

**From:** [Richard Bullock](#)  
**To:** [Morgan Vaudrey](#)  
**Subject:** FW: Correspondence from Craig Kelly MP - URGENT : Attn Ms Creina Chapman [Ref: CSC2020-28925]  
CRM:001214011145 [SEC=OFFICIAL]  
**Date:** Thursday, 10 March 2022 12:05:15 PM

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[REDACTED]

[REDACTED]

[REDACTED]

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**From:** Misinformation <[misinformation@acma.gov.au](mailto:misinformation@acma.gov.au)>  
**Sent:** Wednesday, 23 September 2020 9:39 AM  
**To:** Creina Chapman and Assistant <[REDACTED]>  
**Cc:** DL - Rochelle Zurnamer & Assistant <[REDACTED]>; DL - Cathy Rainsford & Assistants <[REDACTED]>; Misinformation <[misinformation@acma.gov.au](mailto:misinformation@acma.gov.au)>  
**Subject:** Correspondence from Craig Kelly MP - URGENT : Attn Ms Creina Chapman [Ref: CSC2020-28925] CRM:001214011145 [SEC=OFFICIAL]

Creina,

We've received the correspondence via the CSC this morning from Craig Kelly MP.

Can you give me a call to discuss developing a response

Kelly

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**From:** ACMA Customer Service Centre <[info@acma.gov.au](mailto:info@acma.gov.au)>  
**Sent:** Wednesday, 23 September 2020 8:29 AM  
**To:** Parliamentary & Ministerial <[Parliamentary.Ministerial@acma.gov.au](mailto:Parliamentary.Ministerial@acma.gov.au)>  
**Cc:** Misinformation <[misinformation@acma.gov.au](mailto:misinformation@acma.gov.au)>  
**Subject:** [SEC=OFFICIAL] FW: URGENT : Attn Ms Creina Chapman [Ref: CSC2020-28925] CRM:001214011145

Hello,

The Customer Service Centre (CSC) has received an electronic enquiry that requires the expertise in your section to respond to the customer.

The CSC has informed the customer that their enquiry is complex and that your section will respond to their enquiry.

The CSC has created an interaction record in CRM and pending your response to the customer enquiry this record will be closed.

Please reply to the customer's enquiry and carbon copy (cc) the CSC into your response. Your response to the CSC is important as it enables the CSC to close the customer's interaction and update the number of unresolved enquiries in the monthly end to end report. Or click on the hyperlink

link below to enter the date and time the enquiry is resolved which then completes the end to end process.

**Enquiry description:** Correspondence from Craig Kelly MP seeking apology from Creina Chapman for her comments on his Facebook post by EOB 23rd September.

**Referral reason:** Complaint from Minister.

**Email Address:** [Craig.Kelly.MP@aph.gov.au](mailto:Craig.Kelly.MP@aph.gov.au)

**Interaction hyperlink:** <http://crm.internal.govt/ACMA/main.aspx?etc=10075&extraqs=formid%3d16e0f738-d41e-4e58-84d5-8aff5fe3b632&id=%7bBD65E926-22FD-EA11-80DE-00155D283A32%7d&pagetype=entityrecord>>

**If your area is not responsible for this type of enquiry please notify the CSC immediately by reply email and suggest an appropriate line area.** Your response to the CSC is important as it enables the CSC to refer on the enquiry to the appropriate line area, improve the CSC's referral process and update the area responsible for an unresolved enquiry in the monthly end to end report.

#### **For your information**

**You can help us improve the service we provide our customers.** The CSC's goal is to answer as many enquiries as possible at the first point of contact because customer satisfaction surveys show response time has a significant impact on satisfaction level. If you consider the response to this complex enquiry was straight forward and it would be reasonable for CSC staff to provide the response on behalf of your line area, you can make this happen by providing information (Q&A/script) to the CSC. This information (Q&A/script) will be included in the CSC's resource library and used to respond to future enquiries, please ensure you have your managers support for a proposed change. Please send new information (Q&As)/scripts to Julie Lyons.

**You can help us keep the information we provide our customers up to date.** The [Resource Library](#) records the information (Q&As/scripts), from the line areas, that is used to answer customer enquiries and the [Internal Referral list](#) directs the handling procedure for complex enquiries to line areas. You can click on these links and review the CSC's information (Q&As/scripts) and handling. Please send updates to Julie Lyons.

Kind regards

Stacey  
Enquiries Officer  
Customer Service Centre  
Telephone: 1300 850 115  
Email: [info@acma.gov.au](mailto:info@acma.gov.au)

----- Original Message -----

**From:** [Craig.Kelly.MP@aph.gov.au](mailto:Craig.Kelly.MP@aph.gov.au)

**Received:** Tue Sep 22 2020 20:22:52 GMT+1000 (AUS Eastern Standard Time)

**To:** ACMA Customer Service Centre; Mail Delivery System; System Contact

**Cc:** Paul Fletcher  
**Subject:** URGENT : Attn Ms Creina Chapman

Dear Ms Chapman,

I am extremely concerned about your comments during the recent hearings of the *Joint Standing Committee on Electoral Matters* on 16<sup>th</sup> Sept 2020, specifically when you were asked about my Facebook Posts by the Member for Oxley, and if my posts should be taken down – to which you replied; “Yes, and I think anybody would”.

Firstly, have you even read my FaceBook posts ? For if you haven’t , it is extremely concerning that someone holding your position would agree to censorship and taking down posts, without even knowing the exact details of what you were talking about.

However, if you *have* read what I’ve posted, your conduct is even more disturbing. What I’ve posted in regards to the drug Hydroxychloroquine, are the opinions of medical doctors from the around the world, and summaries of papers published in various esteemed medical journals. Therefore, if you have read what I’ve posted, it is of very great concern that as the CEO of ACMA, that you would not only publicly disagree with these medical doctors and the conclusions reached in papers published in medical journals – but that you actually think that these opinions should be censored and taken down, and that ACMA should have such powers.

Thirdly, it is very disappointing that as a government public servant that you would publicly criticise the views of an elected member of parliament. I remind you that this breaches all protocols of the highly paid position that you hold.

Fourthly, I would also remind you that attempts to censor and take-down my public comments from Facebook (or any other medium) on these issues would amount to an improper interference with the free performance of my duties as an elected member of Parliament. It would also impeded the ability of my constituents to communicate with me – and such would be a **contempt of Parliament**. I refer you [to this article](#) in respect to contempt of Parliament. So let’s be clear, as CEO of ACMA you have publicly called for ACMA to engage in conduct which would be a contempt of Parliament.

In light of the above, I call on you to issue me with a public apology as such;

*I unreservedly apologise to Mr Craig Kelly MP, the Member for Hughes for my comments before Joint Standing Committee on Electoral Matters on 16<sup>th</sup> Sept 2020.*

*In Mr. Kelly’s Facebook posts on the drug Hydroxychloroquine, Mr. Kelly has republished (complete with the relevant links) the opinions of numerous medical specialists from throughout the world whom hold the view supported by documented evidence, that Hydroxychloroquine (especially when administered early in combination with Zinc) is effective in treating Covid. In addition, Mr. Kelly has also reposted numerous papers published in various medical journals which have found an association with*

*hydroxychloroquine and lower rates of deaths and hospitalisations for Covid patients.*

*ACMA no ability or expertise to determine the accuracy of these doctor's medical opinions or to comment of the conclusions of these papers published in various medical journals. As CEO of ACMA I confirm our commitment to the principles of free speech and we support Mr. Kelly's freedom to debate these issues.*

*Again I unreservedly apologise to Mr Craig Kelly MP, as it should never be ACMA's role to take down nor censor the opinions and views of elected members of Parliament.*

I value my reputation and I value the right to free speech and open debate. Therefore, **if I do not receive such an apology by the end of business Wednesday 23<sup>rd</sup> September, I will use all resources available to me to defend my reputation by vigorously rebutting your comments.**

Yours sincerely,

Craig Kelly MP  
Member for Hughes