

From: [Troy Bilsborough](#)
To: [COVID19VaccineOperationsCentre](#)
Cc: [News](#)
Subject: RE: VOC update on Supply & Production Numbers [SEC=OFFICIAL]
Date: Friday, 23 July 2021 11:14:43 AM
Attachments: [image001.jpg](#)
[image002.png](#)
[image003.png](#)

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Dear VOC and media team,

Can you please advise when we will be getting our response regarding the exact numbers of Pfizer and astra received this week and last, noting you have still not published the usual VOC update still has not been published.

From: Troy Bilsborough
Sent: Thursday, 22 July 2021 1:35 PM
To: COVID19VaccineOperationsCentre
Cc: News
Subject: RE: VOC update on Supply & Production Numbers [SEC=OFFICIAL]

Dear VOC and media team,

Can you please advise when we will be getting our response regarding the exact numbers of Pfizer and astra received this week and last.

From: Troy Bilsborough
Sent: Thursday, 22 July 2021 10:08 AM
To: 'COVID19VaccineOperationsCentre' <COVID19VaccineOperationsCentre@Health.gov.au>
Cc: 'News' <News@health.gov.au>
Subject: RE: VOC update on Supply & Production Numbers [SEC=OFFICIAL]

Dear VOC and media team,

Can you please advise when we will be getting our response regarding the exact numbers of Pfizer and astra received this week and last. And why you have not published the latest VOC update.

From: Troy Bilsborough
Sent: Wednesday, 21 July 2021 1:03 PM
To: 'COVID19VaccineOperationsCentre' <COVID19VaccineOperationsCentre@Health.gov.au>
Cc: 'News' <News@health.gov.au>
Subject: RE: VOC update on Supply & Production Numbers [SEC=OFFICIAL]

Dear VOC and media team, can you please advise what time we will be receiving our response. It is now past deadline. tb

From: Troy Bilsborough
Sent: Wednesday, 21 July 2021 8:35 AM
To: 'COVID19VaccineOperationsCentre' <COVID19VaccineOperationsCentre@Health.gov.au>
Cc: 'News' <News@health.gov.au>
Subject: RE: VOC update on Supply & Production Numbers [SEC=OFFICIAL]

Dear VOC and media team,

I note we are yet to receive a response to our request re: the deliveries of Pfizer and Astra for

last week and this week. I also note the VOC doc again hasn't been posted as usual on Monday. I note the general referenced the million Pfizer were delivered for the 19th as claimed in his Monday interviews without giving a specific number.

Can we please have the exact number of Pfizer and astra received for this week and last as you would normally report in the VOC.

Deadline lunchtime today.

Kind Regards,

tb

From: Troy Bilborough

Sent: Friday, 16 July 2021 12:41 PM

To: COVID19VaccineOperationsCentre <COVID19VaccineOperationsCentre@Health.gov.au>

Cc: News <News@health.gov.au>

Subject: RE: VOC update on Supply & Production Numbers [SEC=OFFICIAL]

Thanks Lucy, although we'd already seen last night the VOC posted it after our request. As such, can you please advise the answer to our follow up question last night below.

Can you also please advise the exact number of Pfizer and astra you are expecting to receive/have received for the week commencing July 19 2021. The general, PM and Minister have all been talking up the million Pfizer per week, but I note from your horizon document this is the max amount you expect, with a minimum of 900,000. As such, the exact number is important.

I also note that in your original horizon document, you refer to horizon 1 being July-August, with September being a standalone horizon 2. I note in the new document you've now changed horizon 1 to being July only (with no numbers), and now claim horizon 2 is August-September, which is a change from the original document.

- a. What are the new numbers for July for Astra and Pfizer.
- b. What did you change the horizons (and not note it).

Deadline is COB today. Cheers tb

From: Troy Bilborough troy.bilborough@provocate.com.au

Sent: Thursday, 15 July 2021 7:00 PM

To: COVID19VaccineOperationsCentre COVID19VaccineOperationsCentre@Health.gov.au

Cc: News News@health.gov.au

Subject: Re: VOC update on Supply & Production Numbers

Hi - i notice you have coincidentally all of a sudden posted these figures following our request, but didn't have the courtesy to respond to our request.

So why the delay in posting? When all of the generals other media statements from the 12th were posted on time? I also note it states a media event occurred on the 12th. Can you please confirm that a media event took place on the 12th.

From: COVID19VaccineOperationsCentre <COVID19VaccineOperationsCentre@Health.gov.au>

Sent: Friday, 16 July 2021 10:23 AM

To: Troy Bilborough <troy.bilborough@provocate.com.au>

Subject: RE: VOC update on Supply & Production Numbers [SEC=OFFICIAL]

Good Morning Troy,

See the link to this week's operational update below.

<https://www.health.gov.au/news/vaccine-operations-centre-weekly-operational-update-12-july-2021>

Kind regards,

Lucy

Vaccine Operations Centre (VOC)

National COVID Vaccine Taskforce

T: 1800 318 208 | E: COVID19VaccineOperationsCentre@health.gov.au

Location: Scarborough House Level 1

GPO Box 9848, Canberra ACT 2601, Australia

We acknowledge 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: Troy Bilsborough <troy.bilsborough@provocate.com.au>

Sent: Thursday, 15 July 2021 15:15

To: COVID19VaccineOperationsCentre <COVID19VaccineOperationsCentre@Health.gov.au>

Cc: News <News@health.gov.au>

Subject: VOC update on Supply & Production Numbers

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 Media & VOC team,

I note the Dept hasn't published the VOC update this week – or held the usual press conference that goes with it outlining the numbers. I note these are regularly released on Mondays.

In lieu of this, we would appreciate you providing us with the updated numbers for the highlighted sections below.

Supplying and producing the vaccine

The ability to manufacture vaccines on-shore has been essential to the progress of our rollout and CSL has now manufactured and supplied over 10 million doses of vaccine for use in Australia. Equally as important has been of access to vaccines produced overseas, with Pfizer now delivering more than 5 million doses of vaccine for use in Australia.

Last week, 305,370 doses of Pfizer and 704,000 doses of AstraZeneca were released for distribution.

Over the coming days, the Therapeutic Goods Administration will conduct sample testing of 300,690 doses of Pfizer vaccine, along with 260,100 doses of AstraZeneca vaccine produced onshore by CSL, prior to releasing the vaccines for distribution.

<https://www.health.gov.au/news/vaccine-operations-centre-weekly-operational-update-5-july-2021>

Please provide by COB today (Wednesday 15 July 2021).

Kind Regards,

tb

From: Troy Bilsborough <troy.bilsborough@provocate.com.au>

Sent: Friday, 11 June 2021 4:25 PM

To: COVID19VaccineOperationsCentre <COVID19VaccineOperationsCentre@Health.gov.au>

Cc: News <News@health.gov.au>

Subject: Re: Request: Vaccine Surplus Breakdown [SEC=OFFICIAL]

HI VOC & Media Teams, confirming you will not be providing a response today- and therefore by default refusing. As such, i can assume Rick's last email acts as an official department statement saying that you don't release this information, despite the CMO contradicting that statement shortly after. Please advise if you take issue with us providing this statement and our perspective on it to business leaders and media.

Of course, we can avoid this by the Department simply providing us with our requested information. Tb

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From: Troy Bilborough

Sent: Friday, June 11, 2021 2:52:21 PM

To: COVID19VaccineOperationsCentre <COVID19VaccineOperationsCentre@Health.gov.au>

Cc: News <News@health.gov.au>

Subject: RE: Request: Vaccine Surplus Breakdown [SEC=OFFICIAL]

Dear VOC & Media Team,

Following up on our request below. Can you please confirm you are refusing to respond if you will not be providing this data today, given you are now past deadline.

Also, this morning you advised "The Department of Health is not currently providing numbers to the public at the dose level regarding vaccine type."

Yet, the Department of Health has just uploaded the following comment from the CMO. This would suggest you are in fact providing this data at the dose level. Therefore please explain why we cannot receive this information.

"we have had our second death related to the AstraZeneca vaccine. Extremely unfortunate situation of a 52 -year-old woman who had the vaccine a couple of weeks ago, and has developed this extremely rare, but as in this case, sometimes quite serious, clotting event. I will point out that it's only the second death with now over 3.6 million doses of this vaccine being given across Australia." <https://www.health.gov.au/news/chief-medical-officer-professor-paul-kelly-and-commodore-eric-youngs-press-conference-on-10-june-2021>

I await your response and an answer to our information request below.

"Since you have confirmed the below split is available, please provide the % split between Pfizer and Astra administered for the following dates. I'm sure you can appreciate the split you have provided us is now 8 days old and it is no doubt changing over time. If it is easier to provide by day, please feel free to do so and send us the excel spreadsheet."

22/03/2021

22/04/2021

22/05/2021

31/05/2021

24/05/2021

17/05/2021

10/05/2021

3/05/2021

26/04/2021

tb

From: Troy Bilborough

Sent: Friday, 11 June 2021 2:12 PM

To: COVID19VaccineOperationsCentre <COVID19VaccineOperationsCentre@Health.gov.au>

Cc: News <News@health.gov.au>

Subject: RE: Request: Vaccine Surplus Breakdown [SEC=OFFICIAL]

Hi Rick & Media Team,

I note it is now past 2pm on a Friday and past deadline. Please confirm receipt and what time we will be receiving the requested data from our new information request. Repasted for convenience.

I hope a non-answer or weekend-stall is not planned, as a weekend escalation of this matter would be inconvenient for all involved I imagine.

tb

"Since you have confirmed the below split is available, please provide the % split between Pfizer

and Astra administered for the following dates. I'm sure you can appreciate the split you have provided us is now 8 days old and it is no doubt changing over time. If it is easier to provide by day, please feel free to do so and send us the excel spreadsheet.

22/03/2021

22/04/2021

22/05/2021

31/05/2021

24/05/2021

17/05/2021

10/05/2021

3/05/2021

26/04/2021

From: Troy Bilborough

Sent: Friday, 11 June 2021 1:09 PM

To: 'COVID19VaccineOperationsCentre' <COVID19VaccineOperationsCentre@Health.gov.au>

Cc: 'News' <News@health.gov.au>

Subject: RE: Request: Vaccine Surplus Breakdown [SEC=OFFICIAL]

Hi Rick and Team,

I note it is now 1pm on a Friday and past deadline. Please confirm receipt and what time we will be receiving the requested date from our new information request. tb

From: Troy Bilborough

Sent: Friday, 11 June 2021 12:08 PM

To: COVID19VaccineOperationsCentre <COVID19VaccineOperationsCentre@Health.gov.au>

Cc: News <News@health.gov.au>

Subject: RE: Request: Vaccine Surplus Breakdown [SEC=OFFICIAL]

Hi Rick and Team,

I note it is now past 12 noon. Will we be receiving the information requested by deadline? I can't see why you would not be able to provide this information in a timely manner.

Cheers, tb

From: Troy Bilborough

Sent: Friday, 11 June 2021 10:16 AM

To: COVID19VaccineOperationsCentre <COVID19VaccineOperationsCentre@Health.gov.au>

Cc: News <News@health.gov.au>

Subject: RE: Request: Vaccine Surplus Breakdown [SEC=OFFICIAL]

Ps. the deadline remains lunchtime today, as I know you have this information at hand based on the 1 hour turnaround from Lucy last Thursday. tb

From: Troy Bilborough

Sent: Friday, 11 June 2021 10:15 AM

To: COVID19VaccineOperationsCentre <COVID19VaccineOperationsCentre@Health.gov.au>

Cc: News <News@health.gov.au>

Subject: RE: Request: Vaccine Surplus Breakdown [SEC=OFFICIAL]

Thanks Rick, I appreciate the predicament you must be in.

Since you have confirmed the below split is available, please provide the split between Pfizer and Astra for the following dates. I'm sure you can appreciate the split you have provided us is now 8 days old and it is no doubt changing over time. If it is easier to provide by day, please feel free to do so and send us the excel spreadsheet.

22/03/2021

22/04/2021

22/05/2021
31/05/2021
24/05/2021
17/05/2021
10/05/2021
3/05/2021
26/04/2021

Cheers, tb

From: COVID19VaccineOperationsCentre <COVID19VaccineOperationsCentre@Health.gov.au>

Sent: Friday, 11 June 2021 9:36 AM

To: Troy Bilsborough <troy.bilsborough@provocate.com.au>

Cc: News <News@health.gov.au>

Subject: RE: Request: Vaccine Surplus Breakdown [SEC=OFFICIAL]

Good morning Troy,

The Department of Health is not currently providing numbers to the public at the dose level regarding vaccine type. All I can do is refer you to the 67%/33% vaccine type split.

This split should be more than adequate to derive numbers that are representative of the actuals requested.

The Department would like to reassure to you that the accurate tracking and distribution of the vaccine is paramount to the COVID-19 vaccine rollout and that every effort is being made to ensure that the correct allocation and administration of each type of vaccine is available at the administration site as required.

We apologise about the perceived timeliness of the response for this request. Unfortunately, the request as specified isn't able to be fulfilled at this point in time.

Finally I can assure you that your request is not related to the publication of the weekly VOC numbers.

Kind regards,

Rick

Vaccine Operations Centre
COVID-19 Vaccine Strategy Taskforce Division
Department of Health
E: COVID19VaccineOperationsCentre@Health.gov.au

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: Troy Bilsborough <troy.bilsborough@provocate.com.au>

Sent: Thursday, 10 June 2021 3:44 PM

To: COVID19VaccineOperationsCentre <COVID19VaccineOperationsCentre@Health.gov.au>

Cc: News <News@health.gov.au>

Subject: RE: Request: Vaccine Surplus Breakdown [SEC=OFFICIAL]

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Thanks Rick – so to confirm, you are saying the Department of Health are not currently recording the break down of vaccine types administered and delivered? Or you are not currently providing them?

I need the clarity for any response to media, as it seems strange to me as a former senior government health official the Federal Department of health would not know how many doses of Pfizer and Astra have been administered and delivered.

I would have thought knowing how many Astra vs Pfizer have been administered and delivered

would have been specifically required to appropriately allocate the correct balance of first and second doses.

You have also not answered my question about why the weekly VOC update has not been published 72 hours later. Is this due to our enquiry?

We have asked a simple question that has taken 10 days with no answer. We know the Department has the data and we are not going to accept no for an answer.

All your responses are doing are presenting a perception that the Department is covering up the numbers or is incompetent. Eitherway, it's a poor public, policy and political outcome. So, please stop the time wasting and game playing and work with us in good faith.

We have asked specifically for the below table to be filled in. We again request you do so or you will put us in a position to escalate this outside of the Health Department if we don't receive the request data below by this afternoon. If you require an extension until tomorrow morning to provide the data, please advise, as we would prefer to work together on this matter as we have repeatedly stated from the outset. tb

	Administered		Distributed		Released	
	Pfizer	AstraZeneca	Pfizer	AstraZeneca	Pfizer	AstraZeneca
7/06/2021						
31/05/2021					352,070	1,007,600
24/05/2021					352,170	1,019,100
17/05/2021					351,000	1,030,600
10/05/2021					351,000	736,900
3/05/2021					173,600	707,300
26/04/2021					173,000	707,000

From: COVID19VaccineOperationsCentre <COVID19VaccineOperationsCentre@Health.gov.au>

Sent: Thursday, 10 June 2021 1:21 PM

To: Troy Bilsborough <troy.bilsborough@provocate.com.au>

Cc: News <News@health.gov.au>; COVID19VaccineOperationsCentre <COVID19VaccineOperationsCentre@Health.gov.au>

Subject: RE: Request: Vaccine Surplus Breakdown [SEC=OFFICIAL]

Good Afternoon Troy,

Thank you for your question on the breakdown of COVID-19 vaccine types administered and distributed.

Unfortunately, the Department is not currently providing reporting of specific numbers of vaccine types that have been distributed and administered, as the focus is on ensuring adequate supplies to cover the demand for both first and second doses.

This takes into account examining the gap between doses delivered and doses administered and separating to 'stock on hand' and 'wastage', and as such, we do not consider this gap to be a 'surplus'.

The previously provided estimates of 67% AstraZeneca and 33% Pfizer are applicable to the gap as doses that are supplied to providers are based on demand and eligibility for both first and second doses.

Kind regards,

Rick

Vaccine Operations Centre

COVID-19 Vaccine Strategy Taskforce Division

Department of Health

E: COVID19VaccineOperationsCentre@Health.gov.au

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: Troy Bilsborough <troy.bilsborough@provocate.com.au>

Sent: Thursday, 10 June 2021 10:26 AM

To: COVID19VaccineOperationsCentre <COVID19VaccineOperationsCentre@Health.gov.au>

Cc: News <News@health.gov.au>

Subject: RE: Request: Vaccine Surplus Breakdown [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.

Dear Lucy,

Will we be receiving a response today? It has been 10 days since our first request.

I also notice the Department is two days overdue publishing its VOC update on the website.

As the former Head of Strategy and Communications to the Federal Health Minister, I'm concerned for the Department this lack of response and failure to publish will be seen as the Federal Government – namely the Minister – either not knowing the answers to a simple question, or worse, be seen to be deliberately refusing to answer, as occurred with the aged care vaccinations in senate estimates. Particularly if we're forced to advise this position to the media. The other alternative is we're forced to ask these questions via media or political channels, but that means we can't constructively work with the department on any analysis, follow up or outcomes.

I feel we have been very generous and reasonable. Please advise today how you would like to proceed. No response will be taken as a preference for having this information requested through media and political channels.

Cheers,

tb

Ps. here is our request reposted for convenience.

To improve the speed of our request, please find the below table for convenience taken from the VOC weekly updates. If the below information is available before 26/4 then that would be appreciated. Given it's available data, I'd appreciate a response by COB tomorrow (Friday 4/6/2021)

	Administered		Distributed		Released	
	Pfizer	AstraZeneca	Pfizer	AstraZeneca	Pfizer	AstraZeneca
7/06/2021						
31/05/2021					352,170	1,007,600
24/05/2021					352,170	1,019,100
17/05/2021					351,000	1,030,600
10/05/2021					351,000	736,900
3/05/2021					173,600	707,300
26/04/2021					173,000	707,000

From: Troy Bilsborough

Sent: Tuesday, 8 June 2021 9:17 AM

To: COVID19VaccineOperationsCentre <COVID19VaccineOperationsCentre@Health.gov.au>

Cc: News <News@health.gov.au>

Subject: RE: Request: Vaccine Surplus Breakdown [SEC=OFFICIAL]

Hi Lucy,

Can I please confirm acknowledgement of our email below and whether we will be receiving the requested information this morning, given you did not meet our requested COB deadline on Friday, noting your initial response did not answer our question in good faith, hence the need for us to reframe it below.

We are happy to work constructively with you and please feel free to give me a call on 0427 063 150, noting it has been 8 days since our first request.

Cheers, tb

From: Troy Bilsborough

Sent: Thursday, 3 June 2021 9:21 PM

To: COVID19VaccineOperationsCentre <COVID19VaccineOperationsCentre@Health.gov.au>

Subject: RE: Request: Vaccine Surplus Breakdown [SEC=OFFICIAL]

Hi Lucy,

To improve the speed of our request, please find the below table for convenience taken from the VOC weekly updates. If the below information is available before 26/4 then that would be appreciated. Given it's available data, I'd appreciate a response by COB tomorrow (Friday 4/6/2021)

	Administered		Distributed		Released	
	Pfizer	AstraZeneca	Pfizer	AstraZeneca	Pfizer	AstraZeneca
31/05/2021					352,170	1,007,600
24/05/2021					352,170	1,019,100
17/05/2021					351,000	1,030,600
10/05/2021					351,000	736,900
3/05/2021					173,600	707,300
26/04/2021					173,000	707,000

Cheers tb

From: Troy Bilsborough <troy.bilsborough@provocate.com.au>

Sent: Thursday, 3 June 2021 4:52 PM

To: COVID19VaccineOperationsCentre <COVID19VaccineOperationsCentre@Health.gov.au>

Subject: Re: Request: Vaccine Surplus Breakdown [SEC=OFFICIAL]

Thanks Lucy- but that doesn't answer our question. what is the breakdown of the 2.5m surplus. Get [Outlook for Android](#)

From: COVID19VaccineOperationsCentre <COVID19VaccineOperationsCentre@Health.gov.au>

Sent: Thursday, June 3, 2021 4:49:00 PM

To: Troy Bilsborough <troy.bilsborough@provocate.com.au>

Subject: RE: Request: Vaccine Surplus Breakdown [SEC=OFFICIAL]

Good afternoon Troy,

As at 3rd June, the rate of administering the vaccines between the AstraZeneca and Pfizer vaccines has been, 67% AstraZeneca vaccine and 33% Pfizer vaccine. The Administration and utilisation slide on the [Department of Health website](#) provides an indicative estimate of dose utilisation across both Pfizer and AstraZeneca vaccines.

Kind regards,

Lucy S

Vaccine Operations Centre

COVID-19 Vaccine Strategy Taskforce Division

Department of Health

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: Troy Bilsborough <troy.bilsborough@provocate.com.au>

Sent: Tuesday, 1 June 2021 2:24 PM

To: News <News@health.gov.au>

Subject: Request: Vaccine Surplus Breakdown

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 Health Media Team,

I hope this finds you well. Quick question.

On page 7 of the Dept of Health Weekly COVID update, there reports to be a

- 6.41m vaccinations made available
- 4.24m vaccinations administer
- 2.17 million surplus vaccinations

Could you please provide us with the breakdown of these numbers (or best guess estimates) of Pfizer vs AstraZeneca? <https://www.health.gov.au/sites/default/files/documents/2021/05/covid-19-vaccine-rollout-update-31-may-2021.pdf>

To help, as stated in the Dept's last VOC weekly update on 25th May:

"Last week, 352,170 doses of Pfizer and 1,019,100 doses of AstraZeneca were released. Over the coming days, the Therapeutic Goods Administration will conduct sample testing of 352,170 doses of Pfizer vaccine which arrived in Australia last night, along with another 1 million doses of AstraZeneca produced onshore by CSL, prior to releasing the vaccines for distribution.

<https://www.health.gov.au/sites/default/files/documents/2021/05/covid-19-vaccine-rollout-update-31-may-2021.pdf>

Given the above, I imagine the figures are easily accessible and at hand. A response by COB today would therefore be much appreciated. Happy to link up with someone in the Department direct if that is quicker.

Cheers,

tb

Troy Bilsborough
Managing Director
Provocate

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