

NSW CIVIL AND ADMINISTRATIVE TRIBUNAL

Statement of Joanne Bailey

Division: Administrative and Equal Opportunity
Applicant: Peter Zonneville
Respondent: Department of Education and Communities
File Number: 140329; 140330; 140331

COPIES RECEIVED - 2 SEP 2014 NSW CIVIL & ADMINISTRATIVE TRIBUNAL

On 1 September 2014, I, Joanne Bailey, of 35 Bridge Street Sydney, state the following:

- 1. I am the Chief Procurement Officer of the Department of Education and Communities.
2. I have been employed in the Procurement Solutions Directorate of the Department since April 2008.
3. Between October 2010 and 27 May 2011, the Department received numerous emails from Mr Zonneville sent from account jind1791@bigpond.net.au. I am aware that my predecessor in the role of Chief Procurement Officer, Mr Paul Hopkins (who is no longer with the department) obtained a breakdown of the recipients of these emails from the Department's Information Technology Directorate ("the IT Directorate"). Annexed and marked A is a document which I believe is a copy of this breakdown. As recorded in that document, from October 2010 until May 2011, the Department received 2,726 emails from Mr Zonneville.
4. In order to reduce the stress and workload the volume of emails sent by Mr Zonneville was causing members of staff, the Procurement Solutions Directorate arranged that all emails sent by Mr Zonneville from account jind1791@bigpond.net.au would automatically be forwarded to the one inbox ("the joint procurement inbox"). Designated officers within the Procurement Directorate were tasked with monitoring the inbox. These officers informed Paul Hopkins (and after he had left, myself) of any significant correspondence received in that inbox.
5. During 2012, the Department was required to renew its contract for scientific products. Mr Zonneville's company submitted a response which was evaluated and successful on merit for panel appointment. A contract was sent to Mr Zonneville in around July 2012 for signature. The Department has no record of Mr Zonneville signing and returning the contract.
6. In early February 2013, I took a call from Mr Zonneville where he claimed not to have received the contracts sent to him. After about an hour of patiently and politely trying to help, I advised I had to end the call and did so.
7. On 11 February 2013, I emailed Mr Zonneville at isscosyd@bigpond.com (which was the contact email nominated on the tender submission) advising him as to the next steps for participation on the panel. A contract was couriered to Mr Zonneville the next day.

DISPUTED. I WAS DENIED PROCEDURAL FAIRNESS TO CROSS EXAMINE BAILEY & HER EVIDENCE

DISPUTED. I WAS DENIED PROCEDURAL FAIRNESS TO CROSS EXAMINE BAILEY & HER EVIDENCE

8. Shortly afterwards, Mr Zonneville replied with a two page email sent from account isscosyd@bigpond.com. This email then began arriving multiple times.. It was also addressed to "Procurement", ombo@ombo, icac@icac and copied to 8 other DEC addresses. The isscosyd email addresses had not been blocked..

9. On 21 February 2013, a new email from iind1791@bigpond.net.au that had diverted to the joint Procurement inbox was brought to my attention. It was copied to Mr Hopkins (who had since left the Department), seven other Departmental Officers as well as Ministers and Government officials. The email was titled "*O'Farrell government = Systematic "Abuse" of NSW school children*". **Annexed** and marked "**B**" is a copy of that email.

10. On 25 February 2013, Mr Zonneville sent me an email from isscosyd@bigpond.com which forwarded his earlier email referred to in paragraph [9] above. I received that same email 65 times between 9:55am and 3:00pm. I am aware that numerous others were copied into this email.

DISPUTED
I WAS DENIED PROCEDURAL FAIRNESS
TO CROSS EXAMINE BAILEY & HER EVIDENCE

11. I considered that it was necessary to block this email account and I requested our IT Directorate to take action in this regard. The IT Directorate placed a block on account isscosyd@bigpond.com but not on iind9179@bigpond.net.au which was still being diverted. This effectively stopped these emails arriving in all Departmental email inboxes.

12. At 3.59pm on 25 February 2013, I replied to Mr Zonneville at isscosyd@bigpond.com advising him that his email address had been blocked and that, if he wished to conduct appropriate business with the Department, he would need to create a new business email address. **Annexed** and marked "**C**" is a copy of the email I sent (the email sent by Mr Zonneville that day referred to in paragraph [10] above and the email he sent referred to in paragraph [8] also appear as part of the email chain in annexure "C").

13. Although emails from account iind1791@bigpond.net.au were diverted and emails from account at isscosyd@bigpond.com were blocked, Mr Zonneville continued to correspond with the Department by using other email addresses. On 7 March I, along with members of my staff, received numerous emails from Mr Zonneville in which he requested a meeting with me. This email was sent from account admin@nswgovernment.net. Multiple copies of this email were received at about the rate of one every minute. One of my staff members reported receiving the same email 17 times. **Annexed** and marked "**D**" is a copy of the email.

DISPUTED
I WAS DENIED PROCEDURAL FAIRNESS
TO CROSS EXAMINE BAILEY & HER EVIDENCE

14. I sought advice from the IT Directorate as to how to deal with all of this correspondence. The IT Directorate recommended blocking all emails coming into the Department containing the name "Zonneville". I approved the taking of this action.

15. On 9 April 2013, I sent Mr Zonneville a letter indicating that the Department was receiving a very high volume of email activity from accounts associated with him and, asking him to take action to limit the volume of email activity. The letter advised actions required to avoid the withdrawal of our offer to enter into a contract. **Annexed** and marked "**E**" is a copy of my letter.

16. On 15 April 2013, I received a fax from Mr Zonneville responding to my letter of 9 April 2013. **Annexed** and marked "**F**" is a copy of that fax.

17. On around 17 April 2013, the Procurement Solutions Directorate requested the IT Directorate to keep a record of the number of emails sent by Mr Zonneville to the Department. The IT Directorate informed my Directorate that it was not possible to record the number of emails which had previously been sent by Mr Zonneville accurately. I was also told that it was not possible to automatically record emails being sent by Mr Zonneville in the future and that it was necessary to task an officer to do so. I was further informed that it was only practicable to source an officer to do so for a limited period of time.

DISPUTED.
I WAS DENIED PROCEDURAL FAIRNESS
TO CROSS EXAMINE BAILEY & HER EVIDENCE

18. The IT Directorate tasked an officer to monitor the number of emails being sent by Mr Zonneville to the Department between the period from 19 April 2013- 10 May 2013. During that period, the IT Directorate advised that:

- in the week 19 April 2013- 26 April 2013, Mr Zonneville sent 5,205 emails to the Department.
- in the week 27 April 2013- 3 May 2013, Mr Zonneville sent 5,159 emails to the Department (Annexed).
- in the week 3 May- 10 May 2013, Mr Zonneville sent 655 emails to the Department.

DISPUTED.

I WAS DENIED PROCEDURAL FAIRNESS
TO CROSS EXAMINE BAILEY & HER EVIDENCE

After this time, the IT Directorate stopped monitoring emails sent by Mr Zonneville. However, these emails continued to be sent.

19. On 22 April 2013, I wrote to Mr Zonneville withdrawing the offer to enter into a contract. **Annexed** and marked "G" is a copy of that letter.

20. On 1 May 2013, I was informed by the principal of a high school that her School had received some unsolicited mail from isscoed.com.au. A copy of the correspondence is **annexed** and marked "H".

MARKETING MATERIAL TO NSW SCHOOL CUSTOMERS

21. On 9 May 2013, an email from iind1791@bigpond.net.au was diverted into the inbox. A further 6 copies were received on 10 May 2013. A copy of that email is annexed and marked "I". These emails were received despite the blocking that had occurred of the account due to a technical error.

22. On 10 May 2013, to ensure avenues remained open for legitimate business with the Department, I caused any email correspondence from any known email address associated with spamming from Mr Zonneville to be blocked effective immediately and to remove the original block that deleted all emails with the name Zonneville in the body. The following email addresses were blocked:

DISPUTED.
I WAS DENIED PROCEDURAL FAIRNESS
TO CROSS EXAMINE BAILEY & HER EVIDENCE.

ACCORDING TO BAILEY
LEGITIMATE COMPLAINTS = SPAM

NO EVIDENCE EVER PROVIDE SUPPORTING "SPAM"
FROM ISSCO.COM.AU OR ISSCOED.COM.AU EMAIL
ADDRESSES

- issco@nsw.gov.au;
- iind1791@bigpond.net.au;
- complaints@nswgovernment.net.au;
- sales@issco.com.au;
- sales@isscoed.com.au;
- support@isscoed.com.au;
- sales@issco.com.au;
- complaints@nswgovernment.com.

chains when the sender had hit "reply with history" made this a difficult and time consuming task.

- The files were zipped and sent in three separate emails. There were 85 separate documents totalling 8.12MB in file size.

27. On 26 August 2014, I asked the IT Directorate to provide me with an account of the number of emails blocked against individual accounts (although they were unable to continue monitoring email received with the name Zonneville, they were able to advise the numbers of emails blocked against individual accounts). They advised me that, as at 26 August 2014, over 82,000 emails have been blocked across the accounts as follows:

DISPUTED. I WAS DENIED PROCEDURAL FAIRNESS TO CROSS EXAMINE BAILEY & HER EVIDENCE

- Isscosyd@bigpond.com - 99 messages have been blocked since 1 August 2013 (last blocked on 11 August 2014);
- iind1791@bigpond.net.au - 46 messages have been blocked since 20 August 2013 (last blocked 14 April 2014);
- admin@nswgovernment.net - 7,524 messages have been blocked since 26 July 2013 (last 16 September 2013);
- complaints@nswgovernment.net.au - 74,397 messages have been blocked since 16 September 2013 (last 27 June 2014);
- sales@issco.com.au - 7 messages have been blocked since 13 August 2013 (last 14 August 2014);
- sales@isscoed.com.au - 7 messages have been blocked since 4 September 2013 (last 29 August 2014);
- support@isscoed.com.au - 5 messages have been blocked since 3 March 2014 (last 19 May 2014);
- support@issco.com.au - 4 messages have been blocked since 9 August 2013 (last 18 August 2014);

NO EVIDENCE WAS PROVIDED PROVING THAT THE NUMBERS STATED ARE FACTUAL

THE ABOVE NUMBERS FOR ISSCO.COM.AU & ISSCOED.COM.AU CLEARLY

28. Also on 26 August 2014, I checked with my staff member as to whether faxes sent by Mr Zonneville continue to be received on the fraud prevention fax number. I was informed that faxes are received on a daily basis. I am aware that the Secretary also receives a fax daily.

A. DO NOT SUPPORT THE SPAMMING CLAIM B. DESPITE GIPA APPLICATIONS, THE AGENCY REFUSES TO PROVIDE COPIES OF THOSE

Name: Joseph Bailey Name: Jane Hubbard
 Date: 1.9.2014 Date: 1.9.2014
EMAILS FROM ISSCO.COM.AU & ISSCOED.COM.AU

Filed By: I V Knight, Crown Solicitor

AS A OFFICER PRINCIPALLY INVOLVED IN THE PROCUREMENT MALADMINISTRATION, BAILEY CLEARLY SOUGHT TO PUNISH ME FOR MAKING THOSE LEGITIMATE & EVIDENCE BASED COMPLAINTS

Level 5, 60-70 Elizabeth Street
 SYDNEY NSW 2000
 PO Box 970
 Tel No: (02) 9224-5267
 Fax No: (02) 9224-5222

RP: 2011/175 Michael Dalla-Pozza

On behalf of: respondent

DEPUTY SECRETARY
CORPORATE SERVICES

Peter Zonneville
329 Concord Road
CONCORD WEST NSW 2138

NCAT reference 2017/00060025
Our reference: GIPA-16-292

Dear Mr Zonneville

NOTICE OF AMENDED DECISION

I refer to your access application under the *Government Information (Public Access) Act 2009* ('GIPA Act') received by the Department of Education ('the department') on 16 December 2016. The application is subject of a current review by the NSW Civil and Administrative Tribunal ('NCAT' or 'the Tribunal') under Part 5 of the GIPA Act.

At the NCAT directions hearing on 9 May 2017 the Tribunal ordered:

1. Peter Zonneville is to give to the Tribunal and the other party an amended application narrowing the scope of the documents requested on or before 30 May 2017.
2. NSW Department of Education and Communities is to give to the Tribunal and the other party, an amended decision based on the amended application on or before 20 June 2017.
3. The proceeding is listed for directions on 27 June 2017 at 9.30 at John Maddison Tower, Level 10, 86-90 Goulburn Street, Sydney for 10 minute(s).

Suggested amendments were sent to you by the Respondent by email on 26 and 27 May 2017. You declined the suggested amendment and did not offer an alternative amendment by 30 May 2017.

This amended decision is based on your amended application, received by the department on 14 June 2017 at page 4 of your correspondence.

I have today decided to provide you with access, in part, to the information you seek and to impose a processing charge. The released information will be provided to you when you pay the processing charge. I have also decided that some information is not held.

The following pages explain in detail the reasons for my decision.

A copy of this decision will be provided to the Tribunal.

If you have any queries about this notice please contact the Manager, Information Access by telephone on 9561 8100, or via email: iaunit@det.nsw.edu.au

Yours sincerely



Peter Riordan
Deputy Secretary, Corporate Services
20 June 2017

Encl: Reasons for Decision; and
Schedule of records not provided.

REASONS FOR DECISION

Your access application

On 16 December 2016, the department received your application and the \$30 application fee. You sought access to the following information:

"1. Access is requested to documents / etc for the accounts of DEC procurement detailing:

- All sales commissions from DEC procurement activities*
- All management fees from DEC procurement activities*
- All consultancy fees associated with DEC procurement activities*

The above documents should include Sales commissions / management fees earned by DEC procurement for:

- DECPR-12-02, Workplace Supplies Tender and any other tender where fees are applicable*
- Building & building maintenance programs (details including what work undertaken and where)*
- P&C related activities (details including what work undertaken and where)*

2. Access is requested to documents / etc for the accounts of DEC detailing
- Any funds that DEC takes from NSW schools (excluding school fees) which reduces a school's effective budget or is at the school's detriment

3. Reference Statement of Joanne Bailey (GIPA 13-252) 01-09-2014 Item 27.
Documents /copies of unredacted emails referred to by Bailey as follows:
sales@issco.com.au (7 messages) sales@isscoed.com.au (7 messages)
support@issco.com.au (4 messages) support@isscoed.com.au (5 messages)

4. Reference Statement of Tracey Southern (GIPA 15-265) 16-09-2016
Documents relating to:
sales@issco.com.au sales@isscoed.com.au
support@issco.com.au support@isscoed.com.au

showing that these emails & associated websites have been identified as spam, fraudulent or phishing agents."

The information is to cover the following period: January 2012 to 16 December 2016.

The department was unable to process your application by 18 January 2017 and so it was a deemed refusal.

On 5 May 2017 the department made a decision to refuse to continue dealing with your access application because it would be an unreasonable and substantial diversion of resources to process unless it was amended.

On 9 May 2017 the Tribunal made an order for you to amend your application and for the department to make an amended decision based on your amended application.

On 25 May 2017, in a second notice to amend or re-scope item 1 of your application, the department suggested the following amendments:

1. I am seeking sales commissions, management fees and consultancy fees received by the DoE Procurement directorate from January 2012 to December 2016. I do not require the details of the suppliers or their commercial information. I seek the information in a spreadsheet.
 - a. This is to include P&C related activities (details including what work undertaken and where)
 - b. This is to include websites (including levies).
2. I seek documents detailing any funds that the department takes from NSW schools (excluding school fees) which reduces a school's effective budget or is at the school's detriment.
3. Reference Statement of Joanne Bailey (GIPA 13-252) 01-09-2014 Item 27.

Documents / copies of unredacted emails referred to by Bailey as follows:
sales@issco.com.au (7 messages) sales@isscoed.com.au (7 messages)
support@issco.com.au (4 messages) support@isscoed.com.au (5 messages)

4. Reference Statement of Tracey Southern (GIPA 15-265) 16-09-2016
 Documents relating to:

sales@issco.com.au	sales@isscoed.com.au
support@issco.com.au	support@isscoed.com.au

showing that these emails & associated websites have been identified as spam, fraudulent or phishing agents.

The date range for this application is from 1 January 2012 to 16 December 2016.

Decision made on your amended application

On 14 June 2017, you sent a letter to the department where you amended item 1 of your application to the following:

*"Access is requested to a **spreadsheet** for the accounts of DEC Procurement detailing:*

- All sales commissions from DEC Procurement activities
- All management fees from DEC Procurement activities
- All consultancy fees associated with DEC Procurement activities

The above documents should include sales commissions / management fees earned by DEC Procurement for:

- DECPR-12-02, Workplace Supplies Tender and any other tender where fees are applicable
- P&C related activities (including what work undertaken and where)

For each fee / sales commission entry there should be associated details on what activity the fee / charge was derived from (what product / service) and an identifier to show that the products / services were as a result of different suppliers / partners (without specifically identifying them)."

As such I will make a decision on this amendment.

Search for records

Under section 53 of the GIPA Act the department must undertake reasonable searches as may be necessary to find any of the government information applied for that was held by the agency when the application was received, using the most efficient means reasonably available to the department.

The department keeps records electronically (in shared drives and an Electronic Documents Management System), in physical files (hard copy) and on individuals' email accounts. All relevant systems were searched by the area holding the information as outlined below.

I consider that reasonable searches have been undertaken in response to your application in compliance with section 53 of the GIPA Act. Based on the information available to me, I am satisfied that all records that exist relevant to your request have been identified and provided to me for consideration.

Relevant information – no records held for parts of the information requested

Item 1

P&C associations are incorporations under the *Parents and Citizens Associations Incorporations Act 1976* with their own constitutions and functions. They conduct their business and affairs under the rules of incorporated associations. The Procurement Solutions directorate does not hold any information in regards to P&C related activities.

Item 2

2. Access is requested to documents / etc for the accounts of DEC detailing
- Any funds that DEC takes from NSW schools (excluding school fees) which reduces a school's effective budget or is at the school's detriment.

- a) The Leadership and High Performance directorate declared that no records are held. The directorate searched for information using the following terms:

Systems searched	Search terms used
TRIM/HP Records Manager	School Budget 1 January 2012 - 19 December 2016
Local computer drives and other electronic records systems	L:\ and M:\ drives School Budget 1 January 2012 - 19 December 2016
Hard copy files	N/A - no hardcopy files held
Databases	No database held additional to TRIM/HPRM or shared folders
Emails	corro.lhoa@det.nsw.edu.au (Leadership and High Performance correspondence email) Searched all available to date 19 December 2016.
Other - eg: records held in archives	N/A

NSW public schools are charged for a variety of services however, the schools are provided funds in their budgets to accommodate these costs. Some examples include costs associated with professional learning and induction courses.

There are no charges to NSW public schools by Leadership and High Performance that reduce their effective budget or that are detrimental.

- b) The Schools Finance unit declared that no records are held because the department does not remove funding which reduces a school's budget and does not take funding to a school's detriment. As the department does not hold this information, no searches were carried out.

Item 3

3. Reference Statement of Joanne Bailey (GIPA 13-252) 01-09-2014 Item 27.

Documents / copies of unredacted emails referred to by Bailey as follows:

sales@issco.com.au (7 messages) sales@isscoed.com.au (7 messages)

support@issco.com.au (4 messages) support@isscoed.com.au (5 messages)

Emails - list of search parameters	
	complaints@nswgovernment.com
	iind1791@bigpond.net.au
	sales@issco.com.au
	support@issco.com.au
	complaints@nswgovernment.net.au
	admin@nswgovernment.net
	isscosyd@bigpond.com
	sales@isscoed.com.au
	support@isscoed.com.au

The Information Technology Directorate has declared that no records are held because no actual message content is saved.

I have decided that the department does not hold the information you have requested, as described above for part of item 1 and all of items 2 and 3.

Information held

Items 1 and 4

The Procurement Solutions directorate has created a new one page record in relation to item 1.

A total of 10 pages for item 4 have been identified as relevant to your access application by the Information Technology directorate.

Page 1 – new record created by the Procurement Solutions directorate.

Pages 2 to 11 – information provided by the Information and Technology directorate.

A schedule of records not provided ('the schedule') is enclosed with this decision.

Decision

I am authorised by the principal officer of the department to decide your access application, under section 9(3) of the GIPA Act.

I have today decided:

- to provide access to part of the information (section 58(1)(a));
- that part of the information you seek is not held by the department (section 58(1)(b));
- to refuse access to part of the information because there is a conclusive presumption of an overriding public interest consideration against disclosure (Schedule 1 Clause 5); and
- to refuse access to part of the information because there is, on balance, an overriding public interest against its disclosure (section 58(1)(d)).

I have decided to release page 1 in full of the new record created by the Procurement Solutions directorate.

The attached a schedule describes the information in pages 2 to 11 of the record that I have not provided and the reason.

Client Legal Privilege (Legal Professional Privilege)

Page 7 of the record is released in part because it contains information which is considered to be subject to legal professional privilege.

Clause 5 of Schedule 1 to the GIPA Act 2009, states:

5 *Legal professional privilege*

- (1) *It is to be conclusively presumed that there is an overriding public interest against disclosure of information that would be privileged from production in legal proceedings on the ground of client legal privilege (legal professional privilege), unless the person in whose favour the privilege exists has waived the privilege.*
- (2) *An agency in whose favour legal professional privilege exists is required to consider whether it would be appropriate for the agency to waive that privilege before the agency refuses to provide access to government information on the basis of this clause.*
- (3) *A decision that an agency makes under subclause (2) is not a reviewable decision under Part 5.*

This page contains confidential information that was prepared by departmental officers with the dominant purpose being for the seeking and/or giving of legal advice. As such, and based on the analysis below, I am satisfied that legal professional privilege applies to that information.

Client legal privilege is defined in sections 117 and 118 of the *Evidence Act 1995* (NSW). The essential elements of establishing this privilege are:

1. The existence of a client and lawyer relationship.

2. There was an express or implied obligation that the communication was confidential.
3. The communication or document was prepared for the dominant purpose of the lawyers providing the client with legal advice.

The confidential communications referred to in the attached schedule is legal advice given to departmental staff (the client) by one of the department's legal officers. The Secretary of the department has previously confirmed that departmental legal officers are considered independent of the department in relation to the provision of legal advice.

The dominant purpose of these communications was for the department's legal officers to provide advice for departmental staff (clients). Both departmental staff (clients) and departmental legal officers remain under an obligation not to disclose the contents of the documents provided by the client, satisfying section 117 of the *Evidence Act*.

There has been no waiver of the privilege.

As such, I am satisfied that legal professional privilege applies to page 7 as stated in the schedule. Therefore there exists a *conclusive presumption* of overriding public interest against disclosure of the information under Clause 5(1) of Schedule 1 of the GIPA Act.

In accordance with Clause 5(2) of Schedule 1 of the GIPA Act, I have also considered whether it would be appropriate to now waive the legal privilege. I have decided that it would not be appropriate to waive the privilege in this instance.

Having regard to the above, the privileged information identified at page 7 in the schedule is deleted in accordance with section 74 of the GIPA Act.

Item 3(f) - Access refused to names of some staff members

The information captured by your application contains the names of a number of staff members, identified in the schedule at pages 2 to 5 and 9 to 11. The names of the senior officers who made various decisions about blocking or filtering email addresses are released under this decision. However I have decided to refuse access to the names of other staff members who were not involved in those decisions.

In making this decision I have applied the public interest test under sections 12 to 15 of the GIPA Act.

Public interest considerations in favour of disclosure:

- There is a general public interest in favour of disclosure (s.12(1));
- Disclosure of the information could reasonably be expected to inform the public about the operations of agencies and, in particular, their policies and practices for dealing with members of the public (s.12(2)(b));

- Disclosure of the information could reasonably be expected to reveal how the department deals with ongoing complaints.

Public Interest considerations against disclosure are contained in the table at section 14 of the GIPA Act and the following item is relevant:

- Item 3(f) - Disclosure of such information could reasonably be expected to expose a person to a risk of harm or of serious harassment or serious intimidation.

Section 55 of the GIPA Act allows an agency to take into account certain personal factors particular to an applicant when deciding whether there are any overriding factors in favour of or against disclosing information. The personal factors may include:

- a) Your motives for making the application
- b) Your identity and relationship with any other person
- c) Any other factors particular to you.

I am entitled to have regard to information provided by you or any other person.

Your application indicates the reason for your request as "alleged misconduct and corruption associated with senior DEC staff". However you have not provided any evidence.

I am aware that you have made many complaints over a four-year period about alleged corrupt conduct by senior officers of the department, in particular, officers working in the Procurement Solutions directorate. You have previously published the names of officers who you believe to be corrupt on your website. You continue to send facsimile messages to the department alleging misconduct and naming officers who you consider are responsible.

You allege that there has been misconduct and corruption by senior departmental staff. There is no evidence of this alleged misconduct and your complaint to the Independent Commission Against Corruption (ICAC) in 2012 was not pursued by the ICAC. The department has also advised you to take your grievances to the NSW Ombudsman.

On my examination of the records relevant to your access application, and taking into account the outcome of your complaint to the ICAC, I give little weight to your suggestion that the information could reveal misconduct by officers of the department.

Some staff members have particularly asked for their names to be redacted from the records because they genuinely fear that they will be harassed by receiving unsolicited facsimile messages as currently occurs with senior officers of the department.

Disclosing the names, email addresses and telephone numbers of these staff members has no bearing on your application which seeks information showing that

selected emails and associated websites have been identified as spam, fraudulent or phishing agents. Disclosing these details does not inform the public about the operations of agencies.

More recently, staff members dealing with your GIPA applications have been accused of not acting in good faith, breaching sections of the GIPA Act, not acting independently and making false statements.

You also state on page 2 of your NCAT submission in respect of GIPA-16-023, received by the department on 9 January 2017, that you reserve the right to include other officers of the Respondent into the complaint.

After weighing up the public interest considerations in favour of and against disclosure, I find that the public interest in protecting the names, email addresses and telephone numbers of the staff members in the captured documents considerably outweighs the public interest in disclosing the information.

I find that there is an overriding public interest against disclosure of those names and have decided to refuse to release this information to you under section 14(2), table item 3(f) and section 58(d) of the GIPA Act.

A copy of the record is provided with the names of officers deleted, in accordance with section 74 of the GIPA Act. The schedule sets out the pages from which information has been deleted under this provision.

Time estimate and processing charges

You have paid the \$30 application fee which was refunded to you on 18 January 2017, because it was a deemed refusal decision under section 63 of the GIPA Act. Where the cost of dealing with an application exceeds the amount of the application fee, an agency may require the applicant to pay a processing charge, under section 64 of the GIPA Act. Access to information granted in response to an application may be made conditional on payment of any processing charge imposed.

The actual time to process your amended application, to the nearest 15 minutes, is calculated at 18.5 hours, as outlined in the table below.

Time already spent dealing with the application	Actual time taken in hours to the nearest 15 minutes	Charge
Time taken by Leadership & High Performance, Information Technology, Procurement Solutions, Schools Finance and the Information Access Unit in identifying the information requested, considering the application including whether the application is valid, sending preliminary enquiries to relevant search areas. IA unit to review records.	6.5 hours	\$195.00

Time taken for Schools Finance to search for records and identify whether or not records are held and preparing search responses.	0.5 hour	\$15.00
Time taken for Leadership and High Performance to search for records and identify whether or not records are held and preparing search responses.	3.5 hours	\$105.00
Time taken by Procurement Solutions to search for and identify records held for Items 1 to 4 and provide an estimate of the time required to locate, extract and produce the records identified.	3 hours	\$90.00
Preparing the decision.	3.5 hours	\$105.00
In respect of Item 1, time for Procurement Solutions to produce the records and create a schedule of records.	0.5 hours	\$15.00
Decision maker to examine records, consider public interest factors for and against release and make a decision about access.	1 hour	\$30.00
Total time already spent on the application	18.5 hours	\$555.00
Less application fee refunded on 18/01/2017	-1 hour	-\$30.00
TOTAL estimated time to process application	17.5 hours	\$525.00
Less 50% reduction under section 127 of the GIPA Act		- \$262.50
Total processing charge payable		\$262.50

I have decided to impose a processing charge because your application took 18 hours and 30 minutes chargeable time to process. However, I have exercised my discretion under section 127 of the GIPA Act to reduce the total processing charge by 50%.

I request that you pay a reduced charge of \$262.50, which is 50% of the total actual processing charge. Once your payment is received the released documents will be provided to you.

Review Rights

Your access application and the decisions made by the Respondent are currently the subject of review before the NSW Civil and Administrative Tribunal under Part 5 of the GIPA Act. Therefore no further information is provided about your rights of review.

The address for service on the Respondent is:

Manager Information Access
 Legal Services Directorate
 NSW Department of Education
 GPO Box 33
 SYDNEY NSW 2001

Email: iaunit@det.nsw.edu.au – marked 'Attention Manager Information Access'

GIPA-16-292

Schedule of records not provided - deleted material

Page no.	Deletion type - box/page	Record description	Overriding public interest against disclosure section	Reason information not released
2	Boxes	Email	Item 3(f)	Disclosure of such information could reasonably be expected to expose a person to a risk of harm or of serious harassment or serious intimidation.
3	Box	Email	Item 3(f)	Disclosure of such information could reasonably be expected to expose a person to a risk of harm or of serious harassment or serious intimidation.
3	Box	Email	Section 74 - not relevant	Information not relevant to the request
4	Boxes	Email	Item 3(f)	Disclosure of such information could reasonably be expected to expose a person to a risk of harm or of serious harassment or serious intimidation.
5	Boxes	Email	Item 3(f)	Disclosure of such information could reasonably be expected to expose a person to a risk of harm or of serious harassment or serious intimidation.
7	Box	Email	Schedule 1, Clause 5	Information not relevant to the request
9	Boxes	Email	Item 3(f)	Disclosure of such information could reasonably be expected to expose a person to a risk of harm or of serious harassment or serious intimidation.
9	Box	Email	Section 74 - not relevant	Information not relevant to the request
10	Boxes	Email	Item 3(f)	Disclosure of such information could reasonably be expected to expose a person to a risk of harm or of serious harassment or serious intimidation.
11	Boxes	Email	Item 3(f)	Disclosure of such information could reasonably be expected to expose a person to a risk of harm or of serious harassment or serious intimidation.
11	Box	Email	Section 74 - not relevant	Information not relevant to the request

Alerts & Notices List Archive Register

Purpose

The Review Committee agreed on 29 March 2017 to establish an Archive Register for expired issues which feature in the department's Alerts & Notices list.

Process

The Procurement Compliance Officer (PSD) would provide direction to archive an issue to the Contract Services team to update the Archive Register.

Supplier

Subject

**Requested by
whom?**

**TRIM Reference
(approval and
background info)**

Section 74 - Not relevant

	us/online-security-scams-and-frauds.html		
Section 74 - Not relevant			
ISSCOED (2013)	The ISSCOED email address has been blocked since 7 March 2013 due to excessive email activity. Any DoE sites wishing to engage with ISSCOED will not be able to receive emails from them and will need to ask them to phone or fax instead.	Ron Paras, Compliance, Direct request, 22 March 2018	DOC18/29221

Alerts and notices

The Alerts and notices list is managed by the Procurement Solutions Directorate and entries on the list have been approved by the chief procurement officer in consultation with the Legal Services Directorate.

The list is intended to help schools, when they are purchasing low-value items locally, to be informed about suppliers with which the department is encountering issues and to avoid falling victim to scammers, suppliers displaying poor practices including noncompliance with agreed supply terms and unreasonable behavior. Staff should read and familiarise themselves with the nature of the supply arrangements and the reason/s for report as stated in this list.

Schools must remember that generally prepayment to a supplier prior to the goods or services being provided is not permitted. In this regard, supplier invoices are not to be processed unless there is clear evidence to show that the goods or services for which payment is claimed have been received and/or provided satisfactorily.

Reports or information that may lead to a supplier or a scam being included in the list have been generated from regular feeds from data sources and links to relevant industry watchdogs to complement the ad hoc reports received from internal/external sources and industry. These ad hoc reports are seriously reviewed as, if left unchecked, a situation may have an adverse effect or impact on the business operations of the department.

Staff should use caution when dealing with suppliers reported internally for poor practices, various product and services issues, or those that the department has found to have failed to comply with the department's [Statement of business ethics](#).

For those found having poor practices or with whom the department is encountering issues, staff should also undertake a risk assessment of the ability of the supplier to complete the work/services or supply of goods and services already ordered.

Date	Supplier or subject matter	Reason	Last Reviewed Date	Status
Section 74 - Not relevant				

Date	Supplier or subject matter	Reason	Last Reviewed Date	Status
------	----------------------------	--------	--------------------	--------

Section 74 - Not relevant				
---------------------------	--	--	--	--

Date	Supplier or subject matter	Reason	Last Reviewed Date	Status
s74 - not relevant				
2/05/13	ISSCOED	The ISSCOED email address has been blocked since 7 March 2013 due to excessive email activity. Any DoE sites wishing to engage with ISSCOED will not be able to receive emails from them and will need to ask them to phone or fax instead.	29/03/17	Current

Please send an email to procurementgovernance@det.nsw.edu.au, if you wish to discuss or provide information on current supplier issues or any potential supplier issue or risk.

Alerts and Notices List

The Alerts and Notices List is managed by the Procurement Solutions Directorate (PSD) and entries on the list have been approved by the Chief Procurement Officer (CPO) in consultation with Legal Services.

The List is intended to help schools, when purchasing low value items locally, to be informed of suppliers with which the Department is encountering issues and to avoid falling victim to scammers, suppliers displaying poor practices including noncompliance with agreed supply terms and unconscionable behavior. Officers should read and familiarise themselves with the nature of the supply arrangements and the reason/s for report as stated in this List.

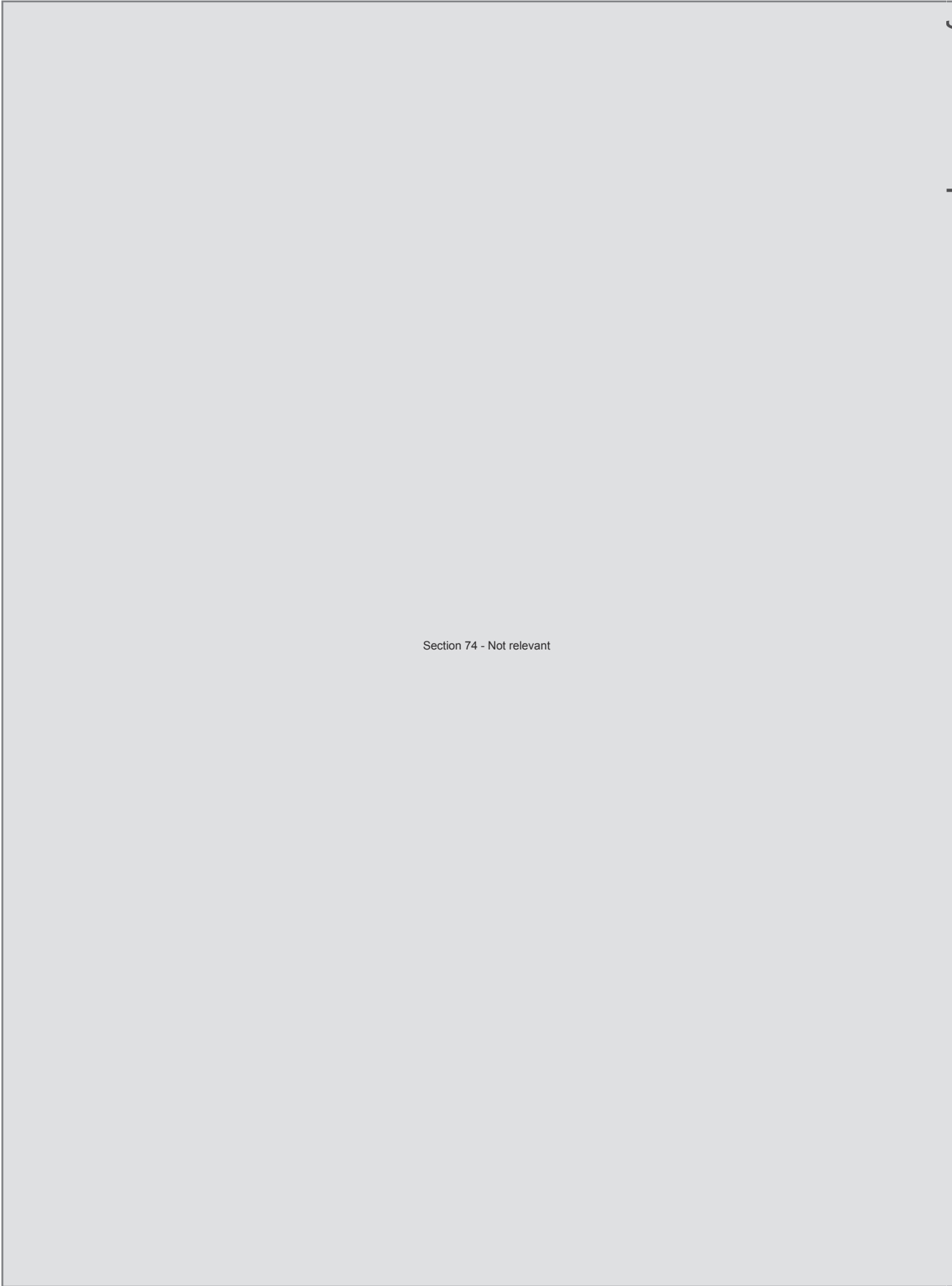
Although this List has been established, schools must remember that generally prepayment to a supplier prior to the goods or services being provided is not permitted. In this regard, supplier invoices are not to be processed unless there is clear evidence to show that the goods or services for which payment is claimed have been received and/or provided satisfactorily.

Reports or information that may lead to a supplier or a scam being included in the list have been generated from regular feeds from data sources and links to relevant industry watch-dogs to complement the ad-hoc reports received from internal/external sources and industry. These ad hoc reports are seriously reviewed since if left unchecked, a situation may have an adverse effect or impact on the business operations of the Department

Officers should use caution when dealing with suppliers reported internally for poor practices, various product and services issues, or those that the Department has found to have contravened the Department's [Statement of Business Ethics](#).

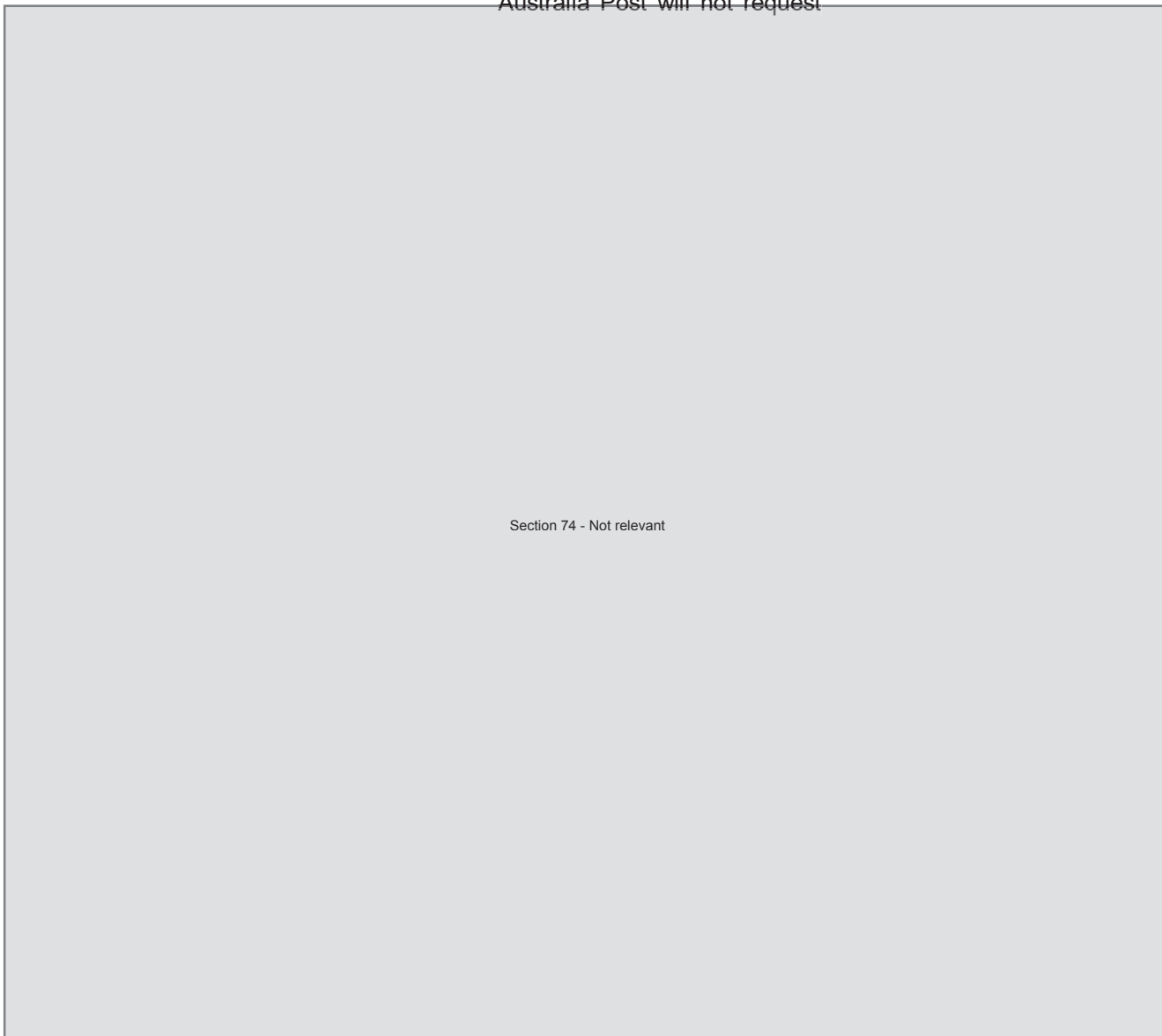
For those found having poor practices or with whom the Department is encountering issues, Officers should also undertake a risk assessment of the ability of the supplier to complete the work/services or supply of goods and services already ordered.

Date	Supplier or Subject Matter	Reason	Last Reviewed Date	Status
Section 74 - Not relevant				



Section 74 - Not relevant

information. Please note that Australia Post will not request



Section 74 - Not relevant

2/05/13	ISSCOED	The ISSCOED email address has been blocked since 7 March 2013 due to excessive email activity. Any DoE sites wishing to engage with ISSCOED will not be able to receive emails from them and will need to ask them to phone or fax instead.	29/03/17	Current
---------	----------------	---	----------	---------

From: [Brett Kyle](#)
To: [Malcolm, Emma](#)
Subject: RE: Peter Zonneyville email address
Date: Friday, 10 May 2013 8:36:00 AM
Attachments: [image001.jpg](#)

Will do.

Regards,

Brett Kyle

Manager Messaging Services | Messaging and Directories

Department of Education and Communities

p: 9302 7490 (27490)

i: www.det.nsw.edu.au

e: Brett.Kyle@det.nsw.edu.au

From: Malcolm, Emma
Sent: Friday, 10 May 2013 8:28 AM
To: Kyle, Brett; Bailey, Joanne
Subject: FW: Peter Zonneyville email address

Hi Brett

Please confirm when done.

Thank you

Emma

From: Bailey, Joanne
Sent: Thursday, 9 May 2013 5:23 PM
To: Malcolm, Emma
Cc: Kyle, Brett
Subject: RE: Peter Zonneyville email address

Thanks Emma

After conversation with our Head of Legal today I can confirm that we are to block all known email addresses.

I have also been given permission to take the matter to the Police, hopefully that will stop any additional email addresses being created.

Regards,

Jo

Jo Bailey | A/Chief Procurement Officer | Procurement Solutions
 NSW Department of Education & Communities
 Signature Tower, Level 5, 2 Wentworth Street
 Parramatta NSW 2150
 (02) 8633 1130 | joanne.bailey9@det.nsw.edu.au |
<http://www.dec.nsw.gov.au>

From: Malcolm, Emma
Sent: Thursday, 9 May 2013 4:06 PM
To: Bailey, Joanne
Subject: Peter Zonneyville email address

Jo

Please confirm that you would like all known email addresses for Mr Zonneyville blocked by IT, and that you would like the block on the word 'zonneyville' removed.

The known email addresses are:

isscosyd@bigpond.com

iind1791@bigpond.net.au

admin@nswgovernment.net

complaints@nswgovernment.net.au

These addresses are known as he has cc'd them in at least one occasion to the department – this email is attached, for your reference.

sales@issco.com.au

sales@isscoed.com.au

support@isscoed.com.au

support@issco.com.au

Please advise if you want all 8 addresses blocked.

Thank you

Emma Malcolm | Information Coordinator | Procurement Solutions
 NSW Department of Education & Communities
 Signature Tower, Level 5, 2 Wentworth Street

NSW CIVIL AND ADMINISTRATIVE TRIBUNAL

Statement

ADMINISTRATIVE & EQUAL OPPORTUNITY DIVISION

File Number: 1510696

PARTIES

Applicant: Peter Zonneville

Respondent: Department of Education

On 16 September 2016

I, Tracey Southern

of 8 Central Avenue, Eveleigh NSW 2015

Say:

- 1 I am an officer of the Department of Education and currently hold the position of Director, Directories & Collaboration, Information Technology Directorate and have held this position for 10 months. I previously held the position of Senior Officer, Messaging and Directories, Information Technology Directorate for 7 years.
- 2 The Director, Directories & Collaboration is responsible for the planning and delivery of directory and collaboration services (inclusive of email) that reflects contemporary best practice and achieves optimal outcomes for the organisations strategic and business requirements.
- 3 On 29 June 2016 the Information Technology Directorate received a formal timetable from the Information Access unit (IA unit) for GIPA-15-265 Item 2. The timetable included time frames for completing each part of the process and sought the following information:

“Document/database/lists from DEC IT of all email addresses/websites blocked on DEC servers which have:

 - a. *.com.au web addresses*
 - b. *bigpond.com or bigpond.net web addresses”*

A search on the above addresses was completed. The date range requested was for January 2014 to October 2015 but we completed a search from January 2014 to present.
- 4 From the search completed, a number of .com.au, bigpond.com and bigpond.net web addresses not owned by Mr Zonneville were identified as being blocked.


5

This information may potentially assist scammers and spammers to identify an how to get around the Department's filtering. The specific identification of blocked email addresses and websites would identify email addresses of other individuals which could lead to a breach of privacy. When the Department blocks spam and/or abusive emails, the sender of the offensive email is not advised as this would enable them to create a new address that would assist them with getting around the filtering thereby increasing the amount of spam/abusive emails being sent to the staff. The addresses blocked could include some that have been reported due to staff being harassed. Release of this information would expose these staff to previously blocked spam / abusive emails.

6

The website and email addresses captured by this application have either been found to be spam, fraudulent or phishing agents. Releasing these addresses would give notice to these people who would change the names of their sites and leave staff and students vulnerable to being directed to websites with inappropriate content or destructive viruses.

Signature:



16/9/2016

Filed By: Lea Armstrong, Crown Solicitor
Level 5, 60-70 Elizabeth Street
SYDNEY NSW 2000
DX 19 SYDNEY
Tel No.: (02) AuthorPh
Fax No.:(02) AuthorFax

Ref: FileNumber
Team Author

On behalf of: respondent

Name	@	Type
Item 1(f) & 2(e)	common.wealth.com.au	Domain Wildcard
	antifraud.com.au	Email Address
	bigpond.com	Email Address
	bigpond.com	Email Address
	bigpond.com	Email Address
	bigpond.com	Wildcard
	gov.com.au	Email Address
	gov.com.au	Email Address
	gov.com.au	Email Address
	government.com.au	Email Address
	government.com.au	Email Address
	government.com.au	Email Address
	government.com.au	Email Address
	optusnet.com.au	Email Address
	optusnet.com.au	Email Address
	optusnet.com.au	Email Address
	optusnet.com.au	Email Address
	police.com.au	Email Address
	red.com.au	Domain Wildcard
	rozadilla.com.au	Email Address
	securemail.com	Email Address
	securemail.com	Email Address
	security.com.au	Email Address
	security.com.au	Email Address
	security.com.au	Email Address
	stgeorge.com.au	Email Address
	yahoo.com.au	Email Address
	yahoo.com.au	Email Address
	yahoo.com.au	Email Address
	alert.com.au	Email Address
	bigpond.com	Email Address
	bigpond.com	Email Address
	bigpond.com	Email Address
	bigpond.com	Wildcard
	bigpond.com	Email Address
	brandsexclusive.com.au	Domain Wildcard
	camerastore.com.au	Email Address
	commerce.com.au	Email Address
	coursesdirectory.com.au	Domain Wildcard
	dialler.com.au	Email Address
	dodo.com.au	Email Address
	e.paypal.com.au	Email Address
	email.impactdata.com.au	Email Address
	iprimus.com.au	Email Address
	nab.com.au	Email Address
	nab.com.au	Email Address
	optusnet.com.au	Email Address
	ozemail.com.au	Email Address
	ozipilotsonline.com.au	Domain Wildcard
	petersofkensington.com.au	Email Address
rykono.com.au	Email Address	
stardeals.com.au	Domain Wildcard	
unipromo.com.au	Email Address	
bigpond.com	Email Address	
isscosyd	issco.com.au	Email Address
issco	isscoed.com.au	Email Address
issco	issco.com.au	Email Address
issco	isscoed.com.au	Email Address

s74 - not relevant

From: Southern, Tracey
Sent: Monday, 1 September 2014 9:42 AM
To: Bailey, Jo
Subject: RE: Zonneville

Hi Jo,

The team have re-checked the information. There is a slight correction in the figures.

There were 7,524 messages sent by admin@nswgovernment.net to the department. These emails were sent over the period 26th July 2013 – 16th September 2013 (53 days).

Please let me know if you have any questions.

Kind regards
 Tracey

From: Bailey, Jo
Sent: Monday, 1 September 2014 8:10 AM
To: Southern, Tracey
Subject: RE: Zonneville

Hi Tracey -

 (so over 8000 were received in just 2 months) is that correct. ?

admin@nswgovernment.net - 8,439 messages blocked since 26/07/2013 (last email received 16/9/2013)

From: Southern, Tracey
Sent: Tuesday, 26 August 2014 1:43 PM
To: Bailey, Jo
Subject: RE: Zonneville

Hi Jo,

I have added a date to the information below. This indicates when we last received an email from that particular address.

Kind regards
 Tracey

Section 74 - not relevant

Pendergast, Jenni

From: Bailey, Jo
Sent: Tuesday, 26 August 2014 1:23 PM
To: Southern, Tracey
Subject: RE: Zonneville

Thank you Tracey - can you please confirm that any of these are current (ie still happening)?

From: Southern, Tracey
Sent: Tuesday, 26 August 2014 1:03 PM
To: Bailey, Jo Item 3 (f)
Subject: RE: Zonneville

Hi Jo,

The following messages were sent by identified accounts. These were all blocked at our gateway (total of 83,004 messages)

isscosyd@bigpond.com - 99 messages blocked since 01/08/13
iind1791@bigpond.net.au - 46 messages blocked since 20/08/13
admin@nswgovernment.net - 8,439 messages blocked since 26/07/2013
complaints@nswgovernment.net.au - 74,397 blocked since 16/09/13
sales@issco.com.au - 7 blocked since 13/08/13 (sent to sales@issco.com.au)
sales@isscoed.com.au - 7 blocked since 4/09/13 (sent to sales@isscoed.com.au)
support@isscoed.com.au - 5 blocked since 03/03/14 (sent to support@isscoed.com.au)
support@issco.com.au - 4 blocked since 09/08/13
complaints@nswgovernment.com - N/A

Please let me know if additional information is required.

Kind regards

Tracey

Tracey Southern

Senior Manager, Messaging & Directories

Phone 02 9302 7494

Facsimile 02 9302 7709

Mobile 0467 789 857

tracey.southern@det.nsw.edu.au



Section 74 - not relevant

Thank you.

Regards,

Item 3(f)

Department of Education and Communities

Item 3 (f)

i: www.det.nsw.edu.au

Item 3 (f)

From: Bailey, Jo

Sent: Tuesday, 26 August 2014 10:47 AM

To: Item 3(f)

Subject: Zonneville

Section 74 - not relevant

could you please confirm if we still receive emails from any of the accounts from Mr Zonneville? (I know we still get faxes so assume we are). Please advise. Thanks Jo

[Large redacted area]

Section 74 - not relevant

Section 74 - not relevant

From: Southern, Tracey
Sent: Tuesday, 26 August 2014 1:43 PM
To: Bailey, Jo
Subject: RE: Zonneville

Hi Jo,

I have added a date to the information below. This indicates when we last received an email from that particular address.

Kind regards
 Tracey

From: Bailey, Jo
Sent: Tuesday, 26 August 2014 1:23 PM
To: Southern, Tracey
Subject: RE: Zonneville

Thank you Tracey - can you please confirm that any of these are current (ie still happening)?

From: Southern, Tracey
Sent: Tuesday, 26 August 2014 1:03 PM
To: Bailey, Jo; Item 3 (f)
Subject: RE: Zonneville

Hi Jo,

The following messages were sent by identified accounts. These were all blocked at our gateway (total of 83,004 messages)

isscosyd@bigpond.com - 99 messages blocked since 01/08/13 (last email received 11/8/2014)
iind1791@bigpond.net.au - 46 messages blocked since 20/08/13 (last email received 14/4/2014)
admin@nswgovernment.net - 8,439 messages blocked since 26/07/2013 (last email received 16/9/2013)
complaints@nswgovernment.net.au - 74,397 blocked since 16/09/13 (last email received 27/6/2014)
sales@issco.com.au - 7 blocked since 13/08/13 (sent to sales@issco.com.au) (last email received 14/8/2014)

sales@isscoed.com.au - 7 blocked since 4/09/13 (sent to sales@isscoed.com.au) (last email received 29/7/2014)

support@isscoed.com.au - 5 blocked since 03/03/14 (sent to support@isscoed.com.au) (last email received 19/5/2014)

support@issco.com.au - 4 blocked since 09/08/13 (last email received 18/8/2014)

complaints@nswgovernment.com - N/A

Please let me know if additional information is required.

Kind regards
Tracey

Tracey Southern

Senior Manager, Messaging & Directories

Phone 02 9302 7494

Facsimile 02 9302 7709

Mobile 0467 789 857

tracey.southern@det.nsw.edu.au



Level 10, 8 Central Avenue
Eveleigh NSW 2015
www.det.nsw.edu.au

Section 74 - not relevant

From: [Southern, Tracey](#)
To: [Bailey, Jo](#); Item 3 (f)
Subject: RE: Zonneville
Date: Tuesday, 26 August 2014 13:03:46
Attachments: [image001.png](#)
[image002.png](#)

Hi Jo,

The following messages were sent by identified accounts. These were all blocked at our gateway (total of 83,004 messages)

isscosyd@bigpond.com	-	99 messages blocked since 01/08/13
iind1791@bigpond.net.au	-	46 messages blocked since 20/08/13
admin@nswgovernment.net	-	8,439 messages blocked since 26/07/2013
complaints@nswgovernment.net.au	-	74,397 blocked since 16/09/13
sales@issco.com.au	-	7 blocked since 13/08/13 (sent to sales@issco.com.au)
sales@isscoed.com.au	-	7 blocked since 4/09/13 (sent to sales@isscoed.com.au)
support@isscoed.com.au	-	5 blocked since 03/03/14 (sent to support@isscoed.com.au)
support@isscoed.com.au	-	5 blocked since 03/03/14 (sent to support@isscoed.com.au)
support@issco.com.au	-	4 blocked since 09/08/13
complaints@nswgovernment.com	-	N/A

Please let me know if additional information is required.

Kind regards

Tracey

Tracey Southern

Senior Manager, Messaging & Directories

Phone 02 9302 7494

Facsimile 02 9302 7709

Mobile 0467 789 857

tracey.southern@det.nsw.edu.au



Level 10, 8 Central Avenue

Eveleigh NSW 2015

www.det.nsw.edu.au

From: Bailey, Jo
Sent: Tuesday, 26 August 2014 12:48 PM
To: Item 3(f) Southern, Tracey
Subject: RE: Zonneville

Section 74 - not relevant

From: Item 3(f)
Sent: Tuesday, 26 August 2014 11:40 AM
To: Bailey, Jo
Cc: Southern, Tracey
Subject: FW: Zonneville

Hi Jo,

Section 74 - not relevant

info on Mr Zonneville. I have however discussed this with Tracey Southern and Tracey will be able to provide an update.

Cc: Tracey.

Thank you.

Regards,

Item 3(f)

From: Bailey, Jo
Sent: Tuesday, 26 August 2014 10:47 AM
To: Item 3(f)
Subject: Zonneville

Section 74 - not relevant could you please confirm if we still receive emails from any of the accounts from Mr Zonneville? (I know we still get faxes so assume we are). Please advise. Thanks Jo

Section 74 - not relevant

7 of 14

From: [Southern, Tracey](#)
To: [Bailey, Jo](#)
Subject: RE: Zonneville
Date: Monday, 1 September 2014 9:42:31 AM
Attachments: [image001.png](#)
[image002.png](#)

Hi Jo,

The team have re-checked the information. There is a slight correction in the figures.

There were 7,524 messages sent by admin@nswgovernment.net to the department. These emails were sent over the period 26th July 2013 – 16th September 2013 (53 days).

Please let me know if you have any questions.

Kind regards
 Tracey

From: Bailey, Jo
Sent: Monday, 1 September 2014 8:10 AM
To: Southern, Tracey
Subject: RE: Zonneville

Hi Tracey -

Section 74 - not relevant (so over 8000 were received in just 2 months) is that correct. ?

admin@nswgovernment.net - 8,439 messages blocked since 26/07/2013 (last email received 16/9/2013)

From: Southern, Tracey
Sent: Tuesday, 26 August 2014 1:43 PM
To: Bailey, Jo
Subject: RE: Zonneville

Hi Jo,

I have added a date to the information below. This indicates when we last received an email from that particular address.

Kind regards
 Tracey

From: Bailey, Jo
Sent: Tuesday, 26 August 2014 1:23 PM
To: Southern, Tracey
Subject: RE: Zonneville

Thank you Tracey - can you please confirm that any of these are current (ie still happening)?

From: Southern, Tracey

Sent: Tuesday, 26 August 2014 1:03 PM
To: Bailey, Jo; [redacted] Item 3(f)
Subject: RE: Zonneville

Hi Jo,

The following messages were sent by identified accounts. These were all blocked at our gateway (total of 83,004 messages)

isscosyd@bigpond.com	-	99 messages blocked since 01/08/13 (last email received 11/8/2014)
iind1791@bigpond.net.au	-	46 messages blocked since 20/08/13 (last email received 14/4/2014)
admin@nswgovernment.net	-	8,439 messages blocked since 26/07/2013 (last email received 16/9/2013)
complaints@nswgovernment.net.au	-	74,397 blocked since 16/09/13 (last email received 27/6/2014)
sales@issco.com.au	-	7 blocked since 13/08/13 (sent to sales@issco.com.au) (last email received 14/8/2014)
sales@isscoed.com.au	-	7 blocked since 4/09/13 (sent to sales@isscoed.com.au) (last email received 29/7/2014)
support@isscoed.com.au	-	5 blocked since 03/03/14 (sent to support@isscoed.com.au) (last email received 19/5/2014)
support@issco.com.au	-	4 blocked since 09/08/13 (last email received 18/8/2014)
complaints@nswgovernment.com	-	N/A

Please let me know if additional information is required.

Kind regards

Tracey

Tracey Southern

Senior Manager, Messaging & Directories

Phone 02 9302 7494

Facsimile 02 9302 7709

Mobile 0467 789 857

tracey.southern@det.nsw.edu.au



Level 10, 8 Central Avenue
 Eveleigh NSW 2015
www.det.nsw.edu.au

From: Bailey, Jo
Sent: Tuesday, 26 August 2014 12:48 PM
To: [redacted] Item 3(f) Southern, Tracey
Subject: RE: Zonneville

Thanks [redacted] Item 3(f)

s74 - not relevant

Item 3(f)

Sent: Tuesday, 26 August 2014 11:40 AM
To: Bailey, Jo
Cc: Southern, Tracey
Subject: FW: Zonneville

Hi Jo,

Section 74 - not relevant

info on Mr Zonneville. I have however discussed this with Tracey Southern and Tracey will be able to provide an update.

Cc: Tracey.

Thank you.

Item 3(f)

Section 74 - not relevant

From: [Southern, Tracey](#)
To: ["Bailey, Jo"](#)
Subject: RE: Zonneville
Date: Monday, 1 September 2014 8:11:23 AM
Attachments: [image001.png](#)
[image002.png](#)

Hi Jo,

I will double check but that would appear correct.

Kind regards
 Tracey

From: Bailey, Jo
Sent: Monday, 1 September 2014 8:10 AM
To: Southern, Tracey
Subject: RE: Zonneville

Hi Tracey -

Section 74 - not relevant (so over 8000 were received in just 2 months) is that correct. ?
admin@nswgovernment.net - 8,439 messages blocked since 26/07/2013 (last email received 16/9/2013)

From: Southern, Tracey
Sent: Tuesday, 26 August 2014 1:43 PM
To: Bailey, Jo
Subject: RE: Zonneville

Hi Jo,

I have added a date to the information below. This indicates when we last received an email from that particular address.

Kind regards
 Tracey

From: Bailey, Jo
Sent: Tuesday, 26 August 2014 1:23 PM
To: Southern, Tracey
Subject: RE: Zonneville

Thank you Tracey - can you please confirm that any of these are current (ie still happening)?

From: Southern, Tracey
Sent: Tuesday, 26 August 2014 1:03 PM
To: Bailey, Jo; Item 3(f)
Subject: RE: Zonneville

Hi Jo,

The following messages were sent by identified accounts. These were all blocked at our gateway (total of 83,004 messages)

isscosyd@bigpond.com	-	99 messages blocked since 01/08/13 (last email received 11/8/2014)
iind1791@bigpond.net.au	-	46 messages blocked since 20/08/13 (last email received 14/4/2014)
admin@nswgovernment.net	-	8,439 messages blocked since 26/07/2013 (last email received 16/9/2013)
complaints@nswgovernment.net.au	-	74,397 blocked since 16/09/13 (last email received 27/6/2014)
sales@issco.com.au	-	7 blocked since 13/08/13 (sent to sales@issco.com.au) (last email received 14/8/2014)
sales@isscoed.com.au	-	7 blocked since 4/09/13 (sent to sales@isscoed.com.au) (last email received 29/7/2014)
support@isscoed.com.au	-	5 blocked since 03/03/14 (sent to support@isscoed.com.au) (last email received 19/5/2014)
support@issco.com.au	-	4 blocked since 09/08/13 (last email received 18/8/2014)
complaints@nswgovernment.com	-	N/A

Please let me know if additional information is required.

Kind regards

Tracey

Tracey Southern

Senior Manager, Messaging & Directories

Phone 02 9302 7494

Facsimile 02 9302 7709

Mobile 0467 789 857

tracey.southern@det.nsw.edu.au



Level 10, 8 Central Avenue
Eveleigh NSW 2015
www.det.nsw.edu.au

Section 74 - not relevant

From: [Southern, Tracey](#)
To: ["Bailey, Jo"](#)
Subject: RE: Zonneville
Date: Tuesday, 26 August 2014 1:43:56 PM
Attachments: [image002.png](#)
[image003.png](#)

Hi Jo,

I have added a date to the information below. This indicates when we last received an email from that particular address.

Kind regards
 Tracey

From: Bailey, Jo
Sent: Tuesday, 26 August 2014 1:23 PM
To: Southern, Tracey
Subject: RE: Zonneville

Thank you Tracey - can you please confirm that any of these are current (ie still happening)?

From: Southern, Tracey
Sent: Tuesday, 26 August 2014 1:03 PM
To: Bailey, Jo Item 3(f)
Subject: RE: Zonneville

Hi Jo,

The following messages were sent by identified accounts. These were all blocked at our gateway (total of 83,004 messages)

isscosyd@bigpond.com	-	99 messages blocked since 01/08/13 (last email received 11/8/2014)
iind1791@bigpond.net.au	-	46 messages blocked since 20/08/13 (last email received 14/4/2014)
admin@nswgovernment.net	-	8,439 messages blocked since 26/07/2013 (last email received 16/9/2013)
complaints@nswgovernment.net.au	-	74,397 blocked since 16/09/13 (last email received 27/6/2014)
sales@issco.com.au	-	7 blocked since 13/08/13 (sent to sales@issco.com.au) (last email received 14/8/2014)
sales@isscoed.com.au	-	7 blocked since 4/09/13 (sent to sales@isscoed.com.au) (last email received 29/7/2014)
support@isscoed.com.au	-	5 blocked since 03/03/14 (sent to support@isscoed.com.au) (last email received 19/5/2014)
support@issco.com.au	-	4 blocked since 09/08/13 (last email received 18/8/2014)
complaints@nswgovernment.com	-	N/A

Please let me know if additional information is required.

Kind regards
Tracey

Tracey Southern

Senior Manager, Messaging & Directories

Phone 02 9302 7494

Facsimile 02 9302 7709

Mobile 0467 789 857

tracey.southern@det.nsw.edu.au



Level 10, 8 Central Avenue
Eveleigh NSW 2015
www.det.nsw.edu.au

Section 74 - not relevant

From: Item 3 (f)
Sent: Tuesday, 26 August 2014 11:40 AM
To: Bailey, Jo
Cc: Southern, Tracey
Subject: FW: Zonneville

Hi Jo,

Section 74 - not relevant

info on Mr Zonneville. I have however discussed this with Tracey Southern and Tracey will be able to provide an update.

Cc: Tracey.

Thank you.

Regards,

Item 3(f)

s74 - not relevant