

## ATTACHMENT A

### SCHEDULE OF DOCUMENTS - FOI 1849

Document	Date	Number of pages	Description	Decision on access <sup>1</sup>	Exemption/s applied
1	15.06.20	2	Ministerial Information Brief - COVIDSafe app concerns	RIE	s 22 (part) s 47F (part)
2	20.06.20	2	Draft Media Release - multicultural language updates for COVIDSafe app	E	s 47C (whole document)
3	23.07.20	4	Ministerial Information Brief - Health perspective on the usage and implementation of the COVIDSafe app	RIE	s 22 (part) s 47C (part) s 47E (part)
4	27.05.20	1	Monthly registrations - May 2020	RIE	s 22 (part)
5	27.06.20	1	Monthly registrations - June 2020	R	
6	27.07.20	1	Monthly registrations - June 2020	R	
7	07.2020	2	COVIDSafe Release 4 Notes	R	
8	07.2020	3	COVIDSafe Release 5 Notes	RI	s 22 (part)
9	07.2020	3	COVIDSafe Release 6 Notes - New Item	RI	s 22 (part)
10	07.2020	3	COVIDSafe Release 6 Notes to Minister	RI	s 22 (part)
11	07.2020	1	COVIDSafe Health Portal Release 7 Notes - News Item	R	
12	07.2020	17	COVIDSafe Health Portal Release 8 Notes	E	s 47E (whole document)

<sup>1</sup> R = Release, E = Exempt, RI = Release with irrelevant information removed, RIE = Release with irrelevant and exempt information removed.

## MINISTERIAL INFORMATION REQUEST

MB20-001792

Date Sent to MO: 15/06/2020

MINISTER: Greg Hunt

Issue: MIR: Senator Perin Davey - s47F - COVIDSafe app concerns

## Response:

The Government regulated ahead of the launch of the COVIDSafe Application (App) to ensure that App data is only used for purposes related to contact tracing. The Minister for Health made a Determination under the *Biosecurity Act 2015* to protect data collected by the App for an interim period until legislation could be enacted.

The *Privacy Act 1988* has since been amended (on 15 May 2020) by the *Privacy Amendment (Public Health Contact Information) Act 2020*. The amended legislation now provides protections to data in the COVIDSafe App and the national COVIDSafe data store.

The Department of Health is in the process of updating its Privacy Policy for the COVIDSafe App to reflect the amended legislation, rather than the Biosecurity Determination.

The *Privacy Amendment (Public Health Contact Information) Act 2020* can be located online here: <https://www.legislation.gov.au/Details/C2020A00044>. It includes Part VIIIA which outlines several serious offences relating to COVIDSafe and App data. They deal with:

- non-permitted collection, use or disclosure relating to COVID app data; and
- uploading COVIDSafe App data without consent; and
- retaining or disclosing uploaded data outside Australia; and
- decrypting encrypted COVIDSafe App data; and
- requiring participation in relation to COVIDSafe.

For further information about the COVIDSafe App and your privacy rights, the Office of the Australian Information Commissioner outlines how the *Privacy Act 1988* applies to the Australian Government's COVIDSafe App (see <https://www.oaic.gov.au/privacy/covid-19/the-covidsafe-app-and-my-privacy-rights/>). This page provides contact details for anyone interested in requesting further information about how the *Privacy Act 1988* applies to the COVIDSafe App.

**Minister** Greg Hunt

**PDR Number** MB20-001792

**Issue** MIR: Senator Perin Davey - s47F -  
COVIDSafe app concerns

**Contact Officer** s22 – Data Policy and Governance  
s22

**Clearance Officer** Paul McBride, FAS, Medical Benefits Division  
(02) 6289 8469  
s22

**Division/Branch** National Incident Response Division

**Adviser/DLO Comments:**

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## MINISTERIAL INFORMATION REQUEST

MB20-002554

Date Sent to MO: 23/07/20

**MINISTER:** Greg Hunt

**Issue:** Health perspective on the usage and implementation of the COVIDSafe app

### Response:

The Department of Health is continuing to work with the Digital Transformation Agency and the state and territory public health authorities to support the use of the COVIDSafe App in contact tracing.

### COVIDSafe Usage

- As of 6.30am 23 July 2020 the COVIDSafe App has had a total of 6,769,264 registrations.
- Since the release of the COVIDSafe, every state and territory has attended one or more training sessions with currently 110 trained officials who can use and access the COVIDSafe system.
- As of this week, every state has requested extra training to prepare in the event they are required to undertake significant contact tracing.
  - NSW in particular requested urgent training. This was undertaken on 22 July 2020
- As at 22 July 2020, NSW is the only jurisdiction to advise that the App has provided contact details for a person who was not otherwise identified through routine contact tracing:
  - Victoria have advised that 317 cases had downloaded the App but there were no close contacts identified that are additional to those identified by manual contact tracing.
  - No other jurisdiction has used the App due to small positive case numbers.

### COVIDSafe Enhancements

- Since the release of the COVIDSafe App nine iterations, including numerous enhancements, have been released to both the App as well as the Health Portal which the state and territory public health officials access.
  - **App enhancements:** improvements to the effectiveness of the Bluetooth to align to international best practice and removal of technical bugs.
  - **Health portal enhancements:** based off state feedback there have been two major enhancements which target usability. One significant enhancement updated the way the algorithm filters information to make more contacts visible to public health officials.

### **Increased COVIDSafe Capacity**

- Jurisdictions have asked for additional training for existing and new public health officials to use the COVIDSafe Health portal.
  - Training is underway this week with NT, NSW, WA, TAS and SA.
- Health is investigating removal of any barriers that prevent public health officials from one jurisdiction accessing COVIDSafe to support contact tracing for another jurisdiction i.e. SA providing support to NSW.
- s47C

### **COVIDSafe Observation**

- Overall the COVIDSafe App is doing what it is intended to do. Feedback from the state and territory users suggest it is picking up individuals who it should pick up. These individuals are the same as those identified through traditional contact tracing.

s47E(d)

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**Minister** Greg Hunt

**PDR Number** MB20-002554

**Issue** **\*\*Same day turnaround\*\* - MIR - health perspective on the usage and implementation of the COVIDSafe app**

**Contact Officer** s22

**Clearance Officer** Dale Naughton  
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s22

**Division/Branch** National Incident Response Division

**Adviser/DLO Comments:**

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**From:** s22  
**To:** s22  
**Subject:** COVIDSafe registrations (PM) [SEC=OFFICIAL]  
**Date:** Wednesday, 27 May 2020 4:03:11 PM

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OFFICIAL

Good afternoon

The total number of COVIDSafe registrations as at 15:30 on 27 May was: 6,080,565

Best wishes

s22

Digital Transformation Agency

s22

dta.gov.au

OFFICIAL

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COVIDSafe

Total Registrations

6,470,097

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COVIDSafe

Total Registrations

6,804,883

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# Strengthening privacy protections for COVIDSafe app users

Today's update to the COVIDSafe application include accessibility and security enhancements that further strengthen the privacy of users.

As we continue to iteratively enhance the COVIDSafe app, protecting the privacy of Australian's is at the forefront of our efforts.

Today's update to the COVIDSafe app builds on previous releases and delivers strengthened privacy as well as enhanced accessibility. The update will be progressively made available to users through the App Stores from today.

We will continue to update the app, based on internal reviews and feedback from users and the technology community.

We strongly encourage all Australians using COVIDSafe to update the app and benefit from the new changes.

## Details of COVIDSafe update

### Enhanced accessibility

Today's release improves accessibility for people who use text to speech technology, which helps them navigate and use the COVIDSafe application.

Improvements include better descriptions of fields within the app, such as the age range selection when registering, and better recognition of back arrows.

### Strengthened privacy protections

We have also introduced new measures to the Bluetooth contact tracing protocol to further enhance the protection and anonymity of users by removing the visibility of Android device names. We have also added an extra layer of encryption for the digital handshake.

We would like to thank the members of the community, including software developers and researchers, who have worked with us in addressing these issues.

## Source code update and next release

The application source code, which is available to the public, has been updated in line with today's release. We are currently working on the next COVIDSafe update, which will be released in June.

Visit the [COVIDSafe](#) website for more information or to access the source code for the COVIDSafe application.

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# News item template

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<b>Publishing team owner</b>	<i>Digital Infrastructure Service</i>	
<b>Responsible SES</b>	<i>Anthony Warnock</i>	
<b>Title</b>	Keep the title short, relevant, attention-grabbing, and less than 65 letters.	<i>Increased Adoption and Accessibility for COVIDSafe app users</i>
<b>Summary</b>	This shows on cards and search results.	<i>Release 5 of COVIDSafe includes improved backwards compatibility for Android users and additional accessibility improvements.</i>
<b>Tags</b>	Pick up to 3 tags to improve content discovery. <a href="#">Check here for a list</a>	<i>#compatibility #content design #healthportal</i>

## Increased Adoption and Accessibility

Today's update to the COVIDSafe application includes further improvements aimed at increasing adoption and accessibility of the App for users.

We have been listening to feedback from the community and today we have improved access to the App. It is now available on Android 5.1 devices as well as users with non-Australian Apple app store and Google Play store accounts.

We have improved the sequencing of the registration process to improve accessibility to the App for people who use text to speech technology.

We strongly encourage all Australians using the COVIDSafe application to update the app and benefit from the new changes.

We also encourage all Australians to ensure that they are running the latest version of their operating system on their devices to maximise security and functionality. We recommend you upgrade your operating system before downloading the app.

## Details of COVIDSafe update

### Increased Adoption

Today's release improves the backwards compatibility so that users with Android 5.1 operating systems are able to use the app.

This will enable a further 2% of Australian users to download and use the app, making it available to 98% of Android users within Australia.

We have also made the app available to those users with non-Australian Apple app store or Google Play store accounts.

### Enhanced accessibility

Today's release improves accessibility for people who use text to speech technology, which helps them navigate and use the COVIDSafe application.

Improvements include better descriptions of fields within the app, such as the age range selection when registering, and better recognition of back arrows.

## Source code update and next release

The application source code, which is available to the public, continues to be updated in line with today's release. We are already working on the next update to the COVIDSafe application, which we plan to release in the next two weeks.

Visit the [COVIDSafe](#) website for more information or to access the source code for the COVIDSafe application.

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<b>Summary</b>	This shows on cards and search results.	<i>Today's update to the COVIDSafe application allows more people in Australia to download and use the app, it also provides operational improvements for both iOS and Android users.</i>
<b>Tags</b>	Pick up to 3 tags to improve content discovery. <a href="#">Check here for a list</a>	<i>#compatibility #content design #healthportal</i>



# More people in Australia can now download and use COVIDSafe

Today's update to the COVIDSafe application allows more people in Australia to download and use the app, it also provides operational improvements for both iOS and Android users.

In April, COVIDSafe was a time critical project. It was imperative, as part of the Government's strategy to effectively manage the coronavirus pandemic, that a contact tracing app was developed and available for Australians.

This resulted in COVIDSafe being built and launched in just three weeks. Since its release, DTA has iteratively improved the app focusing on a range of performance, security and accessibility improvements.

Today's release is the sixth update to the app. It results in more Australians now being able to download and use the app, operational improvements for iOS and Android devices, improved usability and better accessibility.

The DTA will continue to iterate and improve the app in coming releases.

Despite the lack of community transmissions, the Australian community can have confidence the app is working securely and effectively. We strongly encourage all Australians using the COVIDSafe app to install this update and benefit from these improvements.

## Details of COVIDSafe update

### More people in Australia can now download and use the app

Changes in this release allow people who live in Australian External Territories, such as Norfolk Island, to download and use the app, as well as people with an International phone number while in Australia.

These changes build on the last release of COVIDSafe, which allowed users who have international Apple App store and Google Play store accounts to download and use the app.

While we know this will be welcome news for international travelers and other people affected by COVID-19, receiving a PIN to complete the app registration process depends on telecommunication providers in overseas countries. We ask any users in an overseas country who have an issue receiving the PIN to contact the COVIDSafe support channel ([support@covid-safe.gov.au](mailto:support@covid-safe.gov.au)) and we will continue to work to resolve this situation as soon as possible.

### Fixes to a temporary ID bug on iOS devices

Earlier this week, a member of the development community notified us of a potential issue relating to the temporary IDs of locked iOS devices. We reviewed and assessed the issue immediately and committed to a fix in this release on the same day we were notified.

As a result of the feedback we received, changes in this release ensure locked iOS devices can access new temporary IDs once the current ID expires.

It is a great example of how the DTA and the Australian developer community continue to work together to enhance the performance of COVIDSafe. Previous feedback from the developer community has led to several improvements to the app including enhanced security.

## Improved usability and functionality

We have reviewed and improved user flows relating to permissions for iOS users. Users can now access the correct screen to turn on Bluetooth and manage their permissions more easily.

We have improved arrangements for Android users to allow them to better manage their notification settings.

We have also fixed issues related to some Android phones, which resulted in the app crashing unexpectedly.

## Enhanced accessibility

Today's release extended the phone orientation to landscape, improved the sequencing of user fields, and increased the button text size to improve readability.

These changes will help users who have accessibility needs to navigate and use the COVIDSafe application. We will continue to make accessibility enhancements to the app to ensure all Australians can use the app with ease.

## Source code update and next release

The application source code, which is available to the public, has been updated in line with today's release. To ensure that we can continue to engage strongly with the technology community, we have enabled better access to the source code to allow direct feedback to be provided within the source code repository.

We are currently working on the next update to the COVIDSafe app, which we plan to release in a couple of weeks.

**Visit the [COVIDSafe](#) website for more information or to access the source code for the COVIDSafe application.**

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<b>Summary</b>	This shows on cards and search results.	<i>This update to COVIDSafe lets more people use the app, and provides improvements for both iOS and Android users.</i>
<b>Tags</b>	Pick up to 3 tags to improve content discovery. <a href="#">Check here for a list</a>	<i>#content design</i>

## More people in Australia can now download and use COVIDSafe

Today's update to COVIDSafe allows more people in Australia to download and use the app. It also improves operation for both iOS and Android users.

We are continuing to iteratively improve the app, focusing on a range of performance, security, and accessibility improvements.

Today's release is the sixth update to the app. This update will allow:

- More Australians to download and use the app.
- The app to operate better on iOS and Android devices.
- improved usability and accessibility.

We encourage everyone using the COVIDSafe app to install this update to benefit from the improvements.

## Update details

### More people in Australia can now download and use the app

This release enables people who live in Australian External Territories, such as Norfolk Island, to download and use the app. It also provides access to people using an international mobile phone number while in Australia.

COVIDSafe users receive a personal identification number (PIN) through a text message to complete the registration process. Using the app with an international phone number will depend on the provider of the mobile service. If you are using an international mobile phone number and you have problems receiving the PIN, please [contact the COVIDSafe support channel](#) for help.

### Fixes to a temporary ID bug on iOS devices

Changes in this release make sure locked iOS devices can access new temporary IDs when the current ID expires.

A member of the development community told us about this issue. We reviewed it and committed to a fix in this release. This is a great example of how the DTA and the Australian developer community are working together to make COVIDSafe better.

### Improved usability and functionality

We have reviewed and improved the user experience around permissions for iOS. Users can now access their Bluetooth settings and manage their permissions more easily.

We have also improved the experience for Android users so they can better manage their notification settings.

We have also fixed issues related to some Android phones, which resulted in the app crashing unexpectedly.

### Enhanced accessibility

We've added a landscape orientation for screens, improved the order of user fields, and increased the size of button text to improve readability.

These changes will help users who have accessibility needs navigate and use COVIDSafe. We

will keep making accessibility enhancements to make sure everyone can use the app.

## Source code update and next release

We have updated the publicly available application source code with this release. To make sure we can continue to engage with the technology community, we have improved access to the source code repository to allow direct feedback.

We are working on the next update to the COVIDSafe app, which we plan to release in a couple of weeks.

[Visit the COVIDSafe website](#) for more information or to access the source code.

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# News item template

## Contact Tracing Enhancements to the COVIDSafe Health Portal

Today's update to the COVIDSafe Health Portal, that State and Territory Health Officials use to support contact tracing, ensures we continue to respond quickly as restrictions ease.

As Australia eases COVID-19 restrictions, we are enhancing COVIDSafe to ensure it aligns with the evolving situation. State and Territory Health Officials can continue to use COVIDSafe to identify close contacts more quickly than manual contact tracing. This means they can advise people to get tested and self-isolate faster, to help keep the community safe as we increase our social interactions. COVIDSafe has also been helping Health Officials to confirm the contacts what are found through their manual contact tracing efforts.

When a COVIDSafe user tests positive to COVID-19, they can upload their data to the COVIDSafe Health Portal for a Health Official to review. Today, we have improved the algorithm that filters this uploaded data in the Health Portal. The updated algorithm enhances our ability to make these close contacts visible to Health Officials. Health Officials can now see more data to quickly identify close contacts (defined as 15 minutes or more of contact at a distance 1.5 metres or less).

This will assist Health Officials to focus their contact tracing efforts to manage the risk of COVID-19 as restrictions are eased, and there is an increased risk of outbreaks in social settings and larger gatherings.

The performance of COVIDSafe has been iteratively improved since its release. We will continue to iterate the Health Portal and improve the information that is provided to Health Officials.

Visit the [COVIDSafe](#) website for more information.