

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

s47

s47F

Facebook

**From:** s47F [@health.gov.au](mailto:s47F@health.gov.au)  
**Sent:** Wednesday, September 15, 2021 12:30:31 PM  
**To:** s47F [@fb.com](mailto:s47F@fb.com)  
**Cc:** s47E(d) [@health.gov.au](mailto:s47E(d)@health.gov.au); s47F [@Health.gov.au](mailto:s47F@Health.gov.au);  
s47F [@health.gov.au](mailto:s47F@health.gov.au)  
**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.

**From:** s47F [@fb.com](mailto:s47F@fb.com)  
**Sent:** Wednesday, 15 September 2021 2:28 PM  
**To:** s47F [@health.gov.au](mailto:s47F@health.gov.au)  
**Cc:** s47E(d) [@health.gov.au](mailto:s47E(d)@health.gov.au); s47F [@Health.gov.au](mailto:s47F@Health.gov.au);  
s47F [@health.gov.au](mailto:s47F@health.gov.au)  
**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 s47F

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.




---

**From:** s47F @health.gov.au>  
**Date:** Wednesday, 15 September 2021 at 12:25 PM  
**To:** s47F @fb.com>  
**Cc:** s47E(d) @health.gov.au>, s47F @Health.gov.au>, s47F @health.gov.au>  
**Subject:** RE: Social media anti vax message encouraging harassment of a particular individual [SEC=OFFICIAL]

Thanks s47F, 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 @fb.com>  
**Sent:** Wednesday, 15 September 2021 1:32 PM  
**To:** s47F @health.gov.au>  
**Cc:** s47E(d) @health.gov.au>; s47F @Health.gov.au>; s47F @health.gov.au>  
**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 s47F

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.




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**From:** s47F @health.gov.au>  
**Date:** Tuesday, 14 September 2021 at 8:04 AM  
**To:** s47F @fb.com>  
**Cc:** s47E(d) @health.gov.au>, s47F @Health.gov.au>, s47F @health.gov.au>

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

Thanks s47F. 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  
[Redacted]

---

**From:** s47F @fb.com>  
**Sent:** Tuesday, 14 September 2021 9:28 AM  
**To:** s47F @health.gov.au>  
**Cc:** s47E(d) @health.gov.au>; s47F @Health.gov.au>; s47F @health.gov.au>  
**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 s47F,

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

s47  
[Redacted]

s47F  
[Redacted]  
E s47F @fb.com  


---

**From:** s47F @health.gov.au>  
**Sent:** Monday, September 13, 2021 2:03 PM  
**To:** s47F @fb.com>  
**Cc:** s47E(d) @health.gov.au>; s47F @Health.gov.au>; s47F @health.gov.au>  
**Subject:** RE: Social media anti vax message encouraging harassment of a particular individual [SEC=OFFICIAL]

Amazing thanks 😊

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**From:** s47F @fb.com>  
**Sent:** Monday, 13 September 2021 4:02 PM  
**To:** s47F @health.gov.au>  
**Cc:** s47E(d) @health.gov.au>; s47F @Health.gov.au>; s47F @health.gov.au>  
**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  
[Redacted]

E: s47F [@fb.com](#)  
FACEBOOK 

---

**From:** s47F [@health.gov.au](#)>  
**Sent:** Monday, September 13, 2021 1:56 PM  
**To:** s47F [@fb.com](#)>  
**Cc:** s47E(d) [@health.gov.au](#)>; s47F [@Health.gov.au](#)>;  
s47F [@health.gov.au](#)>  
**Subject:** RE: Social media anti vax message encouraging harassment of a particular individual [SEC=OFFICIAL]

Thanks s47F. 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  
[Redacted]

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

s47F 47F

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

Dr Skerritt,

As you've cc'ed 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 its 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 @fb.com>

Sent: Monday, 13 September 2021 3:30 PM

To: s47F @health.gov.au>

Cc: s47E(d) @health.gov.au>; s47F @Health.gov.au>;

s47F [redacted] @health.gov.au>

**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 s47F [redacted]

Thanks.

s47 [redacted]

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

Cheers

s47  
F [redacted]

[redacted]

E: s47F [redacted] @fb.com



**From:** s47F [redacted] @health.gov.au>

**Sent:** Monday, September 13, 2021 1:22 PM

**To:** s47F [redacted] @fb.com>

**Cc:** s47E(d) [redacted] @health.gov.au>; s47F [redacted] @Health.gov.au>;

s47F [redacted] @health.gov.au>

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

Thanks s47F [redacted]. The number is s47F [redacted]. 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. s47F [redacted]

? Thanks, s47F [redacted]

**From:** s47F [redacted] @fb.com>

**Sent:** Monday, 13 September 2021 2:54 PM

**To:** s47F [redacted] @health.gov.au>

**Cc:** s47E(d) [redacted] @health.gov.au>; s47F [redacted] @Health.gov.au>;

s47F [redacted] @health.gov.au>

**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 s47F [redacted]

s47 [redacted]

[redacted]

s47

Cheers

s47

F

s47F

Facebook

---

**From:** s47F <[redacted]> @health.gov.au>**Sent:** Monday, September 13, 2021 12:49 PM**To:** s47F**Cc:** s47E(d) [redacted], s47F [redacted]**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 it if you need it to block?

---

**From:** s47F [redacted]**Sent:** Monday, 13 September 2021 2:47 PM**To:** s47F [redacted] @fb.com**Cc:** s47E(d) [redacted] @health.gov.au>; s47F [redacted] @Health.gov.au>;

s47F [redacted] @health.gov.au&gt;

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

Hi s47F [redacted]

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 [redacted]

Thanks

s47F [redacted]

s47F [redacted]

s47F [redacted]

Australian Government Department of Health

s47F [redacted]

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 [redacted] <[redacted]@nine.com.au>  
**Sent:** Saturday, 11 September 2021 7:50 PM  
**To:** News <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 [redacted]

Each of us needs to CALL and write to s47F [redacted] 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 [redacted] <[redacted]@chiefscientist.gov.au>; s47F [redacted] <[redacted]@sydney.edu.au>; s47F [redacted] <[redacted]@csiro.au>;
- s47F [redacted] <[redacted]@health.gov.au>; s47F [redacted] <[redacted]@aph.gov.au>; s47F [redacted] <[redacted]@aph.gov.au>;
- s47F [redacted] <[redacted]@aph.gov.au>; s47F [redacted] <[redacted]@aph.gov.au>; s47F [redacted] <[redacted]@parliament.sa.gov.au>;
- s47F [redacted] <[redacted]@sa.gov.au>; s47F [redacted] <[redacted]@parliament.sa.gov.au>;
- s47F [redacted] <[redacted]@parliament.sa.gov.au>; s47F [redacted] <[redacted]@parliament.sa.gov.au>;
- s47F [redacted] <[redacted]@aph.gov.au>; s47F [redacted] <[redacted]@aph.gov.au>; s47F [redacted] <[redacted]@aph.gov.au>;
- s47F [redacted] <[redacted]@aph.gov.au>; s47F [redacted] <[redacted]@parliament.nsw.gov.au>;
- s47F [redacted] <[redacted]@nt.gov.au>; s47F [redacted] <[redacted]@parliament.vic.gov.au>;
- s47F [redacted] <[redacted]@act.gov.au>; s47F [redacted] <[redacted]@gmail.com>; s47F [redacted] <[redacted]@dpc.wa.gov.au>;
- s47F [redacted] <[redacted]@ministerial.qld.gov.au>; s47F [redacted] <[redacted]@act.gov.au>; s47F [redacted] <[redacted]@abc.net.au>;
- s47F [redacted] <[redacted]@garvan.org.au>; s47F [redacted] <[redacted]@gmail.com>; s47F [redacted] <[redacted]@unimelb.edu.au>;
- s47F [redacted] <[redacted]@aph.gov.au>; s47F [redacted] <[redacted]@aph.gov.au>; s47F [redacted] <[redacted]@aph.gov.au>;
- s47F [redacted] <[redacted]@health.gov.au>; s47F [redacted] <[redacted]@health.gov.au>;
- s47F [redacted] <[redacted]@uwa.edu.au>; s47F [redacted] <[redacted]@monash.edu>;
- s47F [redacted] <[redacted]@gmail.com>; s47F [redacted] <[redacted]@mtpconnect.org.au>;
- s47F [redacted] <[redacted]@medicinesdevelopment.com>; s47F [redacted] <[redacted]@unsw.edu.au>;
- s47F [redacted] <[redacted]@flinders.edu.au>; s47F [redacted] <[redacted]@health.gov.au>;

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s47F @pandata.org; s47F @gmail.com; s47F @liberal.org.au; s47F @liberal.org.au;  
 s47F @dhhs.vic.gov.au; s47F @ahpra.gov.au; s47F @racgp.org.au;  
 s47F @racp.edu.au; s47F @ama.com.au; s47F @monash.edu;  
<https://twitter.com> s47F



T s47F  
 As47F  
 Es47F



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[SEC=OFFICIAL]

"Important: This transmission is intended only for the use of the addressee and may contain confidential or legally privileged information. If you are not the intended recipient, you are notified that any use or dissemination of this communication is strictly prohibited. If you receive this transmission in error please notify the author immediately and delete all copies of this transmission."

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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 s47F 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]

H s47F

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

Cheers

Roy

s47F

E: s47F @fb.com



**From:** s47F @health.gov.au>  
**Date:** Wednesday, 28 July 2021 at 1:59 PM  
**To:** s47F @fb.com>  
**Cc:** s47F @Health.gov.au>, s47E(d) @health.gov.au>  
**Subject:** RE: Facebook Group [SEC=OFFICIAL]

Thanks that one worked 😊

**From** s47F @fb.com>  
**Sent:** Wednesday, 28 July 2021 3:54 PM  
**To:** s47F @health.gov.au>  
**Cc:** s47F @Health.gov.au>, s47E(d) @health.gov.au>  
**Subject:** Re: Facebook Group [SEC=OFFICIAL]

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Hi s47F

Try this form?

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

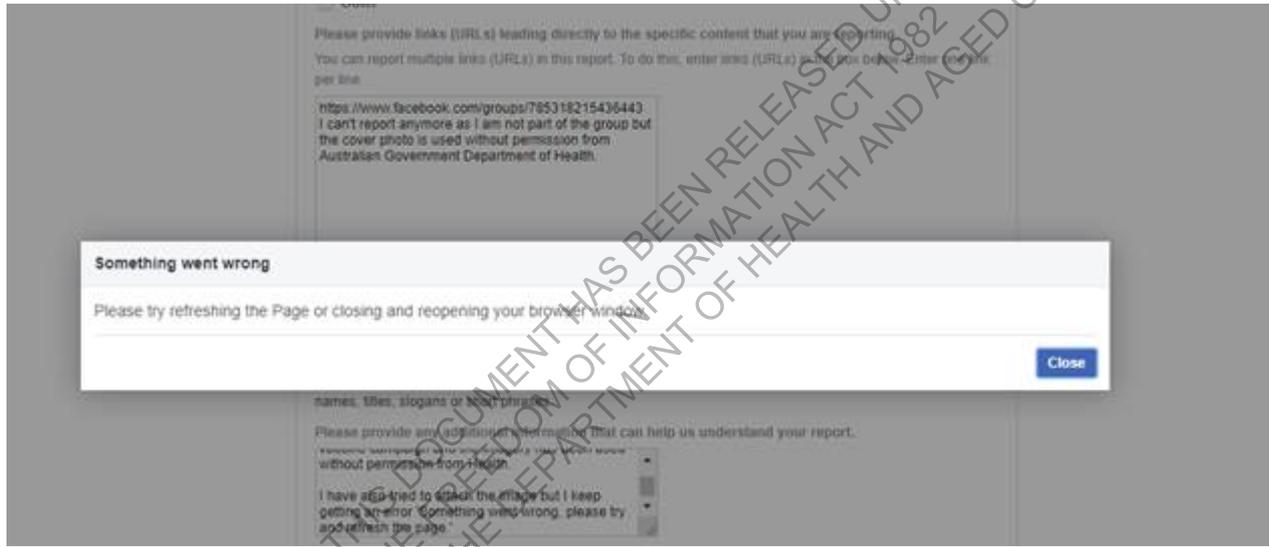
s47F  
[Redacted]

E: s47F [@fb.com](mailto:s47F@fb.com)  
FACEBOOK 

---

**From:** s47F [@health.gov.au](mailto:s47F@health.gov.au)>  
**Date:** Wednesday, 28 July 2021 at 1:51 PM  
**To:** s47F [@fb.com](mailto:s47F@fb.com)>  
**Cc:** s47F [@Health.gov.au](mailto:s47F@Health.gov.au)>, s47E(d) [@health.gov.au](mailto:s47E(d)@health.gov.au)>  
**Subject:** RE: Facebook Group [SEC=OFFICIAL]

Thanks s47F, I have tried but I keep getting this error message



---

**From:** s47F [@fb.com](mailto:s47F@fb.com)>  
**Sent:** Wednesday, 28 July 2021 3:40 PM  
**To:** s47F [@health.gov.au](mailto:s47F@health.gov.au)>  
**Cc:** s47F [@Health.gov.au](mailto:s47F@Health.gov.au)>, s47E(d) [@health.gov.au](mailto:s47E(d)@health.gov.au)>  
**Subject:** RE: Facebook Group [SEC=OFFICIAL]

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Hi s47F

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  
F

s47F

s47F

E s47F @fb.com



**From:** s47F @health.gov.au>

**Sent:** Wednesday, July 28, 2021 1:23 PM

**To:** s47F @fb.com>

**Cc:** s47F @Health.gov.au>, s47E(d) @health.gov.au>

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

Hi s47F,

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

s47F

s47F

Assistant Director – Social Media

Australian Government Department of Health

s47F @health.gov.au

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.

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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 @fb.com  
**Cc:** s47F  
**Subject:** FW: Staff Information in a Facebook Post [SEC=OFFICIAL]

**Importance:** High

Hi s47F

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 :



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s47F

## Social Media – Communication and Change

Australian Government Department of Health

E: s47F @health.gov.au

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.*

**From:** s47F @health.gov.au>

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

**To:** s47F @health.gov.au>

**Cc:** s47F @Health.gov.au>; s47F @health.gov.au>

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

**Importance:** High

H 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) @Health.gov.au 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.

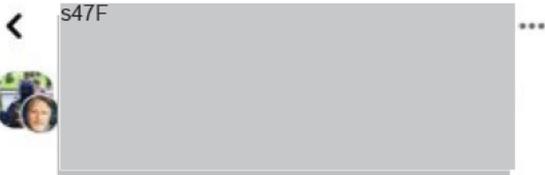
s47F is my staff member who was the unfortunate one that emailed this person their invoice and her full name and departmental email address is fully posted and visible in the post.

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.

6:40

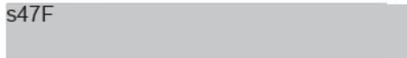


Well finally got sent the invoice so seems they're not going to leave it in limbo after my earlier challenges to its validity via letter and email, so guess I need to move onto the next step... I did ask them where was the information for the option to challenge the fee in court, no information about that was included with the 'invoice', so we'll see what their reply to that is I guess...

Department of Health Tax Invoice [SEC=OFFICIAL]

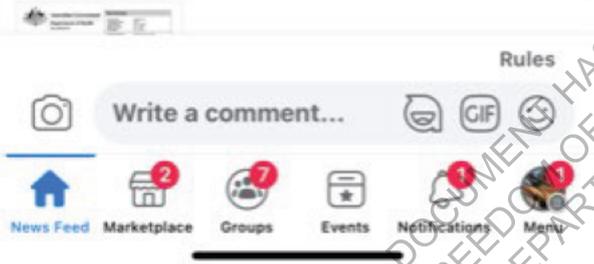


ZCOR\_EMAIL\_2000ZAP02  
This is an automated email sent on behalf of the Department of Health.  
Please do not respond to this email address.  
Please find attached your Tax Invoice.



Accounts Receivable Team  
Australian Government Department of Health

\*Important: This transmission is intended only for the use of the addressee and may contain confidential or leg communication is strictly prohibited. If you receive this transmission in error please notify the author immediat



kindest Regards,



A/g Director – Financial Services Section

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

s47F @health.gov.au

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

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s47F

**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  
F(d)

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

Hi s47E  
(d)

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:** s47E(d) <@fb.com>  
**Sent:** Monday, 30 August 2021 11:05 AM  
**To:** s47E(d) <@health.gov.au>  
**Cc:** s47E(d) <@health.gov.au>; s47E(d) <@health.gov.au>; s47E(d) <@Health.gov.au>  
**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.

H 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

E: s47F @fb.com



**From** s47F @health.gov.au>

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

**To:** s47F @fb.com>

**Cc:** s47F @health.gov.au>, s47E(d) @health.gov.au>; s47F @Health.gov.au>

**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.

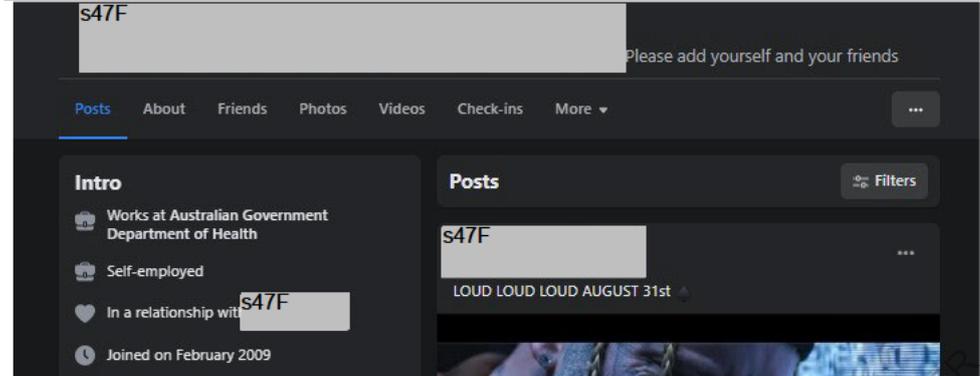
Here is the permalink to the person's Facebook account s47F .

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

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s47F

Assistant Director – Social Media

Australian Government Department of Health  
T: s47F @health.gov.au  
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.

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s47F

**From:** s47F @meta.com>  
**Sent:** Wednesday, 11 January 2023 11:03 AM  
**To:** s47F  
**Cc:** 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?  
s47 I don't have a contact in that team.

Thanks,



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

E: s47F @health.gov.au  
 p: 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, 6 January 2023 3:33 PM  
To: s47F  
Cc: s47E(d)  
Subject: Re: Fake Facebook advert using Minister's image [SEC=OFFICIAL]

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Hi s47F

s47

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

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,



s47F

From: s47F <@health.gov.au>  
Date: Friday, 6 January 2023 at 3:02 pm  
To: s47F <@meta.com>  
Cc: s47F <@Health.gov.au>, s47E(d) <@health.gov.au>  
Sub ng 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.

The image contains two screenshots of social media posts. The top screenshot is from 'Service Australia' (17 hours ago) and contains a 'Hidden' label and a text-based advertisement. The text of the ad reads: "It wouldn't be nice keeping this much benefit, I think some other people needs this as well to survive and maintain a simple life, I just got \$4,500 to support my bills from Service Australia Grant and did not require any fee or my paying back, you can contact them directly if you need this assistance too facebook.com/profile.php?id...". Below the text is a large circular logo with a stylized 'A' and 'S' inside. The bottom screenshot is from 'mygov.aus\_support @mygov.aus\_support' (an hour ago) and contains a 'Hidden' label and a text-based message: "Hello! Every Australian citizen who has ATO linked to their Mygov.com is eligible for for a 2023 benefit relief, send us a DM now to understand better." Below the text is a large circular logo with a stylized 'A' and 'S' inside. Both screenshots have a grey box with 's47F' and a yellow box with '...' overlaid on them.

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  
E: s47F @health.gov.au  
P: s47F  
Location: Sirius Building, 3.S.205  
PO Box 9848, Canberra ACT 2601, Australia

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**From:** s47F @parliament.sa.gov.au  
**Sent:** Friday, 6 January 2023 11:28 AM  
**To:** s47F @aph.gov.au  
**Cc:** s47F @Health.gov.au  
**Subject:** Fake Facebook advert using Minister's image

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s22

[Redacted]

[Redacted]

s47F | He/him

s47F s22

s47F  
s47F  
s22

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s47

**From:** s47  
**Sent:** Friday, 27 August 2021 10:23 AM  
**To:** s47  
**Cc:** s47, 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 s47F  
We have reviewed the group and have taken it down as it violated our policies.

s47  
s47  
E s47F @fb.com



**From:** s47F @health.gov.au>  
**Sent:** Thursday, August 26, 2021 6:08 PM  
**To:** s47F @fb.com>  
**Cc:** s47F @Health.gov.au>; s47E(d) @health.gov.au>  
**Subject:** RE: Facebook group spreading unsubstantiated claims of vaccine related injuries [SEC=OFFICIAL]  
 Thanks s47F, 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 @fb.com>  
**Sent:** Thursday, 26 August 2021 8:04 PM  
**To:** s47F @health.gov.au>  
**Cc:** s47F @Health.gov.au>; s47E(d) @health.gov.au>  
**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  
s47F  
s47F  
E s47F @fb.com



**From:** s47F @health.gov.au>  
**Sent:** Thursday, August 26, 2021 6:02 PM  
**To:** s47F @fb.com>  
**Cc:** s47F @Health.gov.au>; s47E(d) @health.gov.au>  
**Subject:** Facebook group spreading unsubstantiated claims of vaccine related injuries [SEC=OFFICIAL]  
 Hi s47F,