

From: [Notice QLD](#)
To:
Subject: WHS concern NOT00037140 [SEC=OFFICIAL]
Date: Friday, 17 January 2025 12:30:57 PM
Attachments: [image001.png](#)

OFFICIAL

Dear

Thank you for bringing this matter to Comcare's attention. Your concern has been assessed by an Inspector and it has been identified that as this may relate to radio frequency interference, we recommend that your concern be reported to the Australian Communications and Media Authority (**ACMA**) as the appropriate regulator for this type of issue. Comcare will not be taking any further action in relation to this concern at this time. Please find a link to the ACMA website below:

[Home page | ACMA](#)

If in future the ACMA finds that this concern does pose a risk to the public, Comcare will reassess the matter upon referral. In any future communications with Comcare regarding this concern, please quote reference number: NOT00037140.

Kind regards

Acting Assistant Director
Comcare Regional Operations Queensland | Regulatory Operations Group

Comcare
GPO Box 1993, Canberra, ACT 2601
1300 366 979 | www.comcare.gov.au



From:
To: [Help Desk - WHS Help](#)
Subject: NOT00037140
Date: Thursday, 9 January 2025 2:53:07 PM

Please note, an amendment to the previous correspondence, the Volts per metre reading was in excess of 2000 vpm in environmental saturation.

From: [Help Desk - WHS Help](#)
To:
Cc: [Help Desk - WHS Help](#)
Subject: CM: Acknowledgement of WHS Concern - Comcare Ref: NOT00037140 - [SEC=OFFICIAL] - Telstra / MOP - QLD - 9/1/2025
Date: Thursday, 9 January 2025 9:28:35 AM
Attachments: [image001.jpg](#)

OFFICIAL

Dear

Thank you for contacting Comcare.

We can confirm your concerns have been recorded in our system and have been referred to Comcare's inspectorate for review. They may contact you to discuss your concerns.

Please contact the WHS Helpdesk on WHS.Help@comcare.gov.au or 1300 366 979 and quote reference number **NOT00037140** in any future correspondence.

Kind regards,

WHS Helpdesk | Comcare

GPO Box 9905, Canberra ACT 2601

1300 366 979 | www.comcare.gov.au

Graphical user interface? ? Description automatically generated



This guidance material has been prepared using the information available to Comcare. The information contained in this email does not constitute legal advice. Any information about legislative obligations or responsibilities included in this material is only applicable to the circumstances described in the material. You should always read the legislation referred to in this material and make your own assessment about what action you or your employer may need to take to ensure compliance with relevant legislation.

A copy of Comcare's privacy policy is available by contacting Comcare on 1300 366 979 or on Comcare's website at www.comcare.gov.au.

From:

Sent: Sunday, 5 January 2025 9:12 PM

To: Help Desk - WHS Help <WHS.help@comcare.gov.au>

Subject: Critical Incident Report

Date: January 05, 2025

Dear Comcare,

I am compelled to report a critical incident that occurred on November 09, 2024, at approximately 19:00, which requires immediate investigation and action. I was referred to Comcare by Principal Advisor, Assessment Services, Licencing and Regulatory Interventions at Workplace Health and Safety Queensland.

Incident Details:

Address where issue identified: 480 Gympie RD, STRATHPINE QLD 4500

Date of issue: 09-Nov-2024 19:00

Description of issue:

Date/Time: 22.11.24 2.56 - 7.30pm

Specific health and safety Issues/Concerns: I measured volts per meter in my home due to concerns about WiFi dropout. Using an EMF recorder, I found that the measurements exceeded 2000 volts per meter both indoors and outdoors, indicating extreme electromagnetic field exposure. I reported this to emergency services (000), who redirected me to Energex. Energex confirmed that the issue was not related to their transformers. I then contacted Telstra's emergency line, which promised to send someone, and I followed up with emails to Telstra. I have documented evidence in the form of multiple videos showing readings exceeding 200 volts per meter and am willing to supply these upon request. The cell tower in question, identified as 4500005, is located at 480 Gympie Road Strathpine with the configuration: lte700, nr3500, lte1800, nr850, wcdma850, lte2600.

Logs from the evening of November 9, 2024, should be reviewed to assess the situation.

I've made multiple attempts to engage with Telstra to address the high EMF readings. Regrettably, Telstra Base Station Enquiries refused to answer my request for activity logs and dismissed my complaint. As I have no Freedom of Information avenue with Telstra, I have to escalate this matter to you.

Contact for Further Information:

This incident represents a significant health and safety concern, and I urge for an immediate investigation to ensure the safety of the community. Please acknowledge receipt of this report and inform me of the steps being planned to address this critical situation.

Thank you for your urgent attention to this matter.

Please note, I have suffered headaches and brain fog since this incident.

Sincerely,

From: [Help Desk - WHS Help](#)
To: [Help Desk - WHS Help](#)
Cc: [Help Desk - WHS Help](#)
Subject: CM: Receipt of additional information - Comcare Ref: NOT00037140 - [SEC=OFFICIAL] Telstra / MOP - QLD - 10/1/2025
Date: Friday, 10 January 2025 9:21:49 AM
Attachments: [image001.jpg](#)

OFFICIAL

Dear

Thank you for providing additional information relating to the concerns you have raised about Telstra. We can confirm your concerns have been recorded in our system and have been referred to Comcare's inspectorate for review. They may contact you to discuss your concerns. Please contact WHS Helpdesk on WHS.Help@comcare.gov.au or 1300 366 979 and quote reference number **NOT00037140** in any future correspondence.
Kind regards,

WHS Helpdesk | Comcare
GPO Box 9905, Canberra ACT 2601
1300 366 979 | www.comcare.gov.au

Graphical user interface? ? Description automatically generated



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From:
Sent: Thursday, 9 January 2025 2:53 PM
To: Help Desk - WHS Help <WHS.help@comcare.gov.au>
Subject: NOT00037140

Please note, an amendment to the previous correspondence, the Volts per metre reading was in excess of 2000 vpm in environmental saturation.

From:
To: [Help Desk - WHS Help](#)
Subject: Critical Incident Report
Date: Sunday, 5 January 2025 9:12:48 PM

Date: January 05, 2025

Dear Comcare,

I am compelled to report a critical incident that occurred on November 09, 2024, at approximately 19:00, which requires immediate investigation and action. I was referred to Comcare by , Principal Advisor, Assessment Services, Licencing and Regulatory Interventions at Workplace Health and Safety Queensland.

Incident Details:

Address where issue identified: 480 Gympie RD, STRATHPINE QLD 4500

Date of issue: 09-Nov-2024 19:00

Description of issue:

Date/Time: 22.11.24 2.56 - 7.30pm

Specific health and safety Issues/Concerns: I measured volts per meter in my home due to concerns about WiFi dropout. Using an EMF recorder, I found that the measurements exceeded 2000 volts per meter both indoors and outdoors, indicating extreme electromagnetic field exposure. I reported this to emergency services (000), who redirected me to Energex. Energex confirmed that the issue was not related to their transformers. I then contacted Telstra's emergency line, which promised to send someone, and I followed up with emails to Telstra. I have documented evidence in the form of multiple videos showing readings exceeding 200 volts per meter and am willing to supply these upon request. The cell tower in question, identified as 4500005, is located at 480 Gympie Road Strathpine with the configuration: lte700, nr3500, lte1800, nr850, wcdma850, lte2600.

Logs from the evening of November 9, 2024, should be reviewed to assess the situation.

I've made multiple attempts to engage with Telstra to address the high EMF readings. Regrettably, Telstra Base Station Enquiries refused to answer my request for activity logs and dismissed my complaint. As I have no Freedom of Information avenue with Telstra, I have to escalate this matter to you.

Contact for Further Information:

This incident represents a significant health and safety concern, and I urge for an immediate investigation to ensure the safety of the community. Please acknowledge receipt of this report and inform me of the steps being planned to address this critical situation.

Thank you for your urgent attention to this matter.

Please note, I have suffered headaches and brain fog since this incident.

Sincerely,

ID	Stage	PCBU	WHS concern type	Full Name	Contact Number	Date the concern was first noticed	Notification date	Date form sent	Relationship to PCBU	WHS concern summary	Were efforts Made to Resolve Internally?	With who and outcome?	WHS further action be taken Internally	What action is pt Workplace location	Location City	Workplace address Suburb	State	Postcode	Exact Location	Workplace known as
NOT0003740	Inspector's Decision	Telstra Corporation Limited	WHS Concern/Complaint							MCP alleges that on 9/11/24 they measured volts per meter in their home due to Wi-Fi drops. He was using an EMF recorder and found that the measurements exceeded 2000 volts per meter both inside and out and that this indicated an extreme electromagnetic field exposure. He has been referred to Comcare by WHSQ.										
										-He reported this to Emergency Services, who directed him to Energex. -Energex confirmed that the issue was not related to their transformers. -He then contacted Telstra's emergency line, and he was promised someone would be sent out to attend. -MCP states that he has multiple documented evidence in the form of videos showing the readings exceeding 200 volts per meter and will supply them upon request. -He has made multiple attempts to engage with Telstra to address the high EMF readings. -Telstra has failed to answer his request for activity logs and dismissed his complaint.	Yes	-He has made multiple attempts to engage with Telstra to address the high EMF readings. -Telstra has failed to answer his request for activity logs and dismissed his complaint.	No	STRATHFIRE QLD 4500	STRATHFIRE	Australia	STRATHFIRE	QLD	4500	MCP's personal residence

Total Issues	Total Scored	Priorities	Risk	Oversight risk	Analysis and Findings	Draft descriptions	Initial recommendation	Recommendation Requested Date	Compliance assigned to	Assessor	QA Recommendation	QA Analyst comments	Decision Requested By	Decision Requested Date	Inspector's Analysis & Findings	Inspector's decision	Inspector's justification/reason	Inspector	Decided On
NOTS0073140	Moderate	Unlikely	Not a corporate priority	Medium	No	HOP alleges that on 9/11/24 they measured volts per meter in their home due to Wi-Fi dropsouts. He was using an EMF recorder and found that the measurements exceeded 2000 volts per meter both inside and out and that this indicated an extreme electromagnetic field exposure. He has been referred to Concans by WFOQ. -He reported this to Emergency Services, who directed him to Energen -Energen confirmed that his issue was not related to their transformers -He then contacted Telstra's emergency line, and he was promised someone would be sent out to attend -HOP states that he has multiple documented evidence in the form of videos showing the readings exceeding 200 volts per meter and will supply them upon request -he has made multiple attempts to engage with Telstra to address the high EMF readings -Telstra has failed to answer his request for activity log and dismissed his complaint.	Telstra Corp - WiFi Concern - HOP alleges that Telstra cord tower is causing extreme electromagnetic field exposure - Symptom QLT	Inspectorate Action	30/10/2025 10:53	[REDACTED]	Inspectorate Action	HOP alleges that on 9/11/24 they measured volts per meter in their home due to Wi-Fi dropsouts. He was using an EMF recorder and found that the measurements exceeded 2000 volts per meter both inside and out and that this indicated an extreme electromagnetic field exposure. He has been referred to Concans by WFOQ. -He reported this to Emergency Services, who directed him to Energen -Energen confirmed that his issue was not related to their transformers -He then contacted Telstra's emergency line, and he was promised someone would be sent out to attend -HOP states that he has multiple documented evidence in the form of videos showing the readings exceeding 200 volts per meter and will supply them upon request -he has made multiple attempts to engage with Telstra to address the high EMF readings -Telstra has failed to answer his request for activity log and dismissed his complaint.	s22	9/6/2025 8:11	2025-01-17-Armed at point 5.0 of the Reactive Notification Assessment Process. This matter is one that should be assessed by the Australian Communications and Media Authority (ACMA) as this is relevant regulatory issues relating to radio frequency interference. Concans does not have the resources or expertise to assess this matter. Consider re-assessing the matter from a RMOG point of view dependent upon any ACMA findings. Complaint to be referred to ACMA. NFA MH	NFA	Other	[REDACTED]	17/01/2025 12:14
Note: Additional information received on 9/1/2025, stating that the "MFI was in excess of 2000 VPM in environmental saturation". Email attached to documents, AS 9/1/2025						The risk of this concern has been assessed as Medium. The threat of recurrence is unlikely.	<div>s22</div>												
No relevant HCAs or notices identified.																			
The Risk Model [as at 30/11/2024] indicates that this PCBU has a MODERATE Comparative Inherent Risk Rating with an ABOVE AVERAGE level of Regulatory Oversight, making it a HIGH Priority for ROO within Concans.																			
As per the Reactive Notification Assessment Process, article at Step 11 is regnet to Step 8 & 10. As the complainant is a MCP, there may be limited avenues available to them to raise their concerns. HOP alleges that since the incident occurred, he has been suffering from headaches and brain fog. If there is indeed a high electromagnetic field exposure present in this area, or was on that date, it could pose safety risks to those in the area. The potential consequences may exceed what is anticipated in a risk-managed environment. Recommendations for Inspectorate Action to obtain further information from the PCBU regarding this matter, such as the activity logs in question or information regarding management/handling of call towers to ensure there is no danger to other persons in the area.																			