

SCHEDULE OF DOCUMENTS - FOI-1729

ATTACHMENT A

Document No.	Date	Number of pages	Description	Decision on access ¹	Exemption
1	14.05.20	15	COVIDSafe Talking Points	RI	Section 22 - pages 1-11, page 13
2	01.05.20	2	Points for the Minister	RI	Section 22 - pages 1 and 2 (part)
3	29.05.20	3	COVIDSafe Installation alert	RIE	Section 22 - pages 1 and 2 (part) Section 47F - pages 2 and 3 (part)
4	15.05.20	2	Data downloads from COVIDSafe app	RIE	Section 22 - pages 1 and 2 (part) Section 47C - page 1 (part)
5	27.04.20	2	Briefing with MP's	RIE	Section 22 - pages 1 and 2 (part) Section 47C - pages 1 and 2 (part)

¹ RI = Release with irrelevant information removed, RIE = Release with irrelevant and exempt information removed.

**PRIVACY AMENDMENT (PUBLIC HEALTH CONTACT
INFORMATION) BILL 2020**

INTRODUCTORY TALKING POINTS: s22

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BY THE DEPARTMENT OF HEALTH

QUESTION 40: Does the COVIDSafe app work?

- Yes, the COVIDSafe app works.
- From its launch the app has been collecting data about users' close contacts after they download and register in the app.
 - If a user is diagnosed with COVID-19 they may upload close contact data to assist State and Territory contact tracing efforts.
- While there has been public conjecture about whether COVIDSafe works on iOS devices, the Government is assured that the app operates on these devices as intended.
 - The Government is aware of the variability in the quality of Bluetooth signals depending on whether the device is unlocked and whether the app is running in the foreground. The age of the device is also a significant contributor to this variability.
 - We continue to work on these performance issues, particularly as the app moves further into the background, and are working with Apple and Google on software improvements that can be made to Bluetooth connectivity.
 - The Government will update the app as needed to take advantage of these improvements.

From: [KEYS, Daniel](#)
To: [BLACK, Wendy](#)
Cc: [EDWARDS, Caroline](#); [McBride, Paul](#)
Subject: RE: Points for the minister [SEC=OFFICIAL]
Date: Friday, 1 May 2020 8:30:00 AM
Attachments: [image001.png](#)

We are working with the DTA to establish a backlog of changes required to address these issues. The first release scheduled for this Tuesday will contain:

- Updated User Experience to align to the campaign branding
- Resolving issues with the Android/iOS deployment process to streamline the deployment process
- Content changes to address user confusion
- Implementation of residual security recommendations from the ACSC

Analysis is currently underway to determine the approach and technical complexity of each of the issues and timing for addressing these will be prioritised in consultation with offices.

Daniel Keys
Chief Information Officer and Chief Security Officer

Information Technology Division | Corporate Operations Group
Australian Government Department of Health
T: (02) 6289 7884 | [s22](#) | E: Daniel.Keys@health.gov.au

Location: Sirius Building 2.N.510
PO Box 9848, Canberra ACT 2601, Australia

Executive Assistant

[s22](#)

Executive Officer

[s22](#)

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: BLACK, Wendy
Sent: Friday, 1 May 2020 8:13 AM
To: KEYS, Daniel
Cc: EDWARDS, Caroline ; McBride, Paul
Subject: RE: Points for the minister [SEC=OFFICIAL]
And what are we doing on each and timeframes

From: KEYS, Daniel <Daniel.Keys@health.gov.au>
Sent: Friday, 1 May 2020 8:02 AM
To: BLACK, Wendy <Wendy.Black@health.gov.au>
Cc: EDWARDS, Caroline <Caroline.Edwards@health.gov.au>; McBride, Paul <Paul.McBride@health.gov.au>
Subject: Points for the minister [SEC=OFFICIAL]

Morning Wendy

As requested, here are some dot points for the ministers discussion with the PM this morning

- At 6:30am this morning, 3,470,002 people have registered for COVIDSafe
- A number of issues have been identified over the past week which will be addressed through a series of weekly releases commencing on Tuesday 5th May including:
 - Support for older phones
 - Inability for people with an overseas phone number to register or those with overseas app store accounts to download the app
 - Invalid phone number error message for some users connected to WiFi on certain devices – workaround exists and has been published

- Continuous Glucose Monitoring (CGM) apps on some devices experiencing Bluetooth interference when using the COVIDSafe app. CGM apps may be prone to interference from a variety of other applications that are also using Bluetooth. Diabetes Australia has issued a statement that people experiencing issues should uninstall the COVIDSafe app.
- Misunderstanding the public state official process of notifying a positive diagnosis prior to uploading information causing concern.
- FAQ's on www.health.gov.au and www.covidsafe.gov.au have been updated to reflect the latest advice
- Agreements and standard operating procedures are being finalised with the states to access contact tracing data.

Please let me know if you need any additional information or clarification.

Daniel Keys

Chief Information Officer and Chief Security Officer

Information Technology Division | Corporate Operations Group
Australian Government Department of Health

T: (02) 6289 7884 | **s22** | E: Daniel.Keys@health.gov.au

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From: [KEYS, Daniel](#)
To: s22
Cc: s22
Subject: RE: COVIDSafe installation alert "You have tested positive to COVID19" [SEC=OFFICIAL]
Date: Thursday, 30 April 2020 10:59:00 AM
Attachments: [image002.png](#)
[image003.png](#)

Thanks s22

Jodie Grieve and Wendy Black from the MO have agreed the new words to resolve this misunderstanding which will be incorporated into the new app release next Tuesday.

Cheers

Daniel Keys
Chief Information Officer and Chief Security Officer

Information Technology Division | Corporate Operations Group
Australian Government Department of Health
T: (02) 6289 7884 | s22 | E: Daniel.Keys@health.gov.au
Location: Sirius Building 2.N.510
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Executive Officer

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s22

Sent: Thursday, 30 April 2020 10:29 AM

s2

; KEYS, Daniel

s2

?

Subject: RE: COVIDSafe installation alert "You have tested positive to COVID19" [SEC=OFFICIAL]

OFFICIAL

Thanks s22

I believe Daniel Keys is aware of this issue. I am currently chasing down what the current situation is with regards to this text within DTA.

I will monitor this issue closely.

s22

s22

Sent: Thursday, 30 April 2020 10:05 AM

s2

2

Subject: FW: COVIDSafe installation alert "You have tested positive to COVID19" [SEC=OFFICIAL]

Hi s22 this is something that's making a lot of news currently. Should we have the text changed from:

You have tested positive for COVID-19

To something like:

This step is for if you have been advised that you have tested positive for COVID-19

Cheers, s22

s22

Sent: Thursday, 30 April 2020 10:00 AM

s2

2

Subject: FW: COVIDSafe installation alert "You have tested positive to COVID19" [SEC=OFFICIAL]

Hi s22

Please see request below for input.

Thanks

s22

Executive Assistant to Shane Porter
Data and Analytics
National Incident Response Division
& Jo Groube A/g Assistant Secretary
Data & Analytics Branch, Health Economics & Research
Australian Government Department of Health

s22

s22

Sent: Wednesday, 29 April 2020 7:59 PM

s2

2

Subject: FW: COVIDSafe installation alert "You have tested positive to COVID19" [SEC=OFFICIAL]

Hey team,

Please see below enquiry regarding phrasing and prompts in the COVID Safe app. Grateful for your input and response to this enquiry.

Warm regards,

s22

National Incident Room

National Incident Response Division
Australian Government Department of Health
Australian National IHR Focal Point

s22

Please note that this mailbox is monitored during normal business hours and can be accessed by a duty officer after hours. The telephone number listed above is monitored 24 hours.

From: s47F

On Behalf Of

MOH-PHEOOperations

Sent: Wednesday, 29 April 2020 7:57 PM

s2

2

s47F

Subject: COVIDSafe installation alert "You have tested positive to COVID19" [SEC=No Protective Marking]

Dear Health Ops and COVID Safe team,

You may already be aware, but we are receiving lots of feedback from PHUs across the state and through GPs/COVID testing clinics who are having alarmed patients present for testing, because some people are getting confused during the app installation process and clicking on the blue banner that asks "Has a health official asked you to upload your information?" It then takes the user to a page that says "You have tested positive for COVID-19".

Just some feedback from NSW PHEOC Operations. We have worked through these concerns individually, however if this step could be clearer in language it may help avoid this alarm.

Warm regards,
s47F

Operations Team | MOH-PHEOOperations@health.nsw.gov.au | s47F

Public Health Emergency Operations Centre

100 Christie Street, St Leonards, New South Wales 2065

www.health.nsw.gov.au

I pay my respects to the traditional custodians and to all Aboriginal people, past and present, on whose lands I live and work.

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From: [Porter, Shane](#)
To: s22
Subject: FW: PMO concern about data downloads from CovidSafe App [SEC=OFFICIAL:Sensitive]
Date: Friday, 15 May 2020 11:51:28 AM
Attachments: [image001.png](#)
[image002.png](#)

Assistant Secretary - Data and Analytics
National Incident Response Division
Australian Government Department of Health

P: 02 6289 7386 s22 E: shane.porter@health.gov.au

EA: s22

-

From: McBride, Paul <Paul.McBride@health.gov.au>
Sent: Friday, 15 May 2020 11:35 AM
To: BLACK, Wendy <Wendy.Black@health.gov.au>; EDWARDS, Caroline <Caroline.Edwards@health.gov.au>
Cc: KEYS, Daniel <Daniel.Keys@health.gov.au>; PORTER, Shane <Shane.Porter@health.gov.au>
Subject: PMO concern about data downloads from CovidSafe App [SEC=OFFICIAL:Sensitive]

Hi Wendy,

s47C

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They have also fixed unique identifier updates.

Happy to discuss

Paul

First Assistant Secretary
Health Economics and Research Division
Australian Government Department of Health

P: 02 6289 8469 ^{s22}

E: paul.mcbride@health.gov.au

I acknowledge the traditional custodians of the lands and waters where we live and work, and pay my respects to elders past, present and future.

^{s22}

| ^{s22}

| ^{s22}

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From: [McBride, Paul](#)
To: [EDWARDS, Caroline](#); [BLACK, Wendy](#); [KEYS, Daniel](#)
Cc: [Kelly, Paul](#); **s22** **s22**
Subject: RE: Dreyfus briefing [SEC=OFFICIAL]
Date: Monday, 27 April 2020 12:50:29 PM
Attachments: [image001.png](#)

Hi,
A few additional points in red.
Happy to discuss
Paul

From: EDWARDS, Caroline
Sent: Monday, 27 April 2020 11:24 AM
To: BLACK, Wendy ; KEYS, Daniel
Cc: Kelly, Paul ; McBride, Paul
Subject: RE: Dreyfus briefing [SEC=OFFICIAL]

Hi there
My thoughts below but others will have detail
C

Acting Secretary
Australian Government Department of Health
T: 02.6289 4000 | Location: Level 14, Scarborough House
PO Box 9848, Canberra ACT 2601, Australia
EA: **s22**

From: BLACK, Wendy <Wendy.Black@health.gov.au>
Sent: Monday, 27 April 2020 11:18 AM
To: EDWARDS, Caroline <Caroline.Edwards@health.gov.au>; KEYS, Daniel <Daniel.Keys@health.gov.au>
Subject: Dreyfus briefing [SEC=OFFICIAL]

A couple of issues came up during the briefing with Dreyfus, Bowen and Shorten that directly related to health:

s47C

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BY THE DEPARTMENT OF HEALTH

s47C

Wendy Black
Office of the Hon Greg Hunt MP
Minister for Health
Minister Assisting the Prime Minister for the Public Service and Cabinet
Federal Member for Flinders
Ph: 02 6277 7220

s22

Suite M1.41, Parliament House, Canberra ACT 2600

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