Queensland Government

Department of
Primary Industries

Our ref: CTS 22832/24

24TH January 2024

PRIVATE & CONFIDENTIAL

Mr Trevor Hold
trevor.hold79@gmail.com

Dear Mr Hold

I am writing to formally advise you that the Department of Primary Industries (DPI) has made the decision to cease all future communications with you in relation to the National Fire Ant Eradication Program (NFAEP).

For clarity, reference to you, includes any business or other entity associated with you.

This decision has been made based on the DPI Customer Complaint Procedure, which outlines and addresses unreasonable complainant conduct. Your behaviour has included:

1. **False, inflammatory, and defamatory communications**: Publicly identifying and making unfounded accusations against departmental staff on online platforms such as LinkedIn or Facebook, including personal attacks on their integrity and professionalism.

2. **Threatening language**: Online comments that reference to outcomes where "Wieambilla can happen again" and "Queensland Police Service will have to shoot me" raise significant ongoing health, safety, security, and wellbeing concerns.

3. **Issuing unreasonable demands, instructions, escalations, and expectations of outcomes:** Insisting that more time be spent on this issue than is warranted and demanding access to protected personal information is unreasonable.

The totality and volatility of your persistent online commentary and communications with DPI have placed an undue burden on departmental resources, diverting time and effort from delivering core services to the community.

As a result, effective immediately, the department will no longer engage with you via email, phone, in-person meetings, or any other form of communication about the NFAEP, other than those directly related to the treatment of your property.

Any future communication from you, or an entity associated with you, to the department related to the NFAEP will not receive a response. This includes any communication from you

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where you may be acting in an advocacy function for other parties or seeking to influence government decision-making related to policy and/or to obtain funding from the department.

I recognise that this decision impacts your human rights; however, I consider that any limitation on your individual human rights is reasonable to protect the health, safety, and wellbeing of our staff while ensuring the department can focus on effectively delivering services to the community.

Should you wish to raise concerns about this decision or the conduct of the department, you may contact the Queensland Ombudsman (the Ombudsman), which has the power to investigate decisions and actions of Queensland State Government departments. The Ombudsman can be reached at **ombudsman@ombudsman.qld.gov.au** or by phone at **(07) 3005 7000**.

Yours sincerely



Deputy Director-General & Chief Biosecurity Officer
Department of Primary Industries