

s47F

---

**From:** s47F  
**Sent:** Wednesday, 15 September 2021 2:44 PM  
**To:** s47F  
**Cc:** s47E(d); s47F  
**Subject:** RE: Social media anti vax message encouraging harassment of a particular individual [SEC=OFFICIAL]

Ok thanks for this, much appreciated. I will keep an eye out for any of these posts.

---

**From:** s47F  
**Sent:** Wednesday, 15 September 2021 2:42 PM  
**To:** s47F  
**Cc:** s47E(d); s47F  
**Subject:** Re: Social media anti vax message encouraging harassment of a particular individual [SEC=OFFICIAL]

**REMINDER:** Think before you click! This email originated from outside our organisation. Only click links or open attachments if you recognise the sender and know the content is safe.

s47

[REDACTED]

[REDACTED]

s47F  
s47F  
Facebook

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**From:** s47F  
**Sent:** Wednesday, September 15, 2021 12:30:31 PM  
**To:** s47F  
**Cc:** s47E(d); s47F  
**Subject:** RE: Social media anti vax message encouraging harassment of a particular individual [SEC=OFFICIAL]

Ok thanks. We do actually get death threats from these calls which is why we are trying to nip the behaviour in the bud. While the posts don't specify what needs to be said, the end result is that we cop the abuse and death threats.

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**From:** s47F  
**Sent:** Wednesday, 15 September 2021 2:28 PM  
**To:** s47F  
**Cc:** s47E(d); s47F  
**Subject:** Re: Social media anti vax message encouraging harassment of a particular individual [SEC=OFFICIAL]

**REMINDER:** Think before you click! This email originated from outside our organisation. Only click links or open attachments if you recognise the sender and know the content is safe.

Hi s47,

Unless the post is calling for harm against employees or organisations or violating our other policies, we would not be able to take it down.

s47F

s47F

s47F

E: s47F

FACEBOOK     

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**From:** s47F

**Date:** Wednesday, 15 September 2021 at 12:25 PM

**To:** s47F

**Cc:** s47E(d)

s47F

**Subject:** RE: Social media anti vax message encouraging harassment of a particular individual [SEC=OFFICIAL]

Thanks s47, it was more around the harassing of the TGA and us. We understand that the numbers and emails are public information but after an inflammatory article by a known political anti-vaxxer the intent is to bombard both with unwanted calls/emails which clogs the emails/phone lines from legitimate questions/queries. What can we do about this type of provocative post?

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**From:** s47F

**Sent:** Wednesday, 15 September 2021 1:32 PM

**To:** s47F

**Cc:** s47E(d)

s47F

**Subject:** Re: Social media anti vax message encouraging harassment of a particular individual [SEC=OFFICIAL]

**REMINDER:** Think before you click! This email originated from outside our organisation. Only click links or open attachments if you recognise the sender and know the content is safe.

Hi s47,

Regarding the TGA post, we have reviewed the post and it doesn't violate our policies as it doesn't suggest a guaranteed cure or prevention method.

s47F

s47F

E: s47F

FACEBOOK     

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**From:** s47F

**Date:** Tuesday, 14 September 2021 at 8:04 AM

**To:** s47F

**Cc:** s47E(d)

s47F

**Subject:** RE: Social media anti vax message encouraging harassment of a particular individual  
[SEC=OFFICIAL]

Thanks s47. Was this the TGA one or the John Skerritt one?

How does Facebook stop some content from being aired? Are there certain words that automatically blocked? Understandably you can't promote to sell drugs on Facebook, how does Facebook pick this up?

s47

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**From:** s47F

**Sent:** Tuesday, 14 September 2021 9:28 AM

**To:** s47F

**Cc:** s47E(d)

s47F

**Subject:** RE: Social media anti vax message encouraging harassment of a particular individual [SEC=OFFICIAL]

**REMINDER:** Think before you click! This email originated from outside our organisation. Only click links or open attachments if you recognise the sender and know the content is safe.

Hi s47,

We did a search and found and deleted 13 posts which had the phone number and email.

s47

s47F

s47F

E: s47F

FACEBOOK     

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**From:** s47F

**Sent:** Monday, September 13, 2021 2:03 PM

**To:** s47F

**Cc:** s47E(d)

s47F

**Subject:** RE: Social media anti vax message encouraging harassment of a particular individual [SEC=OFFICIAL]

Amazing thanks 😊

---

**From:** s47F

**Sent:** Monday, 13 September 2021 4:02 PM

**To:** s47F

**Cc:** s47E(d)

s47F

**Subject:** RE: Social media anti vax message encouraging harassment of a particular individual [SEC=OFFICIAL]

**REMINDER:** Think before you click! This email originated from outside our organisation. Only click links or open attachments if you recognise the sender and know the content is safe.

Thanks. I'll get this looked into as well

s47F

s47F

E: s47F

FACEBOOK     

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**From:** s47F

**Sent:** Monday, September 13, 2021 1:56 PM

**To:** s47F

**Cc:** s47E(d)

s47F

**Subject:** RE: Social media anti vax message encouraging harassment of a particular individual [SEC=OFFICIAL]

Thanks s47. I have one that goes direct to TGA encouraging people to harass the number or email. Is this something that can be stopped as well?

s47F

THIS DOCUMENT HAS BEEN RELEASED UNDER  
THE FREEDOM OF INFORMATION ACT 1982  
BY THE DEPARTMENT OF HEALTH AND AGED CARE



s47 s47F  
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A cc'd email from Dr John Skeritt of the TGA tonight. He was responding to a letter from an esteemed professor of medicine protesting the TGA's ban on Ivermectin.

Dr Skeritt,

As you've cc'd me in this, let me respond. I agree with Dr —'s email. The fact that someone with such an esteemed and credentialed background sees the error in the TGA's ways speaks volumes.

The TGA decision on banning GPs from prescribing Ivermectin off-label was wrong and the primary reasoning for banning Ivermectin was bizarre. The TGA has stated:

"...there are a number of significant public health risks associated with taking Ivermectin in an attempt to prevent COVID-19 infection rather than getting vaccinated. Individuals who believe that they are protected from infection by taking Ivermectin may choose not to get tested or to seek medical care if they experience symptoms. Doing so has the potential to spread the risk of COVID-19 infection throughout the community."

Really? What asinine reasoning! It could also be said that vaccinated people could "believe that they are protected from infection" and "choose not to get tested or to seek medical care if they experience symptoms" which could have "the potential to spread the risk of COVID-19 infection throughout the community." Perhaps the TGA wants to ban vaccines if this is the rationale you put up for Ivermectin?

It seems to me like the TGA has made the decision to coerce more people into what was supposed to be a voluntary vaccination program. The constant closing of doors to those who don't want to take the vaccine has gone too far. And this decision is yet another one of those doors closed.

From your response to Dr —, I can see you have a completely closed mind in regards to all the literature out there on Ivermectin so it's no use going through any of the evidence with you or the TGA. But I would note that the TGA does not have a monopoly on medical opinion and that many esteemed doctors, professors in medicine and immunologists I have spoken to see the benefit in Ivermectin.

I am going to rage against this decision until it is changed. I have already spoken with Minister Hunt and the Deputy Prime Minister and will use whatever leverage I can in parliament to bring about a change. The TGA should leave the prescription of medicines that are freely available in Australia up to GPs and not engage in such heavy handed behaviour.

And, on a personal note, if one of my relatives or loved ones contracts COVID-19 and cannot get an Ivermectin treatment to them as a result of the TGA decision and they subsequently die then I will begin legal action against the TGA and all of its individual members involved in the decision. Many more people might do the same.

The TGA and it's members should be thinking very carefully about the consequences of their decisions on people's lives. Quite frankly, I no longer think they do that anymore and so any confidence I had in the TGA as a reputable regulator is now gone. I'm not the only one who thinks like that.

Regards,

George Christensen

PS I've organised a phone-in protest as a result of this decision. The TGA will probably get a few calls tomorrow as a result. I hope the phones are well staffed there.

**TODAY IS THE DAY  
TO CALL THE TGA  
02 6289 4124**

**ENQUIRIES@HEALTH.GOV.AU**

**COVID 29  
THE LOCK DOWN CONTINUES**

From: s47F

Sent: Monday, 13 September 2021 3:30 PM

To: s47F

Cc: s47E(d)

s47F

s47F

**Subject:** RE: Social media anti vax message encouraging harassment of a particular individual [SEC=OFFICIAL]

**REMINDER:** Think before you click! This email originated from outside our organisation. Only click links or open attachments if you recognise the sender and know the content is safe.

Hi s47

Thanks.

s47

Any links/screenshots of what is being shared around if you can find it would be helpful.

Cheers

s47

s47F

s47F

E: s47F

**From:** s47F**Sent:** Monday, September 13, 2021 1:22 PM**To:** s47F**Cc:** s47E(d)

s47F

**Subject:** RE: Social media anti vax message encouraging harassment of a particular individual [SEC=OFFICIAL]

Thanks s47. The number is s47F. I have asked 9 News for a copy of the post but they didn't take a screenshot of it and don't have the permalink. I will see if I can find it natively. s47

Thanks, s47

**From:** s47F**Sent:** Monday, 13 September 2021 2:54 PM**To:** s47F**Cc:** s47E(d)

s47F

**Subject:** Re: Social media anti vax message encouraging harassment of a particular individual [SEC=OFFICIAL]

**REMINDER:** Think before you click! This email originated from outside our organisation. Only click links or open attachments if you recognise the sender and know the content is safe.

H s47

s47

s47

Cheers

s47

s47F

Facebook

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**From:** s47F

**Sent:** Monday, September 13, 2021 12:49 PM

**To:** s47F

**Cc:** s47E(d); s47F

**Subject:** RE: Social media anti vax message encouraging harassment of a particular individual [SEC=OFFICIAL]

Sorry I know the number isn't included below as the media team removed it from other emails but the number has been published. I can forward if you need it to block?

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**From:** s47F

**Sent:** Monday, 13 September 2021 2:47 PM

**To:** s47F

**Cc:** s47E(d); s47F

**Subject:** Social media anti vax message encouraging harassment of a particular individual [SEC=OFFICIAL]  
**Importance:** High

Hi s47

Happy Monday. Just wanted some advice about an anti-vax message that is going around Facebook. The message is being shared on Facebook in a lot of groups, not just our page, and it contains the personal mobile number of one of our Exec and is encouraging people to harass him. He has also received death threats. Besides just adding this to our automatic block on our page, is there anything else that can be done to stop this harassment? The death threats are particularly concerning.

I've attached the message below. s47

Thanks

s47

---

s47F

s47F

Australian Government Department of Health

s47F

Location: Sirius Building

PO Box 9848, Canberra ACT 2601, Australia

*The Department of Health acknowledges the traditional owners of country throughout Australia, and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to elders both past and present.*

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**From:** s47F  
**Sent:** Saturday, 11 September 2021 7:50 PM  
**To:** News <[News@health.gov.au](mailto:News@health.gov.au)>  
**Subject:** 9News - anti vax message

**REMINDER:** Think before you click! This email originated from outside our organisation. Only click links or open attachments if you recognise the sender and know the content is safe.

Hi,

This message is being shared on social media among anti-vax groups. Are you able to confirm if that is Prof. Skerritt's number?  
(We will not publish the number either way)

Kind regards,  
s47F

Each of us needs to CALL and write to s47F and mobile XXXX XXX XXX URGENTLY for stopping prescribing of Ivermectin. This is a crime against humanity. He and his team are effectively sentencing many to hospitalization and death by preventing early treatments. This will do nothing to push more people to the injections because the injections do not prevent getting or transmitting Covid nor being hospitalized or dying from it. Suggest you call him and BLAST him in a very sane and controlled way urgently and keep texting and emailing him till he fixes this.

Please do IN YOUR OWN WORDS – short and to the point

And all of these people should be copied in too.

s47F  
s47F

s47F

s47F



a division of Nine

Ts47F  
As47F  
Es47F

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[SEC=OFFICIAL]

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THE FREEDOM OF INFORMATION ACT 1982  
BY THE DEPARTMENT OF HEALTH AND AGED CARE

s47F

---

**From:** s47F  
**Sent:** Wednesday, 28 July 2021 9:27 PM  
**To:** s47F  
**Cc:** s47F; s47E(d)  
**Subject:** RE: Facebook Group [SEC=OFFICIAL]

Amazing thanks s47 for the update, appreciate your prompt response with this 😊

---

**From:** s47F  
**Sent:** Wednesday, 28 July 2021 6:59 PM  
**To:** s47F  
**Cc:** s47F; s47E(d)  
**Subject:** Re: Facebook Group [SEC=OFFICIAL]

Hi s47,

Wanted to update you that we took the group down for violating our policies.

Cheers

s47

s47F  
s47F  
s47F  
s47F

FACEBOOK     

---

**From:** s47F  
**Date:** Wednesday, 28 July 2021 at 1:59 PM  
**To:** s47F  
**Cc:** s47F; s47E(d)  
**Subject:** RE: Facebook Group [SEC=OFFICIAL]

Thanks that one worked 😊

---

**From:** s47F  
**Sent:** Wednesday, 28 July 2021 3:54 PM  
**To:** s47F  
**Cc:** s47F; s47E(d)  
**Subject:** Re: Facebook Group [SEC=OFFICIAL]

**REMINDER:** Think before you click! This email originated from outside our organisation. Only click links or open attachments if you recognise the sender and know the content is safe.

Hi s47

Try this form?

<https://www.facebook.com/help/contact/1758255661104383>

s47F

FACEBOOK     

**From:** s47F

**Date:** Wednesday, 28 July 2021 at 1:51 PM

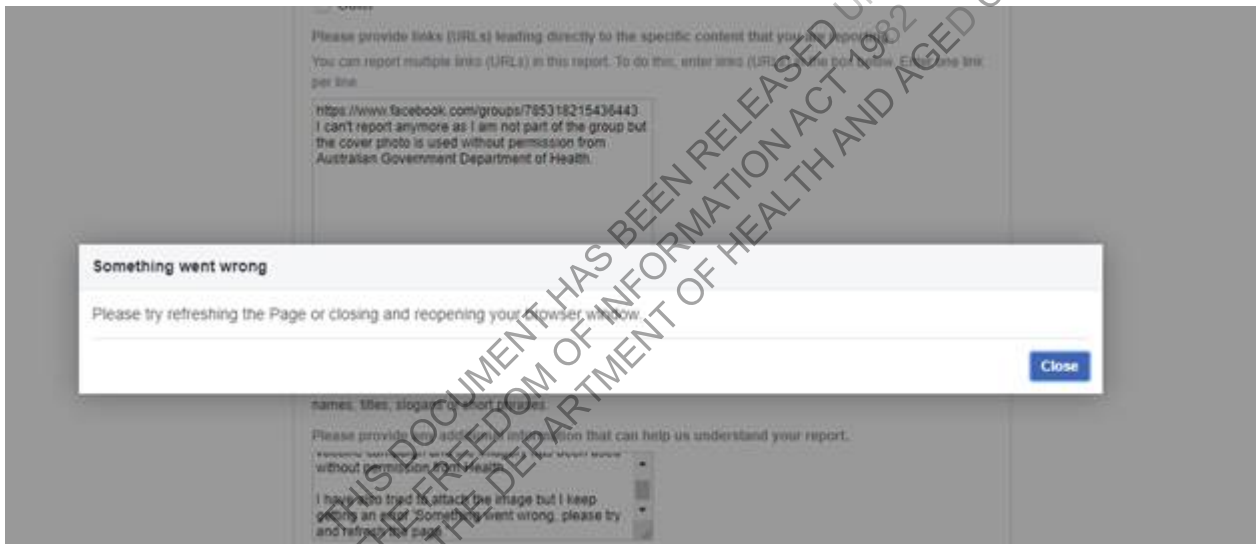
**To:** s47F

**Cc:** s47F

s47E(d)

**Subject:** RE: Facebook Group [SEC=OFFICIAL]

Thanks s47 I have tried but I keep getting this error message



**From:** s47F

**Sent:** Wednesday, 28 July 2021 3:40 PM

**To:** s47F

**Cc:** s47F

s47E(d)

**Subject:** RE: Facebook Group [SEC=OFFICIAL]

**REMINDER:** Think before you click! This email originated from outside our organisation. Only click links or open attachments if you recognise the sender and know the content is safe.

Hi s47

I'll get the group reviewed. But in terms of the branding, it would be good if you make a IP report at s47F as well.

cheers



s47

s47F

FACEBOOK     

---

**From:** s47F**Sent:** Wednesday, July 28, 2021 1:23 PM**To:** s47F**Cc:** s47F

s47E(d)

**Subject:** Facebook Group [SEC=OFFICIAL]

Hi s47

Hope you are well. Apologies I haven't been able to get back to your other email, it's in my drafts just trying to get the time in the outbreak situation.

Just quickly, this group is an antivax group however is using our branding as the photo to make it seem more legit. I have reported the group to Facebook through the platform but would appreciate if you can please escalate on your end for misrepresenting Health.

Link to group - <https://www.facebook.com/groups/785318215436443>

Thanks

s47

s47F

Assistant Director – Social Media

Australian Government Department of Health

s47F

Location: Sirius Building

PO Box 9848, Canberra ACT 2601, Australia

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BY THE DEPARTMENT OF HEALTH AND AGED CARE

s47E(d)

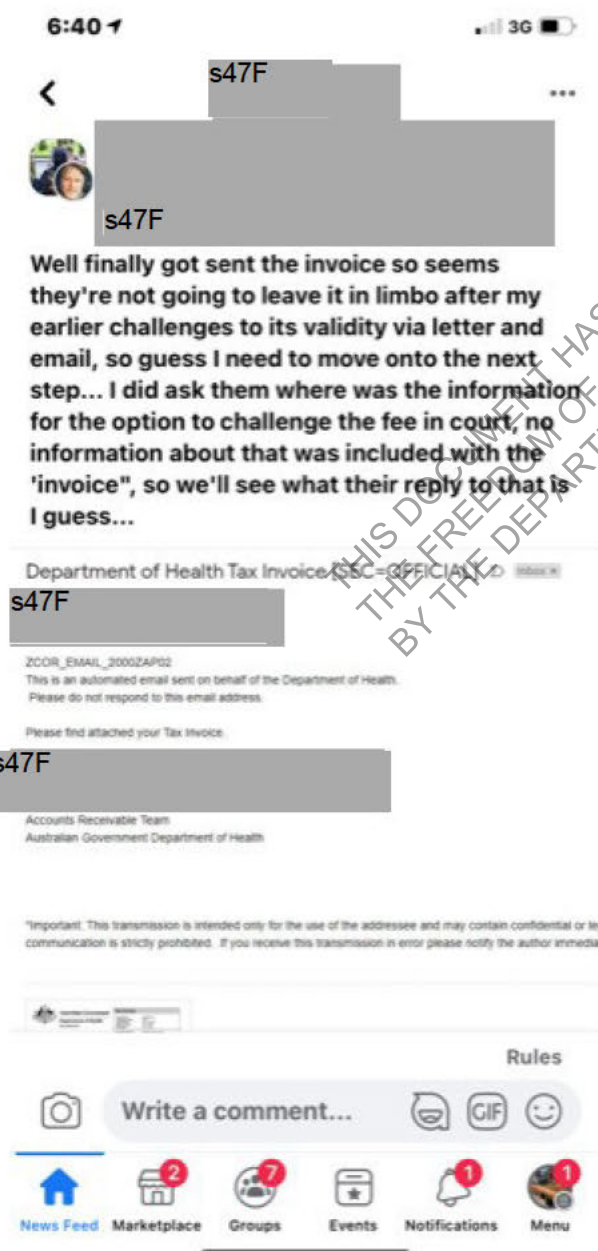
**From:** s47F  
**Sent:** Friday, 5 November 2021 2:01 PM  
**To:** s47F  
**Cc:** s47F  
**Subject:** FW: Staff Information in a Facebook Post [SEC=OFFICIAL]

**Importance:** High

Hi s47,

We have received word that one of our Department of Health staff members' personal information is being shared around on the private group "Australians Challenging Quarantine Fees" facebook.com/groups/challengethefee

Can you please investigate to have our staff members contact details removed/post removed. We cannot access the group to report the post or send you the link, here is a screen shot of the post from s47F :



s47F

## Social Media – Communication and Change

Australian Government Department of Health

E: s47F

Location: Sirius Building

PO Box 9848, Canberra ACT 2601, Australia

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**From:** s47F

**Sent:** Friday, 5 November 2021 1:12 PM

**To:** s47F

**Cc:** s47F s47F

**Subject:** Staff Information in a Facebook Post [SEC=OFFICIAL]

**Importance:** High

Hi s47F

Thank you so much for your time on the phone.

As discussed we were notified this morning that there has been a post made on a Facebook group called "Australians Challenging Quarantine Fees" by a customer s47F. I have attached the screenshot we were provided by the Quarantine Assistance team s47E(d). That are apparently very aware of this Facebook group. They have explained that they have had to cease using their names in email signatures as they have had their responses posted onto these sites also.

s47F is my staff member who was the unfortunate one that emailed this person their invoice and her full name and departmental email address is fully posted and visible in the post.

Can we please report this post and try to have s47F personal information removed?

Is there anything else that we should do or that you need from us to look into this one?

Thank you again for all of your help on this one.



Kindest Regards,

s47F

A/g Director – Financial Services Section

Financial Management Division | Corporate Operations Group  
Corporate and Financial Services Branch  
Australian Government Department of Health

s47F

Location: Sirius Building 3.S.423  
GPO Box 9848, Canberra ACT 2601, Australia  
MDP 357

*The Department of Health acknowledges the Traditional Custodians of Australia and their continued connection to land, sea and community. We pay our respects to all Elders past and present.*

s47F

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**From:** s47F  
**Sent:** Tuesday, 31 August 2021 9:51 AM  
**To:** s47F  
**Cc:** s47F s47E(d) s47F  
**Subject:** RE: Facebook account portraying to be an employee of Health. [SEC=OFFICIAL]

Hi s47F,

Any update on what can be done to have this type of information removed from the account? What can Facebook do on their end given we can't reach out to this person directly given the privacy concerns to our staff as we can't message the person as a page.

Thanks

s47F  
E(d)

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**From:** s47E(d)  
**Sent:** Monday, 30 August 2021 11:24 AM  
**To:** s47E(d)  
**Cc:** s47E(d) s47E(d) s47E(d)  
**Subject:** RE: Facebook account portraying to be an employee of Health. [SEC=OFFICIAL]

Hi s47F,

The misinformation is the fact she is claiming to work for us yet she doesn't. Anything that she posts is false information so anything that she shares is holds considerable weight. I can't view her profile now as it was alerted to us by a member of public and her account is now private to me.

If this account is claiming to work somewhere, yet we have confirmed that it doesn't, what options are open to us then? We need to manage our reputation and if we have this account claiming to be a staff of Dept of Health sharing information that is contrary to our messaging this creates a major reputation risk for us. We are unable to contact this person directly hence the referral to yourself.

Thanks

s47F

---

**From:** s47F  
**Sent:** Monday, 30 August 2021 11:05 AM  
**To:** s47F  
**Cc:** s47F s47E(d)  
s47F  
**Subject:** RE: Facebook account portraying to be an employee of Health. [SEC=OFFICIAL]

**REMINDER:** Think before you click! This email originated from outside our organisation. Only click links or open attachments if you recognise the sender and know the content is safe.

Hi s47F,

Do you have links to the misinformation that the user is sharing?

We are not able to remove the work listing from the user as that is not a violation of our policies. But if she is posting misinformation, we can look into that.

Cheers

s47F

s47F

FACEBOOK     

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**From:** s47F

**Sent:** Monday, August 30, 2021 8:58 AM

**To:** s47F

**Cc:** s47F

s47E(d)

s47F

**Subject:** Facebook account portraying to be an employee of Health. [SEC=OFFICIAL]

**Importance:** High

Hey s47F,

We've been alerted to an account that is portraying false information. The account below states she works for Australian Government Department of Health, however, we are not able to find her in our personnel records. The account is sharing misinformation and can be quite confusing for the public to have this account sharing this with that profile.

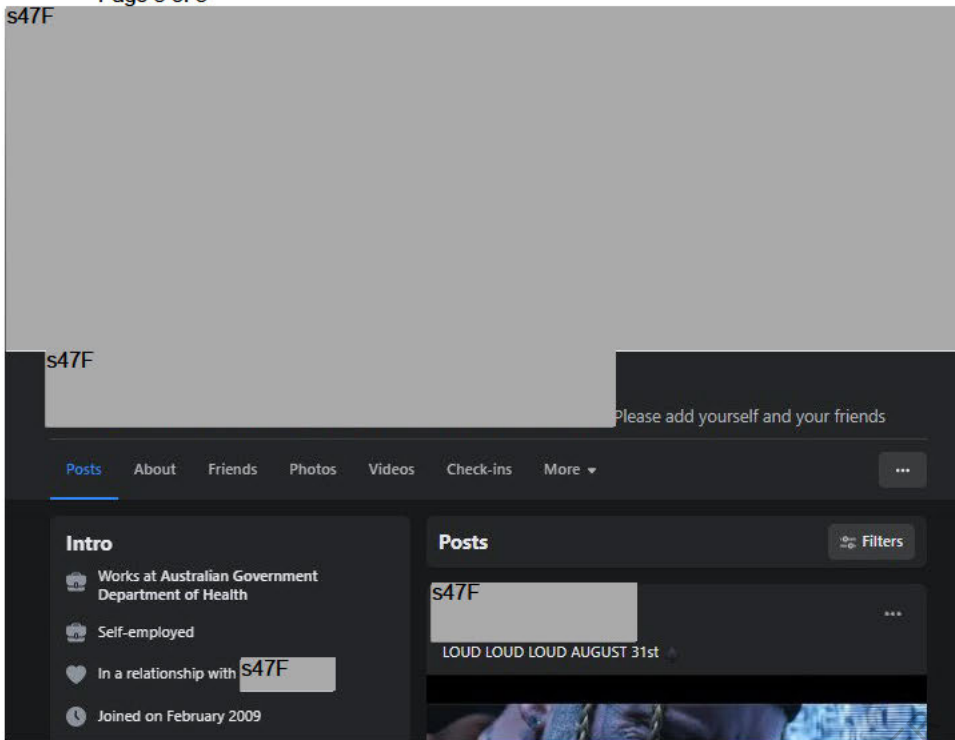
Here is the permalink to the person's Facebook account s47F.

We can't direct message her as the account doesn't follow us. If we wanted to direct message her it would be from a personal Facebook account which isn't appropriate. Any assistance or suggestions on how we can remove this from the person's account is appreciated.

Thanks

s47F





s47F

## Assistant Director – Social Media

### Australian Government Department of Health

s47F

Location: Sirius Building

PO Box 9848, Canberra ACT 2601, Australia

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s47F

**From:** s47F  
**Sent:** Wednesday, 11 January 2023 11:03 AM  
**To:** s47F  
**Cc:** s47F, s47E(d)  
**Subject:** Re: Fake Facebook advert using Minister's image [SEC=OFFICIAL]

Morning s47F

Just confirming in thread the both accounts below have been removed.

For the Services Australia issue, would you mind putting me in touch with someone from the relevant social team?

s47F I don't have a contact in that team.

Thanks,

 Meta

s47F

**From:** s47F  
**Date:** Friday, 6 January 2023 at 3:38 pm  
**To:** s47F  
**Cc:** s47F, s47E(d)  
**Subject:** RE: Fake Facebook advert using Minister's image [SEC=OFFICIAL]

This Message Is From an External Sender

Thanks s47F for all of this and your prompt reply. It's great to know this detail. I will also pass this on to my Services Australia and ATO colleagues to let them know of this.

Also great to know the reasoning behind the two ads and thanks for having the ad removed and looking into the account. I'll let the Minister's Office know of this outcome and that we will keep them updated.

Hopefully this is the last you hear from me this week so if it is, have a great weekend 😊

s47F

Assistant Director  
Social Media Manager  
Social Media and Communication Strategies Section

Communication and Change Branch | People, Communication and Parliamentary Division  
Australian Government Department of Health and Aged Care

s47F

s47F

Location: Sirius Building, 3.S.205  
PO Box 9848, Canberra ACT 2601, Australia

Follow on: [Facebook](#) | [Instagram](#) | [LinkedIn](#) | [Twitter](#) | [YouTube](#)

*The Department of Health acknowledges the Traditional Custodians of Australia and their continued connection to land, sea and community. We pay our respects to all Elders past and present*

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**From:** s47F  
**Sent:** Friday, 6 January 2023 3:33 PM  
**To:** s47F  
**Cc:** s47F; s47E(d)  
**Subject:** Re: Fake Facebook advert using Minister's image [SEC=OFFICIAL]

**REMINDER:** Think before you click! This email originated from outside our organisation. Only click links or open attachments if you recognise the sender and know the content is safe.

Hi s47F,

s47

s47

I have escalated the MyGov example to our dedicated team. Too long to list in email but we have a dedicated team who enact on organisation impersonation, with a combination of proactive and reactive measures. Happy to chat through these in detail, potentially when we catch up later this month.

As for the ad you've shared, ads are reviewed before they're shown on Facebook or Instagram through a combination of automated (artificial intelligence) and human review. We check the ad's images, text and positioning as well as the content on the ad's landing page against our Community Standards and Advertising Policies. s47

In any case, I have raised this page with the team to enforce, but confirming the ad has already been removed. I will let you know the outcome of the page removal.

Thanks,

 Meta

s47F

---

**From:** s47F  
**Date:** Friday, 6 January 2023 at 3:02 pm  
**To:** s47F  
**Cc:** s47F; s47E(d)  
**Subject:** FW: Fake Facebook advert using Minister's image [SEC=OFFICIAL]

This Message Is From an External Sender

Hi s47F ,

We've been contacted by our Minister's team to alert us to an ad that is running that us falsely using the Minister's image and Health's logo. This sparks a couple of things for us. Firstly, given the ad actually says the Hon Mark Butler I would have thought the automation would have picked up it was political in nature?

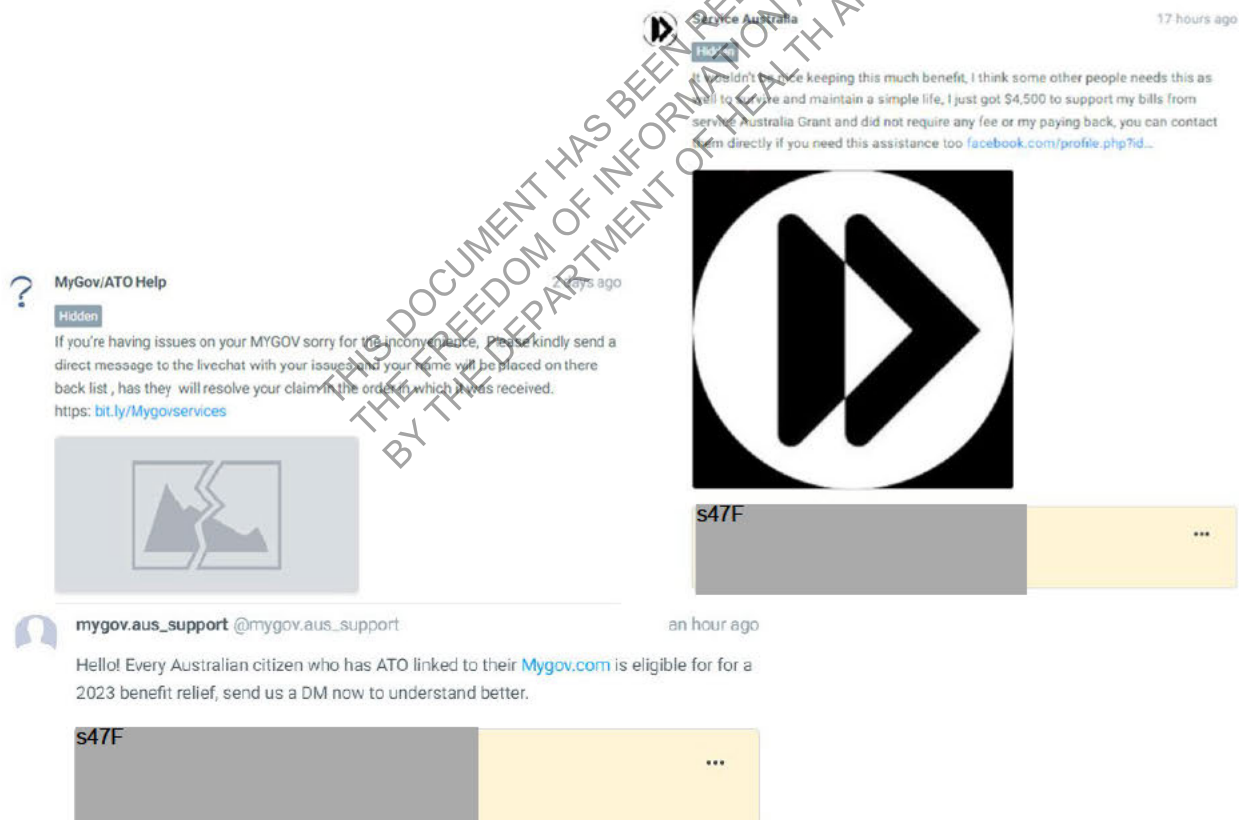
Secondly, completely understand our boosted post was a social issue hence why it was rejected initially, however, I am unsure how this ad was not picked up by the automation and rejected given the topic and the images used, yet our ad was rejected. There seems to be some inconsistency in the tool and completely aware of the millions of ads that get boosted/posted, however, I would have thought some key words of public figures would automatically trigger a review.

Can you please :

1. provide some advice as to how this ad was approved please so we can pass this along to the Minister's Office.
2. confirm the ad had been removed and the account has been deactivated for impersonating a government official/government account.

Unfortunately I do not have a permalink to this ad, only the screenshot, as it was sent to our Minister from a constituent.

Also, we noticed an increase in activity of spamming accounts pretending to be Australian Government Departments (and now our Minister). The two other departments involved are Services Australia and ATO (screenshots attached of the messages from our monitoring tool – I was unable to locate a permalink for two of the three examples). This activity seems to be increasing.



Permalink to one account: [https://www.instagram.com/mygov.aus\\_support/](https://www.instagram.com/mygov.aus_support/)

Our concern is the reputation of the Australian Government and our respective departments, especially as we don't want people to be scammed under the guise of our department/government. What options are available to protect our reputations? Is it possible for Meta to put a ban on certain account names to stop these accounts being used as false accounts or at least make sure they need to be reviewed when created to be deemed legitimate? As you can

see by the examples, the accounts are using government names and branding to in an attempt to give legitimacy to their account. Any guidance on this would be greatly appreciated. We would also appreciate if you can escalate this internally so we can prevent this from becoming a bigger issue as it seems to be emerging right now. It would be great to nip this early and prevent any further damage being done.

Happy to jump on the phone if needed as well.

Thanks

s47F

s47F

Assistant Director  
Social Media Manager  
Social Media and Communication Strategies Section

Communication and Change Branch | People, Communication and Parliamentary Division  
Australian Government Department of Health and Aged Care

s47F

Location: Sirius Building, 3.S.205  
PO Box 9848, Canberra ACT 2601, Australia

Follow on: [Facebook](#) | [Instagram](#) | [LinkedIn](#) | [Twitter](#) | [YouTube](#)

*The Department of Health acknowledges the Traditional Custodians of Australia and their continued connection to land, sea and community. We pay our respects to all Elders past and present*

**From:** s47F

**Sent:** Friday, 6 January 2023 11:28 AM

**To:** s47F

**Cc:** s47F

**Subject:** Fake Facebook advert using Minister's image

**REMINDER:** Think before you click! This email originated from outside our organisation. Only click links or open attachments if you recognise the sender and know the content is safe.

s22

s47F | He/him

s47F s22

s47F

s22

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s47

**From:** s47  
**Sent:** Friday, 27 August 2021 10:23 AM  
**To:** s47  
**Cc:** s47  
**Subject:** RE: Facebook group spreading unsubstantiated claims of vaccine related injuries [SEC=OFFICIAL]

Amazing thanks s47 and team 😊

**From:** s47F  
**Sent:** Friday, 27 August 2021 9:33 AM  
**To:** s47F  
**Cc:** s47F s47E(d)  
**Subject:** RE: Facebook group spreading unsubstantiated claims of vaccine related injuries [SEC=OFFICIAL]  
**REMINDER:** Think before you click! This email originated from outside our organisation. Only click links or open attachments if you recognise the sender and know the content is safe.

Hello s47

We have reviewed the group and have taken it down as it violated our policies.

s47

s47F

FACEBOOK 

**From:** s47F  
**Sent:** Thursday, August 26, 2021 6:08 PM  
**To:** s47F  
**Cc:** s47F s47E(d)  
**Subject:** RE: Facebook group spreading unsubstantiated claims of vaccine related injuries [SEC=OFFICIAL]  
 Thanks s47, and this is another group on Instagram as well to watch  
[https://www.instagram.com/ourvoicesmatter\\_official/](https://www.instagram.com/ourvoicesmatter_official/)

**From:** s47F  
**Sent:** Thursday, 26 August 2021 8:04 PM  
**To:** s47F  
**Cc:** s47F s47E(d)  
**Subject:** RE: Facebook group spreading unsubstantiated claims of vaccine related injuries [SEC=OFFICIAL]  
**REMINDER:** Think before you click! This email originated from outside our organisation. Only click links or open attachments if you recognise the sender and know the content is safe.

Thanks. Yes this was highlighted to us previously when it was first started. Will check if the posts violate now that there are more posts.

s47F

FACEBOOK 

**From:** s47F  
**Sent:** Thursday, August 26, 2021 6:02 PM  
**To:** s47F  
**Cc:** s47F s47E(d)  
**Subject:** Facebook group spreading unsubstantiated claims of vaccine related injuries [SEC=OFFICIAL]  
 Hi s47,

Just flagging this group with you about Vaccine reactions that are not substantiated. It has 743 members but thought I would flag it before it got too many more:

<https://www.facebook.com/groups/australiancovidvaccinereactions>

I've also reported this via the Facebook reporting function.

Thanks

s47

s47F

Assistant Director – Social Media

Australian Government Department of Health

s47F

Location: Sirius Building

PO Box 9848, Canberra ACT 2601, Australia

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s47F

---

**From:** s47F  
**Sent:** Tuesday, 4 May 2021 10:11 PM  
**To:** s47F  
**Cc:** s47E(d) s47F  
**Subject:** RE: Facebook group - potential breach of Facebook COVID-19 policy [SEC=OFFICIAL]

Thanks s47 for the explanation. When you say demoted, what does this mean? Thanks s47

---

s47F

Assistant Director – Social Media – National Incident Room

Australian Government Department of Health

s47F

Location: Sirius Building  
PO Box 9848, Canberra ACT 2601, Australia

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---

**From:** s47F  
**Sent:** Monday, 19 April 2021 7:05 PM  
**To:** s47F  
**Cc:** s47E(d) s47F  
**Subject:** Re: Facebook group - potential breach of Facebook COVID-19 policy [SEC=OFFICIAL]

Hello s47,

The group has posted a large volume of content which does not violate our policies. Also Groups that repeatedly share misinformation and violate our policies are demoted and can eventually be removed from our platform.

Do continue to surfacing any content you think are violating and we will get it reviewed asap.

Cheers

s47

s47F

FACEBOOK     

---

**From:** s47F  
**Date:** Friday, 16 April 2021 at 5:11 PM



To: s47F

Cc: s47E(d)

s47F

s47F

**Subject:** RE: Facebook group - potential breach of Facebook COVID-19 policy [SEC=OFFICIAL]

Thanks s47. As the group's main aim is in breach of Facebook's policies for COVID misinformation, is there a reason why Facebook is not removing the group as a whole? There is demonstrated evidence the group is purely designed to go against COVID information by the posts it allows, and by leaving the group itself I feel it is kind of counterintuitive as more posts will just keep appearing on the page. By allowing the group to remain it seems as though Facebook is supporting the infrastructure that enables COVID-19 misinformation to spread easily rather than stopping it in its tracks. Thanks, s47

s47F

Assistant Director – Social Media – National Incident Room

Australian Government Department of Health

s47F

Location: Sirius Building

PO Box 9848, Canberra ACT 2601, Australia

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**From:** s47F

**Sent:** Friday, 16 April 2021 6:59 PM

**To:** s47F

**Cc:** s47E(d)

s47F

**Subject:** Re: Facebook group - potential breach of Facebook COVID-19 policy [SEC=OFFICIAL]

**REMINDER:** Think before you click! This email originated from outside our organisation. Only click links or open attachments if you recognise the sender and know the content is safe.

Hello s47,

We have reviewed the group and have deleted 9 pieces of content for violation of our policies.

Please feel free to let us know if you surface any violating posts in future and we can continue to review the posts.

Cheers

s47

s47F

FACEBOOK     

From: s47F

Date: Monday, 12 April 2021 at 1:17 PM

To: s47F

Cc: s47E(d)

"s47F

Subject: Facebook group - potential breach of Facebook COVID-19 policy [SEC=OFFICIAL]

Hi s47 and s47,

Happy Monday ☺ I hope you both had a good weekend. Not sure if you are back from paternity leave yet s47 ...if so welcome back, if not I hope you're enjoying your time off!

Just wanted to reach out about the United Collective public group on Facebook:

<https://www.facebook.com/groups/1125787174433241/>

We've had a look at [Facebook's COVID-19 policy](#) and we think this group goes against Facebook's stance of "working to remove COVID-19 content that contributes to the risk of real-world harm, including through our policies prohibiting coordination of harm, sale of medical masks and related goods, hate speech, bullying and harassment, and misinformation that contributes to the risk of imminent violence or physical harm", as well as prohibiting content that "Coordinates, depicts, admits to or promotes the active and deliberate spread of communicable diseases by you or your associates."

We've also noted that Facebook prohibits:

- Content coordinating in-person events or gatherings when participation involves or encourages people who have COVID-19 to join.
- Content coordinating interference with the administration of the COVID-19 vaccine.
- Content calling to action, advocating or promoting that others not have the COVID-19 vaccine.

We believe this group infringes on Facebook's policy as it has promoted events and calls to action advocating fighting against the COVID-19 vaccine and also spreads misinformation to push this message. An example of said misinformation can be found here:

<https://m.facebook.com/groups/1125787174433241/permalink/1383746131970676/>

I've also included a snip of the recent media on the page that you can see is quite openly against COVID-19 requirements and has numerous online petitions being promoted in the comments on the posts.



Can you please advise on whether or not this constitutes a breach of policy and if it will result in this page being shut down.

Thanks

s47

s47F

Assistant Director – Social Media – National Incident Room

Australian Government Department of Health

s47F

Location: Sirius Building

PO Box 9848, Canberra ACT 2601, Australia

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s47F

**From:** s47F  
**Sent:** Friday, 29 October 2021 12:49 PM  
**To:** s47F  
**Cc:** s47F  
**Subject:** RE: Emails and a phone call received from Anti COVID Vaxer individuals and a social post on their Facebook Group page [SEC=OFFICIAL]

Hi s47,

Hope you're well.

I'm circling back to see if anyone has been in contact with you about this issue and whether it's been resolved?

Thanks

s47

---

**From:** s47F  
**Sent:** Monday, 18 October 2021 10:54 AM  
**To:** s47F  
**Cc:** s47F  
**Subject:** RE: Emails and a phone call received from Anti COVID Vaxer individuals and a social post on their Facebook Group page [SEC=OFFICIAL]

Hi s47

Thank you. I will pass your email address onto our colleagues who will be in touch shortly.

Thanks

s47

---

**From:** s47F  
**Sent:** Monday, 18 October 2021 10:50 AM  
**To:** s47F  
**Cc:** s47F  
**Subject:** RE: Emails and a phone call received from Anti COVID Vaxer individuals and a social post on their Facebook Group page [SEC=OFFICIAL]

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Hi s47F,

I can certainly get the group reviewed. Do you want to link me up so I can get more information?

s47F

[Redacted signature block]

FACEBOOK     

From: s47F

Sent: Monday, October 18, 2021 6:54 AM

To: s47F

Cc: s47F

Subject: FW: Emails and a phone call received from Anti COVID Vaxer individuals and a social post on their Facebook Group page [SEC=OFFICIAL]

Hi s47,

Hope you're well. We have received concerns from our NSW state health stakeholders who are experiencing harassment from a Anti COVID Vaxer on Facebook. I believe they have contacted Facebook but not getting much luck with removing the Reignite Democracy Australia group. I wanted to seek your advice on the best way to handle such harassment issues and whether I could pass your contact details onto our stakeholder who can liaise directly with you on this matter?

Appreciate your guidance.

Thanks

s47F

Assistant Director – Social Media – Communication and Change

Australian Government Department of Health

s47F

Location: Sirius Building

PO Box 9848, Canberra ACT 2601, Australia

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s22

s22

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s47F

**From:** s47F on behalf of s47E(d)  
**Sent:** Tuesday, 27 April 2021 12:10 PM  
**To:** s47F  
**Subject:** FW: We have an answer about @CraigKellyMP 0205462546 [ ref:\_00DA0K0A8.\_5004w28ZUrt:ref ] [SEC=OFFICIAL]

Just for reference when contacting s47F, in case you haven't already seen this.

s47F

Social Media Officer

Office of Health Protection and Response | Public Information Branch  
Australian Government Department of Health

s47F

Location: Sirius Building 3.N.418  
PO Box 9848, Canberra ACT 2601, Australia

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**From:** Twitter Support <support@twitter.com>  
**Sent:** Tuesday, 27 April 2021 10:06 AM  
**To:** s47E(d)  
**Subject:** We have an answer about @CraigKellyMP 0205462546 [ ref:\_00DA0K0A8.\_5004w28ZUrt:ref ]

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Hello,

We're writing to let you know that after reviewing the available information, we didn't find a violation of [our rules](#) in the content you reported.

We appreciate that you let us know what happened, and encourage you to reach out again in the future if you see any potential violations.

Thanks,

Twitter

Twitter, Inc. 1355 Market Street, Suite 900 San Francisco, CA 94103

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ref:\_00DA0K0A8.\_5004w28ZUrt:ref

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s47F

**From:** s47F  
**Sent:** Tuesday, 27 April 2021 12:15 PM  
**To:** s47E(d)  
**Subject:** RE: We have an answer about @CraigKellyMP 0205462546 [ ref:\_00DA0K0A8.\_5004w28ZUrt:ref ] [SEC=OFFICIAL]

Thanks I hadn't yet so I will include this.

s47F

Assistant Director – Social Media – National Incident Room

Australian Government Department of Health

s47F

Location: Sirius Building  
PO Box 9848, Canberra ACT 2601, Australia

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**From:** s47F **On Behalf Of** s47E(d)  
**Sent:** Tuesday, 27 April 2021 12:10 PM  
**To:** s47F  
**Subject:** FW: We have an answer about @CraigKellyMP 0205462546 [ ref:\_00DA0K0A8.\_5004w28ZUrt:ref ] [SEC=OFFICIAL]

Just for reference when contacting s47F, in case you haven't already seen this.

s47F

Social Media Officer

Office of Health Protection and Response | Public Information Branch  
Australian Government Department of Health

s47F

Location: Sirius Building 3.N.418  
PO Box 9848, Canberra ACT 2601, Australia

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**From:** Twitter Support <[support@twitter.com](mailto:support@twitter.com)>  
**Sent:** Tuesday, 27 April 2021 10:06 AM  
**To:** s47E(d)  
**Subject:** We have an answer about @CraigKellyMP 0205462546 [ ref:\_00DA0K0A8.\_5004w28ZUrt:ref ]

**REMINDER:** Think before you click! This email originated from outside our organisation. Only click links or open attachments if you recognise the sender and know the content is safe.



Hello,

We're writing to let you know that after reviewing the available information, we didn't find a violation of [our rules](#) in the content you reported.

We appreciate that you let us know what happened, and encourage you to reach out again in the future if you see any potential violations.

Thanks,

Twitter

---

[Help](#) | [Privacy](#)

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Twitter, Inc. 1355 Market Street, Suite 900 San Francisco, CA 94103

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s47F

---

**From:** s47F  
**Sent:** Wednesday, 9 June 2021 10:27 PM  
**To:** s47F  
**Cc:** s47F ; s47E(d)  
**Subject:** RE: Twitter Flag [SEC=OFFICIAL]

Thanks s47F your assistance is appreciated and we are glad this was reviewed and escalated. We will most definitely report any further issues. Thanks, s47

---

s47F

Assistant Director – Social Media – National Incident Room

Australian Government Department of Health

s47F

Location: Sirius Building  
PO Box 9848, Canberra ACT 2601, Australia

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**From:** s47F  
**Sent:** Tuesday, 8 June 2021 11:52 AM  
**To:** s47F  
**Cc:** s47F ; s47E(d)  
**Subject:** Re: Twitter Flag [SEC=OFFICIAL]

**REMINDER:** Think before you click! This email originated from outside our organisation. Only click links or open attachments if you recognise the sender and know the content is safe.

Hi team,

I hope you are well and having a good week. Thanks for your patience while our team has reviewed this content.

Upon investigation, our teams found that the content violated our relevant COVID-19 policies and has been removed from the service. If there are further reports you'd like our team to take a closer look at, please let us know and we'll be happy to assist.

All the best,  
s47F

On Thu, Jun 3, 2021 at 4:11 PM s47F wrote:

Thanks all, we'll escalate the report with our internal teams for review. **Was it just the one Tweet that's been reported or are there multiple you'd like our team to assess against the [Twitter Rules](#)?**

For reference, I also wanted to share our approach to COVID-19 and COVID-19 vaccine misinformation, which is outlined in full, in our policy – [here](#). Through the pandemic, our primary goal in addressing COVID-19 misleading information has focused on removing demonstrably false or potentially misleading content that has the highest risk of causing harm, as well as surfacing credible content from authoritative sources through our [Explore tab](#) and dedicated search prompts for [COVID-19](#) and [vaccinations](#) with trusted partners (like yourselves).

Our policies are never static and evolve to address new behaviours and the contours of online conversation. We appreciate your partnership on these important issues. Please let me know if you have any questions, at this stage.

All the best,

s47F

On Thu, Jun 3, 2021 at 4:02 PM s47F wrote:

Sorry further to this, the 1 death it does report is incorrect as we haven't had any COVID-19 deaths in 2021 therefore it's misinformation. Thanks s47

---

s47F

Assistant Director – Social Media – National Incident Room

Australian Government Department of Health

s47F

Location: Sirius Building

PO Box 9848, Canberra ACT 2601, Australia

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---

From: s47F

Sent: Thursday, 3 June 2021 4:00 PM

To: s47F

Cc: s47F

s47E(d)

Subject: RE: Twitter Flag [SEC=OFFICIAL]



Hi s47F ,

It is s47F

Thanks,

s47F

---

From: s47F

Sent: Thursday, 3 June 2021 3:51 PM

To: s47F

Cc: s47F

s47E(d)

Subject: FW: Twitter Flag [SEC=OFFICIAL]

Hi s47F ,

Thanks for that. Here is the reference number from the impersonation report:

ref:00DA0000000K0A8.5004w00002A6QQp:ref

For context in terms of the misrepresentation of those figures on the graphic. The use of the TGA report has been taken out of context to spread misinformation and incite fear of people who view it. While TGA does report 210 deaths after vaccination, they also provide further context to this number that only 1 death has been caused by the vaccine. This information is not provided on the infographic so is misrepresenting facts provided. Evidence from TGA which this infographic quotes is "To 23 May 2021, 3.6 million doses of COVID-19 vaccines have been this period, the TGA has received 210 reports of deaths following immunisation – 109 have been reported for the Pfizer vaccine, 94 for the AstraZeneca vaccine and seven where the vaccine was not specified. Most of these reports (93%) were for people 65 years of age and over, and over three quarters were 75 years of age and over. Many of the deaths relate to elderly aged-care residents... **Apart from the single Australian case in which death was linked to TTS, COVID-19 vaccines have not been found to cause death.**" – This quote has been sourced from here <https://www.tga.gov.au/periodic/covid-19-vaccine-weekly-safety-report-27-05-2021>

Thanks

s47F

**From:** s47F

**Sent:** Thursday, 3 June 2021 12:51 PM

**To:** s47F

**Cc:** s47F

**Subject:** Re: Twitter Flag [SEC=OFFICIAL]

**REMINDER:** Think before you click! This email originated from outside our organisation. Only click links or open attachments if you recognise the sender and know the content is safe.

Hi s47F

Thanks for your email and alerting us!

To help us best assist here, can I ask if you have reported these Tweets via the help centre form linked above and received case numbers? If not, can I please ask you to file an impersonation report at – [this form](#)? Once you receive your case numbers via email, please forward them on to me and we can escalate for expedited internal review. In addition to the use of the logo, if we could also understand how the figures on the infographic are misrepresented, that would be helpful additional context for us to provide to our team.

Please let me know if you have any questions about the process at all and I'll be happy to help. Hope to hear from you soon.

Cheers,

s47F

On Thu, Jun 3, 2021 at 12:19 PM s47F wrote:

Hi s47F,

Following on from our last conversation. In the last few days we've had lots of tweets using the image with the Dept's logo which is misrepresenting our department. Are you able to take down these comments? We have been hiding them for now, but would appreciate if you could remove them all together.

Below is a copy of the image that is now being reshared by social users misrepresenting our logo.



Thanks

s47F

Assistant Director – Social Media – National Incident Room

Australian Government Department of Health

s47F

Location: Sirius Building

PO Box 9848, Canberra ACT 2601, Australia

*The Department of Health acknowledges the traditional owners of country throughout Australia, and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to elders both past and present.*

**Making flexibility work** - if you receive an email from me outside of normal business hours, I'm sending it at a time that suits me. Unless I reach out to you via phone or text, I'm not expecting you to read or reply until normal business hours.

**From:** s47F

**Sent:** Tuesday, 1 June 2021 11:51 AM

**To:** s47F

**Cc:** s47F

**Subject:** Re: Twitter Flag [SEC=OFFICIAL]

**REMINDER:** Think before you click! This email originated from outside our organisation. Only click links or open attachments if you recognise the sender and know the content is safe.

Hi s47F

s47

[REDACTED]

s47

[REDACTED]

s47

[REDACTED]

s47

[REDACTED]

Please let me know if you have any questions on the above and we'll be happy to discuss in more detail. Hope to hear from you soon.

Cheers,  
s47F

On Tue, Jun 1, 2021 at 11:31 AM s47F wrote:

Hi s47F,

I believe you've been liaising with my co-worker s47 in the past. I recently joined the social media team at health and helping s47F out with managing the team.

It has come to our attention, the 'Reignite Democracy Australia' group are using the Dept of Health logo on their recent tweet (please see email below).

I'd like to seek your advice on:

- How to remove the post as this is not something the department endorses. And,
- How we go about making sure they don't use the dept's logo on future.

Thanks

s47F

Assistant Director – Social Media – National Incident Room

Australian Government Department of Health

s47F

Location: Sirius Building

PO Box 9848, Canberra ACT 2601, Australia

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**From:** s47F

**Sent:** Tuesday, 1 June 2021 11:00 AM



To: s47F

Subject: Twitter Flag [SEC=OFFICIAL]

Hello,

Wasn't sure who to send to so here we are. I've just noticed in our twitter notifications this thread which says the 'Reignite Democracy Australia' group is putting DOH branding on their content. Thought it was worth flagging.

s47F

s47F s47F

13h

Hey @healthgovau - aspiring political organisation Reignite Democracy Australia are distributing anti-vax propaganda with your logo on it.

That a crime or something?



s47F

s47F

Social Media Officer

Australian Government Department of Health



| E s47F

Location: Sirius Building

PO Box 9848, Canberra ACT 2601, Australia

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--



s47F

she / her

Policy Associate

s47F



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--



s47F

she / her

Policy Associate

s47F



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--



s47F

she / her

Policy Associate

s47F



--



s47F

she / her

Policy Associate

s47F



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BY THE DEPARTMENT OF HEALTH AND AGED CARE

s47F

**From:** s47F  
**Sent:** Wednesday, 5 May 2021 1:00 PM  
**To:** s47F  
**Cc:** s47E(d)  
**Subject:** RE: World Immunisation Week- April 24 - 30 [SEC=OFFICIAL]

Hi s47F – have just sent a meeting request for the 13<sup>th</sup> while there was still space in the calendars.

Regards

s47F

s47F  
A/g Director  
Social Media & Non-Campaign Strategies

Australian Government Department of Health

s47F

**Location:** Sirius Building 3.N.126  
PO Box 9848, Canberra ACT 2601, Australia

**Follow on:** [Twitter](#) | [Facebook](#) | [Pinterest](#) | [YouTube](#)

*The Department of Health acknowledges the Traditional Custodians of Australia and their continued connection to land, sea and community. We pay our respects to all Elders past and present.*

s47F

**Sent:** Tuesday, 4 May 2021 6:07 PM  
**To:** s47F  
**Cc:** s47F s47E(d)  
**Subject:** Re: World Immunisation Week- April 24 - 30 [SEC=OFFICIAL]

**REMINDER:** Think before you click! This email originated from outside our organisation. Only click links or open attachments if you recognise the sender and know the content is safe.

Hi s47F

No problem at all! Great, we'll lock that in. Can you please add myself and s47F to the invite for the 13th?

s47

Thanks and speak soon,

s47F

On Thu, Apr 29, 2021 at 2:29 PM s47F wrote:

Hi s47F ,

Apologies I thought I had replied and just found this in my drafts :/

Thursday 13 May is best for us. I will send a WebEx invite as we are only able to hold video conferences through this platform. If you can let me know who I need to invite that would be great.

s47

s47F

Finally, we reported Craig Kelly's account (the MP who has been banned from Facebook and Insta for spreading COVID misinformation) as we noticed that all of the COVID misinformation is now going to his Twitter account but we were advised that the account didn't breach the Twitter guidelines (email attached). Is there a way we can escalate this?

Thanks

s47

s47F

Assistant Director – Social Media – National Incident Room

Australian Government Department of Health

s47F

Location: Sirius Building

PO Box 9848, Canberra ACT 2601, Australia

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From: s47F

Sent: Wednesday, 28 April 2021 5:08 PM

To: s47F

Subject: Re: World Immunisation Week- April 24 - 30

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Hi s47F ,

s22

s22

s22

[REDACTED]

[REDACTED]

[REDACTED]

s22

[REDACTED]

s22

[REDACTED]

s47F

[REDACTED]

s22

s47F

s22

Hi s47F ,

s22

[REDACTED]

[REDACTED]

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s22

[REDACTED]

[REDACTED]

s47

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

s47

[REDACTED]

[REDACTED]

[REDACTED]

s22

s47F

s22

s47F

s22

Hey s47F,

Is22

[REDACTED]

[REDACTED]

[REDACTED]

s22

s47

[REDACTED]

s47

[REDACTED]

[REDACTED]

[REDACTED]

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s47

[REDACTED]

s22

[REDACTED]

s22

[REDACTED]

s47F

[REDACTED]

--



s47F

[REDACTED]

[REDACTED]

[REDACTED]



[REDACTED]

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--



s47F

[REDACTED]

[REDACTED]

[REDACTED]



[REDACTED]

--



s47F

[Redacted]

[Redacted]

[Redacted]



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--



s47F

[Redacted]

[Redacted]

[Redacted]



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s47F

**From:** Twitter Support <support@twitter.com>  
**Sent:** Thursday, 8 April 2021 2:18 PM  
**To:** s47E(d)  
**Subject:** We've got your report about s47F  
[ref:00DA0000000K0A8.5004w000027jJ1Y:ref]

**REMINDER:** Think before you click! This email originated from outside our organisation. Only click links or open attachments if you recognise the sender and know the content is safe.



Hello,

We appreciate you letting us know about this. Please give us a moment to have a person on our support team review it. We'll be back in touch soon.

Thanks,

Twitter

2021-04-08 04:18

ref:00DA0000000K0A8.5004w000027jJ1Y:ref

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s47F

**From:** Twitter Support <support@twitter.com>  
**Sent:** Tuesday, 27 April 2021 9:23 AM  
**To:** s47E(d)  
**Subject:** We've got your report about @CraigKellyMP 0205462546  
[ref:00DA0000000K0A8.5004w000028ZUrt:ref]

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Hello,

We appreciate you letting us know about this. Please give us a moment to have a person on our support team review it. We'll be back in touch soon.

### Reported Tweet

FACEBOOK : BLOOD ON THEIR HANDS

FaceBook's censorship of the science and the evidence on Ivermectin and Covid early treatments - is killing people.

Those making these censorship decisions at Facebook have blood on their hands. [...]

Thanks,

Twitter

2021-04-26 23:22

ref:00DA0000000K0A8.5004w000028ZUrt:ref

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Twitter, Inc. 1355 Market Street, Suite 900 San Francisco, CA 94103

s47F

**From:** Twitter Support <support@twitter.com>  
**Sent:** Sunday, 18 July 2021 1:24 PM  
**To:** s47E(d)  
**Subject:** We've got your report about s47F  
[ref:00DA0000000K0A8.5004w00002BZnCR:ref]

**REMINDER:** Think before you click! This email originated from outside our organisation. Only click links or open attachments if you recognise the sender and know the content is safe.



Hello,

We appreciate you letting us know about this. Please give us a moment to have a person on our support team review it. We'll be back in touch soon.

### Reported Tweet

@healthgovau [...]

Thanks,

Twitter

2021-07-18 03:23

ref:00DA0000000K0A8.5004w00002BZnCR:ref

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s47F

**From:** Twitter Support <support@twitter.com>  
**Sent:** Tuesday, 3 August 2021 3:27 PM  
**To:** s47E(d)  
**Subject:** We've got your report about @CraigKellyMP 0222475221  
[ref:00DA0000000K0A8.5004w00002CTzoN:ref]

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Hello,

We appreciate you letting us know about this. Please give us a moment to have a person on our support team review it. We'll be back in touch soon.

### Reported Tweet

Looking desperate & running out of ideas

Mistake after mistake

Constant scaremongering

Harming people's mental health with endless lockdowns

Raw abuse of Police power

Ignoring Israeli 🇮🇱 experience

Destroying lives & NSW economy

SHAME Gladys SHAME

Time to resign !! [...]

Thanks,

Twitter

2021-08-03 05:27

ref:00DA0000000K0A8.5004w00002CTzoN:ref

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s47F

**From:** Twitter Support <support@twitter.com>  
**Sent:** Saturday, 7 August 2021 2:46 PM  
**To:** s47E(d)  
**Subject:** We've got your report about s47F  
[ref:00DA0000000K0A8.5004w00002CRQAp:ref]

**REMINDER:** Think before you click! This email originated from outside our organisation. Only click links or open attachments if you recognise the sender and know the content is safe.



Hello,

We appreciate you letting us know about this. Please give us a moment to have a person on our support team review it. We'll be back in touch soon.

### Reported Tweet

@healthgovau Soon in Australia [...]

Thanks,

Twitter

2021-08-07 04:46

ref:00DA0000000K0A8.5004w00002CRQAp:ref

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s47F

**From:** Twitter Support <support@twitter.com>  
**Sent:** Thursday, 2 December 2021 12:41 PM  
**To:** s47E(d)  
**Subject:** We've got your report about s47F  
[ref:00DA0000000K0A8.5004w00002HNALq:ref]

**REMINDER:** Think before you click! This email originated from outside our organisation. Only click links or open attachments if you recognise the sender and know the content is safe.



Hello,

We appreciate you letting us know about this. Please give us a moment to have a person on our support team review it. We'll be back in touch soon.

### Reported Tweet

@healthgovau You whole country is a joke. The best thing that could happen to Australia is China invade and take over. The people would have more freedoms than they do now. It would be a easy take over because it appears you all chicken shit cowards.

Thanks,

Twitter

2021-12-02 01:40

ref:00DA0000000K0A8.5004w00002HNALq:ref

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s47F

**From:** Twitter Support <support@twitter.com>  
**Sent:** Monday, 15 November 2021 4:21 PM  
**To:** s47E(d)  
**Subject:** We've got your report about s47F  
[ref:00DA0000000K0A8.5004w00002GhDwc:ref]

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Hello,

We appreciate you letting us know about this. Please give us a moment to have a person on our support team review it. We'll be back in touch soon.

### Reported Tweet

@healthgovau suicide just went up

Thanks,

Twitter

2021-11-15 05:21

ref:00DA0000000K0A8.5004w00002GhDwc:ref

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s47F

**From:** Twitter Support <support@twitter.com>  
**Sent:** Thursday, 8 April 2021 2:25 PM  
**To:** s47E(d)  
**Subject:** We have an answer about s47F [ ref:\_00DA0K0A8.\_5004w27j1Y:ref ]

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Hello,

We're writing to let you know that after reviewing the available information, we didn't find a violation of [our rules](#) in the content you reported.

We appreciate that you let us know what happened, and encourage you to reach out again in the future if you see any potential violations.

Thanks,

Twitter

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ref:\_00DA0K0A8.\_5004w27j1Y:ref

s47F

**From:** Twitter Support <support@twitter.com>  
**Sent:** Tuesday, 27 April 2021 10:06 AM  
**To:** s47E(d)  
**Subject:** We have an answer about @CraigKellyMP 0205462546 [ ref:\_00DA0K0A8.\_5004w28ZUrt:ref ]

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Thanks,

Twitter

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ref:\_00DA0K0A8.\_5004w28ZUrt:ref

s47F

**From:** Twitter Support <support@twitter.com>  
**Sent:** Sunday, 18 July 2021 5:08 PM  
**To:** s47E(d)  
**Subject:** We have an answer about s47F [ ref:\_00DA0K0A8.\_5004w2BZnCR:ref ]

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Thanks,

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ref:\_00DA0K0A8.\_5004w2BZnCR:ref

s47F

**From:** Twitter Support <support@twitter.com>  
**Sent:** Tuesday, 20 July 2021 3:06 PM  
**To:** s47E(d)  
**Subject:** We have an answer about s47F [ ref:\_00DA0K0A8.\_5004w2BaW4f:ref ]

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Thanks,

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ref:\_00DA0K0A8.\_5004w2BaW4f:ref

s47F

**From:** Twitter Support <support@twitter.com>  
**Sent:** Saturday, 7 August 2021 3:06 PM  
**To:** s47E(d)  
**Subject:** We have an answer about s47F [ ref:\_00DA0K0A8.\_5004w2CRQAp:ref ]

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Hello,

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We appreciate that you let us know what happened, and encourage you to reach out again in the future if you see any potential violations.

Thanks,

Twitter

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ref:\_00DA0K0A8.\_5004w2CRQAp:ref

s47F

**From:** Twitter Support <support@twitter.com>  
**Sent:** Saturday, 23 October 2021 11:21 AM  
**To:** s47E(d)  
**Subject:** We have an answer about s47F [ ref:\_00DA0K0A8.\_5004w2FakYe:ref ]

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Hello,

We're writing to let you know that after reviewing the available information, we didn't find a violation of [our rules](#) in the content you reported.

We appreciate that you let us know what happened, and encourage you to reach out again in the future if you see any potential violations.

Thanks,

Twitter

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ref:\_00DA0K0A8.\_5004w2FakYe:ref



s47F

**From:** Twitter Support <support@twitter.com>  
**Sent:** Thursday, 2 December 2021 1:46 PM  
**To:** s47E(d)  
**Subject:** We have an answer about s47F [ ref:\_00DA0K0A8.\_5004w2HNALq:ref ]

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Hello,

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We appreciate that you let us know what happened, and encourage you to reach out again in the future if you see any potential violations.

Thanks,

Twitter

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ref:\_00DA0K0A8.\_5004w2HNALq:ref

s47F

**From:** s47F  
**Sent:** Friday, 13 January 2023 2:53 PM  
**To:** s47F  
**Cc:** s47F; s47E(d); s47F  
**Subject:** RE: Instagram account that appears to be taken over [SEC=OFFICIAL]

Ok thanks, I will make sure I grab the permalink next time. I am so used to just reporting spam that I didn't think about the permalink. Apologies.

s47F  
Assistant Director  
Social Media Manager  
Social Media and Communication Strategies Section

Communication and Change Branch | People, Communication and Parliamentary Division  
Australian Government Department of Health and Aged Care

s47F  
Location: Sirius Building, 3.S.205  
PO Box 9848, Canberra ACT 2601, Australia

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**From:** s47F  
**Sent:** Friday, 13 January 2023 2:50 PM  
**To:** s47F  
**Cc:** s47F; s47E(d)  
**Subject:** Re: Instagram account that appears to be taken over [SEC=OFFICIAL]

All good, I've got the post and comment now.

Have flagged this with the team just waiting on a response/action. Will be in touch.

Thanks,

 Meta

s47F

**From:** s47F  
**Date:** Friday, 13 January 2023 at 2:05 pm  
**To:** s47F  
**Cc:** s47F; s47E(d)  
**Subject:** RE: Instagram account that appears to be taken over [SEC=OFFICIAL]

**This Message Is From an External Sender**

I reported the comment so it disappeared from the page but this is the post it was on:

s47F I can still see it in our Business Suite but I can't access the comment itself :/ is there a back way to get this comment on your end if you have the post?



For some reason I can't log onto Insta for health on my phone to see it that way...problem for another day!

s47F  
Assistant Director  
Social Media Manager  
Social Media and Communication Strategies Section

Communication and Change Branch | People, Communication and Parliamentary Division  
Australian Government Department of Health and Aged Care

s47F  
Location: Sirius Building, 3.S.205  
PO Box 9848, Canberra ACT 2601, Australia

Follow on: [Facebook](#) | [Instagram](#) | [LinkedIn](#) | [Twitter](#) | [YouTube](#)

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From: s47F  
Sent: Friday, 13 January 2023 1:55 PM  
To: s47F  
Cc: s47F  
s47E(d)  
Subject: Re: Instagram account that appears to be taken over [SEC=OFFICIAL]

**REMINDER:** Think before you click! This email originated from outside our organisation. Only click links or open attachments if you recognise the sender and know the content is safe.

Thanks for flagging, can you share the links they are posting across if available?

Thanks,

 Meta

s47F

From: s47F  
Date: Friday, 13 January 2023 at 1:51 pm

To: s47F

Cc: s47F

s47E(d)

Subject: Instagram account that appears to be taken over [SEC=OFFICIAL]

**This Message Is From an External Sender**

Hi s47F ,

This appears to be an account that has been taken over and then posting for people to DM for health advice and Aus Gov grants. Grateful if the team can look into this please.

s47F - seems to be a legit account that has been taken over.



s47F

12 minutes ago

Send me a dm for all your health and educational benefits from Australia government

Thanks

s47

s47F

Assistant Director  
Social Media Manager  
Social Media and Communication Strategies Section

Communication and Change Branch | People, Communication and Parliamentary Division  
Australian Government Department of Health and Aged Care

s47F

Location: Sirius Building, 3.S.205  
PO Box 9848, Canberra ACT 2601, Australia

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s47F

**From:** s47F  
**Sent:** Friday, 6 January 2023 9:38 AM  
**To:** s47F  
**Cc:** s47E(d); s47F  
**Subject:** RE: Facebook scam group - Health Pass [SEC=OFFICIAL]

Thanks s47F, amazing. And sorry for bombarding you with so many things. If some of the items are not for you, please let me know who I can contact. Now that s47 has left, you get all our attention 😊

s47F  
 Assistant Director  
 Social Media Manager  
 Social Media and Communication Strategies Section

Communication and Change Branch | People, Communication and Parliamentary Division  
 Australian Government Department of Health and Aged Care

s47F  
 Location: Sirius Building, 3.S.205  
 PO Box 9848, Canberra ACT 2601, Australia

**Follow on:** [Facebook](#) | [Instagram](#) | [LinkedIn](#) | [Twitter](#) | [YouTube](#)

*The Department of Health acknowledges the Traditional Custodians of Australia and their continued connection to land, sea and community. We pay our respects to all Elders past and present*

**From:** s47F  
**Sent:** Friday, 6 January 2023 8:03 AM  
**To:** s47F  
**Cc:** s47E(d)  
**Subject:** Re: Facebook scam group - Health Pass [SEC=OFFICIAL]

Hi s47,

Confirming this has been taken down.

Thanks,

 Meta

s47F

**From:** s47F  
**Date:** Thursday, 5 January 2023 at 1:21 pm  
**To:** s47F  
**Cc:** s47E(d)  
**Subject:** Re: Facebook scam group - Health Pass [SEC=OFFICIAL]

Hey s47,

Have flagged this with the team to review, and they will take action.

Thanks,



s47F

**From:** s47F  
**Date:** Thursday, 5 January 2023 at 1:12 pm  
**To:** s47F  
**Cc:** s47E(d)  
**Subject:** Facebook scam group - Health Pass [SEC=OFFICIAL]

**This Message Is From an External Sender**

Hey s47F

Sorry another one, there is a group which says it provides free vaccine certificates and QR codes to people. Can you please liaise with Meta to have this closed for promoting false information. Permalink to group:

<https://www.facebook.com/groups/715260592908601/discussion/preview>

Thanks

s47

s47F

Assistant Director  
 Social Media Manager  
 Social Media and Communication Strategies Section

Communication and Change Branch | People, Communication and Parliamentary Division  
 Australian Government Department of Health and Aged Care

s47F

Location: Sirius Building, 3.S.205  
 PO Box 9848, Canberra ACT 2601, Australia

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*The Department of Health acknowledges the Traditional Custodians of Australia and their continued connection to land, sea and community. We pay our respects to all Elders past and present*

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