Shelaye (DHS) <Shelaye.Boothey@sa.gov.au> wrote:

OFFICIAL

As discussed – could you pls approve.

An error enabled people who were ineligible to book appointments. In addition, for a short time yesterday incorrect information was provided to callers and visitors to the clinic about their eligibility. Both issues have now been rectified.

At no time have vaccinations gone to waste at the clinic. The number of vaccinations drawn on a daily basis match the number of bookings.

DHS will honour bookings made for this week. Those who have appointments outside of this week will be contacted to have their eligibility checked. If they are not aged care or disability workers, they will be provided advice based on their individual health circumstances.

The Highgate clinic is dedicated to aged care and disability workers who work with our most vulnerable. It is appropriate that these workers are given priority vaccinations.

The clinic is designed to provide 200 doses of Pfizer vaccine each day, up until the end of September.

From: Young, Joe (DHS) <Joe.Young@sa.gov.au>
Sent: Tuesday, 10 August 2021 10:27 AM
To: Boothey, Shelaye (DHS) <Shelaye.Boothey@sa.gov.au>
Cc: Boswell, Lois (DHS) <Lois.Boswell@sa.gov.au>; Kirkby, Muriel (DHS) <Muriel.Kirkby@sa.gov.au>
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In addition, for a short time yesterday administrative staff provided incorrect information to callers about their eligibility to be vaccinated. (optional but provides context)

These issue have now been rectified. DHS will honour bookings made for this week. For all other bookings, people will be **contacted XXXXX**

The Highgate clinic is dedicated to aged care and disability workers who work with our most vulnerable, including those who have underlying health conditions.

It is appropriate that these workers are given priority vaccinations. At no time have vaccinations gone to waste at the clinic. The number of vaccinations drawn on a daily basis matches the number of bookings.

Thoughts?

Thanks Shelaye

What we said yesterday:

Please use this version

Statement from a Department of Human Services spokesperson

Highgate Park was established as a dedicated vaccine clinic to ensure those who work in the disability and aged care sector can access COVID-19 vaccination.

Upon arrival, people are required to provide evidence that they work in the disability or aged care sector (e.g. work identification, payslip, letter from their employer).

For a few hours today, an error allowed anyone over the age of 18 to make a booking.

This has now been rectified.

All bookings made for this week will be honoured, including those vaccinated today and requiring a second dose.

All others will be contacted to check eligibility.

We encourage anyone working in the disability and aged care sector to be vaccinated immediately through dedicated clinics or another service.

Shelaye Boothey

Acting Director | Communications and Engagement

Department of Human Services

Level 4 Riverside Building, North Terrace, Adelaide SA 5000

M: Clause 6(1) | E: Shelaye.boothey@sa.gov.au | W: www.dhs.sa.gov.au

<image001.png>

<image002.png>

<image003.png>

Braendler, Fiona (DHS)

From: Boothey, Shelaye (DHS)
Sent: Tuesday, 10 August 2021 2:18 PM
To: Logie, Jon (Health); Phillips, Chelsea (Health)
Cc: Metcalf, Lyn (DHS)
Subject: urgent - lines for approval

Importance: High

OFFICIAL

Hello to you both

Lois Boswell has approved the following lines to go to media today as a matter of urgency – could you pls let me know asap if you're happy with them – or require any changes.

An error enabled people who were ineligible to book appointments. In addition, for a short time yesterday incorrect information was provided to callers and visitors to the clinic about their eligibility.

Both issues have now been rectified.

At no time have vaccinations gone to waste at the clinic. The number of vaccinations drawn on a daily basis match the number of bookings.

DHS will honour bookings made for this week. Those who have appointments outside of this week will be contacted to have their eligibility checked. If they are not aged care or disability workers, they will be provided advice based on their individual health circumstances.

The Highgate clinic is dedicated to aged care and disability workers who work with our most vulnerable. It is appropriate that these workers are given priority vaccinations.

The clinic is designed to provide 200 doses of Pfizer vaccine each day, up until the end of September.

There are also additional dedicated Pfizer clinics for aged care and disability workers at Enfield and Medindie.

Many thanks

Shelaye Boothey

Acting Director | Communications and Engagement

Department of Human Services

Level 4 Riverside Building, North Terrace, Adelaide SA 5000

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Braendler, Fiona (DHS)

From: Boothey, Shelaye (DHS)
Sent: Tuesday, 10 August 2021 2:45 PM
To: Stokes, Katrina (DPC)
Subject: lines as discussed

OFFICIAL

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Both issues have now been rectified.

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Braendler, Fiona (DHS)

From: Boothey, Shelaye (DHS)
Sent: Tuesday, 10 August 2021 3:03 PM
To: Boswell, Lois (DHS); Young, Joe (DHS); Kirkby, Muriel (DHS)
Cc: Thomas, Nicole (DHS); Hofman, Laura (DHS); Metcalf, Lyn (DHS); Dunn, Xenia (DHS)
Subject: final lines sent to Kat

OFFICIAL

Hi all

For your records - here are the final lines sent to Kat – approved by Lois and Jon Logie from SA Health.

An error enabled people who were ineligible to book appointments.

In addition, for a short time yesterday incorrect information was provided to callers and visitors to the clinic about their eligibility.

Both issues have now been rectified.

At no time have vaccinations gone to waste at the clinic. The number of vaccinations drawn on a daily basis match the number of bookings.

DHS will honour bookings made for this week. Those who have appointments outside of this week will be contacted to have their eligibility checked. If they are not aged care or disability workers, they will be provided advice based on their individual health circumstances.

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Shelaye Boothey

Acting Director | Communications and Engagement

Department of Human Services

Level 4 Riverside Building, North Terrace, Adelaide SA 5000

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Braendler, Fiona (DHS)

From: Boothey, Shelaye (DHS)
Sent: Tuesday, 10 August 2021 3:50 PM
To: Boswell, Lois (DHS); Young, Joe (DHS); Kirkby, Muriel (DHS)
Subject: Tiser story on Highgate following Premier presser

OFFICIAL

Hi

FYI only – Tiser story on Highgate following Premier’s presser.

<https://www.adelaidenow.com.au/coronavirus/highgate-park-vaccination-clinic-flooded-with-demand-for-pfizer-vaccines-from-1839-age-group/news-story/14200312d0e99caa3b5e097d3565a5df>

We have sent today’s lines to media following the story.

Thank you all for your help today.

Shelaye Boothey

Acting Director | Communications and Engagement

Department of Human Services

Level 4 Riverside Building, North Terrace, Adelaide SA 5000

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 / HumanServicesSA

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Braendler, Fiona (DHS)

From: Hofman, Laura (DHS)
Sent: Tuesday, 10 August 2021 3:57 PM
To: Boothey, Shelaye (DHS)
Subject: RE: lines to go out asap

OFFICIAL

Confirming this has been sent to 9 (Mike Lorigan) and Tiser (Andrew Hough).

From: Boothey, Shelaye (DHS) <Shelaye.Boothey@sa.gov.au>
Sent: Tuesday, 10 August 2021 3:44 PM
To: Hofman, Laura (DHS) <Laura.Hofman@sa.gov.au>
Subject: lines to go out asap

OFFICIAL

Ch 9
 Tiser

An error enabled people who were ineligible to book appointments. In addition, for a short time yesterday incorrect information was provided to callers and visitors to the clinic about their eligibility.

Both issues have now been rectified.

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Shelaye Boothey

Acting Director | Communications and Engagement

Department of Human Services

Level 4 Riverside Building, North Terrace, Adelaide SA 5000

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Braendler, Fiona (DHS)

From: Boothey, Shelaye (DHS)
Sent: Tuesday, 10 August 2021 4:33 PM
To: Young, Joe (DHS); Kirkby, Muriel (DHS)
Cc: Thomas, Nicole (DHS); Metcalf, Lyn (DHS)
Subject: Highgate staff

OFFICIAL

Hi

Just touching base to see how the Highgate staff are? I'm sure it has been a very rough couple of days for them?

Please let them know their counterparts at C&E are thinking of them and if there is anything we can do or offer, please let us know. Sending virtual flowers and cake their way!

Thanks

Shelaye Boothey

Acting Director | Communications and Engagement

Department of Human Services

Level 4 Riverside Building, North Terrace, Adelaide SA 5000

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Braendler, Fiona (DHS)

From: Boswell, Lois (DHS)
Sent: Wednesday, 11 August 2021 7:13 AM
To: Young, Joe (DHS); Kirkby, Muriel (DHS)
Cc: Boothey, Shelaye (DHS)
Subject: RE: chat about comms for Highgate

OFFICIAL

Thanks Joe

There may be an opportunity for us to get some extra doses to cover the overbooking.

If that was the case we could possibly add extra booking slots for the priority workers and then only move appointments for people who are then double booked with a priority slot.

Please talk to me about this option.

Lois

Lois Boswell

Chief Executive

Department of Human Services | Government of South Australia

Level 8 Riverside Centre, North Terrace, Adelaide SA 5000 | GPO Box 292, Adelaide SA 5001

Ph: (08) 841 54306 Mob : Clause 6(1) | lois.boswell@sa.gov.au



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From: Young, Joe (DHS) <Joe.Young@sa.gov.au>
Sent: Wednesday, 11 August 2021 6:50 AM
To: Kirkby, Muriel (DHS) <Muriel.Kirkby@sa.gov.au>
Cc: Boswell, Lois (DHS) <Lois.Boswell@sa.gov.au>; Boothey, Shelaye (DHS) <Shelaye.Boothey@sa.gov.au>
Subject: Re: chat about comms for Highgate

Great. Thanks

On 11 Aug 2021, at 6:15 am, Kirkby, Muriel (DHS) <Muriel.Kirkby@sa.gov.au> wrote:

Just as an FYI, we will continue to work through this today. Muriel

Sent from my iPhone

Begin forwarded message:

From: "Hilliard, Cate (Health)" <Cate.Hilliard@sa.gov.au>
Date: 10 August 2021 at 8:53:46 pm ACST
To: "Jiranek, Danielle (Health)" <Danielle.Jiranek@sa.gov.au>, "Phillips, Chelsea (Health)" <Chelsea.Phillips@sa.gov.au>, "Green, Tovah (Health)" <Tovah.Green@sa.gov.au>, "Barclay, Ann (Health)" <Ann.Barclay3@sa.gov.au>, "O'Shea, Andrea (Health)" <Andrea.O'Shea@sa.gov.au>, "Kirkby, Muriel (DHS)" <Muriel.Kirkby@sa.gov.au>
Cc: "Morris, Bret (Health)" <Bret.Morris2@sa.gov.au>
Subject: RE: chat about comms for Highgate

All,

We have confirmed that we can have two way communication via the SMS messaging tool (MessageMedia) we are looking at!

Regards,

Cate

Cate Hilliard

Program Director
COVID-19 Vaccination Management System
Clause 6(1)

From: Jiranek, Danielle (Health) <Danielle.Jiranek@sa.gov.au>
Sent: Tuesday, 10 August 2021 5:47 PM
To: Phillips, Chelsea (Health) <Chelsea.Phillips@sa.gov.au>; Green, Tovah (Health) <Tovah.Green@sa.gov.au>; Hilliard, Cate (Health) <Cate.Hilliard@sa.gov.au>; Barclay, Ann (Health) <Ann.Barclay3@sa.gov.au>; O'Shea, Andrea (Health) <Andrea.O'Shea@sa.gov.au>; Kirkby, Muriel (DHS) <Muriel.Kirkby@sa.gov.au>
Subject: chat about comms for Highgate

Hi everyone

I am clear now on what DHS want for the comms for the Highgate clinic and we are pursuing a few options. Here is a summary- any chance we can find ½ hour tomorrow maybe around 4.30 to get an update on options?

Basically as Chelsea noted, the Premier has said that the Highgate clinic has to be for RACW and disability workers. As such, the current plan is that we need to contact everyone who is booked in from next week and really ask them 3 things. Something like this...potentially to go out via text (Cate and Tovah looking at this).

You have booked into the Highgate clinic which is a dedicated clinic for Aged Care and Disability workers. Check here for your eligibility to attend this clinic (Chelsea some kind of link). Can you please respond by advising

- 1. I am eligible and will attend my appointment*
- 2. I am not eligible and I will cancel my appointment*
- 3. I am not eligible but would like to be contacted to potentially reschedule my appointment to a later date.*

Those who answer 1 and 2 we don't need to contact. Those who answer 3, DHS would have to call and reschedule to mid-October

I will see if we can convene tomorrow at 4.30.

DJ

Danielle Jiranek
Executive Director
COVID-19 Vaccination Program
Department for Health and Wellbeing

Email: gdq.hon.mdg.hnC.vd@jrydx

Mobile: Clause 6(1)

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