

MATHISON,Rachel Chat Files 2 more +

MATHISON,Rachel 12/02 08:37

RM Hi Andre. Sorry you just missed me on Friday!

12/02 08:37

no worries at all. Just about meeting to discuss DVA Mates. I sent an invite for 2:30pm today

Hope you had a good weekend

MATHISON,Rachel 12/02 08:37

RM No problems. I did have a good weekend thanks. I hope you did too!

👍 1

13 February

MATHISON,Rachel 13/02 09:39

RM Morning

13/02 09:39

I am going to set up a daily meeting this week for DVA mates 15mins for you me and Leigh. Is 8:30am ok for you?

MATHISON,Rachel 13/02 09:40

RM Yes all good

MATHISON,Rachel 15/02 14:30

RM Hi

15/02 14:31

can you talk for a min about letters on DVA and getting them on the file?

MATHISON,Rachel 15/02 14:31

RM sure can

MATHISON,Rachel 15/02 14:40





RM There's a heap of emails on the legal file that are likely to include the ones you were talking about. for reference, it's LEG23/00296

15/02 14:40

thanks

MATHISON,Rachel 15/02 15:20

RM If it's not too late, when you meet with BARD can you please ask them about the timeline associated with putting an ITD template in Resolve for DVA mates. It's not usually an immediate process but would be handy if it could be expedited once the letter is cleared by Legal

RM MATHISON,Rachel Chat Files 2 more +    


I will be ready to send the DVA Mates letter to Gordon at 3pm, just in meeting, is that ok? Is Kate around after we send to contact Gordon legal?

MATHISON,Rachel 19/02 14:13

RM no worries. Yes she is around. The letter at present has a statement in there that the complaint is being sent - do you want that removed and we can confirm via email following the phone discussion? I'm also wondering if the early resolution email with Kate's name is a better option as if she isn't in for some reason we won't be able to access emails

19/02 14:15

Agree re the email contact for early res instead of Kate

 1 Edited

Re the other reference to the complaint being provided to DVA, thinking about planned sequence, being email letter then Kate calls them, suggest we expand to say we intend to send the complaint to DVA and will contact you shortly to discuss?

MATHISON,Rachel 19/02 14:19

RM That sounds good to me. I am not sure how quickly they will respond to the phone call either as if they haven't discussed with the individual they may need time to consult

19/02 14:20 Edited

The risk is the engagement with Gordon legal is protracted and then there is a gap before we notify DVA

MATHISON,Rachel 19/02 14:25

RM yeah I know. I'd like to think they can answer for him as they've requested all corro etc go through them and not include him at all.

MATHISON,Rachel 19/02 14:32

RM I've just checked the original email from Gordon Legal and Andrew Gretch is the primary contact that has been named on the complaint form. The consent form has Andrew first with Seb O'Meara as the second person. We've registered it against O'Meara as the contact but I think it should be Andrew

19/02 14:34

Ok is that something we can fix / amend?

MATHISON,Rachel 19/02 14:34

RM yes it is. I will go in an amend the letter as well so it's addressed to him. It's a bit odd as O'Meara sent the email and cover letter which is why I think we was listed

19/02 14:39  
I thought s4 s47F is the C  
s47F

19/02 14:39  
Ok got it

MATHISON,Rachel 19/02 14:43  
RM Did Andy confirm the content of the s22 withdrawal was the one to use for this?

19/02 14:44  
nothing since email at 9:45am today

MATHISON,Rachel 19/02 14:46  
RM ok i'll keep working on it on the basis that it can't be too wrong! lol

19/02 14:51  
19/02 14:51  
I'll be available at 3pm so we can work together then  
👍 1

19/02 15:27  
what is early res email address?

MATHISON,Rachel 19/02 15:27  
RM s47E(d)

19/02 15:49  
I have added my signature to the other 2 letter in Resolve, comments need to be deleted before PDFs can be made. Once Kate has called Gordon the letter to DVA attaching the complaint and letter to s47G can be sent

MATHISON,Rachel 19/02 15:54  
RM ok no worries. Did we need to change it to go to Andrew Grech instead of Seb O'Meara

19/02 15:56  
Ah yes, we do  
👍 1

19/02 16:04  
The form has both Andrew Grech and Seb O'Meara as the Authorised Rep so can stay the same?

MATHISON,Rachel 19/02 16:14  
RM the complaint form itself has only Andrew. So not sure what the right thing is! Andrew is Partner and Seb is Senior Associate so it could be related to that?

19/02 16:15  
ill make it Andrew as that matches the complaint form  
👍 1

19/02 16:23 Edited  
sent to you  
👍 1

MATHISON,Rachel 19/02 16:24

RM great thank you. we will send it out and ring GL in about 15 minutes

19/02 16:24  
Great

MATHISON,Rachel 19/02 16:40

RM Sorry I stuffed up the email address as it's early.resolution. Can you please update and resend it? sorry!

👍 1

19/02 16:58  
sent

👍 1

MATHISON,Rachel 19/02 17:17

RM Gordon Legal are ok with the complaint being sent to DVA

19/02 17:18  
ok

MATHISON,Rachel 19/02 17:19

RM I've updated the letter to the right early resolution email and removed the statement re the confidentiality

👍 1

MATHISON,Rachel 19/02 17:27

RM just confirming that DVA's letter will go today as well?

19/02 17:27  
Yes good to go attaching the complaint

MATHISON,Rachel 19/02 17:27

RM perfect thanks

19/02 17:27  
We can also send s47G today

Just doing that now

19/02 17:49  
has everything been sent, just sending an email to the Commissioner

MATHISON,Rachel 19/02 17:50

RM I believe so, but will just confirm with Kate

19/02 17:50  
Thanks

MATHISON,Rachel 19/02 17:53

RM first two send and s47G is being sent now

19/02 17:53  
ok great

Ill hold off and send the following email in 15mins:

Ill hold off and send the following email in 15mins:

*Dear Commissioner and colleagues*

*Confirming that late this afternoon we have:*

- notified Gordon Legal by letter of acceptance of the representative complaint about DVA Mates
- notified DVA by letter of the representative complaint being accepted, providing a copy of the complaint
- issued the letter to **s47G** in response to the enquiry EN24/00618 About a Potential Representative Complaint in relation to DVA Mates, and that a rep complaint against DVA Mates has been accepted.

*We are working to finalise the following with our colleagues in OAIC legal:*

- intention to decline letters (which form the basis of phone scripts)
- withdrawal notice for the website.

*Please let me know if you have any questions.*

MATHISON, Rachel 19/02 17:55

RM sounds good

MATHISON, Rachel 19/02 18:06

RM All done on our end. For info, Gordon Legal asked about a timeline for next steps saying they were receiving a lot of calls each day

20 February

MATHISON, Rachel 20/02 15:31

RM Hi Andre. I'm heading off, but I still don't have anything from Legal about the ITD or the opt out notice

20/02 15:32

Ok thanks for letting me know

21 February

MATHISON, Rachel 21/02 16:19

RM Hi Andre. Andy just updated me on the ITD - he should have it to someone in Legal for clearance today/tomorrow. He'll update me as it moves

21/02 16:44

Thanks Rachel

MASO,Kylie 09/02 14:07

KM TGIF!!

09/02 14:08

Can we have a quick call re DVA Mates. I spoke to Annamie earlier and it would be good to relay what was said on next steps

MASO,Kylie 09/02 14:13

KM I can hear you

I'll hang up and call you again

I'll put it in an email

Is that easier

---

MASO,Kylie 12/02 15:26

KM Hi Andre, I'm just writing an email to the Cmsr which states that DVA won't be notified of the Cmsr's acceptance of their Rep Complaint in advance of her appearance at Estimates tomorrow night. I just want to make sure this is still the case before send the email. Thanks.

12/02 15:29

Yes that's correct. I met with the Commissioner late on Friday we discussed that there were things that needed to be advanced before the letter is sent to Gordon legal

👍 1

MASO,Kylie 12/02 15:29

KM Excellent thanks

22 February  
22 february

---

22/02 10:12

Hi Kylie

MASO,Kylie 22/02 11:02

KM Hi Andre 😊

22/02 11:40

Hi, sorry was in a meeting. Hope you are well. I know you guys are flat cha, but just wanted to check in re DVA mates work with Andy.

MASO,Kylie 22/02 11:50

KM Absolutely. Are you after a matter update?

22/02 11:50

Yes Andy has been working on ITDs with Rachel Mathison and just seeing where he is up to

---

MASO,Kylie 22/02 12:00

KM ok leave it with me. I'll get you an update asap.

22/02 12:01

many thanks I know Andy is v busy and there's lots on, just mindful that the matter could result in a lot of external engagement any time as its a rep complaint

👍 1



GIBSON,Isla 09/02 14:32

IG Hi Andre, how are you?

09/02 14:34

Good thanks. I am hoping to catch the Cmsr for a few mins to discuss the DVA mates

GIBSON,Isla 09/02 16:16

IG Would 4.30 work for you?

09/02 16:17

Y

09/02 16:37

**DVA Mates rep complaint discussion** Chat Files Recap 6 more +

CASTALDI,Andre joined the conversation.

6 February

CASTALDI,Andre named the meeting DVA Mates rep complaint discussion.

LYONS,Emily and 3 others were invited to the meeting.

06/02 12:04 Meeting started

LYONS,Emily 06/02 12:36

EL ['ADJ' and The Secretary to the Department of Veterans' Affairs \(Privacy\) \[2023\] AICmr 29 \(26 April 2023\) \(austlii.edu.au\)](#)

👍 1

06/02 12:38 Meeting ended: 34m 11s View recap

GIBSON,Isla 08/02 14:08

IG Hi Andre, how are you?

08/02 14:10

Good thanks, hope you are too. I am just checking re the Commissioner's availability towards the end of the week. For DVA Mates matter we are seeking to issue a letter before the end of this week that will be from the Commissioner to the Department.

GIBSON,Isla 08/02 14:14

IG Not a problem, she will have some time tomorrow afternoon. Was that for a briefing or clearance?

12/02 09:24

Morning Leigh hope you had a nice weekend

MCCARTHY,Leigh 12/02 09:25

LM [REDACTED]

12/02 09:26

Was nice thanks, but went be very fast. Can we have a quick call re DVA Mates and rep complaints generally?

12/02 09:56

9 February

09/02 08:58

Morning Mel

Happy Friday, just putting on your radar we will be sending you the DVA Mates letter, that we are to send today per Angelene's request from the meeting on Tuesday

happy Friday

BUTLER,Andrew 09/02 10:51

AB Hi Andre--happy friday!

09/02 10:51

Emily Lyons is going to send you the letter back to DVA re the Mates program that the Commissioner has instructed us to prepare (and send today).

BUTLER,Andrew 09/02 10:52

AB ok, thanks Andre

09/02 10:52

Its short but we need your eyes on it before the Commissioner sees it this afternoon. Annamie knows

Apols that its coming in hot.

MCCARTHY,Leigh added CASTALDI,Andre and 2 others to the chat.

MCCARTHY,Leigh 21/02 10:22

LM Hi All, just notifying that the veteran community has dedicated FB pages for mates and registering. It is also appearing on other known veteran FB community pages.

👍 1

they have a template for dealing with DVA, and with us.

21/02 10:25

Thanks Leigh. I am not active on FB but great to have this intel

MCCARTHY,Leigh changed the group name to MATES - Updates.



## TEAMS MESSAGES TO AND FROM ANDREW STOKES

26 July 2023

O'DRISCOLL,Eva 26/07/2023 9:52 am



I just put We have a media enquiry from the Saturday Paper about an investigation relating to the DVA's Veterans MATES program.



5 February 2024

GIBSON,Isla 5/02 10:00 am



Good morning to you both, I hope your weekend was lovely!

I have scheduled a meeting for DVA this afternoon and will pop you as optional attendees - Angelene has confirmed you don't need to attend unless you have any media matters/updates that you want to discuss



s11C(1)(a)

6 February

6/02 2:18 pm

Hi Rob, if you are finished with the DVA com brief I can add in the media stories.

GHALI,Rob 6/02 2:45 pm



Sorry Andrew, it should be checked back in now.



13 February

KIELY,Amy 13/02 8:24 am



<https://www.dva.gov.au/news/latest-stories/statement-secretary-dva-veterans-mates-program>

Of note: On 9 February, the Minister for Veterans' Affairs asked the Department to close down the MATES program and examine options for possible future programs that provide health benefits to the veteran community while meeting community and stakeholder expectations around ethical and data use requirements. Any future program would be subject to a new Ethics Committee approval.

13/02 8:26 am

thanks. I had an email in relation to Mates last night which I will forward.

KIELY,Amy 13/02 9:35 am



The MATES statement also says: On 9 February, the Minister for Veterans' Affairs asked the Department to close down the MATES program and examine options for possible future programs



O'DRISCOLL,Eva 13/02 10:44 am



I imagine this may put some fears into health/research people. I ran articles about this program **s47F**

*DVA only ever provided client data for the purposes of MATES to a trusted organisation, the University of South Australia (UnISA) under strict data security and access policies. On 9 February, the Minister for Veterans' Affairs asked the Department to close down the MATES program and examine options for possible future programs.*

05/02 11:51

Hi Angelene, Caren has asked whether we can move the meeting to later today or tomorrow. Is that okay for you?

FALK,Angelene 05/02 11:52

AF Which one?

05/02 11:52

DVA - she mentioned that Andy has some work to do to answer your prior questions

FALK,Angelene 05/02 11:53

AF ok tomorrow to give legal the opportunity to fully consider. Please let the attendees know that the extra time is for that purpose.



Hi Angelene, just wanted to flag some of the clearance items today:

- s22 [REDACTED]
- s22 [REDACTED]
- s22 [REDACTED]
- s22 [REDACTED]
  
- Due ASAP: Recommendations and correspondence re DVA/rep complaint
- s22 [REDACTED]
- s22 [REDACTED]
- s22 [REDACTED]
  
- s22 [REDACTED]

5 February

Good morning Angelene, would you like Andrew and Amy to join the meeting re DVA?

FALK,Angelene 05/02 09:52

AF

Only if there is any media matters they wish to draw to our attention, otherwise they can be advised of the outcome.



1

9 February

09/02 14:56

Hi Angelene, quick note/queries re priorities this afternoon

- **s22**
- Andre has asked to speak with you about DVA. I will pop in some time but let me know if it doesn't work
- Draft response from Emily is in your diary for review.

5 February

05/02 11:31

Morning Andy, huge apologies for not including you in the DVA meeting earlier - that was just an omission on my end! So sorry

BUTLER,Andrew 05/02 11:32

AB

Hi Isla, not a problem at all

## Messages

MD DRAYTON, Melanie



AF FALK, Angelene (You) 06/02 12:12

You can opt out of attending the **DVA** matter, Rob is carrying that one forward.

AF FALK, Angelene (You)

IG GIBSON, Isla 05/02 11:52

**DVA** - she mentioned that Andy has some work to do to answer your prior questions

AF FALK, Angelene (You)


IG GIBSON, Isla 09/02 14:56

Hi Angelene, quick note/queries re priorities this afternoon Would you like me to push back your 3pm meeting with Rob this afternoon? Andre has asked to speak with you about **DVA**. I will pop in some time but let me know if it doesn't work Draft response from Emily is in your diary for review.




**Top results**


 HALE,Annamie (You)

 SAUNDERS,Maggie 16/02 4:38 pm  
Hey Annamie, are you free for a quick chat with Andy and me re **DVA**?

 HALE,Annamie (You)

 MASO,Kylie 5/02 12:05 pm  
The **DVA** meeting is going to take place at 1pm tomorrow now apparently.


 CASTALDI,Andre

 HALE,Annamie (You) 7/02 11:44 am  
I'm talking to Maggie and Andy now about **DVA** rep.

 CASTALDI,Andre

 HALE,Annamie (You) 5/02 3:24 pm  
Can we talk **DVA** please

 HALE,Annamie (You)

 CASTALDI,Andre 6/02 8:14 am  
Morning Annamie, if you have a few mins before 9am this morning I have a question regarding **DVA** mates and the extent to which the Legal Memo and follow up advice from Andy / Caren can be disseminated to relevant DR Directors (Natalie in ER, Enquiries, Cecilia in Conciliations, Leigh in Privacy...

**All results**

 HALE,Annamie (You)

 MASO,Kylie 5/02 11:40 am  
Hi Annamie, the Cmsr wants a meeting on the **DVA** Mates at 1pm today. Maggie is invited (but isn't in today), Andy, also Mel Drayton , Sarah Ghali, Andre, Rob, Emily Lyons. Andy is going to ask Isla to invite you, me and Caren too. I'll reschedule our weekly sync.

RG GHAI,Rob



HALE,Annamie (You) 1/02 8:47 am

Morning Rob. The **DVA** representative complaint brief will go to Angelene today. I suggest it then needs to go to the conciliation team in DR. I'd be happy to discuss with Andre after Angelene has reviewed. The legal team will cc you in.



HALE,Annamie (You)



MASO,Kylie 22/01 11:37 am

Sorry I was so late! I had a small window of opportunity to talk to Caren and Andy re: **DVA** so I grabbed it.



HALE,Annamie (You)



MASO,Kylie 22/01 11:03 am

I'm just on the phone to Caren and Andy re: **DVA**. I'll join our meeting in a sec



This meeting chat is muted. [Settings](#)



- WHIP,Caren was invited to the meeting.
- KIELY,Amy and STOKES,Andrew were invited to the meeting.
- BUTLER,Andrew was invited to the meeting.
- HALE,Annamie and MASO,Kylie were invited to the meeting.

6 February

- OAIC-NSW-Level 10 Meeting Room 3 (MS Teams Room) was invited to the meeting.
- 06/02 13:00 Meeting started
- OAIC-NSW-Level 10 Meeting Room 1 (MS Teams Room) was invited to the meeting.
- 06/02 13:32 Meeting ended: **32m 39s**



**BUTL..., MAS... , SAU...**



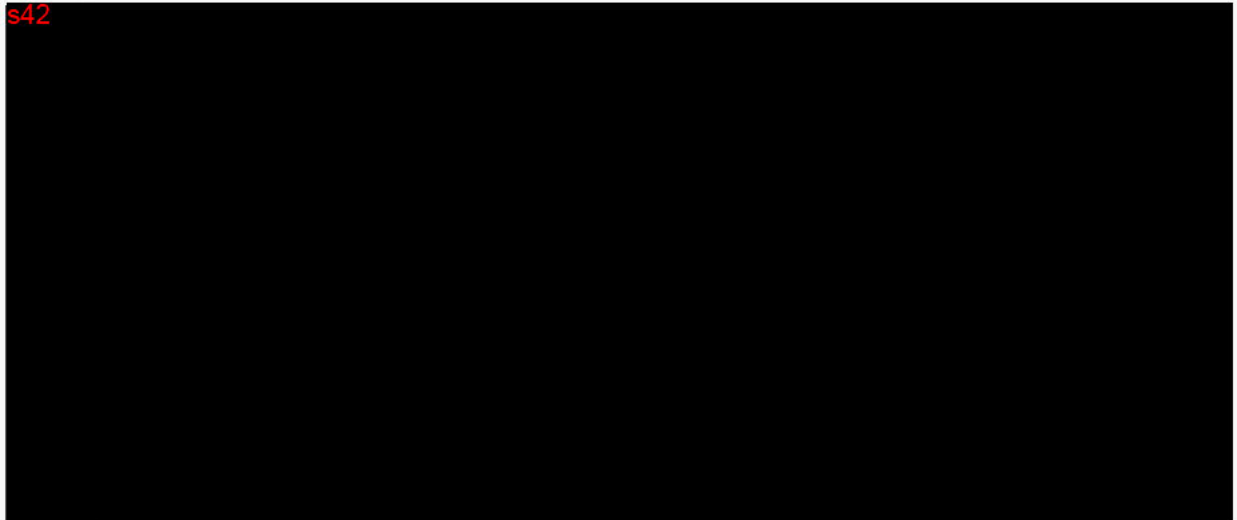
Chat

Files



BUTLER,Andrew added WHIP,Caren and 2 others to the chat.

s42







BUTL..., MAS... , SAU...



Chat

Files



s42

s42

Thanks Andy. Can you pls forward me a copy of the report.

BUTLER,Andrew 06/02 12:20



yes. Hopefully others have it but I will include you all in case

A M

BUTL..., SAU...



Chat

Files



7 February

BUTLER,Andrew 07/02 17:12

AB hello everyone

**WHIP,Caren**, we thought it would be appropriate for the letter to Gordon Legal indicating we'll accept the DVA rep complaint to come from you; Maggie helpfully suggested that a letter will also need to go to DVA (I had forgottent hat on the memo to the Cmr). Sometimes rep complaint corro has been sent from the deputy commissioner, though that doesn't seem necessary in this case

are you happy with that proposal? If so I can send those through to you this evening/tomorrow for review (they're close to complete and Maggie has considered them)

8 Februarv



8 February

BUTLER,Andrew 08/02 13:11

AB ⊕

Hi Caren--I have just sent the letters referred to above through to you. Is there any chance you can get to these today so we can get them out before Estimates? If you consider that someone else could/should send these letters out, please let me know!

08/02 14:54

Hi Andy, I can review tonight to send out tomorrow, but no chance before cob today.

BUTLER,Andrew 08/02 15:06

AB ⊕

Hi Caren--no prob, I think that's fine

9 February

09/02 11:38

Hi Andy, looking at those letters for you now. **s47F** [REDACTED]. Not sure if there is anyone who can send out the letter to GL today. I will send to the team, and see if it can be progressed that way if you have logged off. I will review the other letters today, but understand these will be sent next week.

BUTLER,Andrew 09/02 11:39

AB

thanks Caren. **s47F** [REDACTED] **s47F** [REDACTED]  
[REDACTED]

yes the other two can be sent next week



09/02 11:46

Hey Andy, which LEG file has the corro from GL - I cannot find it



BUTLER,An..., SAUNDERS...

Chat Files +



BUTLER,Andrew 09/02 11:47



one sec

it is a CP file i think

CP23/03207

ignore the 23 oct stuff

GL corro is from 18 Dec 2023

09/02 11:51

Thank you

14 February

14 february

BUTLER,Andrew 14/02 09:31

AB GL have a sign up page for DVA: [Veterans' Privacy Class Action | Gordon Legal](#)

it includes some fairly big news!:



**5 February 2024**

The Department of Veterans' Affairs Human Research Ethics Committee withdrew its ethics approval of the MATES Program.

**12 February 2024**

DVA publicly announced that it has decided to close down the MATES Program.

14/02 13:54

Interesting development!



7 February

BUTLER,Andrew 07/02 17:12

AB hello everyone

**WHIP,Caren**, we thought it would be appropriate for the letter to Gordon Legal indicating we'll accept the DVA rep complaint to come from you; Maggie helpfully suggested that a letter will also need to go to DVA (I had forgottent hat on the memo to the Cmr). Sometimes rep complaint corro has been sent from the deputy commissioner, though that doesn't seem necessary in this case

@

are you happy with that proposal? If so I can send those through to you this evening/tomorrow for review (they're close to complete and Maggie has considered them)

8 February

BUTLER,Andrew 08/02 13:11

MS

SAUNDERS, Maggie Chat 3 more ▾ +



02/02 11:18

s22

s22

s22

5 February

SAUNDERS, Maggie 05/02 09:42

MS

Morning Caren. Have just forwarded you invite to meeting with Cmr re DVA. It's at 1pm.  
Sorry I can't be there.

MCCARTHY,Leigh 12/02 5:40 pm

LM

you seen this? [Statement from the Secretary of DVA on the Veterans' MATES Program | Department of Veterans' Affairs](#)

12/02 5:40 pm

oooo no. i'll have a read



DVA Mates rep complaint discus... Chat Files Recap Speaker Coach Q&A

Join



LYONS,Emily and 3 others were invited to the meeting.

6/02 12:04 pm Meeting started

6/02 12:36 pm

['ADJ' and The Secretary to the Department of Veterans' Affairs \(Privacy\) \[2023\] AICmr 29 \(26 April 2023\) \(austlii.edu.au\)](#)



6/02 12:38 pm Meeting ended: 34m 11s

5/02 2:36 pm

all good re. MATES 😊 I had just heard some whispers (before you commenced) that we could send away those who had not yet gone to the Department. So just thought i'd put my views on the record!

seemed like an odd approach given we know there's a potential systemic issue and intend to give it further consideration in some capacity

MATHISON,Rachel 5/02 2:38 pm

RM

Oh right. There has been a few weird things spoken about 'how we do things' that I've had that response to so glad I'm not the only one thinking otherwise! lol I think the reasonableness of that on the Department couldn't be justified.



5/02 2:38 pm

ive seen people misquote s 40(1A) too - including Legal last week

essentially saying 's 40(1A) precludes us from entertaining a complaint if C hasn't first complained to the respondent'

there's clearly a second sentence which people seem to forget about!

MATHISON,Rachel 5/02 2:39 pm

RM


lol great! I have been reading the legislation on a daily basis to get my head around it. There do seem to be a lot of views around it though, including the application of the regulatory approach in conjunction with the legislation which is a bit concerning. But i'm open to revisiting those views



CASTALDI,Andre 14/02 4:43 pm



<https://www.dailytelegraph.com.au/news/south-australia/veterans-minister-orders-shut-down-of-unisa-mates-program-amid-privacy-fears/news-story/410640ab1a5e4f0747ad4c21d578b3d0?btr=ad38814ce061236df5f663eee65f74da>



**Daily Telegraph**  
No Cookies  
www.dailytelegraph.com.au

from the media clips this afternoon

[Veterans Minister orders shut down of UniSA MATES program amid privacy fears](#)

**The Daily Telegraph** by George Yankovich  
Wednesday 14 February 2024, 2:51pm AEDT

A longstanding medical program run by the University of South Australia has been ordered to shut down after military veterans complained sensitive data was disclosed without their consent.

**Keywords:** privacy (3), data (9), investigation (3), Information (3), privacy breaches (1), data" (1)

[VIEW ONLINE](#)



**Veterans Minister orders shut down of UniSA M...**  
A longstanding medical program run by the University of South Australia has been ordered to shut down after...

links.streem.com.au

MCCARTHY,Leigh 14/02 4:51 pm

LM Thanks Andre.

MATHISON,Rachel 14/02 4:58 pm

RM It's interesting that it notes that in about November 2023, former army infantry Andrew Davis and three others sued the department for alleged privacy breaches, seeking more than \$5 million. I wonder where that's at

MATHISON,Rachel 13/02 1:25 pm

RM Question re the DVA Mates ITD content - do we include that 'the resources and costs associated with investigating individual complaints' is a factor declining?



13/02 1:25 pm

i probably wouldnt word it in that way....but i suppose that's the underlying factor

MATHISON,Rachel 13/02 1:26 pm

RM ok. that's what legal put in their briefing so was wondering if we be that direct! lol

13/02 1:26 pm

is the idea to decline under 41(1)(da)? the 'all the circumstances' being there is a rep complaint on foot which we will look into

MATHISON,Rachel 13/02 1:26 pm

RM yep - the two reasons - rep complaint and the cost of investigating individual matters

9/02 10:16 am

Hi Isla! Happy Friday 😊

I am just finalising a reply to the Cmr re. the updated DVA mates draft. I know she's had a crazy week, but she previously made it known that she wished to finalise the letter before the end of the week. will copy you in and send the email through in a moment!

GIBSON,Isla 9/02 4:29 pm

IG So sorry i have been away from my desk a lot! Cmr is having trouble finding the letter on resolve - could you possibly send through a copy? Thank you!

👍 1

9/02 4:31 pm

yep. it was initially added to the file on 25/1 so there's been a bit of activity since then. tried to clearly label it but agreed it's not the easiest to find

GIBSON,Isla 9/02 4:33 pm

IG Oh found it!

9/02 4:33 pm

ah thanks! all good?

just trying to save an offline copy if you still need it?

CAS 🙌❤️😄😅🙄👉...

you too... can you talk re DVA Mates?

👍❤️😄😅🙄👉...

Good morning Rachel. Sorry to trouble you first thing, but was wondering if we know (with certainty) how many individual MATES complaints we have received?

MATHISON,Rachel 8/02 8:34 am

RM morning. No worries at all. s47E(d) but I'll do a check this morning and let you know for sure 😊

8/02 8:34 am

thank you

it was just for the purpose of a response to DVA - but rather than misquoting i was just going to suggest saying s47E(d)

MATHISON,Rachel 8/02 8:36 am

RM I think with confidence you can say more than s47E(d)

Tuesday, 6 February

👍❤️😄😅🙄👉...

Hi guys. Hope all is going well with you both today. Just wanted to give you a heads up - i will need to update the Cmr's estimates brief re. MATES. she has also asked for us to compile relevant annexures/attachments for her consideration. im going to get stuck into it tomorrow. but once i'm done, i am going to call on your assistance to bundle/label the relevant annexures as a PDF so that we can add to the file ready for printing 😊

👍 1

i'll ensure the briefing clearly labels the relevant docs so you can easily find them on the Resolve file

❤️ 1

CASTALDI,Andre 6/02 8:25 am

Sorry to reach out so early. Just wanted to briefly run something by you for DVA Mates

6/02 8:25 am

Of course. Happy to chat

8/02 9:45 am

CM ref - [D2023/030868](#) - Com brief - DVA determination. Resolve ref CP18/02898

22/02 1:51 pm

hey, i will forward DVA's emails to Cmr & co.



PARAJUL,Shree 22/02 1:52 pm

SP is there a matter I should save it under? Sorry I wasn't sure if we've got a new one or if it's the same as the determination



s11C(1)(a)

the one which resulted in the determination 'ADJ'

PARAJUL,Shree 22/02 1:57 pm

SP Yep that's the one

22/02 1:57 pm

2898 or something like that

PARAJUL,Shree 22/02 1:57 pm

SP Thanks for clarifying em



Monday, 19 February

MATHISON,Rachel 19/02 1:45 pm

RM Hello. I hope you had a good weekend. I am trying to work out who we address our DVA letter to that is going to be sent today. Was Andrew Kefford the person that you have been writing? Legal has asked to check who the latest contact is

19/02 1:46 pm

Hey! Hope you had a nice weekend also.

Yes the corro we received was signed by Andrew Kefford and that's who we replied to

CP18/02898 - his emails were sent by Dana Castle on behalf of David Pullen

MATHISON,Rachel 19/02 1:47 pm

RM I did thanks. Awesome thank you - I'll confirm it's all the same for this letter!



BUTLER,Andrew 9/02 11:34 am

AB Hi Emily, are you able to email me a copy of the letter to DVA? I cannot get it to open in a form that I am able to edit--only a form in 'compatibility mode' that I don't seem to be able to make changes to. Right now I can't get it to open at all... appreciate that this means you'll have a duplicate copy which isn't ideal.

ideal\*

9/02 11:34 am

ahhh. did you check it out to edit? or just open?

BUTLER,Andrew 9/02 11:35 am

AB i just double clicked it... maybe I right click and get other options? Sorry--I have never had to edit a resolve doc before

9/02 11:36 am

haha all good. if you right click and select the 'check out and edit' option

BUTLER,Andrew 9/02 11:36 am

AB ah ok I found 'check out and edit'. But it says the doc is 'in use'

9/02 11:36 am

ahhh Cmr might be in there already

let me have a look

looks all checked in on my end. just make sure you dont also have an offline copy open when you try and check it out?

sorry i can send you an offline copy (i presume you wish to make some comments or edits?) - but then Cmr will be working off the Resolve copy...

BUTLER,Andrew 9/02 11:38 am

AB I don't even have word open at all

not sure sure what is going on

9/02 11:38 am

haha oh the joys - no idea why we use the Resolve docs tab...

you free for a call? or already in one? 😊

8/02 3:51 pm

Hi Isla. Sorry to trouble you again. I just wanted to put on your radar that I have updated the draft letter from Cmr to DVA on CP18/02898 in accordance with the Cmr's earlier feedback (it's just over a page long). Andre made some further comments which I actioned this morning. I've left the changes tracked and some explanatory comments for context.

GIBSON,Isla 8/02 3:52 pm

IG Brilliant - thanks for that! Did she need to review?

8/02 3:52 pm

I'm still figuring out the chain of command - can clarify whether Andre wants to review once more

but also realise it's somewhat time sensitive

GIBSON,Isla 8/02 3:53 pm

IG Apologies - I have been swamped and I am actually not across the background of some of the current matters she is on

8/02 3:53 pm

totally understand!

7/02 6:10 pm

Hi Andre. I have just emailed you an update re the DVA brief and draft letter. I'm going to call it a day shortly, but will be online from 8ish Sydney time tomorrow if you would like to discuss. I realise this is time sensitive so if you need me to jump back online and action anything this evening, please feel free to call or message me on my mobile - **s47F**. I hope you manage to get some downtime! 😊

6/02 2:40 pm

Hi Sarah. Thank you for taking a look at the correspondence we received on Friday. For information, I saved a copy of the corro to CP18/02898 given that we have received it off the back of the complaint/determination associated with that file. You may have a more appropriate home for it in CM. Thanks!

GHALL, Sarah 6/02 2:43 pm



Thanks Emily, I will take a closer look later today. I am not sure that I have much to add as the meeting was quite high level.

6/02 2:44 pm

No troubles. thanks so much! At this stage I will finalise a draft response to the earlier letter we received from DVA which is more case specific. Will be guided by you and the Cmr about how we respond to the latter 😊

Thursday, 1 February

SAUNDERS, Maggie 1/02 11:59 am



Hey Emily, hope you're having a good week. Just letting you know that Andy will send you our legal memo re DVA rep complaint this afternoon. We're planning to send it to the Cmr before the end of the day.



19/01 5:11 pm

Hi Kristyl! Happy Friday. Before i forget, i was hoping to update you on the DVA matters at some point. Happy to do so next week if you have a minute 😊

SNODGRASS, Kristy 19/01 5:13 pm



Sounds good - we can do it Monday afternoon if you're free.



Thursday, 25 January

25/01 12:37 pm

Hi Maggie. Thanks again for your time yesterday. I have drafted that exec brief which is living on CP18/02898 if you would like to review. I will prepare a draft response to DVA in the Cmr's hand and will send it through to her before the end of the day. I have spoken to Pennie ~~S47F~~ ~~S47F~~ and Rob's, she's content with me sending directly to the Cmr (it's already on her radar)



SAUNDERS, Maggie 25/01 1:14 pm



Great. thanks so much Emily. Are you able to send me a copy of the draft EB? I don't have access to the file on CM. Thanks!

25/01 1:15 pm

ahhh no Resolve access?

both the briefing and the draft letter are in the docs tab on the Resolve file 😊

SAUNDERS, Maggie 25/01 1:15 pm



Oh, sorry! Completely misread that. Will look on Resolve!



25/01 12:35 pm

hey! ive got that draft exec brief living in CP18/02898 if you want to have a look. just need to draft the response to DVA



24/01 1:09 pm

[D2023/030868 - Com brief - DVA determination](#)

Wednesday, 21 June 2023

HARRAR, Jasmina 21/06/2023 9:54 am

JH

Sorry, the **S11** DVA determination is actually on Austlii '[ADJ' and The Secretary to the Department of Veterans' Affairs \(Privacy\) \[2023\] ALCmr 29 \(26 April 2023\) \(austlii.edu.au\)](#)




'ADJ' and The Secretary to the Department of V...



Australasian Legal Information Institute (Austlii), a joint facility of UTS and UNSW Faculties of Law.

[www.austlii.edu.au](http://www.austlii.edu.au)



I was looking at the wrong date before

 Media stand-up ...

 **Media stand-up**  Join

Tuesday, 13 February

 13/02 9:30 am Meeting started

KIELY,Amy 13/02 9:35 am



The MATES statement also says: On 9 February, the Minister for Veterans' Affairs asked the Department to close down the MATES program and examine options for possible future programs



 13/02 9:38 am Meeting ended: 12m 19s

 ER Managers ...



**ER Managers** 

Wednesday, 14 February

MATHISON,Rachel 14/02 11:13 am



Hi everyone. There is a meeting tomorrow morning with OAIC at 9:30am 'Lessons Learnt - Representative Complaints'. Kristy and I are attending, but if anyone else wants to attend please let me know and I will forward the invite. At this stage we are still working out the approach for DVA Mates and our involvement will be with ITDs for about 30 matters. I'll provide an update in our meeting tomorrow when it might be a little clearer re next steps!



 MATHISON,Rachel



**MATHISON,Rachel**

MATHISON,Rachel 12/02 3:00 pm



Sorry just in a meeting re DVA mates so will be a little late



 MATHISON,Rachel



**MATHISON,Rachel**

Tuesday, 6 February

MATHISON,Rachel 6/02 9:57 am



Hello. How do I find the representative complaint re DVA mates please?



MATHISON,Rachel

RM MATHISON,Rachel

MATHISON,Rachel 5/02 12:57 pm

RM Hello. Let me know when you're free to chat about DVA Mates 😊

ER Managers

E ER Managers

MATHISON,Rachel 5/02 11:34 am

RM s47F Kristy I've let Andy know that I will check in with him when I'm back re the DVA mates matter he contacted us about

SMITH,Delaney

DS SMITH,Delaney

SMITH,Delaney 30/01 10:23 am

DS Hi Kristy - do we have a rep complaint on foot relating to the DVA MATES complaints? If not, we may receive on soon (see EN24/00618)

LYONS,Emily

EL LYONS,Emily

Friday, 19 January

LYONS,Emily 19/01 5:11 pm

EL Hi Kristy! Happy Friday. Before i forget, i was hoping to update you on the DVA matters at some point. Happy to do so next week if you have a minute 😊



EDWARDS, Kate

Monday, 31 July 2023

EDWARDS, Kate 31/07/2023 9:41 am

KE morning- DVA's MATES program was in the media clips this morning- do we have a complaint from s11C(1)(a)

31/07/2023 9:43 am

s11C(1)(a) but the substance of the complaint was not about that program. Rather, it was about the lack of processes the DVA had in place for removing staff ICT access after their employment/contracts ended, which was identified in an audit done by the ANAO

If we get any complaints about this program (from any C), I will let you know.

Monday, 22 January




I'm just on the phone to Caren and Andy re: DVA. I'll join our meeting in a sec

22/01 11:37 am

Sorry I was so late! I had a small window of opportunity to talk to Caren and Andy re: DVA so I grabbed it.

HALE,Annamie 22/01 11:38 am  
All good.

Thanks for moving that forward  
 1

22/01 11:39 am

If the complaint is validly made we will need to accept it and investigate. So Andy is going to start working on the Executive Brief.

HALE,Annamie 22/01 11:40 am  
Ok, sounds good

 1



Hi Annamie, the Cmsr wants a meeting on the DVA Mates at 1pm today. Maggie is invited (but isn't in today), Andy, also Mel Drayton , Sarah Ghali, Andre, Rob, Emily Lyons. Andy is going to ask Isla to invite you, me and Caren too. I'll reschedule our weekly sync.

 HALE Annamie 5/02 12:01 pm  
thanks

5/02 12:05 pm  
The DVA meeting is going to take place at 1pm tomorrow now apparently.

s42



s42



BUTLER,Andrew 6/02 12:20 pm

AB  yes. Hopefully others have it but I will include you all in case



CASTALDI, Andre 9/02 2:08 pm

Can we have a quick call re DVA Mates. I spoke to Annamie earlier and it would be good to relay what was said on next steps

BUTLER,Andrew 9/02 11:56 am

Thanks Kylie, I'll probably be ready to send this DVA email and edit to the letter in 15/20 minutes.

I'll give you a call when done if that is OK?

👍 1

Monday, 12 February

BUTLER, Andrew 12/02 9:39 am



AB

Hi Kylie, thanks very much for progressing the DVA stuff **s47F** **s42**  
Based on the emails, my sense is that the best thing for me to do would be to send these to Andre and leave them with him, but offer to progress any of it myself if that's his preference. you comfortable with that?

12/02 9:41 am

Yes I would send them to Andre, and offer our assistance to his team in progressing (rather than offer for us to progress).

BUTLER, Andrew 12/02 9:42 am

AB

ok, that sounds good! Thank you Kylie



I'm just thinking about the MATES one--I would have thought that we can share statistics about numbers of complaints received. I'm just trying to think that through though



BUTLER,Andrew 12/02 3:23 pm

AB

BUTLER,Andrew 12/02/2024 3:16 pm  
I'm just thinking about the MATES one--I would have thought that we can share statistics about numbers of complaints received. I'm just...

ugh i wish Caren was in today



s42





Monday, 12 February

12/02 3:26 pm

Hi Andre. I'm just writing an email to the Cmsr which states that DVA won't be notified of the Cmsr's acceptance of their Rep Complaint in advance of her appearance at Estimates tomorrow night. I just want to make sure this is still the case before send the email. Thanks.

CASTALDI,Andre 12/02 3:29 pm



Yes that's correct. I met with the Commissioner late on Friday we discussed that there were things that needed to be advanced before the letter is sent to Gordon legal



12/02 3:29 pm

Excellent thanks

CASTALDI,Andre 22/02 11:40 am

Hi, sorry was in a meeting. Hope you are well. I know you guys are flat cha, but just wanted to check in re DVA mates work with Andy.

22/02 11:50 am

Absolutely. Are you after a matter update?

CASTALDI,Andre 22/02 11:50 am

Yes Andy has been working on ITDs with Rachel Mathison and just seeing where he is up to

22/02 12:00 pm

ok leave it with me. I'll get you an update asap.

CASTALDI,Andre 22/02 12:01 pm

many thanks I know Andy is v busy and there's lots on, just mindful that the matter could result in a lot of external engagement any time as its a rep complaint

👍 1

8/01 8:43 am

Hi Team! does anyone have a case with DoD that refers to MATES program?

SI,Emily 8/01 8:43 am

ES

Not me

FAIZ,Amaan 8/01 8:44 am

AF

Nor me

8/01 8:44 am

Thank you!

 LYONS,Emily and 3 others were invited to the meeting.

 6/02 11:04 am Meeting started

LYONS,Emily 6/02 11:36 am

EL 

['ADJ' and The Secretary to the Department of Veterans' Affairs \(Privacy\) \[2023\] AICmr 29 \(26 April 2023\) \(austlii.edu.au\)](#)

 1

 6/02 11:38 am Meeting ended: **34m 11s**

Monday, 12 February

MARCHETTI,Luke 12/02 4:33 pm



Hi Leigh, if you have a moment to talk could you please call? Just want to clarify a couple of things...

[Statement from the Secretary of DVA on the Veterans' MATES Program | Department of Veterans' Affairs](#)

[Veterans' Privacy Class Action | Gordon Legal](#)

Monday, 19 February

19/02 8:10 am

hey luke ok if i call you shortly? somethig has just come up!

MARCHETTI,Luke 19/02 8:10 am



you seen this? [Statement from the Secretary of DVA on the Veterans' MATES Program | Department of Veterans' Affairs](#)

LYONS,Emily 12/02 4:40 pm



oooo no. i'll have a read


12/02 4:40 pm

she basically says "there is nothing to see hree. we did nothing wrong"

CASTALDI,Andre 14/02 3:43 pm



<https://www.dailytelegraph.com.au/news/south-australia/veterans-minister-orders-shut-down-of-unisa-mates-program-amid-privacy-fears/news-story/410640ab1a5e4f0747ad4c21d578b3d0?btr=ad38814ce061236df5f63eee65f74da>

 **Daily Telegraph**  
No Cookies  
[www.dailytelegraph.com.au](http://www.dailytelegraph.com.au)

from the media clips this afternoon

[Veterans Minister orders shut down of UniSA MATES program amid privacy fears](#)

**The Daily Telegraph** by George Yankovich

Wednesday 14 February 2024, 2:51pm AEDT

A longstanding medical program run by the University of South Australia has been ordered to shut down after military veterans complained sensitive data was disclosed without their consent.

**Keywords:** privacy (3), data (9), investigation (3), Information (3), privacy breaches (1), data" (1)

down after military veterans complained sensitive data was disclosed without their consent.

**Keywords:** privacy (3), data (9), investigation (3), Information (3), privacy breaches (1), data" (1)

[VIEW ONLINE](#)



**Veterans Minister orders shut down of UniSA M...**

A longstanding medical program run by the University of South Australia has been ordered to shut down after...

[links.streem.com.au](http://links.streem.com.au)

14/02 3:51 pm

Thanks Andre.

MATHISON,Rachel 14/02 3:58 pm

RM

It's interesting that it notes that in about November 2023, former army infantry Andrew Davis and three others sued the department for alleged privacy breaches, seeking more than \$5 million. I wonder where that's at

 MCCARTHY,Leigh added CASTALDI,Andre and 2 others to the chat.

21/02 9:22 am

Hi All, just notifying that the veteran community has dedicated FB pages for mates and registering. It is also appearing on other known veteran FB community pages.



they have a template for dealing with DVA, and with us.

CASTALDI,Andre 21/02 9:25 am

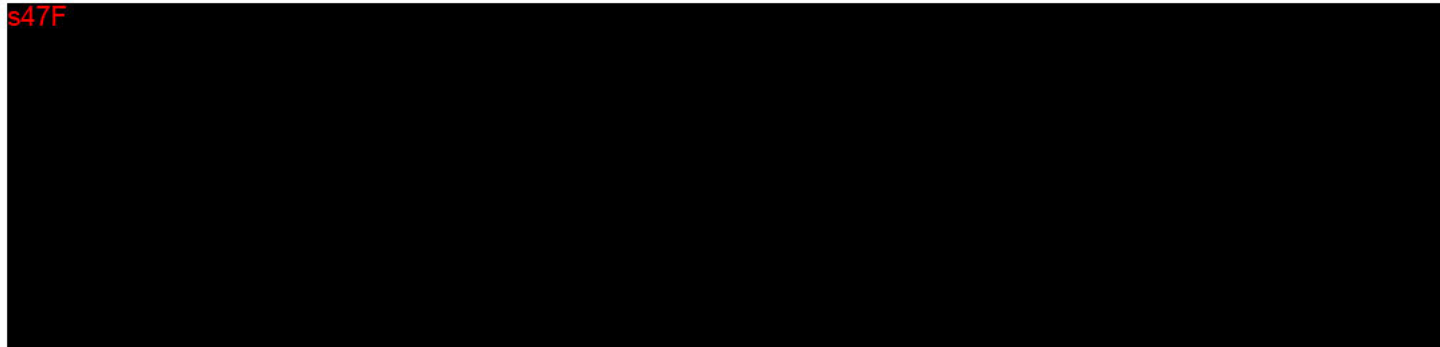


Thanks Leigh. I am not active on FB but great to have this intel



MCCARTHY,Leigh changed the group name to MATES - Updates.





30/01 2:02 pm

they're writing a piece on the MATES program

BUTLER,Andrew 30/01 2:02 pm

AB omg

yes! they've done that already i think

30/01 2:02 pm

have asked for our comments

BUTLER,Andrew 30/01 2:02 pm

AB rick morton?

30/01 2:02 pm

yeah it's a follow up

yep

I'll forward to you

BUTLER,Andrew 30/01 2:02 pm

AB thanks!

man

MATES Program blowing up

## Document 2

BUTLER,Andrew 14/02 9:31 am

AB

GL have a sign up page for DVA: [Veterans' Privacy Class Action | Gordon Legal](#)

it includes some fairly big news!:

**5 February 2024**

The Department of Veterans' Affairs Human Research Ethics Committee withdrew its ethics approval of the MATES Program.

**12 February 2024**

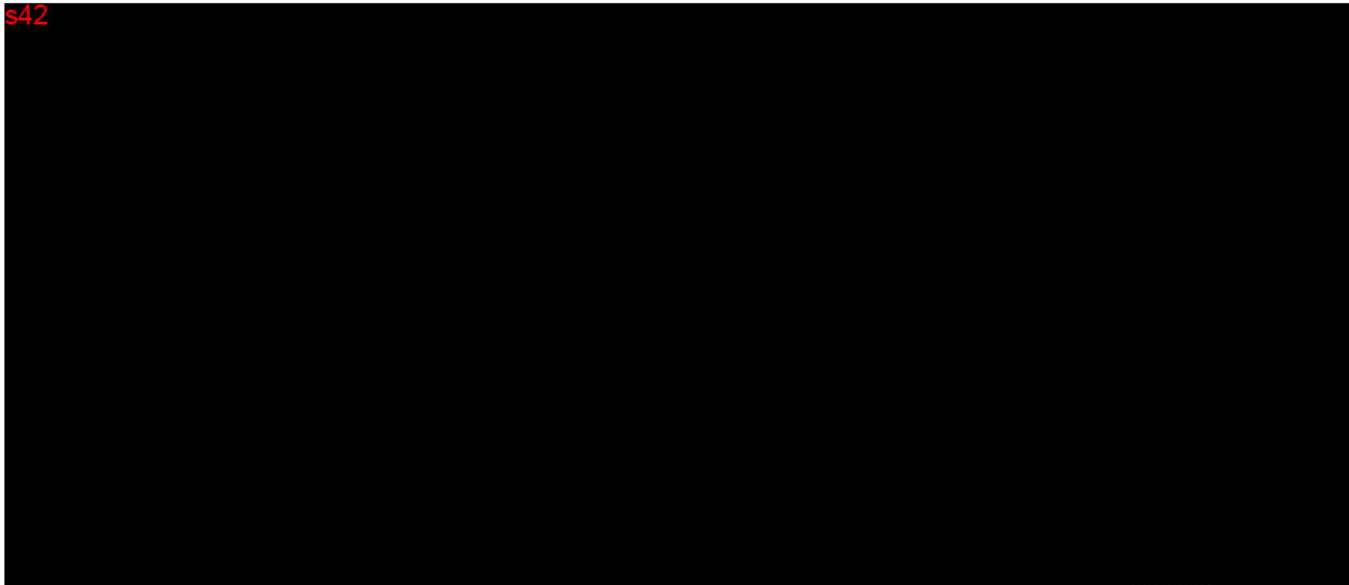
DVA publicly announced that it has decided to close down the MATES Program.

WHIP,Caren 14/02 1:54 pm

CW

Interesting development!

s42



6/02 12:19 pm

s42



BUTLER,Andrew 6/02 12:20 pm

AB

yes. Hopefully others have it but I will include you all in case

## Document 4

KIELY,Amy 30/01 3:22 pm



Hi Maggie - can you please let me know if you are okay with the media response re MATES when you have a moment 😊

30/01 3:27 pm

Hi Amy, I'm all good with it. I've just sent it to the rest of the rep complaint team for their comments.

When do we need to respond by? is it tomorrow COB?

## Document 5

BUTLER, Andrew 24/01 8:07 am

AB

it's ok

sounds good

Kylie just told me that Rob decided the DVA complaint needs to move asap, and for it to have progressed before next senate estimates

24/01 8:08 am

Seriously...

BUTLER, Andrew 24/01 8:08 am

AB

i've started an EB--thought it was all very straightforward but will be good to talk about one thing I think is an issue: the guy has an individual complaint on foot already

... can't have two complaints on foot in respect of same subject matter??

anyway, we can catch up at 8 45!

s42

## Document 6

BUTLER,Andrew 7/02 5:12 pm

AB hello everyone

WHIP,Caren, we thought it would be appropriate for the letter to Gordon Legal indicating we'll accept the DVA rep complaint to come from you; Maggie helpfully suggested that a letter will also need to go to DVA (I had forgotten that on the memo to the Cmr). Sometimes rep complaint corro has been sent from the deputy commissioner, though that doesn't seem necessary in this case

are you happy with that proposal? If so I can send those through to you this evening/tomorrow for review (they're close to complete and Maggie has considered them)

Thursday, 8 February

BUTLER,Andrew 8/02 1:11 pm

AB Hi Caren--I have just sent the letters referred to above through to you. Is there any chance you can get to these today so we can get them out before Estimates? If you consider that someone else could/should send these letters out, please let me know!

WHIP,Caren 8/02 2:54 pm

CW Hi Andy, I can review tonight to send out tomorrow, but no chance before cob today.

BUTLER,Andrew 8/02 3:06 pm

AB Hi Caren--no prob, I think that's fine

## Document 7

BUTLER,Andrew 6/02 9:19 am



s47F



6/02 9:23 am

s47F

Appreciate you taking the lead on DVA

## Document 8

BUTLER,Andrew 25/01 4:03 pm

  woah

the one i wrote???

about dva

This is weird

I'm in the legal memo making some changes and Annamie is also in it...

25/01 4:03 pm


yeah

yeah



Document 9


LYONS,Emily 24/01 12:48 pm

EL  sorry im having trouble with sound

i'll jump out if you can try calling again?

LYONS,Emily 24/01 1:09 pm

EL  [D2023/030868 - Com brief - DVA determination](#)

 24/01 1:17 pm Call ended **29m 19s**

## Document 10

BUTLER,Andrew 23/02 11:27 am

AB

hey Maggie--do you have time to give me a ring when you're off your call? there's some more stuff on DVA now, it would be good to test a few things with u before I go back to DR

BUTLER,Andrew 23/02 11:34 am

AB

ah--Caren has just dealt with one of those things!

23/02 12:22 pm

sorry, having a nightmare day

free now

BUTLER,Andrew 23/02 12:22 pm

AB

no stress! I'll ring u

Document 11

BUTLER,Andrew 23/02 9:22 am



yea lol

hey are u free this morn for DVA chat



there are those ITD letters



and i can see that we have a massive email about conciliation



## Document 12

16/02 4:38 pm

Hey Annamie, are you free for a quick chat with Andy and me re DVA?



HALE, Annamie 16/02 4:39 pm

yes at 5pm?



## Document 13

BUTLER,Andrew 6/02 3:51 pm



hey everyone... I am going to prep that letter to Gordon Legal about DVA now/tomo morn

we must have sent some of these on...[s22](#) [REDACTED]

## Document 14

AZIZI,Omid 8/02 3:10 pm Edited



Hi Maggie,

C's Rep (Imogen from Gordon Legal) called in relation to rep complaint matter seeking clarification on complaints.

C wanted to confirm that the complaint filed against Uni SA (CP23/03207) was closed and the complaint against DVA (CP23/03207) was open.

I confirmed with C that this was the case but she requested that we put it to them in writing.

I have left a note in the matter CP23/03207 to this effect. Thanks



Tuesday, 13 February

13/02 7:10 am

Thanks Omid 😊

## Document 15

BUTLER, Andrew 7/02 6:15 pm

AB i know lol

s47F [REDACTED] No stress if you don't get around to looking at the  
s47G thing I just sent--unless you don't think Caren should send it, I'll be sharing at same time as the DVA and the GL  
letters, so it'd end up being reviewed by her



7/02 7:03 pm


Have sent some comments/suggested minor changes



See you on Tuesday!

Document 16


Wednesday, 24 January

 SAUNDERS,Maggie named the meeting Discuss DVA rep complaint.


 BUTLER,Andrew and WHIP,Caren were invited to the meeting.

 24/01 10:45 am Meeting started



WHIP,Caren 24/01 10:45 am

 sorry Andy, I am in another meeting until 11 am

BUTLER,Andrew 24/01 10:46 am

 hey--all good! maggie and I will work out another time

 24/01 10:46 am Meeting ended: **1m 11s** [View recap](#)

 Attendance 



Document 17

12/02 9:39 am

Hi Kylie, thanks very much for progressing the DVA stuff. s47F [redacted] S [redacted]  
[redacted] 4 [redacted]  
[redacted] ? [redacted] Based  
on the emails, my sense is that the best thing for me to do would be to send these to Andre and leave  
them with him, but offer to progress any of it myself if that's his preference. you comfortable with that?

MASO.Kylie 12/02 9:41 am



Yes I would send them to Andre, and offer our assistance to his team in progressing (rather than offer for us to progress).

12/02 9:42 am

ok, that sounds good! Thank you Kylie



## Document 18

MATHISON,Rachel 9/02 1:24 pm

RM

Hey Andy. I'll give you a call back shortly - s22

9/02 1:25 pm

thanks Rachel, and sorry for the cold call!! have yet another DVA rep complaint time crunch task I'm dealing with

MATHISON,Rachel 9/02 1:26 pm

RM

no worries at all. i'm perfectly ok with the cold calls! I shouldn't be too long



9/02 1:51 pm

Hi Again, no need to chat anymore--was calling about a letter we're writing tot he rep complainant's lawyers, there is now a chance that might end up coming from Privacy DR--I think someone will be having a chat to Andre about it

and I am about to log off for the week! No doubt we will talk soon--have a wonderufl weekend

MATHISON,Rachel 9/02 1:52 pm

RM

Ok thanks for the update. Have a good weekend!

9/02 1:54 pm

cheers! talk soon

## Document 19

MASO,Kylie 9/02 11:55 am  
KM I'm back

9/02 11:56 am  
Thanks Kylie, I'll probably be ready to send this DVA email and edit to the letter in 15/20 minutes.  
I'll give you a call when done if that is OK?  
👍 1

# Document 20

Friday, 9 February

9/02 11:34 am

Hi Emily, are you able to email me a copy of the letter to DVA? I cannot get it to open in a form that I am able to edit--only a form in 'compatibility mode' that I don't seem to be able to make changes to. Right now I can't get it to open at all... appreciate that this means you'll have a duplicate copy which isn't idea.

ideal\*

LYONS,Emily 9/02 11:34 am

EL ahhh. did you check it out to edit? or just open?

9/02 11:35 am

i just double clicked it... maybe I right click and get other options? Sorry--I have never had to edit a resolve doc before

LYONS,Emily 9/02 11:36 am

EL haha all good. if you right click and select the 'check out and edit' option

9/02 11:36 am

ah ok I found 'check out and edit'. But it says the doc is 'in use'

LYONS,Emily 9/02 11:36 am

EL ahhh Cmr might be in there already

let me have a look

looks all checked in on my end, just make sure you dont also have an offline copy open when you try and check it out?

sorry i can send you an offline copy (i presume you wish to make some comments or edits?) - but then Cmr will be working off the Resolve copy...

9/02 11:38 am

I don't even have word open at all

not sure sure what is going on

LYONS,Emily 9/02 11:38 am

EL haha oh the joys - no idea why we use the Resolve docs tab...

you free for a call? or already in one?

I can talk

You can call

I'm available



## Document 21

9/02 11:24 am

Hi Kylie, you might have seen that I've been asked to review some DVA corro that will go to the Cmr later on today. Maggie and Caren not around to second counsel that, and I imagine that because it's for the Cmr it needs to go through you? I'd also be more comfortable if the work could be second-counselled.

I'm expecting to make one material edit to the letter, but it'll be a fairly discrete contribution that I wouldn't think would take much time to review

MASO,Kylie 9/02 11:24 am

KM

Hi Andy, sorry I haven't called yet. Send it through and I'll 2C.

I'm just in the meeting at the moment but it's just ending

9/02 11:25 am

thanks! in a meeting atm but will be actioning this ASAP given I will really need to log off by 1pm ideally

MASO,Kylie 09/02/2024 11:24 am

Hi Andy, sorry I haven't called yet. Send it through and I'll 2C.

no prob: we are all busy!

MASO,Kylie 9/02 11:37 am


KM

While you're finishing off the corro I've got to jump offline s47F


9/02 11:37 am

s47F we can catch up when you are back


## Document 22

CASTALDI,Andre 9/02 10:51 am  
 Hi Andy  
Happy Friday


9/02 10:51 am  
Hi Andre--happy friday!

CASTALDI,Andre 9/02 10:51 am  
 Emily Lyons is going to send you the letter back to DIVA re the Mates program that the Commissioner has instructed us to prepare (and send today).


9/02 10:52 am  
ok, thanks Andre

CASTALDI,Andre 9/02 10:52 am  
 Its short but we need your eyes on it before the Commissioner sees it this afternoon. Annamie knows  
Apols that its coming in hot.

9/02 10:53 am  
ok I will prioritise it. I am offlin from lunchtime but if it's in soon and short then should be OK

CASTALDI,Andre 9/02 10:53 am  
 We will get this stuff more coordinated over time

9/02 10:53 am  
no prob at all

CASTALDI,Andre 9/02 10:53 am  
 great thanks

## Document 23

Friday, 9 February

9/02 9:47 am

hey Kylie do you have 5 min sometime before 12? Caren had mentioned she'd clear some letters for the DVA rep complaint so they could go out today, but quite understandably given her workload she hasn't done that. I think it's still feasible to get corro to the parties indicating the complaint has been accepted before the estimates hearing, but I'd like to run that think by someone (esp given how much focus is on this issue currently)--with Maggie and Caren offline, hoping you might be available to discuss quickly

MASO,Kylie 9/02 9:48 am

KM

Yes. I just need to clear something urgent for Mark and then I'll give you a call if that's ok?

9/02 9:48 am

yes all good, thanks Kylie!

## Document 24

5/02 4:21 pm

hi Kylie, I am hoping to finish a response to the follow-up questions the Cmr asked about DVA within the next 90 mins. I am on track to do that, but if I don't would have to complete the work a little later on s47F. I don't think that will happen though.

Caren has cleared one response and has said she doesn't need to clear the other, which is just a compare-and-contrast of the determination and the rep complaint.

did you want to clear the email to the Cmr before it goes out? all things going to plan it'd be ready for review around 5:30-5:50. I would probably need you to send it for me if you reviewed, because I'll have to head out as soon as I send

MASO,Kylie 5/02 4:23 pm

KM Hi Andy, yes I'm happy to look at it. Caren is going to be tied up with s2 this afternoon. I'll be online and can turn it around for you.

5/02 4:24 pm

thanks Kylie, I'll let you know when it is done!

👍 1

5/02 5:40 pm

Hi Kylie, I have just sent that through

👍 1

MASO,Kylie 5/02 5:40 pm

KM Thanks, I'm just in a meeting but will check it when I get off the call.

5/02 5:42 pm

thanks so much. I will have to leave in 10 minutes. i'll be offline for 2 hrs ... if you are happy to send to the Cmr if you're comfortable with the content, that would be great. Although I am not hoping to do more work tonight, I will also log back on quickly when I get home to check and see if there is more to do--if you need me to follow up on anything, I can do it then

MASO,Kylie 5/02 7:24 pm

KM Sorry got sidetracked by an FCI matter. Will look now and send if no issues.

MASO,Kylie 5/02 7:42 pm

KM Done. I've sent it to the Cmsr. Thanks for preparing that. Have a great night!



## Document 25

5/02 1:01 pm

Hi Shantanu--would you mind if we did the [REDACTED] tomorrow arvo instead? There is a lot to do now, for this meeting that has been scheduled with the Commissioner tomorrow for this DVA rep complaint. I have to log off at 6pm today so can't work late--the extra time would be very helpful. But only if that suits you... I can make it work if today's better! We could still meet at 4 today to look through [REDACTED] --I think it wud probably be better to do that today rather than tomorrow?

GOVIL,Shantanu 5/02 1:01 pm

SG

No of course.

Anytime this week is fine.

Maybe let's push it to Friday

That's generally a more relaxed day

5/02 1:06 pm

ok perfect, let's do that. thank you

## Document 26

GBSON, Isla 5/02 11:31 am

IG Morning Andy, huge apologies for not including you in the DVA meeting earlier - that was just an omission on my end! So sorry

5/02 11:32 am

Hi Isla, not a problem at all

looking forward to the meeting

s47F

GBSON, Isla 5/02 12:04 pm

IG Not an issue at all - thank you for letting me know! I have shifted the meeting to tomorrow as i understand you have a few matters to consider before the meeting 😊

5/02 12:05 pm

Thanks Isla, much appreciated! I think Caren has an invite now too? Are you able to also send invites to Kylie Mason and Annamie Hale? Thanks Isla!

Document 27

5/02 11:34 am

Hey Kylie, fyi, I've just received an invite to a meeting with the Commissioner at 1pm for the DVA Mates program. Maggie was invited, also Mel Drayton, Sarah Ghali, Andre, Rob, Emily Lyons

Isla has said to let her know if others should be invited. Can you let me know if you'd like someone else from legal there?

eg you, caren, annamie.,

hi again, Caren has just written to me to let me know she is joining

MASO,Kylie 5/02 11:37 am

KM

Yes, can you please ask Isla to invite Annamie, Caren and I as well? The 3 of us have our weekly catch up at 1pm so I can shift that to make us all available. Thanks for letting me know Andy.

5/02 11:43 am

no prob

caren just called me. she wants the meeting moved

MASO,Kylie 5/02 11:43 am

KM

I've just moved it thanks.

5/02 11:43 am

once i know how Caren goes I'll have isla extend the invitation to the three of you

oh sorry, i mean, Caren wants Isla to move the Cmr's meeting until later in the day--depending on what the Cmr is actually interested in hearing about

MASO,Kylie 5/02 11:46 am

KM

oh ok. Strange as she declined the weekly sync at 1pm saying that she had a meeting with the Cmsr at that time.

5/02 11:50 am

I think she changed her mind about the meeting in the course of our discussion--I told her i won't be able to talk to privacy DR about one of the Cmr's questions until 1pm, and she said that if the Cmr wants to discuss that question there's no point having the meeting at 1pm. I think she generally felt that if legal need to respond to a lot of Qs she would prefer we understand what we're speaking to and have a bit more time to prepare.. but as an initial step I think she is planning jsut to work out what the meeting is focused on..

5/02 12:04 pm

ok, it's happening at 1pm tomorrow now.

I'll let isla know to invite the three of you

MASO,Kylie 5/02 12:05 pm

KM

Awesome, thanks Andy.

## Document 28

5/02 10:40 am

Morning Rachel, thanks again for your time the other day. The Commissioner has asked a follow-up question about how individual complaints should be dealt with in the DVA Mates space, once the rep complaint is on foot. s42 s42 have drafted (very) brief advice--it would be great to get Early Res' views on it--i will send it through to you and Kristy now and try to catch you for a quick chat later this morning. Hope you had a good weekend 😊

MATHISON,Rachel 5/02 11:17 am

RM

Hi Andy. No worries at all. I'll have a read and then happy to chat . I did have a good weekend thanks - hope you did too!

s47F

5/02 11:04 am


Hi Rachel, just out of my last meeting. OK excellent, I'll talk to you after 1, chat soon

## Document 29

LYONS,Emily 2/02 6:00 pm

EL so something just landed in my inbox from DVA

2/02 6:00 pm



LYONS,Emily 2/02 6:00 pm

EL can leave it until monday (im only just reading it!) but wanted to flag with you before i forget

2/02 6:01 pm

oki thanks for letting me know

LYONS,Emily 2/02 6:01 pm

EL it's a follow up about the opt-out process

might come in handy

2/02 6:01 pm

ok.. good to know!


LYONS,Emily 2/02 6:02 pm

EL rep complaint will still be fine. but might be useful in informing whether any privacy issues in terms of the acts/practices have been remedied


2/02 6:04 pm

Yes, that makes sense

thanks for letting me know!

 1

I hope u can log off soon, by the way!

 1

LYONS,Emily 2/02 6:05 pm

EL i was literally closing things down when this popped up

but it's all good - im half an hour behind you guys. its only 530 😬

2/02 6:05 pm

ohhh of course

well, I hope you can finish up soon, and have a great weekend

## Document 30

1/02 4:00 pm

Hi Emily, Maggie told me she mentioned to you that I would share our DVA MATES Program memo -- I am about to do that

writing on some other info, which I have now, but wasn't able to complete it until I had received that info

LYONS,Emily 1/02 4:00 pm

EL hey! no worries

1/02 4:01 pm

anyway I'll send it through shortly--unfortunateley the Cmr is expecting it this evening so I think I'd need your comments within an hour or two (sorry.. I know that is a tight and non-ideal timeframe)

LYONS,Emily 1/02 4:06 pm

EL no probs

i'll just give it a quick read and will let you know of any glaring issues. im sure it'll be more for noting

i wont hold it up. FYI i am expecting a final call from Pennie s47F - that might take some time but im otherwise available this arvo

1/02 4:09 pm

Thanks Emily, that all sounds good and no prob at all

LYONS,Emily 1/02 4:39 pm

EL just finishing up with Pennie and will get on it 😊

1/02 4:40 pm

thanks Emily!

LYONS,Emily 1/02 4:58 pm

EL hey! do you have time for a quick call?

1/02 4:58 pm

yes!

## Document 31

MASO, Kylie 24/01 9:59 am

KM

Good morning Andy! I just thought I'd check in to see how things are travelling with the DVA EB? I have a catch up with Maggie today too, so I will flag with her then.

24/01 10:00 am

hey Kylie, going well I think. I caught up with Maggie about it today as there was an issue with it that I wanted to work through with her. I thought I would finish it last night, but reading through the file I saw that the rep complainant has lodged an individual complaint. Having two complaints on foot complicates things. I think we have a simple solution though

we are meeting with Caren at 10:45 to get her buy-in

and I'd plan to finish the EB sometime today, or if not, then by early tomorrow morning

MASO, Kylie 24/01 10:00 am

KM

Excellent, that all sounds great. Thanks so much for progressing this so quickly.

24/01 10:01 am

all good, thankfully (for now) it is not as tricky as some others have been



This meeting chat is muted. [Settings](#)

- GHALI,Rob and 5 others were invited to the meeting.
- WHIP,Caren was invited to the meeting.
- KIELY,Amy and STOKES,Andrew were invited to the meeting.
- BUTLER,Andrew was invited to the meeting.
- HALE,Annamie and MASO,Kylie were invited to the meeting.

6 February

- OAIC-NSW-Level 10 Meeting Room 3 (MS Teams Room) was invited to the meeting.
- 06/02 13:00 Meeting started
- OAIC-NSW-Level 10 Meeting Room 1 (MS Teams Room) was invited to the meeting.
- 06/02 13:32 Meeting ended: **32m 39s**

6 February

FALK,Angelene 06/02 12:12

AF You can opt out of attending the DVA matter, Rob is carrying that one forward.

06/02 12:30

I might just attend to lurk in the background, I'm interested to see our thinking on this one.



CASTALDI,Andre 09/02 08:58



Morning Mel

Happy Friday, just putting on your radar we will be sending you the DVA Mates letter, that we are to send today per Angelene's request from the meeting on Tuesday

12 February

12/02 08:30

Hi Andre. Sorry you just missed me on Friday!



CASTALDI,Andre 12/02 08:37

no worries at all. Just about meeting to discuss DVA Mates. I sent an invite for 2:30pm today

Hope you had a good weekend



CASTALDI,Andre 13/02 09:39

I am going to set up a daily meeting this week for DVA mates 15mins for you me and Leigh. Is 8:30am ok for you?

13/02 09:40

Yes all good



CASTALDI,Andre 13/02 09:40

great thanks



CASTALDI,Andre 15/02 14:31

can you talk for a min about letters on DVA and getting them on the file?

15/02 14:31

sure can

15/02 14:40

There's a heap of emails on the legal file that are likely to include the ones you were talking about. for reference, it's LEG23/00296



CASTALDI,Andre 15/02 14:40

thanks

15/02 15:20

If it's not too late, when you meet with BARD can you please ask them about the timeline associated with putting an ITD template in Resolve for DVA mates. It's not usually an immediate process but would be handy if it could be expedited once the letter is cleared by Legal



CASTALDI,Andre 15/02 15:22

yes with them now



CASTALDI,Andre 15/02 15:33

Yes they can

request goes to their email and we need to indicate priority

15/02 15:33

ok no worries, as soon as legal clear it I'll have it to them

is it s47E(d) au that we send it to

and thank you - that's a great outcome



CASTALDI,Andre 15/02 15:34

y

19 February

CASTALDI,Andre 19/02 14:06



I will be ready to send the DVA Mates letter to Gordon at 3pm, just in meeting, is that ok? Is Kate around after we send to contact Gordon legal?

19/02 14:13

no worries. Yes she is around. The letter at present has a statement in there that the complaint is being sent - do you want that removed and we can confirm via email following the phone discussion? I'm also wondering if the early resolution email with Kate's name is a better option as if she isn't in for some reason we won't be able to access emails

CASTALDI,Andre 19/02 14:15



Agree re the email contact for early res instead of Kate



Edited

Re the other reference to the complaint being provided to DVA, thinking about planned sequence, being email letter then Kate calls them, suggest we expand to say we intend to send the complaint to DVA and will contact you shortly to discuss?

19/02 14:19

That sounds good to me. I am not sure how quickly they will respond to the phone call either as if they haven't discussed with the individual they may need time to consult

CASTALDI,Andre 19/02 14:20 Edited



The risk is the engagement with Gordon legal is protracted and then there is a gap before we notify DVA

19/02 14:25

yeah I know. I'd like to think they can answer for him as they've requested all corro etc go through them and not include him at all.

19/02 14:32

I've just checked the original email from Gordon Legal and Andrew Gretch is the primary contact that has been named on the complaint form. The consent form has Andrew first with Seb O'Meara as the second person. We've registered it against O'Meara as the contact but I think it should be Andrew

CASTALDI,Andre 19/02 14:34



Ok is that something we can fix / amend?

19/02 14:34

yes it is. I will go in an amend the letter as well so it's addressed to him. It's a bit odd as O'Meara sent the email and cover letter which is why I think we was listed

CASTALDI,Andre 19/02 14:39



I thought s47F is the C

s47F

CASTALDI,Andre 19/02 14:39



Ok got it

19/02 14:43

Did Andy confirm the content of the s22 was the one to use for this?

CASTALDI,Andre 19/02 14:44



nothing since email at 9:45am today

19/02 14:46

ok i'll keep working on it on the basis that it can't be too wrong! lol

CASTALDI,Andre 19/02 14:51



I'll be available at 3pm so we can work together then



CASTALDI,Andre 19/02 15:27



what is early res email address?

19/02 15:27

s47E(d)

CASTALDI,Andre 19/02 15:49



I have added my signature to the other 2 letter in Resolve, comments need to be deleted before PDFs can be made. Once Kate has called Gordon the letter to DVA attaching the complaint and letter to **s47** can be sent

19/02 15:54

ok no worries. Did we need to change it to go to Andrew Grech instead of Seb O'Meara

CASTALDI,Andre 19/02 15:56



Ah yes, we do



CASTALDI,Andre 19/02 16:04



The form has both Andrew Grech and Seb O'Meara as the Authorised Rep so can stay the same?

19/02 16:14

the complaint form itself has only Andrew. So not sure what the right thing is! Andrew is Partner and Seb is Senior Associate so it could be related to that?

CASTALDI,Andre 19/02 16:15



ill make it Andrew as that matches the complaint form



CASTALDI,Andre 19/02 16:23 Edited



sent to you



19/02 16:24

great thank you. we will send it out and ring GL in about 15 minutes

CASTALDI,Andre 19/02 16:24



Great

19/02 16:40

Sorry I stuffed up the email address as it's **s47E(d)** Can you please update and resend it? sorry!



CASTALDI,Andre 19/02 16:58



sent



19/02 17:17

Gordon Legal are ok with the complaint being sent to DVA

CASTALDI,Andre 19/02 17:18



ok

19/02 17:19

I've updated the letter to the right early resolution email and removed the statement re the confidentiality



19/02 17:27

just confirming that DVA's letter will go today as well?

CASTALDI,Andre 19/02 17:27



Yes good to go attaching the complaint

19/02 17:27

perfect thanks

CASTALDI,Andre 19/02 17:27



We can also send **s47** today

Just doing that now



CASTALDI,Andre 19/02 17:49  
 has everything been sent, just sending an email to the Commissioner

19/02 17:50  
I believe so, but will just confirm with Kate

CASTALDI,Andre 19/02 17:50  
 Thanks

19/02 17:53  
first two send and **s4** is being sent now

CASTALDI,Andre 19/02 17:53  
 ok great

I'll hold off and send the following email in 15mins:

*Dear Commissioner and colleagues*

*Confirming that late this afternoon we have:*

- notified Gordon Legal by letter of acceptance of the representative complaint about DVA Mates
- notified DVA by letter of the representative complaint being accepted, providing a copy of the complaint
- issued the letter to **s47G** in response to the enquiry EN24/00618 About a Potential Representative Complaint in relation to DVA Mates, and that a rep complaint against DVA Mates has been accepted.

*We are working to finalise the following with our colleagues in OAIC legal:*

- intention to decline letters (which form the basis of phone scripts)
- withdrawal notice for the website.

*Please let me know if you have any questions.*

19/02 17:55  
sounds good

19/02 18:06  
All done on our end. For info, Gordon Legal asked about a timeline for next steps saying they were receiving a lot of calls each day

20 February

20/02 15:31  
Hi Andre. I'm heading off, but I still don't have anything from Legal about the ITD or the opt out notice

CASTALDI,Andre 20/02 15:32  
 Ok thanks for letting me know

21 February

21/02 16:19  
Hi Andre. Andy just updated me on the ITD - he should have it to someone in Legal for clearance today/tomorrow. He'll update me as it moves

CASTALDI,Andre 23/02 12:47  
Hi did you want to talk re Caren's response re the withdrawal notice. I am going to reply as follows *Thanks for the update. Given we have accepted the rep complaint / notified the law firm, there is a possibility that we will see an uptick in engagement from class members via Enquiries and Early res. in which case we will let you know, and this may shift the priority.*

23/02 13:03

Hi. Happy to chat about it. I think that's a good response as we need to be able to give Enquiries something if we start getting calls

CASTALDI,Andre 23/02 13:06  
Ok can I call you around 2pm?

23/02 13:06

sounds good

26 February

CASTALDI,Andre 26/02 16:33  
Hi Rachel

26/02 16:33

Hi 😊

CASTALDI,Andre 26/02 16:34  
Hope you had a nice weekend. **S47F** and as we had the holding email from legal I didn't restart the stand up. Do you think it would be helpful to restart tomorrow?

26/02 16:35

I did thanks. I hope you enjoyed yours too! I think it would be good to start them up, but probably not until we get the next response back from Legal as I think we're all in holding patterns pending the ITD, opt out notice and conciliation emails?

CASTALDI,Andre 26/02 16:36  
Yes I think thats right. I'll hold off until they come back. I had a nice weekend too.

26/02 16:36

sounds good. I think it's only a matter of a couple of days until we get something



DVA Mates rep complaint discus... Chat Files Recap Speaker Coach Q&A +

LYONS,Emily and 3 others were invited to the meeting.

06/02 12:04 Meeting started

LYONS,Emily 06/02 12:36

EL ['ADJ' and The Secretary to the Department of Veterans' Affairs \(Privacy\) \[2023\] AICmr 29 \(26 April 2023\) \(austlii.edu.au\)](#)



1

06/02 12:38 Meeting ended: 34m 11s



## DVA Mates stand-up



Chat

Files

Recap

Speaker Coach

Q&A



MCCARTHY, Leigh and MATHISON, Rachel were invited to the meeting.

14 February



MARCHETTI, Luke was invited to the meeting.



14/02 08:56 Meeting ended: **27m 3s**

15 February



15/02 09:05 Meeting ended: **34m 58s**

16 February

CASTALDI, Andre 16/02 08:29



Running few mins late



16/02 08:30 Meeting started



16/02 08:51 Meeting ended: **20m 24s**

19 February



19/02 09:10 Meeting ended: **39m 58s**

20 February



THORPE, Kate and TAWK, Lauren were invited to the meeting.



20/02 08:48 Meeting ended: **19m 28s**

21 February



RICE, Cecilia was invited to the meeting.



21/02 09:09 Meeting ended: **38m 57s**

22 February



22/02 09:05 Meeting ended: **35m 16s**

23 February



23/02 08:41 Meeting ended: **11m 9s**

- 14 February
  - MARCHETTI, Luke was invited to the meeting.
  - 14/02 08:56 Meeting ended: 27m 3s
- 15 February
  - 15/02 09:05 Meeting ended: 34m 58s
- 16 February
  - CASTALDI, Andre 16/02 08:29 Running few mins late
  - 16/02 08:30 Meeting started
  - 16/02 08:32 me too
  - 16/02 08:51 Meeting ended: 20m 24s
- 19 February
  - 19/02 09:10 Meeting ended: 39m 58s
- 20 February
  - THOFPPE, Kate and TAWK, Lauren were invited to the meeting.
  - 20/02 08:48 Meeting ended: 19m 28s
- 21 February
  - RICE, Cecilia was invited to the meeting.
  - 21/02 09:09 Meeting ended: 38m 37s
- 22 February
  - 22/02 09:05 Meeting ended: 35m 16s
- 23 February
  - 23/02 08:41 Meeting ended: 11m 9s
- 26 February
  - 26/02 08:35 Meeting ended: 19s

- MCCARTHY, Leigh added CASTALDI, Andre and 2 others to the chat.
- MCCARTHY, Leigh 21/02 10:22
  - LM Hi All, just notifying that the veteran community has dedicated FB pages for mates and registering. It is also appearing on other known veteran FB community pages.
  - 👍 1
  - they have a template for dealing with DVA, and with us.
- CASTALDI, Andre 21/02 10:25
  - Thanks Leigh. I am not active on FB but great to have this intel
- MCCARTHY, Leigh changed the group name to MATES - Updates.



19/02 14:14

Hi Kate. Andre has just said that he'll be ready to send the Gordon Legal letter at 3 o'clock and a call to them not long after that. Are you ok with that timing?

THORPE, Kate 19/02 14:16

KT Yes that's fine. I have a case review with Charlie at 2.30, I'll bring it forward a little. Will the contact details be sent to me or did you say that I should just go into the file to see it?

19/02 14:20

ok great thanks. It will be your name but the ER email address

THORPE, Kate 19/02 14:22

KT Thanks. I mean the details for Gordon Legal - I can't get into the letter as it's checked out and keeps causing my resolve to freeze when I open. Can I call you at 2.45 to just double check my understanding of what we are asking them. Assuming we will want a response in writing from them regardless and we need ASAP?

19/02 14:24

happy to chat about it closer to them for sure. And sorry I misunderstood what you meant re contact info but I'll find the phone number for you



THORPE, Kate 19/02 14:25

KT Thanks

THORPE, Kate 19/02 14:31

KT FYI I have been able to open the letter and I can see there is a comment about what I need to find out. My direct email is also in there so this may need to be changed. Just a risk if I'm on leave etc

19/02 14:33

the email does need to be changed yes. I am just talking to Andre about the right person at GL to contact as I think we've incorrectly lodged it as Seb O'Meara when Andrew Gretch has been named as the contact. I'll confirm and change the letter as needed but will talk to you before you need to ring



19/02 14:52

Don't rush to finish your catch up with Charlie. Andre and I will meet at 3 to confirm everything and finalise letters etc. then I'll let you know when the next step should happen



THORPE, Kate 19/02 14:53

KT Ok no worries

19/02 16:29

Ok we now have a signed letter to send out of the ER inbox! I'll forward it to you and let me know when you've read it as the conversation with GL will change slightly based on the change to the letter re provision of the complaint.



THORPE, Kate 19/02 16:31

KT Ok I've read it. Can I call to discuss

19/02 16:31

yep

THORPE, Kate 19/02 16:56

KT Also, just confirming I am cc'ing s47E(d) when I send to the rep for C?

19/02 16:56

yes please - and good memory! I totally forgot about that



just sent you the updated letter

and the phone number is s47F



THORPE, Kate 19/02 17:13

KT Do we know how long DVA have to respond?

19/02 17:14

I don't think we are providing them with a timeline at this stage - just notifying of the complaint and will contact re next steps. let me check the draft letter though



The OAIC will commence its preliminary enquiries over the coming period and we will be in touch again in due course.

THORPE,Kate 19/02 17:16

KT

All good, I kept it general



19/02 17:17

so they're ok with the complaint being sent to DVA?



THORPE,Kate 19/02 17:17

KT

Yes

19/02 17:17

perfect. I'll get Andre to finalise the DVA letter on that basis 😊



THORPE,Kate 19/02 17:18

KT

they were more concerned about how long it was going to take so they can respond to their many enquiries. I will add a call note

19/02 17:18

that's fair enough, thank you!

THORPE,Kate 19/02 17:20

KT

He asked if the matter would be conciliated. I advised that the we may conciliate complaints however, I couldn't comment on the specifics of how the complaint would progress / be handled, just that our first step would be to make PIs

19/02 17:20

ok, I will let Andre know when you're file note is done and he can advise whoever needs to know! lol

THORPE,Kate 19/02 17:21

KT

Ok. Sorry, had to force quit and go back in so taking longer than usual

19/02 17:21

lol no rush, that's always the way though!

I've just emailed you the signed DVA letter and the complaint that needs to go with it



there's two people that need to receive it at DVA along with a cc to the investigations email again too please



THORPE,Kate 19/02 17:26

KT

Ok. We are sending this today?

19/02 17:26

I think so yes, let me just confirm with Andre



yes it is please



we will also need to send one to **S4** and Andre is finalising that now. Are you right to stay online for a little longer?



19/02 17:38

Just sent through **S47** letter



19/02 17:50

Have the three emails been sent out? Andre needs to update the Commissioner on the actions we've taken today

THORPE,Kate 19/02 17:51

KT Ok. Sorry, just sending second one now. will update when all done

19/02 17:51

thanks

THORPE,Kate 19/02 17:52

KT 2nd one done. Sorry, i got interrupted and I didn't want to rush it

19/02 17:53

all good.

Andre will send an email in 15 minutes that notes all of them are out. Is that ok ?



THORPE,Kate 19/02 17:56

KT Yep. The one to **s4** is an enquiry - do we want email copied to both files?

19/02 17:57

yes I think both files is best as its referenced in other documents on the representative file



## Messages

MD DRAYTON, Melanie



AF FALK, Angelene (You) 06/02 12:12

You can opt out of attending the **DVA** matter, Rob is carrying that one forward.

AF FALK, Angelene (You)

IG GIBSON, Isla 05/02 11:52

**DVA** - she mentioned that Andy has some work to do to answer your prior questions

AF FALK, Angelene (You)

IG GIBSON, Isla 09/02 14:56

Hi Angelene, quick note/queries re priorities this afternoon Would you like me to push back your 3pm meeting with Rob this afternoon? Andre has asked to speak with you about **DVA**. I will pop in some time but let me know if it doesn't work Draft response from Emily is in your diary for review.

s22

AF FALK,Angelene (You)

IG GIBSON,Isla 02/02 11:57

...Due ASAP: Recommendations and correspondence re **DVA**/rep complaint...

s22

AF FALK,Angelene (You)

s22