



To: [Redacted]
Cc:
Bcc:
Subject: Re: Message for our phones [DLM=For-Official-Use-Only]
From: [Redacted] - Tuesday 09/08/2016 10:35 PM
This message will be sent with a digital signature.

[Redacted]

We need to have our tweets and media alert consistent with the ATO phone line message. We're getting the MO approval now then we'll need to get ATO to use the same one. I'll send it to you when approved. We're still haggling.

[Redacted]

Sent from my iPhone

[Redacted]

On 9 Aug 2016, at 10:21 PM, [Redacted] wrote:

Sent from my iPhone

Begin forwarded message:

From: [Redacted]
Date: 9 August 2016 at 9:52:27 PM AEST
To: [Redacted]
Cc: [Redacted]
Subject: Re: Message for our phones [DLM=For-Official-Use-Only]

All good with us.. Will load for tomorrow's message...

Cheers

[Redacted]

Sent from my iPad

On 9 Aug 2016, at 21:46, [Redacted] wrote:

[Redacted]

[Redacted]

[Redacted]

[Redacted]

Australian Bureau of Statistics
P: [Redacted] | E: [Redacted]
mailto:[Redacted] | W: www.abs.gov.au
<http://www.abs.gov.au>

<graycol.gif> [Redacted] ---09/08/2016 09:37:01 PM---We suggest
this : Thank you for calling the Census Inquiry Service. We are currently
experiencing te

From: [Redacted]
mailto:[Redacted]
To: [Redacted]
Cc: [Redacted]
mailto:[Redacted]>
Date: 09/08/2016 09:37 PM
Subject: Fwd: Message for our phones [DLM=For-Official-Use-Only]

[Redacted]

[Redacted]

Regards

[Redacted]

IMPORTANT

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<M2.2.gif>



To: [Redacted]
 Cc: [Redacted]
 Bcc:
 Subject: Action: all staff message ASAP ASAP
 From: [Redacted] Tuesday 09/08/2016 11:50 PM
 This message will be sent with a digital signature

Hi

Can we put this out as an all staff message ASAP (either Newspoint or all staff message) and also to Interviewers please [Redacted] Can you pl confirm when it's gone out

Colleagues

The online Census was going really well yesterday with 2,224,612 forms submitted by 8pm (9292 submits per minute).

I'm sure you are aware that we then had a significant outage of both our Census form and ABS website. In order to protect the Census we chose to keep the system offline overnight. Our Census and ICT teams worked extremely hard through the night with our service provider IBM to identify the issue. We'll communicate again when we have more information.

While the media and the community did and will continue to voice their disappointment at this pause in our Census activity, we have apologised for the inconvenience and explained there will be no fines for completing the Census after August 9. We've also noted there's still plenty of time to complete the Census and thanked everyone for their patience. We've also suspended advertising until further notice.

To all our ABS staff and interviewers we'd like to say thank you also for your help and support. As you engage with our stakeholders, providers, funders, users and community members in the coming days, no doubt these challenges will be mentioned and some people may be disappointed, annoyed, frustrated and even angry. Others of course will be considerate.

We apologise and thank you for your efforts and understanding.

We'll update you again soon

[Redacted]

[Redacted]

Sent from my iPhone

[Redacted]



ABS Systems - A quick summary of events tonight and current state of play

[Redacted] to: [Redacted] David Kalisch, [Redacted] 10/08/2016 12:20 AM

Cc: [Redacted]

This message is digitally signed.

[Redacted]

[Redacted]

Online Form Data Receipt

- [Redacted]
- This is now being decrypted and processed for validity checks.

Other Census Systems

- The Public Help pages which are hosted on a [Redacted] on the [Redacted] were performing well all night.
- There was significantly increased traffic post the Online Census failure however we are not sure if this was an additional denial of service attack or just the respondents still in the form during the outage trying to find help to submit the form.
- The Telephone Paper Form Request service hosted by [Redacted] was fully functional throughout the night. It has experienced increased numbers post the Online Form outage.

[Redacted]

2016 Census | Technology Services Division | Australian Bureau of Statistics

(P) [Redacted] (M) [Redacted]

(E) [Redacted] (W) www.abs.gov.au



status

[REDACTED] to: [REDACTED]

Document Start

10/08/2016 05:18 AM

morning. any advice on how quickly we can get the system up again?

[REDACTED]
[REDACTED]

Australian Bureau of Statistics

P: [REDACTED] | E: [REDACTED] | W: www.abs.gov.au



Fwd: ABS statement

[Redacted] to: [Redacted]
[Redacted]

10/08/2016 06:48 AM



FYI. I expect that we will have Census system up this am. David is fronting media to explain cause of outage last night - essentially a precaution following attacks and failure of some infrastructure. He and I will be at Treasury at 8am and back in office then.

Sent from my iPhone

Begin forwarded message:

From: "David Kalisch" <david.kalisch@abs.gov.au>

Date: 10 August 2016 at 6:10:59 AM AEST

To: [Redacted]

Cc: [Redacted]

Subject: ABS statement to go to press ASAC

Please for immediate action and please seek I/v spot on AM at 7am

Sent from my iPad

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

ABS update – 2016 Census online form

The 2016 online Census form was subject to four Denial of Service attacks yesterday of varying nature and severity.

The first three caused minor disruption but more than 2m forms were successfully submitted and safely stored.

After the fourth attack, just after 730pm, the ABS took the precaution of closing down the system to ensure the integrity of the data.

Steps have been taken during the night to remedy these issues, and I can reassure Australians that their data are secure at the ABS.

We expect to have a further update at 9am on the timing of the resumption of availability of the Census on line form.

ABS would remind Australians that they have plenty of time to complete the Census, to well into September, and again note that fines will not be imposed for completing the Census after Census night.

[REDACTED]

Document Start



FYI: Privacy Commissioner investigation into Census 2016 Cyber attack

to: David Kalisch

10/08/2016 10:10 AM

Cc: ELG,

This message is digitally signed.

Hi David,

The Australian Privacy Commissioner, Mr Timothy Pilgrim, announced an 'investigation into Census 2016 Cyber attack'. This has been publicised on the OAIC website this morning.

<https://www.oaic.gov.au/media-and-speeches/statements/australian-privacy-commissioner-opens-investigation-into-census-2016-cyber-attack>

Kind regards,

[Redacted]

[Redacted]

Policy, Legislation and Assurance Section | Governance and Parliamentary Liaison Branch |
Australian Bureau of Statistics

(P) [Redacted]

(E) [Redacted] (W) www.abs.gov.au

The [ABS Privacy Policy](#) outlines how the ABS handles any personal information that you provide to us.

Document Start



Press conference Transcript

CO Census Communications, [REDACTED]

to: [REDACTED]

10/08/2016 11:23 AM

This message is digitally signed.



Minister McCormacks_David Kalisch Press Conference 10 August.docx

Warm regards

[REDACTED]

[REDACTED]

Census Communications | Communications and Dissemination Branch | **Australian Bureau of Statistics**

(P) [REDACTED] (M) [REDACTED]

(E) [REDACTED] (W) www.abs.gov.au

Contact the ABS Communication team on (02) 6252 6617 or census.media@abs.gov.au

www.abs.gov.au/census | www.abs.gov.au/careers

Minister Michael McCormack Press Conference

Thank you for being here this morning. We are here to explain and to discuss last night's Census online form outage. I will be clear from the outset, this was not an attack. Nor was it a hack but rather, it was an attempt to frustrate the collection of Bureau of Statistics Census data. ABS Census security was not compromised. I repeat, not compromised and no data was lost. No data was lost. There were three events which occurred in rapid succession last night which led the ABS to adopt a very cautious approach. The decision to shut down the online form was made to safeguard and to protect data already submitted. It was the decision taken by the ABS. Had these events occurred in isolation, the online system would have been maintained. The version of events was as follows. There was a large scale denial of service attempt to the Census website and online form. A denial of service is an attempt to block people from accessing a website. Following, and because of this, there was a hardware failure. A router became overloaded. After this, what is known as a false positive occurred. This is essentially a false alarm in some of the system monitoring information. As a result the ABS employed a cautious strategy which was to shut down the online Census form to ensure the integrity of the data already submitted was protected. The ABS confirmed this morning that 2.33 million online forms were submitted before the outage and safely stored. The Australian Signal Directorate, a Commonwealth intelligence agency, was also notified by the ABS. I will now outline the chronology of last night's events as provided to me by the ABS and including the steps that I took. I will then make some further remarks and I will ask David Kalisch to also provide further comment. The Government's cyber security adviser Alistair MacGibbon is on hand to assist with technical details. We will then take questions, noting that a lot of the detail will be covered in our statements. So here is the version of events. At 10.08 am, Tuesday 9 August, the Australian Bureau of Statistics online monitoring systems detected a significant increase in traffic. This was sustained for a period of 11 minutes causing a system outage of approximately five minutes. Most users were able to resume their session and submit their forms. The traffic subsided at 10:19am without action from the ABS or IBM and the system returned to normal. IBM is contracted to the ABS to provide the software platform enabling the online Census form. The traffic increase was suspected to be a denial of service and investigations into it were commenced by both ABS and IBM. At 11:46am, another increase in traffic was observed consistent with a second denial of service. The ABS and IBM have a comprehensive denial of service mitigation response plan which includes blocking of all international traffic. This was activated at 11.50am, 10 minutes to noon which immediately stopped this latest event. Again, a short system outage was experienced. Most users were able to resume and submit. Following this second attempt, a decision was taken by the ABS to maintain a block on all international traffic until midnight. At 11:55am, the incident was reported to the Australian signals directorate to seek any advice on prevention of further incidents or any intelligence related threat to the ABS. At 4:58pm there was a modest increase in traffic was automatically defended by network fire walls. Additional measures were taken to prevent further attempts of this type. At 6:15pm a small scale denial of service was attempted on the ABS website and stopped by the standard denial of service protections which were in place. At 7:30 the online Census form monitoring systems detected a significant denial of service. This event took a different form than those previous. At the same stage a large increase in traffic to the website occurred with thousands of Australians logging on to complete their Census. At 7:45pm the ABS made the decision to shut down the online form to protect the system from further incidents. My office was informed of the Census website outage at 8:10pm. At 8:14pm my office called to inform the site was unavailable. I had just left Parliament House at that time and I immediately returned. Following this call I phoned the Australian statistician David Kalisch to request a briefing on the matter. I left a voicemail message at 8:2pm. I called the Census program Manager at 8:24pm and left a voice message for him and Mr Kalisch returned my call at 8:26pm and provided an initial briefing. At 8:32pm I notified the PM and at 8:33pm I notified the Treasurer, my senior Minister. At 8:50pm the online form system was restored. However, overload protocols were activated to prevent connections until the state of the systems and their integrity could be assessed. At

this time the ABS provided a public message through social media and the ABS website to indicate there was a system outage and to try again later. I remain in constant contact with Mr Kalisch and provided the PM, as well as the Treasurer, with updates as information became available throughout the night. ABS issued a public message at 11:00pm to advise that the form would not be available for the remainder of the night and updates would be provided in the morning. The system was restored at approximately 11:00pm but was not brought online as a precaution. While all systems were thoroughly checked. The ABS, IBM and ASD continued to consult and work to resolve any issues right throughout the evening. All completed Census form data was backed up and transferred into the ABS secure data storage environment. Importantly, no Census data was compromised, no Census data was compromised and no data was lost. No data was lost. The ABS was able to take adequate precautionary measures to protect the storage of the data. A detailed briefing of the events overnight was provided this morning at 8 o'clock by the ABS, IBM and ASD to the PM, the Treasurer, Minister assisting the PM for cyber security and myself as the Minister responsible. There were four events which occurred simultaneously last night which led to the ABS to adopt a cautious approach and to take the decision to shut down the online form to safeguard and protect the system. Had these events occurred in isolation the online system would have been maintained. A simultaneous version was one, the ABS experienced hardware failure, a router became overloaded, a false positive occurred, a false alarm was raised. I mentioned those before and as a result the ABS was over-cautious to ensure the integrity of the data submitted was protected. I would like to reassure all Australians that the Australian Government and all Government agencies, including the ABS hold the security and privacy of all Australians at the forefront of our minds. Indeed security is the most fundamental responsibility of the Commonwealth Government. At no stage during these incidents last night was any information obtained nor was there any entry into the system. The ABS has assured the Government of this fact and that has been confirmed by the ASD. During my first meeting with the ABS two weeks ago and again earlier this week I was assured the system was prepared to protect data and I'm pleased the system just did that. It blocked multiple events and the ABS and IBM shut down the site to ensure protection. During these meetings I was given assurances that the system was able to cope with the traffic flow from Australians accessing the online form. I'm pleased to report the system was working to expectations prior to the major incident. More than 2.33 million Census forms were submitted online by 7:33pm with peak submission rate of 150 form submissions per second. This was well within the system capacity of 260 forms per second and all system performance monitoring indicated good performance. As I've said, the Government takes cyber security very seriously. Earlier this year the Government outlined plans to invest in our cyber strategy which will increase cyber security through 33 initiatives supported by \$230 million in Australian Government funding. More than 100 positions are being filled. These are new positions as part of this program to boost the Government's cyber security capacity and capabilities. In addition to these investments, the Government has invested a quarter of a billion dollars in the ABS's ICC infrastructure, \$250 million. The Government, of course, will be reviewing last night's events. However, the onus at present is on restoring the Census website online to enable those Australians who have not already done so, to complete their online Census. The Australian Privacy Commissioner has opened a privacy investigation into last night's events. The ABS will be co-operatively contributing to this investigation. Now again, let me reiterate before I ask Mr Kalisch to make comments, data was never compromised. The ABS made a cautious decision to protect people's data. This was not an attack, nor was it a hack. It was an attempt to frustrate the collection of data, an attempt to frustrate the collection of data. People should feel rest assured their data is safe. The Census helps with Government decisions and I strongly encourage people to participate in the Census when the site goes back online. If people would like further information, the service number is 1300, 214, 351. If they would like to request a taper, 1300820275. No person will be fined if they willingly participate in the Census. There is a considerable act of grace period for people to still submit their forms. The paper forms are not due until 18 September and people have until 23 September to go online and submit their Census electronically. I would like to hand over to Mr Kalisch.

David Kalisch, Australian Statistician Press Conference

Thank you, Minister. The ABS took the early prudent precaution of taking the system down around 7:45 last night to be assured of the integrity of the data. This continues to our guiding principle and guiding approach. Adopting a precautionary and conservative approach to the information of Australians. I would like to firstly apologise again to the inconvenience that has been caused for many Australians. But I believe you would also expect the ABS to secure your data in these circumstances. I would also like to thank the millions of people who have submitted their forms online or have completed the form on paper. Those who have already been counted. And to reiterate the comments by the Minister that there is plenty of time for everyone to complete the Census and provide the essential data required by and for the nation. We would reiterate the assurance that your data is secure. Your data is encrypted, your data is safe at the ABS. We are working to get the online system up as quickly as possible and I need to be assured about the robustness of our arrangements before I put it back online. ASD is providing advice and will also be using their assurances to ABS on this matter. The integrity of the Census has not been compromised. The community will have plenty of time to complete the Census, just like past Censuses where people had a matter of weeks to complete the paper forms and where paper forms were distributed over a matter of days and weeks. The online system will be operating as soon as we are assured it is robust and secure. ASD are advising us on this matter. It's important that the Census is completed. We already have over 2 million forms received online. There are over 3 million paper forms in households at the moment and we have also pursued other strategies to complete information from Indigenous communities, for the homeless, for people who have other difficulties and other challenges being counted and those strategies have been working. Again, I would reiterate we have taken an abundance of caution but we are looking to have the system online as soon as possible. Thank you.

Q&A

REPORTER: A key question of fact, what can you tell us about the significance of the interface last night? We had several denial of service events but this major one, how big was it, if the system was meant to be capable of taking 260 forms per second, how big was this denial of service event and a follow up on that, a denial of service is usually termed antibiotic attack. Why do you claim there was no attack when there was a denial of service? Perhaps I can answer about the capacity

There was no issue with the capacity of the ABS system. We were receiving forms at a rate of 150 per second. Our capacity is 260. The denial of service breached the online form because it didn't get caught up by the GO blocking. That was the aspect in the protection system that didn't operate fully.

REPORTER: Can we ask Mr Mac Gibbon, we are hearing words like "significant" and "major". Can you put that in some sort of quantum for us, what is the sheer number of hits involved in these DNSs and are what the motivations with this capacity, are they typically hacktavists organises?10:55 AM

I apologise for my voice, it's not the best day for having a serious conversation. It's not abnormal for Australian Government services to be subject to denial of service attempts. This is just the normal course of business for Government. And the vast bulk are handled in the normal course of business. The reason why the fourth incident was significant was because there are two failures. The first was a GO blocking service fell over and when that fails, and that's one of the main defences used against denial of service. Once we lost the capability of preventing essentially the GO location of data coming in, then the router failed and as a result of that, there was information inside the system that the ABS and IBM took very

cautiously so not knowing what that information was, made a decision to take it off line. So the attack was no more significant than the types of attacks we would see all the time against Australian Government systems. It's just that there was a confluence of events. In terms of the motivation of people, it is important, as the Minister said, to note that a denial of service is not a breach, it's not designed to take data. A denial of service is designed to frustrate. If I can use an off line analogy, it's equivalent to me parking a truck across your driveway to stop vehicles coming in and out. That is all a denial of service is. It led to other systems failing, absolutely. But it does not compromise the integrity of data.10:57 AM

What was the source country?

That is being investigated at the moment by the Australian Signal Directorate and others.

Had the Census night, that's passed. We have got millions of Australians who haven't completed the Census. How realistic is it we will get more than 98 participation rate and if not we could have the biggest Census failure in a hundred years. How much responsibility would you take as Minister?

Give Ian I'm the Minister responsible for three weeks, it's a significant role and important role and one I take very seriously. The ABS also is taken seriously. It has bipartisan support, always has. This was the 17th Census. It is ongoing and as Mr Kalisch has informed me in briefings I've had on this, many people, most people in fact don't fill their Census out on the given night. Many fill it out before hand, many fill it out after the event. The fact they have got now until and always did have until September 18 to submit their paper form and 23 September to fill their online form does not change. That act of grace period was always there, it still is. I'm confident that Australians will accept the principle of the fact that the Census is a vital event. I'm convinced that they know that their communities are enriched by having the proper raw data available to all governments of all spliticality persuasion to assist Governments to allocate funding and resources for roads, rail, hospitals and schools and other important Government institutions and facilities.10:58 AM

You have only been in the role three weeks. In hindsight was it a good idea to have this massive project in the hands of a fresh Minister?

The Census has been planned for five years. Planning for the 2016 Census occurred before the 2011 Census was conducted and so there is a lot of planning goes on with the Census. This was the first online Census as such. The third time the Census has been held online but the first time a real push was made for people to fill it out online and I still believe that more than two-thirds of people will actually fill their Census out online, get those important details into the ABS to enable governments to be able to allocate funding.

One question to Mr Kalisch. 18 months ago the ABS actively sought to abandon the Census, go to ten years and look at a var. How can you argue this has been well planned when 18 months ago the ABS was looking at something very different. Mr Kalisch, at 3 o'clock yesterday you did a press conference at which you said everything is fine. You have had two DNS - I will say attacks - before that. Why didn't you let people know there were issues at play with the Census? 11:00 AM

To firstly answer your question, Shane, it has been well planned, of course. All planning and strategies were put into place to prepare for any denials of service, to prepare for any events that occurred last night. The good thing is it was safeguarded. People's information was protected. The good thing is that no data has been lost. The good thing is the fire walls held up and the actual ABS has been shown to be - whilst they have been very cautious, they have been shown to be responsible. No data was lost. The information is stored securely that has already been provided. The website has been pulled down until

such time as people's information can be safeguarded and can be protected and when that happens, it will be restored. David.

We would not be surprised the ABS and other agencies are subject to denial of service attacks. The issue yesterday was that they were identified and they were managed. They were managed with our risk management plan and with the strategies that had in place. I didn't think it was appropriate for me to signal that was happening. Certainly the issue was we had managed it effectively, the system was operating and people could submit their forms online. 11:01 AM

REPORTER: How can you possibly say it was not appropriate when you went out publicly with reassurances and clearly did not tell the public of significant events. Secondly, on this whole planning for a denial of service, yes you protected the data but the system has crashed and the whole thing has ended up something of a fiasco. Was adequate planning put in place?

During the day there was no crash, as you call it. The protections in place worked.

There were events...

There were a number of inconveniences in terms of a few minutes the system was not available. We had seen the trajectory in terms of submissions of online forms we expected. We were starting to build up and during the night it got to that crescendo.

Can I ask you, you referred on 'AM' to a gap in the system identified by a third party to justify your decision to shut the system down. What was the gap. Is that the geolocation issue? Who was the third party that advised you to shut it down and how serious does the threat from that gap remain. If I could also ask Mr MacGibbon, was this a state actor or school kids on computers or don't we flow, don't we have a clue?
11:02 AM

I suppose it was explained by the Minister earlier, there were a confluence of events. It's not fair to talk about one dimension. There were a number of aspects. There was the geo-blocking that didn't work effectively. There was a hardware router failure with also a supply to us and the other issue was in terms of the performance monitoring system, the performance monitoring information that was throwing up some queries to us that we needed to investigate.

Which third party told you about it?

This was coming through our system in terms of the monitoring information and the intelligence that we have through IBM, that they were seeing that through another ISP that wasn't doing the geo-blocking and then the router failure that took place with Telstra.

Mr MacGibbon, if I could sharpen up whether this was a state actor or a school kid on a computer? 11:03 AM

Attribution is always hard, particularly with the denial of service. By the nature of it, you try to grab traffic from different locations. That is being investigated.

When was ASD called in? Was it called in last night or early this morning?

I'm just looking at my chronology.

We have been working with ASD for some time in terms of when the denial of service attacks were taking place, I believe we spoke to them before lunch time yesterday and they provided some advice to us and we asked whether they had any further intelligence that we should be aware of.

Can we go back to Michelle's question about was adequate planning put in place. MrMacGibbon, you did say the attack was no more significant than others against Government systems. Why then were you not prepared for what happened yesterday?

I will start with saying why I said it's no more significant. Denial of service is just commonplace for frankly not just government, any big organisation online will suffer these attempts on a very regular basis. The Australian Government and all of its systems are constantly challenged for these things and the vast bulk of the time in the normal course of business, the denial of service is thwarted and there is no impact upon the operation of those systems. I think the point being made today is that there were a series of events that only by lining them up end on end led to the unfortunate circumstances of last night. 11:05 AM

Were you prepared? Would you say then for what happened yesterday, given they were able to - the system was shut down?

I will leave that to the ABS.

The ABS was prepared, the Government was prepared because the ABS has taken every responsible step to make sure people's data, people's information was not able to be accessed by those who shouldn't have access. They have taken the cautious step and I would say a responsible step to make sure that didn't happen.

Was this an attack? Mr Kalisch has said again it wasn't attack twice. Then you started off the press conference by saying it was not attack.

I'm not using the word attack, nor was it hacked. I feel by saying attacked, it looks as though and it seems as though and it is so that information was then gained. There was no successful attack. The ABS, in conjunction with IBM, closed the system down such that that nothing Wasserman Schultz able to... Accessed by those who shouldn't have that information. So there was no hack. A hack is when somebody gets into a system, ret reebs what they want and then uses it for malicious purposes. There was no attack, there was no hack and because that sort of information did not get out. 11:06 AM

Given you are so sure, are you going to tell the Privacy Commissioner to call off the dogs. Can you tell us at least when the majority of the traffic was coming from at the time of the major attack last night?

I can start if that helps. Most of the traffic was coming from the United States but that's not abnormal in denial of service. Because there are an awful lot of systems in the United States. So again, that's why the investigation needs to be undertaken to determine, if possible, who the actor or actors were. If I could talk briefly about the concept of terminology used. I've spent the last 15 years trying to clarify with people that a denial of service is not a hack. It's not a breach, it's not a compromise, it's not an ex- traction of data. A denial of service is impeding the operation of servers and websites. That is what a denial of service is. So as the Minister has said, there was no breach, there was no intrusion, there was no hack. This was a denial of service. The traffic was largely coming from the United States. That can vary a lot in denial of service which is why we need to work with our counterparts offshore to determine who it was, if possible. 11:08 AM

Doesn't this go to motivation and intention and if the intention is to stop the Census working, isn't that in layman's language, an attack, whatever the language of the experts might be.

I don't want to get cute but certainly very frustrating. I suspect most people want to make sure the integrity of the information is...

What do you think the motivation of the people would be?

Clearly to cause frustration. I would say they successfully caused frustration. One thing I would say is that there was an awful lot of conjecture about the Census and its online activities and every time there is more of that conjecture, it increases the profile of the site. We see that in every single time, whenever we talk about a breach, when we talk about a successful compromise, we see people trying to compromise the system we talk about. It's the same with a denial of service, it's the same with any form of IT security. The more we talk about it, the more people decide to see if they are better than we are. In this case what I'd say, it almost ended up a draw. They managed to tip over some systems. The ABS made a decision to turn that website off in order to ensure that the data wasn't compromised. Again, I would say that the number one way in which Australians engage with the Australian Government is via the internet. We do this in a whole range of ways. I did internet banking this morning, significant information I carry out online. It's not abnormal for us to engage online and do sensitive things. There was a lot of conjecture about the ABS Census. 11:09 AM

If I can conclude by saying it was better - it was deemed to be better last night to inconvenience Australians and to shut down the website than to compromise the data already collected and compromise further data that may well have been collected during the period. So as I say, the ABS has apologised for this inconvenience but better to be safe than to be sorry and I want to reassure Australians that their data is safe. I want to reassure Australians they do still have time, many weeks in fact, to get online, to fill their paper forms out and get them into the Australian Bureau of Statistics because it is important information which will help the Government, help governments of all persuasions to shape a better nation.

Document Start



Prime Minister & Treasurer Press Conference _TRANSCRIPT 10 August
CO Census Communications, [REDACTED]

[REDACTED] to: [REDACTED]
[REDACTED]

10/08/2016 11:56 AM

Cc: [REDACTED]
This message is digitally signed.

History: This message has been forwarded.



Prime Minister & Treasurer Press Conference_Transcript 10 August.docx

[REDACTED]

[REDACTED]

Census Communications | Communications and Dissemination Branch | **Australian Bureau of Statistics**

(P) [REDACTED] (M) [REDACTED]

(E) [REDACTED] (W) www.abs.gov.au

Contact the ABS Communication team on (02) 6252 6617 or census.media@abs.gov.au

www.abs.gov.au/census | www.abs.gov.au/careers

Richard Di Natale: Press Conference Transcript 11:34AM 10 August

We are really concerned about the reports today and it seems that we are seeing mixed messages coming out from various spoke people around whether this was a hack or an attack or a denial of service. I think what we are playing here, these are word games. What we've seen clearly is an attempt to frustrate the Census. But we need clarity around what that looks like. We would like to see some independent verification about exactly what happened and to give Australians confidence to know that critical information, private information hasn't been shared beyond where people intended that to go. We would like to see an independent review of both what occurred last night, which was to undermine confidence in a really critical public document and to make sure people have the confidence to know their information hasn't been shared beyond the Bureau of Statistics. We also want to make sure that Australians aren't fined for withholding their names with regards to filling out the Census and we will be moving, when we return to the Parliament, that any Australian who decides to withhold their name and address isn't fined for doing that because they have concerns around their...

ABC24 News Reader: That's the view of the Greens leader. Let's cross to Sydney where the PM Malcolm Turnbull and the Treasurer Scott Morrison are speaking.

Prime Minister Malcolm Turnbull Press Conference Transcript 11:36AM

With the Australian Signal Directorate and indeed with IBM, the systems provider to the Bureau of Statistics for the Census. I want to assure Australians that the unequivocal advice we have received from IBM, from the Bureau of Statistics, from the Australian Signal Directorate, is that their Australian Census data is safe, it has not been compromised. No data has - the site has not been hacked, it has not been interfered with, their data is safe. I want to thank the millions of Australians who have already completed the Census and I want to assure those Australians who are yet to complete the Census that they will be able to do so based on the expert advice we have received, safely and with confidence, that their information that they record, whether it's on paper or online, will be secure. I also want to thank Australians for their patience and last night after the site was taken down by the ABS, and I want to thank them for their patience and the ABS director Mr Kalisch has of course apologised for that, for the inconvenience caused and the Treasurer and I and the Government share his regret that that inconvenience was caused. But, as you know, the decision was taken out of an abundance of caution. There was, and I won't go through the extensive description of events that was given earlier today by the Minister and Mr Kalisch supplemented by Mr MacGibbon, but there was a confluence of events which caused Mr Kalisch at around 7:45 last night to make the decision to take the site down out of an abundance of caution to ensure there was no risk that data could be compromised, that the site could be further interfered with. I want to say also that the site will be restored as soon as the Australian Signal Directorate and the ABS and IBM are satisfied that it can be restored with all of the necessary defences against denial of service and other attacks are in place. And the public will be advised as soon as that is done. I should also add that there will be, as there is after every Census, but there will be, especially after the events of last night, there will be a very thorough review of the events that will be headed by the Government cyber security adviser, Alistair MacGibbon, who you saw in the press conference earlier this morning, and he will be supported in that inquiry, in that review by the Australian Signal Directorate and of course the Treasury and the ABS itself. Scott.

Treasurer Scott Morrison MP Press Conference Transcript 11:41AM

Thanks, PM. Minister McCormack and Mr Kalisch have given a detailed account of events of the last night and this morning. The point I particularly want to stress is this and that is the Census is a critical collection to support economic planning, to support Government policy and planning, not just by the Commonwealth Government, by state governments, by local Governments, by other agencies working in the community to properly plan their services. That is why it's so important that we are

able to provide these assurances today and I encourage Australians as soon as the clearance is given and the website is up and running again, they can go and participate in that way. If they wish to do it by paper-base format, that option remains. These processes run through until 23 September. There are no fines being issued as a result of things last night and people can rest assured on those issue. The other thing I want to reassure Australians about, there is no compromise of integrity of the information. There is no need for any statistical reasons for a re-run of this Census. That is the clear advice by the statistician and so the Census can proceed as it always has and the collections have always been done over a period of time referencing a particular date and I would just simply remind people, as the Minister has, to complete that form as of August 9th because that is the Census date. There is the opportunity to do that and the opportunity will be there in the not too distant future, later when we have the advice of when that site can go up. The integrity of this Census itself has not been compromised by the events of the last 24 hours, just as the integrity of the data itself has not been compromised in the last 24 hours. The Australian Bureau of Statistics has, I'm advised, an unblemished record when it comes to the protection of the security of that data and that is a highly even veebl record in the world today. They took every step, last night, to protect that reputation.

Q&A

REPORTER: Will heads roll as a result of the failure of the Census collection last night?

PM: There will certainly be a review of the events that occurred last night. I think you have heard what the nature of those events were. There were some failures in the equipment, frankly, hardware failures in some of the protections that were put in place, the so-called geo-blocking protections and obviously that will be the subject of examination. But it was a - the one thing that is clear, the one thing that is absolutely crystal clear is that there was no penetration of the ABS website. This is based on the advice we have. We are not just relying on the ABS and IBM, I want to stress that. The Australian Signal Directorate are the finest, most professional organisation of their kind anywhere in the world. They are extraordinary. They are the experts of the experts. They have been looking at this issue since the events of last night, all through the night and Scott and I have spent with Michael and others, we've spent a lot of time talking to them this morning. So their advice, unequivocal advice, is that the data was not compromised. That's to say the ABS server was not compromised at all but what you saw was the denial of service attack or a denial of service attempt which, as you know, is designed to prevent access to a website as opposed to getting into the server behind it, some of those defences failed, frankly. 11:44 AM

I understand that but you used the word "failed". Somebody has to be responsible and carry the can (SPEAKS INDISTINCTLY)?

PM: Let's get the Census completed. The Census is a very important document. Your Census form is a very important document. It's a very important piece of data collection. As Scott was saying earlier, it's critical to enable governments to plan services, infrastructure, schools in the right places, roads to the right places that is absolutely critical and every Australian who completes their Census is making a contribution to the secure future of our own country. So it is a very important effort. Now, the concerns have been expressed about security of data and that's legitimate to express those concerns. But the assurance that Scott and I are here to give you, just as the Minister gave earlier today, with the statistician, is that the data has not been compromised and it is safe and Scott says the ABS has a nunblemished record in that regard. 11:45 AM

Isn't it a concern after the event like last night, participation will be so low, the Census will be rendered statistically useless?

PM: It is important to encourage participation. I think we all recognise how important it is to complete the Census. I would - those - I would say to other political leaders, other politicians and commentators in this area, that it is important to encourage Australians to complete the Census. It is trying to undermine the Census for political gain, trying to use it as a means of point scoring and in so doing undermine confidence in the Census or undermine participation in the Census is really working against the national interest because it is plainly in the national interest to have a very high level of participation. Ideally, everyone is obliged to complete it and that's what you want to achieve. 11:46 AM

Has the Census been compromised?

PM: We have had that assurance from the statistician.

Treasurer: The issue the ABS has been criticised for is being over-cautious last night. They chose to place people's data security and any possible, possible compromise to that as being more important than convenience last night. Now that is a judgement they made, as the independent statistician that is their call to make at that time and they made it. If we were standing here today talking about the compromise of people's data security, that would be a different issue. We are not talking about that today. The ABS set out clearly not just today, but on previous days, the stress testing that was done of the system, as the statistician pointed out in his own press conference earlier today, it was built to take much more of a disruption than that, up to 260 per second attempts to access the site and it was only around about 150. 11:48 AM

PM: The site was scaled for mass participation. As the Treasurer said. There was a maximum of only 150 forms a second and it scaled to - it's built for 260. So they had it built to high scale. But of course these denial of service attacks are designed to impede access to websites. They are not new, obviously. All government sites, in fact all of your websites, your news websites and banking websites get attacked in this way. It's an attempt to deny access, that is what it is. And the defences that were in place, but there was a failure in a portion of those defences, a failure, a hardware failure.

Document Start

Re: Draft ABS statement

David Kalisch

to:

[Redacted]

10/08/2016 06:42 AM

Hide Details

From: David Kalisch/Staff/ABS

To: [Redacted]

Thanks

We have arranged pre record for just before 7

Sent from my iPhone

On 10 Aug 2016, at 6:02 AM, [Redacted] wrote:

I haven't yet - better for you guys to I think

[Redacted]

Sent from my iPhone

On 10 Aug 2016, at 5:59 AM, David Kalisch <david.kalisch@abs.gov.au> wrote:

Thanks

Have you already contacted AM or should we?

Sent from my iPad

On 10 Aug 2016, at 5:57 AM [Redacted] wrote:

[Redacted]

Sent from my iPhone

On 10 Aug 2016, at 5:49 AM, David Kalisch <david.kalisch@abs.gov.au> wrote:

Sent from my iPhone

Begin forwarded message:

From: "David Kalisch" <david.kalisch@abs.gov.au>

Date: 10 August 2016 at 5:46:55 AM AEST

To: [Redacted]

Cc: [Redacted]

Subject: Draft ABS statement

Sent from my iPad

[Redacted]

[Redacted]

IMPORTANT: This message, and any attachments to it, contains information that is confidential and may also be the subject of legal professional or other privilege. If you are not the intended recipient of this message, you must not review, copy, disseminate or disclose its contents to any other party or take action in reliance of any material contained within it. If you have received this message in error, please notify the sender immediately by return email informing them of the mistake and delete all copies of the message from your computer system.

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Re: Take 2 use this one

[redacted] to: David Kalisch

10/08/2016 06:43 AM

Cc: [redacted]

This message is digitally signed.

History: This message has been replied to.

Hi David,

Statement with minor tweaks attached, as discussed. Also inserted heading which is required for issuing over the AAP wire.

This is going out to national media now.

Will distribute to Min's Office, Treasurer's Office, [redacted] as well.



Census online form update 100816.docx

Thanks,

[redacted]

[redacted]

[redacted]

Census Communication | Communications and Dissemination Branch | **Australian Bureau of Statistics**

(P) [redacted] (M) [redacted] (F) [redacted]

(E) [redacted] (W) www.abs.gov.au

Contact the ABS Communication team on media@abs.gov.au or 1300 175 070.

The [ABS Privacy Policy](#) outlines how the ABS handles any personal information that you provide to us.

David Kalisch

Sent from my iPad

10/08/2016 06:15:42 AM

From: David Kalisch/Staff/ABS

To: [redacted]

Cc: [redacted]

Date: 10/08/2016 06:15 AM

Subject: Take 2 use this one

Sent from my iPad



Document Start

The Facebook post is below - same as the Media statement plus apology at front -social media updates ASAP please

[Redacted]

to:

David Kalisch
10/08/2016 07:26 AM
Hide Details

From: [Redacted]
To: David Kalisch/Staff/ABS@abs,

Sent from my iPad

Begin forwarded message:

From: [Redacted]
Date: 10 August 2016 at 7:15:41 AM AEST
To: [Redacted]
Cc: [Redacted]
Subject: Re: Action: pl do these social media updates ASAP please

on it

[Redacted]

[Redacted]

Census Communications | Communications and Dissemination Branch | **Australian Bureau of Statistics**

(P) [Redacted] (M) [Redacted] (E) [Redacted] (W) www.abs.gov.au

Contact the ABS Communication team on media@abs.gov.au or 1300 175 070.

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[Redacted]-10/08/2016 07:10:39 AM-- [Redacted] hi :) can you pl do these updates -

From: [Redacted]
To: [Redacted]
Date: 10/08/2016 07:10 AM
Subject: Action: pl do these social media updates ASAP please

[Redacted] hi :)

can you pl do these updates -

Facebook

Australia we apologise for the inconvenience - The 2016 online Census form was subject to four Denial of Service attacks yesterday of varying nature and severity.

The first three caused minor disruption but more than 2million Census forms were successfully submitted and safely stored.

After the fourth attack, just after 730pm, the ABS took the precaution of closing down the system to ensure the integrity of the data.

Steps have been taken during the night to remedy these issues, and we can reassure Australians that their data are secure at the ABS.

We expect to update you again at 9am on the timing of the resumption of availability of the Census on line form.

ABS would remind Australians that they have plenty of time to complete the Census, to well into September, and again note that fines will not be imposed for completing the Census after Census night.

[REDACTED]
[REDACTED] Governance, People and Culture Division; Diversity Champion | Australian
Bureau of Statistics | (F [REDACTED]) (M) [REDACTED] (E)
[REDACTED] (W) www.abs.gov.au

[REDACTED]



Message to all staff - Census Update

to: David Kalisch

10/08/2016 09:26 AM

The 2016 online Census form was subject to four Denial of Service attacks yesterday of varying nature and severity. The first three caused minor disruption but more than 2 million forms were successfully submitted and safely stored.

After the fourth attack, just after 7.30pm, the ABS took the precaution of closing down the system to ensure the integrity of the data.

Steps have been taken during the night to put additional protections in place, and in a media statement this morning I have reassured all Australians that their data is secure at the ABS.

The system was not hacked.

We expect to have a further update at 9am on the timing of the resumption of availability of the Census on line form.

ABS has reminded Australians that they have plenty of time to complete the Census, to well into September, and again note that fines will not be imposed for completing the Census after Census night.

As you engage with our stakeholders, providers, users and community members in the coming days, no doubt these challenges will be mentioned and some people may be disappointed, annoyed, frustrated and even angry. Others of course will be considerate.

We apologise and thank you for your efforts and understanding.

We'll update you again soon.

[Redacted signature block]



Letter from the Australian Privacy Commissioner [SEC=UNCLASSIFIED]

[Redacted] to: david.kalisch@abs.gov.au
Cc: [Redacted]

10/08/2016 10:24 AM

Mr Kalisch,

Please find attached a letter from the Australian Privacy Commissioner and Acting Australian Information Commissioner, Mr Timothy Pilgrim to you. I note that my colleague, [Redacted], communicated with [Redacted] this morning in relation to this matter.

Kind regards

[Redacted]
Dispute Resolution Branch
Office of the Australian Information Commissioner
[Redacted]
[Redacted]

WARNING: The information contained in this email may be confidential. If you are not the intended recipient, any use or copying of any part of this information is unauthorised. If you have received this email in error, we apologise for any inconvenience and request that you notify the sender immediately and delete all copies of this email, together with any attachments.



IGA_10_8_2016_9_52_19_856.pdf



Our reference: CII16/00014

Mr David W Kalisch
Australian Statistician
Australian Bureau of Statistics

By email: david.kalisch@abs.gov.au

Dear Mr Kalisch

Investigation under s 40(2) of the *Privacy Act 1988* (Cth)

I refer to media reports this morning about a cyber-attack on the Census 2016 website.

Section 40(2) of the *Privacy Act 1988* (Cth) permits me to investigate an act or practice that may be in an interference with the privacy of an individual.

I have decided to commence an investigation under s 40(2) in relation to the cyber-attack and related security measures that the ABS has in place to protect census data.

I intend to consider whether any personal information was compromised, and if this incident points to a failure by the ABS to take reasonable steps to protect the personal information it holds. At the conclusion of this investigation I would expect to publish my findings to provide assurance to the Australian community about the security measures the ABS has in place to protect census data.

The OAIC will be in contact with the ABS shortly to seek further information about this incident and the ABS's relevant security measures.

I would appreciate it if the appropriate ABS contact please provide their details to [REDACTED] or on [REDACTED]

If you would like to discuss this matter with me directly, please feel free to call me on [REDACTED]

Yours sincerely

Timothy Pilgrim
Australian Privacy Commissioner
Acting Australian Information Commissioner

10 August 2016

From: [REDACTED]
To: [REDACTED]
Date: 09/08/2016 12:08 PM
Subject: Confirming [DLM=Sensitive]

Island Australia to stay on all day.

[REDACTED]

[REDACTED]

Census Branch | **Australian Bureau of Statistics**

(P) [REDACTED] (M) [REDACTED]

Get Online on August 9

██████████ *Census Enumeration Support*

Census Branch | **Australian Bureau of Statistics**

(P) ██████████ (M) ██████████

Get Online on August 9

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Date: 09/08/2016 03:03 PM
Subject: Re: Action please - what to tell people with other online form issues

Good afternoon [REDACTED]

Of those below some were relevant to the issues from this morning (timestamp around the 10:10 / 11:45 issues). We can only assist those with what I mentioned to [REDACTED] earlier - they have to exit and re-enter if they have their CLID or Password, or issue a new CLID if no Password recorded.

For others experiencing those issues listed below ongoing during the day:

- a number of respondents will use a device or browser that is going to have issues - same as for 2011
- our browser exception blocker will get *most* invalid combinations, for those it can't it's about switching devices and re-starting / resuming

[REDACTED]
Can you liaise with [REDACTED] on the topic of scripted process. I'm tied up in the room with [REDACTED] and peak starts in an hour. [REDACTED]

Cheers,

[REDACTED]
[REDACTED] 2016 Online Census & Mobile Application Support

Enumeration Support Section | Census Branch | **Australian Bureau of Statistics**

(P) [REDACTED] (M) [REDACTED]

(E) [REDACTED] (W) www.abs.gov.au

Get Online on August 9

[REDACTED] Hi both, Separate to other discussions today,... 09/08/2016 02:34:29 PM

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]

Date: 09/08/2016 02:34 PM
Subject: Action please - what to tell people with other online form issues

Hi both,

Separate to other discussions today, CIS has reported some calls and social is showing a small volume (could grow) of people experiencing the following issues:

- Can't submit
- Fail to save
- Kicking out and submission and going to back start
- Hitting submit - waiting for it submit

CIS need scripts or info asap. The technical help message you sent earlier isn't satisfying people - any other suggestions? Also, anyone affected now by [REDACTED] - what can do for them?

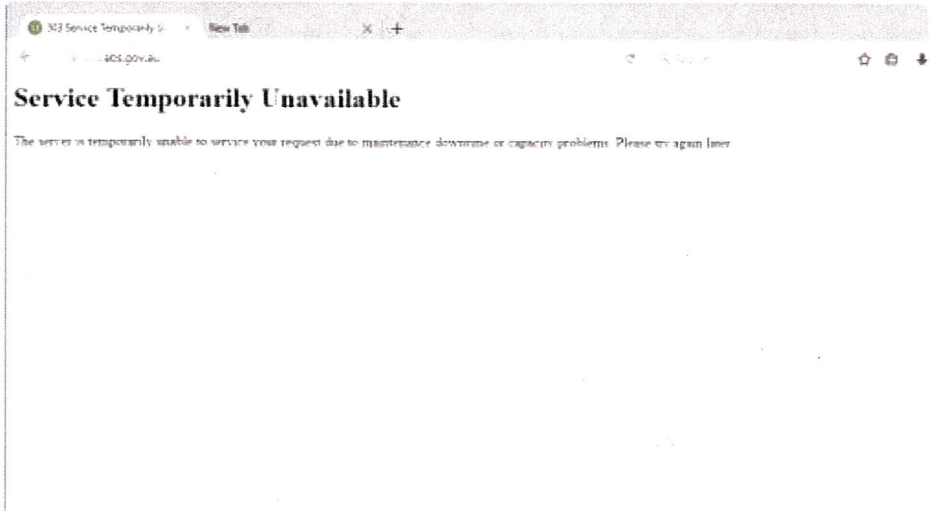
We've asked if they're collecting error codes.

<https://twitter.com/IvanGoodacre/status/762836303624884224>

[REDACTED] mercury.com.au/news/tasmania/... Census - AIL

[REDACTED]

@ABSCensus Not a great start, shall we try again next year?..... [REDACTED]



[REDACTED] and [REDACTED] liked a Tweet you were 1h

try again
http://www.census.abs.gov.au

http://www.census.abs.gov.au/

This site can't be reached

The connection was reset.

Try:

- Checking the connection
- [Checking the proxy and the firewall](#)

Check your internet connection.

Check any cables and reboot any routers, modems, or other network devices

Allow Opera to access the network in your firewall or antivirus settings.

If it is already listed as a program allowed to access the network, try removing

If you use a proxy server...

Check your proxy settings or contact your network administrator to make sure you should be using a proxy server. Go to the Main menu > Settings > Change "Use a proxy server for your LAN".

47m

#CensusFail

...



FOLLOW

This is a more forgivable sort of #CensusFail .

500 Internal Server Error x

www.census.abs.gov.au

Internal Server Error

The server encountered an internal error or misconfiguration and was unable to complete your request.

Please contact the server administrator, you@your.address and inform them of the time the error occurred, and anything you might have done that may have caused the error.

More information about this error may be available in the server error log.

RETWEETS 4 LIKES 3



10:19 AM - 9 Aug 2016

Reply Retweet Like More



Reply to



22m
a you@your.address



Submit



Your request could not be completed as a problem was encountered. Please call the Census Inquiry Service on 1300 214 531 [11:31 AM]



You've almost completed your Census.

Please make sure you have included all people, including visitors, in your household.

You will not be able to access your form after it has been submitted.

To the best of my knowledge, the answers I have provided are accurate.

[← Previous](#)

[Submit](#)

resent

n present

ay

From: [Redacted]
To: [Redacted] David
Kalisch/Staff/ABS@ABS, [Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
Cc: [Redacted]
Date: 09/08/2016 04:03 PM
Subject: Online Census Status: Green

Total returns as at 4pm: 1,201,945 household forms and 28,694 personal forms. Currently 1,681 submits per minute.

Cheers,

[Redacted]

[Redacted] 2016 Online Census & Mobile Application Support

Enumeration Support Section | Census Branch | **Australian Bureau of Statistics**

(P) [Redacted] (M) [Redacted]

(E) [Redacted] (W) www.abs.gov.au

Get Online on August 9

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Date: 09/08/2016 05:40 PM
Subject: Updated messages for use with media/social media re. online form issues (likely with VPN)
[DLM=For-Official-Use-Only]

Hi all - agreed with [REDACTED] on the following response for media (if required) and social - to address current social media messages we're seeing [REDACTED] - can pick and choose/mix and match from these depending on situation:

- More than 1.3m successful online submissions
- System is operating smoothly and as expected
- You may have a local technical issue
- Please try again on another device
- If you continue to experience technical issues, please call the Census Inquiry Line 1300 214 531
- You can request a paper form by calling 1300 820 275 (available 24 hours)
- Still plenty of time - consider calling later in the week

Thanks,
[REDACTED]

[REDACTED]
[REDACTED]

Census Communication | Communications and Dissemination Branch | **Australian Bureau of Statistics**

(P) [REDACTED] (M) [REDACTED] (F) [REDACTED]
(E) [REDACTED] (W) www.abs.gov.au

Contact the ABS Communication team on media@abs.gov.au or 1300 175 070.

The [ABS Privacy Policy](#) outlines how the ABS handles any personal information that you provide to us.

Document Start

From:

To:

David Kalisch/Staff/ABS@ABS,

Date:

09/08/2016 06:00 PM

Subject:

Online Census Status: Green

total returns as at 6pm: 1,518,627 household forms. Currently 4,518 submits per minute.

[Redacted]

[Redacted] *Census Enumeration Support*

Census Branch | **Australian Bureau of Statistics**

(P) [Redacted] (M) [Redacted]

Get Online on August 9

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Date: 09/08/2016 07:58 PM
Subject: For info/action - if we get enquiries re. online form

Hi all - can we please use high volume message in channels if required (nothing proactive) - Census online form is currently experiencing a high volumes. Please try again in 15 minutes.

[REDACTED] - let's not push anything out on social yet until we get an update.

We'll get you updates.

Thanks,

[REDACTED]

[REDACTED]

[REDACTED]

Census Communication | Communications and Dissemination Branch | **Australian Bureau of Statistics**

(P) [REDACTED] (M) [REDACTED] (F) [REDACTED]

(E) [REDACTED] (W) www.abs.gov.au

Contact the ABS Communication team on media@abs.gov.au or 1300 175 070.

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From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Date: 09/08/2016 08:35 PM
Subject: Action - please put this message out through all channels asap

Hi all,

Confirmed outage on ABS and Census websites. Please proactively use the following message until further notice:

The ABS and Census websites are currently experiencing an outage . We are working to restore the service . We will keep you updated .

Thanks,

[REDACTED]

[REDACTED]

[REDACTED]

Census Communication | Communications and Dissemination Branch | **Australian Bureau of Statistics**

(P) [REDACTED] (M) [REDACTED] (F) [REDACTED]

(E) [REDACTED] (W) www.abs.gov.au

Contact the ABS Communication team on media@abs.gov.au or 1300 175 070.

The [ABS Privacy Policy](#) outlines how the ABS handles any personal information that you provide to us.

From: [REDACTED]
To: [REDACTED]
Date: 09/08/2016 10:44 PM
Subject: Crisis and Issues: KEY POINTS - please read

Send to Domino group: 2016 Census RMU Directors

Dear All,

1. [REDACTED] has been in touch with [REDACTED] and confirmed there is no local media in morning.
2. Please advise staff in line with public message - The on line form will not be available tonight. There will be an update in the morning. [REDACTED] will provide the actual public message shortly.
3. In the morning, please review things such as fill in form sessions and other local activities you have planned.

[REDACTED]

[REDACTED] Escalation Management Team

National Management Unit (NMU) | 2016 Population Census Branch | **Australian Bureau of Statistics**

(P) [REDACTED] (F) [REDACTED] (E) [REDACTED] (W) www.abs.gov.au

From: [Redacted]
To: [Redacted]
Date: 10/08/2016 01:29 AM
Subject: FYI - your copy of the email and briefing Action: Census briefing document for 5am meeting [DLM=For-Official-Use-Only]

----- Forwarded by [Redacted] on 10/08/2016 01:27 AM -----

From: [Redacted]
To:meeting attendees.....
Date: 10/08/2016 01:26 AM
Subject: Action: Census briefing document for 5am meeting [DLM=For-Official-Use-Only]

Good morning

The briefing for the 5am meeting:



Regards Census Briefing 10-8-16.docx

[Redacted]
[Redacted] of Governance, People and Culture Division; Diversity Champion | Australian
Bureau of Statistics | (P) [Redacted] (M) [Redacted] (E) [Redacted]
(W) www.abs.gov.au

From: [REDACTED]
To: [REDACTED]
Date: 10/08/2016 06:05 AM
Subject: SKY NEWS REQUEST

Hi [REDACTED] -

Sorry for the early email – I wanted to see if you could speak to Sky News this morning before 9.30am AEST regarding the census problems.

We can make it work from most of our capital city studios –

Let me know,

Thanks

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

From: [REDACTED]
To: [REDACTED]
Date: 10/08/2016 06:17 AM
Subject: Fwd: Take 2 use this one

Document Start

There was a typo. Am on way in - if it hits the wires we should remodel the note to staff.

Sent from my iPad

Begin forwarded message:

From: "David Kalisch" <david.kalisch@abs.gov.au>
Date: 10 August 2016 at 6:15:42 AM AEST
To: [REDACTED]
Cc: [REDACTED]
Subject: Take 2 use this one



Sent from my iPad Census attack.docx

Document Start

From: [REDACTED]
To: [REDACTED]
Date: 10/08/2016 06:19 AM
Subject: Re: Take 2 use this one

On my way too.

On 10 Aug 2016, at 6:17 AM, [REDACTED] wrote:

There was a typo. Am on way in - if it hits the wires we should remodel the note to staff.

Sent from my iPad

Begin forwarded message:

From: "David Kalisch" <david.kalisch@abs.gov.au>
Date: 10 August 2016 at 6:15:42 AM AEST
To: [REDACTED]
Cc: [REDACTED]
Subject: Take 2 use this one

Sent from my iPad
<[REDACTED].docx>

From: [REDACTED]
To: [REDACTED]
Cc: 2016 Census RMU Directors, [REDACTED]
Date: 10/08/2016 06:27 AM
Subject: Re: Update [DLM=Sensitive]

Hold please [REDACTED] Sorting things now. Update you soon.

From: [REDACTED]
Sent: Wednesday, 10 August 2016 06:23
To: [REDACTED]
CC: [REDACTED], 2016 Census RMU Directors [REDACTED]
Subject: Re: Update [DLM=Sensitive]

Hey Everyone,

I'm getting phone calls and text messages from media.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

NSW RMU | 2016 Census | Australian Bureau of Statistics

(P) [REDACTED] (F) [REDACTED]

(E) [REDACTED] (W) www.abs.gov.au

Document Start

From: [REDACTED]
To: [REDACTED]
Cc: 2016 Census RMU Directors, [REDACTED]
Date: 10/08/2016 06:50 AM
Subject: Re: Update [DLM=Sensitive]

Hi all -please see other email just sent.

Thanks,
[REDACTED]

[REDACTED]
[REDACTED]

Census Communication | Communications and Dissemination Branch | **Australian Bureau of Statistics**

(P) [REDACTED] (M) [REDACTED] (F) [REDACTED]
(E) [REDACTED] (W) www.abs.gov.au

Contact the ABS Communication team on media@abs.gov.au or 1300 175 070.

The [ABS Privacy Policy](#) outlines how the ABS handles any personal information that you provide to us.

[REDACTED] From [REDACTED] To: [REDACTED] .. 10/08/2016 06:43:12 AM

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED] 2016 Census RMU Directors,
Date: 10/08/2016 06:43 AM
Subject: Re: Update [DLM=Sensitive]

Can we advise if the 8am meeting to at least set an expectation of time for announcement.

On 10 Aug 2016, at 6:27 AM, [REDACTED] wrote:

Hold please [REDACTED] Sorting things now. Update you soon.

From: [REDACTED]
Sent: Wednesday, 10 August 2016 06:23
To: [REDACTED]
CC: [REDACTED], 2016 Census RMU Directors [REDACTED]
Subject: Re: Update [DLM=Sensitive]

Hey Everyone,

I'm getting phone calls and text messages from media.

[REDACTED]
[REDACTED]

NSW RMU | 2016 Census | Australian Bureau of Statistics

(P) [REDACTED] (F) [REDACTED]

(E) [REDACTED] (W) www.abs.gov.au

From: [REDACTED]
To: 2016 Census RMU Directors, Census Leadership Group,
Date: 10/08/2016 06:52 AM
Subject: ABS statement this morning

This was released this morning. David is doing radio.

Begin forwarded message:

From: "David Kalisch" <david.kalisch@abs.gov.au>
Date: 10 August 2016 at 6:15:42 AM AEST
To: [REDACTED]
Cc: [REDACTED]
Subject: Take 2 use this one

Sent from my iPad [REDACTED]

Document Start

From: [REDACTED]
To: [REDACTED]
Cc: David Kalisch/Staff/ABS@ABS, [REDACTED]
Date: 10/08/2016 06:55 AM
Subject: ABS Media Statement - 2016 Census online form

Please see attached Media Statement just issued by ABS.



Census online form update 100816.docx

[REDACTED]

[REDACTED] *Communications and Dissemination Branch*

Australian Bureau of Statistics

(P) [REDACTED] (M) [REDACTED]

(E) [REDACTED] (W) www.abs.gov.au

Document Start

From: [REDACTED]
To: [REDACTED]
Cc: 2016 Census RMU Directors, "Census Leadership Group"
Date: 10/08/2016 06:55 AM
Subject: Re: ABS statement this morning

Hi all - sorry see version I sent (slight changes to this version - agreed directly with David).

[REDACTED] This was released this morning. David is doi... 10/08/2016 06:52:55 AM

From: [REDACTED]
To: 2016 Census RMU Directors, Census Leadership Group,
Date: 10/08/2016 06:52 AM
Subject: ABS statement this morning

This was released this morning. David is doing radio.

Begin forwarded message:

From: "David Kalisch" <david.kalisch@abs.gov.au>
Date: 10 August 2016 at 6:15:42 AM AEST
To: [REDACTED]
Cc: [REDACTED]
Subject: Take 2 use this one

Sent from my iPad[attachment "[REDACTED].docx" deleted by [REDACTED]]

From: [REDACTED]
To: [REDACTED]
Date: 10/08/2016 07:17 AM
Subject: Fw: message for all staff

Document Start

----- Forwarded by [REDACTED] on 10/08/2016 07:16 AM -----

From: [REDACTED]
To: [REDACTED]
Date: 10/08/2016 07:16 AM
Subject: Fw: message for all staff

----- Forwarded by [REDACTED] on 10/08/2016 07:00 AM -----

From: [REDACTED]
To: [REDACTED]
Date: 10/08/2016 06:59 AM
Subject: message for all staff

Colleagues

The 2016 online Census form was subject to four Denial of Service attacks yesterday of varying nature and severity. The first three caused minor disruption but more than 2m forms were successfully submitted and safely stored.

After the fourth attack, just after 7.30pm, the ABS took the precaution of closing down the system to ensure the integrity of the data.

Steps have been taken during the night to put additional protections in place, and in a media statement this morning I have reassured all Australians that their data is secure at the ABS.

The system was not hacked.

We expect to have a further update at 9am on the timing of the resumption of availability of the Census on line form.

ABS has reminded Australians that they have plenty of time to complete the Census, to well into September, and again note that fines will not be imposed for completing the Census after Census night.

As you engage with our stakeholders, providers, users and community members in the coming days, no doubt these challenges will be mentioned and some people may be disappointed, annoyed, frustrated and even angry. Others of course will be considerate.

We apologise and thank you for your efforts and understanding.

We'll update you again soon.

David W. Kalisch
Australian Statistician

From: [REDACTED]
To: [REDACTED]
Cc: 2016 Census RMU Directors, [REDACTED]
Date: 10/08/2016 07:18 AM
Subject: Re: ABS statement this morning

Document Start

[REDACTED] - will have a meeting at 7.30

From: [REDACTED]
To: [REDACTED]
Cc: 2016 Census RMU Directors, [REDACTED]
Date: 10/08/2016 07:07 AM
Subject: Re: ABS statement this morning

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

NSW RMU | 2016 Census | Australian Bureau of Statistics

(P) [REDACTED] (F) [REDACTED]
(E) [REDACTED] (W) www.abs.gov.au

From: [REDACTED]
To: 2016 Census RMU Directors, Census Leadership Group,
Date: 10/08/2016 06:52 AM
Subject: ABS statement this morning

This was released this morning. David is doing radio.

Begin forwarded message:

From: "David Kalisch" <david.kalisch@abs.gov.au>
Date: 10 August 2016 at 6:15:42 AM AEST
To: [REDACTED]
Cc: [REDACTED]
Subject: Take 2 use this one

Sent from my iPad[attachment "[REDACTED].docx" deleted by [REDACTED]]

From: [REDACTED]
To: [REDACTED]
Date: 10/08/2016 07:58 AM
Subject: Fw: Take 2 use this one

Document Start

I'm so sorry - I just realised you weren't on this one from earlier. I rang David directly to discuss couple of minor changes to original.

----- Forwarded by [REDACTED] on 10/08/2016 07:57 AM -----

From: [REDACTED]
To: David Kalisch/Staff/ABS@ABS,
Cc: [REDACTED]
Date: 10/08/2016 06:43 AM
Subject: Re: Take 2 use this one

Hi David,

Statement with minor tweaks attached, as discussed. Also inserted heading which is required for issuing over the AAP wire.

This is going out to national media now.

Will distribute to Min's Office, Treasurer's Office [REDACTED] as well.



Census online form update 100816.docx

Thanks,

[REDACTED]

[REDACTED]

[REDACTED]

Census Communication | Communications and Dissemination Branch | **Australian Bureau of Statistics**

(P) [REDACTED] (M) [REDACTED] (F) [REDACTED]

(E) [REDACTED] (W) www.abs.gov.au

Contact the ABS Communication team on media@abs.gov.au or 1300 175 070.

The [ABS Privacy Policy](#) outlines how the ABS handles any personal information that you provide to us.

From: David Kalisch/Staff/ABS
To: [REDACTED]
Cc: [REDACTED]
Date: 10/08/2016 06:15 AM
Subject: Take 2 use this one

Sent from my iPad

[attachment "[REDACTED].docx" deleted by [REDACTED]]

From: [REDACTED]
To: [REDACTED]
Cc: 2016 Census RMU Directors, [REDACTED]
Date: 10/08/2016 08:35 AM
Subject: Re: Statement translated by [REDACTED]

Document Start

Good call and we have [REDACTED] getting a simple statement about what the difference is and getting a statement out there. We need to get something out in English about the difference which will be in one of our statements after 9am and then [REDACTED] will translate.

[REDACTED]

[REDACTED] *Census and Statistical Network Services Division*

Enabling Services Group

[REDACTED]

Australian Bureau of Statistics

(P) [REDACTED] (M) [REDACTED] (F) [REDACTED]

(E) [REDACTED] (W) www.abs.gov.au

From: [REDACTED]
To: [REDACTED]
Cc: 2016 Census RMU Directors
Date: 10/08/2016 08:24 AM
Subject: Statement translated by [REDACTED]

Assume that it may also be worth doing what can be done in some main languages given that we need a strong distinction between DOS and hacking

[REDACTED]

[REDACTED]

Census | Victorian Regional Management Unit | **Australian Bureau of Statistics**

(P) [REDACTED] (M) [REDACTED]

(E) [REDACTED] (W) www.abs.gov.au

The Australian Bureau of Statistics acknowledges the traditional custodians of country throughout Australia and recognises their continuing connection to land, waters and community. We pay our respects to them and their cultures, and elders, both past and present.

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Date: 10/08/2016 08:55 AM
Subject: Re: [REDACTED] Tasmania Communication

Document Start

Hi [REDACTED]

Our initial statement is now on abs.gov.au -
<http://abs.gov.au/AUSSTATS/abs@.nsf/mediareleasesbyReleaseDate/617D51FA32D27BF9CA25800A0077B7BD?OpenDocument>

Please feel free to fwd it on.

[REDACTED]

On 10 Aug 2016, at 8:51 AM, [REDACTED] wrote:

Hi both,

[REDACTED] and I are concerned about the impact this is going to have on [REDACTED]. We are gearing up to put staff at the biggest [REDACTED] to support them with public queries but can't cover them all [REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Date: 10/08/2016 09:14 AM
Subject: Re: FW: Points for EOs

Document Start

Hi [REDACTED]

I checked those points with [REDACTED]. We have suggested some revisions below which more accurately describe what Australians can expect to see next including the issuing of reminder letters and field officer visits as they were planned originally. I also added a line about the websites were not 'hacked' and I changed the contact number below too.

[REDACTED]
[REDACTED] *Communications and Dissemination Branch*
Australian Bureau of Statistics
(P) [REDACTED] (M) [REDACTED]
(E) [REDACTED] (W) www.abs.gov.au

From: [REDACTED]
To: [REDACTED]
Date: 10/08/2016 08:46 AM
Subject: FW: Points for EOs [SEC=UNCLASSIFIED]

From: [REDACTED]
Sent: Wednesday, 10 August 2016 8:44 AM
To: [REDACTED]
Subject: RE: Points for EOs [SEC=UNCLASSIFIED]

[REDACTED]
[REDACTED]

Thanks.

From: [REDACTED]
Sent: Wednesday, 10 August 2016 8:41 AM
To: [REDACTED]
Subject: Points for EOs [SEC=UNCLASSIFIED]

H [REDACTED]

[REDACTED]

Thanks

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

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[Redacted]

[Redacted]

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From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Date: 10/08/2016 09:33 AM
Subject: Fw: Census media statement by OAIC

Document Start

FYI - OAIC statement re Census

[REDACTED]

[REDACTED]

Census Communication | Communication and Dissemination Branch | **Australian Bureau of Statistics**

(P) [REDACTED] (M) [REDACTED] (E) [REDACTED] (W) www.abs.gov.au

Contact the Census Media team on 02 6252 6617 or census.media@abs.gov.au

The [ABS Privacy Policy](#) outlines how the ABS handles any personal information that you provide to us.

----- Forwarded by [REDACTED] on 10/08/2016 09:33 AM -----

From: [REDACTED]
To: [REDACTED]
Date: 10/08/2016 09:30 AM
Subject: Census media statement by OAIC [SEC=UNCLASSIFIED]

Hi [REDACTED]

For information, we have just released this [media statement](#).

My [REDACTED] [REDACTED] had spoken with [REDACTED] this morning and [REDACTED] requested that we send it through to you.

Feel free to give me a call if you'd like to discuss on [REDACTED]

Kind regards,

[REDACTED]

Australian Privacy Commissioner opens investigation into Census 2016 cyber attack

I am aware of the denial of service attacks on the Census 2016 website last night and my staff have been in contact with ABS this morning.

Based on these reports I am commencing an investigation of the Australian Bureau of Statistics (ABS) in regards to these cyber attacks, under the Australian *Privacy Act 1988*. My first priority is to ensure that no personal information has been compromised as a result of these attacks.

ABS have confirmed that a decision was taken last night to shut down the website in order to protect personal data.

Yesterday I noted that the OAIC has been briefed by the ABS on the privacy protections put in place for the Census . My office will continue to work with the ABS to ensure they are taking appropriate steps to protect the personal information collected through the Census .

Timothy Pilgrim PSM
Australian Privacy Commissioner
Acting Australian Information Commissioner

[REDACTED] | Strategic Communications and Coordination
Regulation and Strategy Branch
Office of the Australian Information Commissioner |

[REDACTED]
[REDACTED]

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Document Start

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Date: 10/08/2016 09:45 AM
Subject: Betting and the Census [DLM=Sensitive]

hi [REDACTED]

SportsBet were taking bets on whether the Census would have an outage of the online form. [REDACTED]
[REDACTED]
[REDACTED] This would suggest that there was more betting on the likelihood of an outage compared to a non-outage. This could be a motivation to conduct or support this attack.

[REDACTED]

cheers,
[REDACTED]

Document Start

From: [REDACTED]
To: [REDACTED]
Cc: 2016 Census RMU Directors, [REDACTED]
Date: 10/08/2016 09:54 AM
Subject: Re: Meeting back to 10:30am

sounds like news 24 will have david and minister at 10.

[REDACTED] Push our meeting back to 10am - tune into a... 10/08/2016 09:22:38 AM

From: [REDACTED]
To: 2016 Census RMU Directors, [REDACTED]
Cc: [REDACTED]
Date: 10/08/2016 09:22 AM
Subject: Meeting back to 10am

Push our meeting back to 10am - tune into abc news 24 for David and McCormack soon.

From: [REDACTED]
To: [REDACTED]
Date: 10/08/2016 10:09 AM
Subject: Fwd: OAIC has made a statement

[REDACTED]
[REDACTED]
Sent from my iPhone
[REDACTED]

Begin forwarded message:

From: [REDACTED]
Date: 10 August 2016 at 9:59:17 AM AEST
To: [REDACTED]
Cc: [REDACTED]
>
Subject: Re: OAIC has made a statement

[REDACTED]
The following has been released on the OAIC website.

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
Australian Privacy Commissioner opens investigation into Census 2016 cyber attack

I am aware of the denial of service attacks on the Census 2016 website last night and my staff have been in contact with ABS this morning.

Based on these reports I am commencing an investigation of the Australian Bureau of Statistics (ABS) in regards to these cyber attacks, under the Australian *Privacy Act 1988* . My first priority is to ensure that no personal information has been compromised as a result of these attacks.

ABS have confirmed that a decision was taken last night to shut down the website in order to protect personal data.

Yesterday I noted that the Office of the Australian Information Commissioner has been briefed by the ABS on the privacy protections put in place for the Census. My office will continue to work with the ABS to ensure they are taking appropriate steps to protect the personal information collected through the Census.

Timothy Pilgrim PSM
Australian Privacy Commissioner
Acting Australian Information Commissioner

[REDACTED]

[REDACTED]

Strategic Partnerships and Projects Division | **Australian Bureau of Statistics**

(P) [REDACTED] (M) [REDACTED] (F) [REDACTED]

(E) [REDACTED] (W) www.abs.gov.au

[REDACTED] -10/08/2016 08:37:50 AM- [REDACTED] The OAIC has been in touch with [REDACTED] to advise they are intending to make a public statement

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Date: 10/08/2016 08:37 AM
Subject: Action: within 30 mins pl - [REDACTED]
[REDACTED] Fw: Census update - [REDACTED]

[REDACTED]

The OAIC has been in touch with [REDACTED] to advise they are intending to make a public statement this morning to advise they will undertake an Investigation into whether David's statement is accurate that people's private data has been protected and not compromised

I've asked [REDACTED] to ask them if they can hold off issuing that statement while I try to get permission to get them information straight away that will inform them and avoid them needing to issue such a statement. Then they can just review and issue a statement advising they've reviewed the info. I've advised [REDACTED] this is really an issue for [REDACTED] and we'd need to get something from them to give OAIC.

[REDACTED]

[REDACTED]
[REDACTED] of Governance, People and Culture Division; Diversity Champion |
Australian Bureau of Statistics | (P) [REDACTED] (M) [REDACTED] (E)
[REDACTED] (W) www.abs.gov.au

----- Forwarded by [REDACTED] on 10/08/2016 08:30 AM -----

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

- [REDACTED]

- [REDACTED]

- [REDACTED]

[REDACTED]

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Document Start

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED] David Kalisch/Staff/ABS@ABS, [REDACTED] ELG@abs.gov.au, [REDACTED]
Date: 10/08/2016 10:21 AM
Subject: Re: FYI: Privacy Commissioner investigation into Census 2016 Cyber attack

FYI

The ABS person referred to in the OAIC statement is me. The OAIC and I are continuing to be in phone contact.

[REDACTED]

[REDACTED]

[REDACTED]

Strategic Partnerships and Projects Division | **Australian Bureau of Statistics**

(P) [REDACTED] (M) [REDACTED] (F) [REDACTED]

(E) [REDACTED] (W) www.abs.gov.au

[REDACTED] Hi David, The Australian Privacy Commissio...

10/08/2016 10:10:39 AM

From: [REDACTED]
To: David Kalisch/Staff/ABS@ABS,
Cc: ELG, [REDACTED]
Date: 10/08/2016 10:10 AM
Subject: FYI: Privacy Commissioner investigation into Census 2016 Cyber attack

Hi David,

The Australian Privacy Commissioner, Mr Timothy Pilgrim, announced an 'investigation into Census 2016 Cyber attack'. This has been publicised on the OAIC website this morning.

<https://www.oaic.gov.au/media-and-speeches/statements/australian-privacy-commissioner-opens-investigation-into-census-2016-cyber-attack>

Kind regards,

[REDACTED]

[REDACTED]

Policy, Legislation and Assurance Section | Governance and Parliamentary Liaison Branch | **Australian Bureau of Statistics**

(P) [REDACTED]

(E) [REDACTED] (W) www.abs.gov.au

The [ABS Privacy Policy](#) outlines how the ABS handles any personal information that you provide to us.

From: [Redacted]
To: [Redacted]
Date: 10/08/2016 12:28 PM
Subject: Draft SMS to Field Officers (Mail Out) commencing this week

Hi [Redacted] are you ok with this message going to our mailout staff that are about to start?

[Redacted]

[Redacted]

Census Branch | Australian Bureau of Statistics

(P) [Redacted] (M) [Redacted]

Get Online on August 9

----- Forwarded by [Redacted] on 10/08/2016 12:26 PM -----

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

From: [Redacted]
To: [Redacted]
Date: 10/08/2016 12:31 PM
Subject: Re: Draft SMS to Field Officers (Mail Out) commencing this week

Yes - no worries.

On 10 Aug 2016, at 12:28 PM, [Redacted] wrote:

Hi [Redacted] are you ok with this message going to our mailout staff that are about to start?

[Redacted]

[Redacted]

Census Branch | Australian Bureau of Statistics

(P) [Redacted] (M) [Redacted]

Get Online on August 9

----- Forwarded by [REDACTED] on 10/08/2016 12:26 PM -----

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED]
To: [REDACTED]
Date: 10/08/2016 08:37 AM
Subject: Fw: ABS statement this morning

FYI

[REDACTED]
[REDACTED]

2016 Census Regional Management Unit | Queensland Office | **Australian Bureau of Statistics**

(P) [REDACTED] (M) [REDACTED]
(E) [REDACTED] (W) www.abs.gov.au

(P) 1800 482 517
(E) sunshine.state.census@abs.gov.au

The [ABS Privacy Policy](#) outlines how the ABS will handle any personal information that you provide to us.

----- Forwarded by [REDACTED] on 10/08/2016 08:37 AM -----

From: [REDACTED]
To: [REDACTED]
Date: 10/08/2016 08:26 AM
Subject: Re: ABS statement this morning [SEC=UNCLASSIFIED]

Hi [REDACTED]
FYI- [REDACTED] is briefed. Due to public holiday the QLD government call centre is unavailable .
New messages will go up tomorrow morning.
Thanks,
[REDACTED]

From: [REDACTED]
Date: 10 August 2016 7:33:26 am AEST
To: [REDACTED]
Subject: Re: ABS statement this morning

Hi [REDACTED]
Just spoken to [REDACTED]. Can you tell [REDACTED] that [REDACTED] will contact him during the day. We want to keep them informed so that they can continue to offer support. We do really appreciate their backing of us over the last couple of weeks in particular.

cheers,
[REDACTED]

[REDACTED]
[REDACTED]
2016 Census Regional Management Unit | Queensland Office | **Australian Bureau of Statistics**

(P) [REDACTED] (M) [REDACTED]

(E) [REDACTED] (W) www.abs.gov.au

(P) 1800 482 517

(E) sunshine.state.census@abs.gov.au

The [ABS Privacy Policy](#) outlines how the ABS will handle any personal information that you provide to us.

[REDACTED] --10/08/2016 07:29:02 AM---From: [REDACTED] To: [REDACTED]
[REDACTED]

From: [REDACTED]
To: [REDACTED]
Date: 10/08/2016 07:29 AM
Subject: Re: ABS statement this morning [SEC=UNCLASSIFIED]

Thank you [REDACTED]. Please let me know if you need any assistance. I will be sure to keep [REDACTED] and the treasurer updated.

Kind regards,
[REDACTED]

From: [REDACTED]
Date: 10 August 2016 7:23:48 am AEST
To: [REDACTED]
Subject: Fw: ABS statement this morning

Hi [REDACTED] for your information for discussion with [REDACTED]. I've got an update at 7.30am and will keep you in the loop.

cheers,
[REDACTED]
[REDACTED]

██████████
2016 Census Regional Management Unit | Queensland Office | **Australian Bureau of Statistics**

(P) ██████████ (M) ██████████

(E) ██████████ (W) www.abs.gov.au

(P) 1800 482 517

(E) sunshine.state.census@abs.gov.au

The [ABS Privacy Policy](#) outlines how the ABS will handle any personal information that you provide to us.

----- Forwarded by ██████████ on 10/08/2016 07:22 AM -----

From: ██████████
To: 2016 QLD Census RMU,
Date: 10/08/2016 07:14 AM
Subject: Fw: ABS statement this morning

Hi everyone,

Please see a preliminary statement from David Kalisch. Note that the media are reporting hacking, it was a denial of service attack. This is not the same thing and the data is safe.

We expect a news conference just after 9am with David K and the Minister.

I was involved in half hourly updates last night and no doubt some people have been working through the night. David attended our meeting at 10pm ██████████ I'm not sure if there are any messages on CSW. Statements for the field were being worked on last night, but the media message took priority.

██████████ If you hear from the field before then express your shared frustration with them and let them know that we are considering what this means for field operations. Conversations started on this last night so we are very much aware that there could be repercussions for the model and field officer workload. There will be further info on this as we work through the impact, no change at this stage.

You can correct the statement of DOS versus hacking - if you are confident to do so.

Chin up everyone - and try and ignore social media.

cheers,
██████████
██████████
██████████

2016 Census Regional Management Unit | Queensland Office | **Australian Bureau of Statistics**

(P) ██████████ (M) ██████████

(E) ██████████ (W) www.abs.gov.au

(P) 1800 482 517

(E) sunshine.state.census@abs.gov.au

[The ABS Privacy Policy](#) outlines how the ABS will handle any personal information that you provide to us.

----- Forwarded by [REDACTED] on 10/08/2016 07:02 AM -----

From: [REDACTED]
To: 2016 Census RMU Directors, Census Leadership Group,
Date: 10/08/2016 06:52 AM
Subject: ABS statement this morning

This was released this morning. David is doing radio.

Begin forwarded message:

From: "David Kalisch" <david.kalisch@abs.gov.au>
Date: 10 August 2016 at 6:15:42 AM AEST
To: [REDACTED]
[REDACTED]
Cc: [REDACTED]
Subject: Take 2 use this one

Sent from my iPad(See attached file: Census attack.docx)

Document Start

From: [REDACTED]
To: [REDACTED]
Date: 10/08/2016 07:08 AM
Subject: URGENT : MESSAGE TO INTERVIEWERS RE CENSUS

Hi

Can someone get this message out to interviewers URGENTLY.

[REDACTED]
[REDACTED]

Enabling Services Group

[REDACTED]

Australian Bureau of Statistics

(P) [REDACTED] (M) [REDACTED] (F) [REDACTED]

(E) [REDACTED] (W) www.abs.gov.au

----- Forwarded by [REDACTED] Staff/ABS on 10/08/2016 07:04 AM -----

From: [REDACTED]
To: [REDACTED]
Date: 10/08/2016 07:04 AM
Subject: Fw: message for all staff

----- Forwarded by [REDACTED] Staff/ABS on 10/08/2016 07:04 AM -----

From: [REDACTED]
To: [REDACTED]
Date: 10/08/2016 06:59 AM
Subject: message for all staff

Colleagues

The 2016 online Census form was subject to four Denial of Service attacks yesterday of varying nature and severity. The first three caused minor disruption but more than 2m forms were successfully submitted and safely stored.

After the fourth attack, just after 730pm, the ABS took the precaution of closing down the system to ensure the integrity of the data.

Steps have been taken during the night to remedy these issues, and in a media statement this morning I have reassured all Australians that their data is secure at the ABS.

We expect to have a further update at 9am on the timing of the resumption of availability of the Census on line form.

ABS has reminded Australians that they have plenty of time to complete the Census, to well into September, and again note that fines will not be imposed for completing the Census after Census night.

As you engage with our respondents in the coming days, no doubt these challenges will be mentioned and some people may be disappointed, annoyed, frustrated and even angry. Others of course will be considerate.

We apologise and thank you for your efforts and understanding.

We'll update you again soon

David W. Kalisch
Australian Statistician

From: [REDACTED]
To: [REDACTED]
Date: 09/08/2016 11:06 PM
Subject: Fwd: Confirm 11pm online msg - following Min Office call

Document Start

Sent from my iPhone

Begin forwarded message:

From: [REDACTED]
Date: 9 August 2016 at 11:02:43 PM AEST
To: [REDACTED]
Subject: Fw: Confirm 11pm online msg - following Min Office call

Here you go - we tweeted this, are putting out as media statement, on CIS IVR and wherever else (will spell out 'and' etc in formal channels - abbreviations are for social).

Thanks,

[REDACTED]

[REDACTED]

[REDACTED]

Census Communication | Communications and Dissemination Branch | **Australian Bureau of Statistics**

(P) [REDACTED] (M) [REDACTED] (F) [REDACTED]

(E) [REDACTED] (W) www.abs.gov.au

Contact the ABS Communication team on media@abs.gov.au or 1300 175 070.

The [ABS Privacy Policy](#) outlines how the ABS handles any personal information that you provide to us.

----- Forwarded by [REDACTED] on 09/08/2016 11:00 PM -----

From: [REDACTED]
To: [REDACTED]
Date: 09/08/2016 10:55 PM
Subject: Confirm 11pm online msg - following Min Office call

ABS & Census website are unavailable. The service won't be restored tonight. We will update you in AM. We apologise for the inconvenience.

Document Start

From: [REDACTED]
To: 2016 Census RMU Directors, [REDACTED]
Cc: [REDACTED]
Date: 09/08/2016 11:59 PM
Subject: Update [DLM=Sensitive]

For your information only (not for circulation). A message to all Census staff, including Field Staff, will be dispatched early tomorrow morning, as will a message to all ABS officers and interviewers.

An incident occurred at around 7.30 where we saw large a spike in activity that was immediately thought to be a Denial of service attack but this needed to be confirmed. We immediately instituted shutdown proceedings and IBM instigated a number of paths of investigation. Our primary concern throughout has been the safety of data collected and our ability to ensure the Australian public of its safety. There were a number of technical issues that IBM needed to rectify and we put up messages that there had been an outage.

In the following period it became apparent that those courses of investigation would take some time to be completed and we subsequently sent the following messages out to the public at around 11pm:

ABS & Census website are unavailable. The service won't be restored tonight. We will update you in AM. We apologise for the inconvenience.

There will be no fines for completing the Census after Aug 9. There's still plenty of time to complete the Census. Thanks for your patience.

Another message will be posted in the morning providing an update but we are unsure at this stage when we will bring the system back up. We are very confident that the data is secure, but it is important that this be independently confirmed by security agencies and this is currently underway.

At 8am tomorrow morning (10th), there is going to be a senior level meeting [REDACTED] that David and [REDACTED] will be attending. We expect there to be a media statement/conference following that meeting and perhaps an announcement of a resumption of the online census.

We will be advising all media outlets that ABS will not be making any comment prior to this media statement/conference.

For the 10th of August, we have advised [REDACTED] to suspend all media activities and have also taken steps to remove advertising where possible. Any media requests should be directed to the central comms team until advised otherwise.

All collection activities planned for the 10th should proceed, unless they are entirely dependant on the online Census (e.g. fill in the form sessions). You will need to consider these activities and use your judgement.

A message to all Census staff, including Field Staff, will be dispatched early tomorrow morning, as will a message to all ABS officers and interviewers.

We will arrange to touch base at 9.30, but may rescheduled.

[REDACTED]

[REDACTED]

Census Branch | Australian Bureau of Statistics

(P) [REDACTED] (M) [REDACTED]

Get Online on August 9

