

Date	Time	Type	From	To	
19/07/2024	s. 22(1)(a)(ii)				
	3:47 PM	Inbound	Deputy Secretary Cyber and Infrastructure Security	National Cyber Security Coordinator	Situation report discussion
19/07/2024	3:54 PM	Outbound	National Cyber Security Coordinator	Deputy National Cyber Security Coordinator	Situation report discussion
19/07/2024	3:55 PM	Outbound	National Cyber Security Coordinator	s. 22(1)(a)(ii) (Minister for Home Affairs Office)	Situation report discussion
19/07/2024	4:00 PM	Outbound	National Cyber Security Coordinator	Secretary Department of Home Affairs	Answered by Chief of Staff - return call requested
19/07/2024	4:05 PM	Outbound	National Cyber Security Coordinator	Deputy Coordinator General at National Emergency Management Agency	Unanswered
19/07/2024	4:05 PM	Inbound	Deputy Coordinator General at National Emergency Management Agency	National Cyber Security Coordinator	DCG is overseas, s. 22(1)(a)(ii) is POC
19/07/2024	4:07 PM	Outbound	National Cyber Security Coordinator	s. 22(1)(a)(ii) (Minister for Home Affairs Office)	Situation report discussion
19/07/2024	4:08 PM	Text message	Deputy Coordinator General at National Emergency Management Agency	National Cyber Security Coordinator	Sent s. 22(1)(a)(ii)' contact
19/07/2024	4:10 PM	Inbound	s. 22(1)(a)(ii) (Minister for Home Affairs Office)	National Cyber Security Coordinator	Situation report discussion
19/07/2024	4:11 PM	Inbound	Deputy National Cyber Security Coordinator	National Cyber Security Coordinator	Situation report discussion - CrowdStrike confirmed outage
19/07/2024	4:18 PM	Outbound	National Cyber Security Coordinator	Deputy National Cyber Security Coordinator	Situation report discussion
19/07/2024	4:19 PM	Inbound	Deputy National Cyber Security Coordinator	National Cyber Security Coordinator	Situation report discussion
19/07/2024	4:20 PM	Inbound	s. 22(1)(a)(iii) (NEMA)	National Cyber Security Coordinator	Discussed arrangements for coordinating a NCM
19/07/2024	4:26 PM	Inbound	s. 47F(1) (CrowdStrike)	National Cyber Security Coordinator	Situation report discussion
19/07/2024	4:33 PM	Outbound	National Cyber Security Coordinator	s. 22(1)(a)(ii) (Minister for Home Affairs Office)	Situation report discussion
19/07/2024	4:39 PM	Inbound	Deputy Secretary Cyber and Infrastructure Security	National Cyber Security Coordinator	Unanswered
19/07/2024	4:39 PM	Inbound	Deputy Secretary Cyber and Infrastructure Security	National Cyber Security Coordinator	Situation report discussion

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under the Freedom of Information Act 1982

[illegible]

Date	Time	Msg Type	From	To	
19/07/2024	1537	Signal	Deputy National Cyber Security Coordinator	CSRCU Events	Hi all, early advice suggests the core of the BSOD errors is CrowdStrike. They're urgently investigating. It's believed to be a versioning error - awaiting further advice.
19/07/2024	1538	Signal	Assistant Secretary Cyber Security Response Coordination Unit	CSRCU Events	I've advised S. 7(2A)
19/07/2024	1542	Signal	Assistant Secretary Cyber Security Response Coordination Unit	CSRCU Events	States and territories are aware and discussing
19/07/2024	1542	Signal	National Cyber Security Coordinator	Min HA Office	Informed of incident once had information about it from media - including CS and versioning error
19/07/2024	1543	Signal	Min HA Office	National Cyber Security Coordinator	May need to do a defensive tweet, get back to us ASAP.
19/07/2024	1547	Signal	Deputy National Cyber Security Coordinator	CSRCU Events	CS is running a global P1 but no recommendations as yet. CS confirmed impacted version is N-1 (7.15.18513) and rollback to N-2 may not work.
19/07/2024	1558	Signal	National Cyber Security Coordinator	CISG SES	We are working across all means to confirm our confidence in releasing something like "Aware of technical issues. Efforts underway. Doesn't appear to be a cyber incident at this time." Etc
19/07/2024	1600	Signal	Director, Cyber Communications	Cyber Incident - crisis comms	I am aware of a large-scale technical outage affecting a number of services across Australia this afternoon. Our current information is this outage relates to a technical issue with a third-party software platform. It does not appear to be a cyber security incident.
19/07/2024	1602	Signal	National Cyber Security Coordinator	Cyber Incident - crisis comms	Any one worried? I'm ok with this
19/07/2024	1602	Signal	Deputy National Cyber Security Coordinator	Cyber Incident - crisis comms	I'd suggest replacing "it does not appear" to "there is no information to suggest" but will be guided by you
19/07/2024	1603	Signal	National Cyber Security Coordinator	Cyber Incident - crisis comms	I am aware of a large-scale technical outage affecting a number of services across Australia this afternoon. Our current information is this outage relates to a technical issue with a third-party software platform. There is no information to suggest it is a cyber security incident. We continue to engage across key stakeholders
19/07/2024	1604	Signal	Deputy National Cyber Security Coordinator	Cyber Incident - crisis comms	Channel 9 attributing to Microsoft outage - "technology outage" is headline
19/07/2024	1609	Signal	Deputy Coordinator General at National Emergency Management Agency	National Cyber Security Coordinator	Sent Chris Fields' contact
19/07/2024	1616	Signal	National Cyber Security Coordinator	Cyber Incident - crisis comms	I am aware of a large-scale technical outage affecting a number of companies and services across Australia this afternoon. Our current information is this outage relates to a technical issue with a third-party software platform employed by affected companies. There is no information to suggest it is a cyber security incident. We continue to engage across key stakeholders
19/07/2024	1617	Signal	National Cyber Security Coordinator	CISG SES	I am aware of a large-scale technical outage affecting a number of companies and services across Australia this afternoon. Our current information is this outage relates to a technical issue with a third-party software platform employed by affected companies. There is no information to suggest it is a cyber security incident. We continue to engage across key stakeholders
19/07/2024	1617	Signal	National Cyber Security Coordinator	CISG SES	Going out on my socials now.
19/07/2024	1623	Signal	National Cyber Security Coordinator	Deputy National Cyber Security Coordinator	NCM is being tentatively scheduled for 1730
19/07/2024	1625	Signal	Director, Cyber Communications	Cyber Incident - crisis comms	(Hyperlink to National Cyber Security Coordinator social media post on x.com)
19/07/2024	1625	Signal	Director, Cyber Communications	SLT Media	(Hyperlink to National Cyber Security Coordinator social media post on x.com)
19/07/2024	1626	Text message	Deputy National Cyber Security Coordinator	National Cyber Security Coordinator	Sent S. 47F(1) contact
19/07/2024	1626	Text message	Deputy National Cyber Security Coordinator	National Cyber Security Coordinator	warned he was about to call and it was too early to be dialled in (get real wording)
19/07/2024	1627	Signal	Deputy National Cyber Security Coordinator	National Cyber Security Coordinator	S. 47F(1) is calling you directly. Happy to be dialled in. He thinks it's too early. For info his number ends in 834.

Signal conversation between s. 22(1)(a)(ii) and s. 22(1)(a)(ii) (Minister for Home Affairs Office Senior Media Advisor)

s. 22(1)(a)(ii) 16:04	Proposed Coord tweet: I am aware of a large-scale technical outage affecting a number of services across Australia this afternoon. Our current information is this outage relates to a technical issue with a third-party software platform. There is no information to suggest it is a cyber security incident. We continue to engage across key stakeholders
s. 22(1)(a)(ii) 16:06	I think we should wait until we know for sure mate
s. 22(1)(a)(ii) 16:06	No point doing two in a row
s. 22(1)(a)(ii) 16:08	Coordinator just spoke to s. 22(1)(a)(ii) who will ring you
s. 22(1)(a)(ii) 16:09	Yep noted, shoot it
s. 22(1)(a)(ii) 16:16	I am aware of a large-scale technical outage affecting a number of companies and services across Australia this afternoon. Our current information is this outage relates to a technical issue with a third-party software platform employed by affected companies. There is no information to suggest it is a cyber security incident. We continue to engage across key stakeholders
s. 22(1)(a)(ii) 16:16	New version good to go
s. 22(1)(a)(ii) 16:16	Posting now
s. 22(1)(a)(ii) 16:22	I need a link mate
s. 22(1)(a)(ii) 16:24	https://x.com/AUCyberSecCoord/status/1814183822692598205?t=wqbCI53uACz7GBXHrJA4Wgw&s=19

Call log

s. 22(1)(a)(ii) – s. 22(1)(a)(ii) – 16:13 – 10 seconds

Signal conversation between s. 22(1)(a)(ii) and Tony Chapman

Tony Chapman 15:41	Early advice suggest the core of the BSOD errors is CrowdStrike. They're urgently investigating. It's believed to be a versioning error – awaiting further advice.
Tony Chapman 15:41	MO would like a defensive tweet ready just in case it's needed
s. 22(1)(a)(ii) 15:44	Yep I think we may need that once we are sufficiently confident saying something. Sooner the better

s. 22(1)(a)(ii)

19/07 4:21 pm

s. 22(1)(a)(ii)

do you need a tile or anything?

19/07 4:26 pm

I am aware of a large-scale technical outage affecting a number of companies and services across Australia this afternoon.

Our current information is this outage relates to a technical issue with a third-party software platform employed by affected companies.

There is no information to suggest it is a cyber security incident. We continue to engage across key stakeholders.

no time for a tile

I've just posted that



s. 22(1)(a)(ii)

19/07 4:31 pm

s. 22(1)(a)(ii)

do you want this on LinkedIn too?

From: s. 22(1)(a)(ii)
To: s. 22(1)(a)(ii) ; s. 22(1)(a)(ii) ; Heike PHILLIPS
Cc: Crisis Media Operations; Home Affairs Media
Subject: FOR REVIEW: Coordinator social statement - CrowdStrike Scams [SEC=OFFICIAL]
Date: Saturday, 20 July 2024 11:06:00 AM

OFFICIAL

Morning s. 22(1)(a)(ii) Heike and s. 22(1)(a)(ii),

For your review, I have drafted a brief statement for the Coordinator's social media channels:

There are increasing reports of scammers attempting to exploit the recovery efforts to the widespread outages caused by the CrowdStrike technical incident.

As systems are being restored, I urge Australian businesses and members of the community to be vigilant. Do not engage with suspicious websites, emails, texts and phone calls.

Only source technical information and updates from official [CrowdStrike sources](#).

Further information about protecting yourself online is available at <https://www.cyber.gov.au/protect-yourself>

Once you're happy, this will need to be progressed to the Coordinator for approval.

Thanks

s. 22(1)(a)(ii)

Director | ABF Media
Media and Communication Branch | Executive Coordination Division
Executive Group | Department of Home Affairs
P: s. 22(1)(a)(ii) | **M:** s. 22(1)(a)(ii)
E: s. 22(1)(a)(ii) [@homeaffairs.gov.au](mailto:s.22(1)(a)(ii)@homeaffairs.gov.au)

OFFICIAL

From: [Michelle MCGUINNESS](#)
To: [s. 22\(1\)\(a\)\(ii\)](#); [Heike PHILLIPS](#); [Crisis Media Operations](#)
Cc: [s. 22\(1\)\(a\)\(ii\)](#); [Home Affairs Media](#); [s. 22\(1\)\(a\)\(ii\)](#); [Cyber Security Response Coordination Unit](#); [Tony CHAPMAN](#)
Subject: Re: FOR APPROVAL: Coordinator social statement - CrowdStrike Scams[SEC=OFFICIAL]
Date: Saturday, 20 July 2024 11:44:16 AM
Attachments: [image001.jpg](#)

OFFICIAL

Thanks - well done.

Approved

MM

Sent by Email+

OFFICIAL

From: [s. 22\(1\)\(a\)\(ii\)](#) [@homeaffairs.gov.au](#)>
Date: Saturday 20 July 2024 at 11:43:13 AM
To: "Heike PHILLIPS" [s. 22\(1\)\(a\)\(ii\)](#) [@homeaffairs.gov.au](#)>, "Crisis Media Operations" [s. 22\(1\)\(a\)\(ii\)](#) [@homeaffairs.gov.au](#)>, "Michelle MCGUINNESS" [s. 22\(1\)\(a\)\(ii\)](#) [@HOMEAFFAIRS.GOV.AU](#)>
Cc: [s. 22\(1\)\(a\)\(ii\)](#) [@HOMEAFFAIRS.GOV.AU](#)>, "Home Affairs Media" [s. 22\(1\)\(a\)\(ii\)](#) [@homeaffairs.gov.au](#)>, "Cyber Security Response Coordination Unit" [s. 22\(1\)\(a\)\(ii\)](#) [@homeaffairs.gov.au](#)>, "Tony CHAPMAN" [s. 22\(1\)\(a\)\(ii\)](#) [@HOMEAFFAIRS.GOV.AU](#)>
Subject: RE: FOR APPROVAL: Coordinator social statement - CrowdStrike Scams[SEC=OFFICIAL]

OFFICIAL

I've added a line:

There are increasing reports of scammers attempting to exploit the recovery efforts to the widespread outages caused by the CrowdStrike technical incident.

As systems are being restored, I urge Australian businesses and members of the community to be vigilant. Do not engage with suspicious websites, emails, texts and phone calls.

Follow the advice of [Scamwatch](#): STOP, THINK, PROTECT, REPORT.

Only source technical information and updates from official [CrowdStrike sources](#).

Further information about protecting yourself online is available at <https://www.cyber.gov.au/protect-yourself>

s. 22(1)(a)(ii)

Director | ABF Media

Media and Communication Branch | Executive Coordination Division

Executive Group | Department of Home Affairs

P: s. 22(1)(a)(ii) | M: s. 22(1)(a)(ii)

E: s. 22(1)(a)(ii) [@homeaffairs.gov.au](mailto:s.22(1)(a)(ii)@homeaffairs.gov.au)

OFFICIAL

From: Heike PHILLIPS s. 22(1)(a)(ii) [@homeaffairs.gov.au](mailto:s.22(1)(a)(ii)@homeaffairs.gov.au)

Sent: Saturday, 20 July 2024 11:12 AM

To: Crisis Media Operations s. 22(1)(a)(ii) [@homeaffairs.gov.au](mailto:s.22(1)(a)(ii)@homeaffairs.gov.au); Michelle MCGUINNESS

s. 22(1)(a)(ii) [@HOMEAFFAIRS.GOV.AU](mailto:s.22(1)(a)(ii)@HOMEAFFAIRS.GOV.AU)

Cc: s. 22(1)(a)(ii) [@homeaffairs.gov.au](mailto:s.22(1)(a)(ii)@homeaffairs.gov.au); s. 22(1)(a)(ii)

s. 22(1)(a)(ii) [@HOMEAFFAIRS.GOV.AU](mailto:s.22(1)(a)(ii)@HOMEAFFAIRS.GOV.AU); Home Affairs Media

<media@homeaffairs.gov.au>; s. 22(1)(a)(ii)

s. 22(1)(a)(ii) [@homeaffairs.gov.au](mailto:s.22(1)(a)(ii)@homeaffairs.gov.au); Cyber Security Response Coordination Unit

s. 22(1)(a)(ii) [@homeaffairs.gov.au](mailto:s.22(1)(a)(ii)@homeaffairs.gov.au); Tony CHAPMAN

s. 22(1)(a)(ii) [@HOMEAFFAIRS.GOV.AU](mailto:s.22(1)(a)(ii)@HOMEAFFAIRS.GOV.AU)

Subject: Re: FOR APPROVAL: Coordinator social statement - CrowdStrike Scams[SEC=OFFICIAL]

OFFICIAL

Hi - we will add the Scamwatch steps Min O'Neil is just talking about.

s. 22(1)(a)(ii) - apologies, but can we add and resend updated version please?

Thanks

Heike

From: "Crisis Media Operations" s. 22(1)(a)(ii) [@homeaffairs.gov.au](mailto:s.22(1)(a)(ii)@homeaffairs.gov.au)

Date: Saturday 20 July 2024 at 11:23:57 AM

To: "Michelle MCGUINNESS"

s. 22(1)(a)(ii) [@HOMEAFFAIRS.GOV.AU](mailto:s.22(1)(a)(ii)@HOMEAFFAIRS.GOV.AU)

Cc: s. 22(1)(a)(ii) [@homeaffairs.gov.au](mailto:s.22(1)(a)(ii)@homeaffairs.gov.au),

s. 22(1)(a)(ii) [@HOMEAFFAIRS.GOV.AU](mailto:s.22(1)(a)(ii)@HOMEAFFAIRS.GOV.AU),

"Heike PHILLIPS" s. 22(1)(a)(ii) [@homeaffairs.gov.au](mailto:s.22(1)(a)(ii)@homeaffairs.gov.au), "Crisis Media

Operations" s. 22(1)(a)(ii) [@homeaffairs.gov.au](mailto:s.22(1)(a)(ii)@homeaffairs.gov.au), "Home Affairs Media"

<media@homeaffairs.gov.au>, s. 22(1)(a)(ii)

s. 22(1)(a)(ii) [@homeaffairs.gov.au](mailto:s.22(1)(a)(ii)@homeaffairs.gov.au), "Cyber Security Response

Coordination Unit" s. 22(1)(a)(ii) [@homeaffairs.gov.au](mailto:s.22(1)(a)(ii)@homeaffairs.gov.au), "Tony CHAPMAN"

s. 22(1)(a)(ii) [@HOMEAFFAIRS.GOV.AU](mailto:s.22(1)(a)(ii)@HOMEAFFAIRS.GOV.AU)

Subject: FOR APPROVAL: Coordinator social statement - CrowdStrike Scams [SEC=OFFICIAL]

OFFICIAL

Hi Michelle,

Appreciate your approval of the below brief statement. Once approved, we will post to your social media channels (LinkedIn/Twitter):

###

There are increasing reports of scammers attempting to exploit the recovery efforts to the widespread outages caused by the CrowdStrike technical incident.

As systems are being restored, I urge Australian businesses and members of the community to be vigilant. Do not engage with suspicious websites, emails, texts and phone calls.

Only source technical information and updates from official [CrowdStrike sources](#).

Further information about protecting yourself online is available at <https://www.cyber.gov.au/protect-yourself>

###

Kind regards,

s. 22(1)(a)(ii)

Public Affairs Officer, National Security and Crisis Communication
Media and Communication Branch
Executive Coordination Division | Executive Group
Department of Home Affairs

P: s. 22(1)(a)(ii) | M: s. 22(1)(a)(ii)

E: s. 22(1)(a)(ii) [@homeaffairs.gov.au](mailto:s.22(1)(a)(ii)@homeaffairs.gov.au)

Media Line: 02 6264 2244

image001.jpg



OFFICIAL

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From: s. 22(1)(a)(ii)
To: [Michelle MCGUINNESS](#); [Heike PHILLIPS](#); [Crisis Media Operations](#)
Cc: s. 22(1)(a)(ii); [Home Affairs Media](#); s. 22(1)(a)(ii); [Cyber Security Response Coordination Unit](#); [Tony CHAPMAN](#)
Subject: RE: FOR APPROVAL: Coordinator social statement - CrowdStrike Scams[SEC=OFFICIAL]
Date: Saturday, 20 July 2024 12:04:17 PM
Attachments: [image001.jpg](#)

OFFICIAL

Thanks Michelle.

Posted to LinkedIn and X.

s. 22(1)(a)(ii)

Director | ABF Media
Media and Communication Branch | Executive Coordination Division
Executive Group | Department of Home Affairs
P: s. 22(1)(a)(ii) | **M:** s. 22(1)(a)(ii)
E: s. 22(1)(a)(ii) [@homeaffairs.gov.au](mailto:s.22(1)(a)(ii)@homeaffairs.gov.au)

OFFICIAL

s. 22(1)(a)(ii)

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From: s. 22(1)(a)(ii)
To: s. 22(1)(a)(ii)
Cc: s. 22(1)(a)(ii) ; s. 22(1)(a)(ii) ; DLO.O"Neil; Heike PHILLIPS; Home Affairs Media; MO Registration; Oskar LIM; s. 22(1)(a)(ii) ; s. 22(1)(a)(ii)
Subject: FOR NOTING: Cyber Coordinator Social Post [SEC=OFFICIAL]
Date: Saturday, 20 July 2024 12:23:30 PM

OFFICIAL

Hi s. 22(1)(a)(ii),

For your noting, we have prepared a post for the Coordinator, which reiterates messages from the Minister's presser.

There are increasing reports of scammers attempting to exploit the recovery efforts to the widespread outages caused by the CrowdStrike technical incident.

As systems are being restored, I urge Australian businesses and members of the community to be vigilant. Do not engage with suspicious websites, emails, texts and phone calls.

Follow the advice of [Scamwatch](#): STOP, THINK, PROTECT, REPORT.

Only source technical information and updates from official [CrowdStrike sources](#).

Further information about protecting yourself online is available at <https://www.cyber.gov.au/protect-yourself>

Happy to hear your thoughts.

s. 22(1)(a)(ii)

Director | ABF Media
 Media and Communication Branch | Executive Coordination Division
 Executive Group | Department of Home Affairs
P: s. 22(1)(a)(ii) | **M:** s. 22(1)(a)(ii)
E: s. 22(1)(a)(ii) [@homeaffairs.gov.au](mailto:s.22(1)(a)(ii)@homeaffairs.gov.au)

OFFICIAL

From: s. 22(1)(a)(ii)
To: s. 22(1)(a)(ii) ; s. 22(1)(a)(ii)
Cc: s. 22(1)(a)(ii) ; [DLO.O"Neil](#); [Heike PHILLIPS](#); [Home Affairs Media](#); [MO Registration](#); s. 22(1)(a)(ii)
Subject: Re: FOR NOTING: Cyber Coordinator Social Post[SEC=OFFICIAL]
Date: Saturday, 20 July 2024 1:15:48 PM

OFFICIAL

Hi

This is noted.

Cheers

s. 22(1)(a)(ii)

Sent by Email+

OFFICIAL

s. 22(1)(a)(ii)

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under the *Freedom of Information Act 1982*

From: s. 22(1)(a)(ii)
To: [Home Affairs Media](#); s. 22(1)(a)(ii)
Cc: [Heike PHILLIPS](#); s. 22(1)(a)(ii); [Crisis Media Operations](#)
Subject: Minister O'Neil Media Statement [SEC=OFFICIAL]
Date: Sunday, 21 July 2024 1:14:00 PM

OFFICIAL

Hi s. 22(1)(a)(ii)

We are expecting Minister O'Neil to issue a statement about the CrowdStrike IT outage shortly (not a press conference as originally planned).

When it comes into the inbox, can you please organise for it to be uploaded to the Minister's page on our website?

You will likely have to call the webteam to let them know you're sending the request and advise that's it urgent.

Call me if you need anything.

s. 22(1)(a)(ii)

Director | ABF Media
Media and Communication Branch | Executive Coordination Division
Executive Group | Department of Home Affairs

P: s. 22(1)(a)(ii) | **M:** s. 22(1)(a)(ii)

E: s. 22(1)(a)(ii) [@homeaffairs.gov.au](mailto:s.22(1)(a)(ii)@homeaffairs.gov.au)

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