Disclosures of personal information

This document complements Services Australia’s (agency) privacy policy. It contains information about how the agency handles your personal information.

We may disclose your personal information to ensure any further information we collect is about the correct individual. For example, where we identify a potential discrepancy in the income you have declared, we may issue an information gathering notice to your employer seeking employment records. To enable the employer to identify you we will provide your full name and date of birth.

If you have a myGov account, your biometric information may be provided to your myGov member services so they can identify you.

In some circumstances, we may share information to support people who have been affected by a disaster or emergency. This could include sharing information with agencies and organisations as part of the emergency response or recovery effort. We may, for example, share information to help affected individuals to access financial or other assistance from charities, as well as from Australian government agencies.

Information is routinely disclosed to Australian Government agencies, state and territory agencies and third parties for the purpose of detecting and investigating cases of serious non-compliance and fraud and for the purposes noted below.

To other Australian Government agencies

We routinely disclose personal information to:

* Administrative Appeals Tribunal (AAT)
* we must disclose all relevant information to the AAT if a customer has appealed to the AAT for a review of a decision.
* Attorney-General’s Department
* the Child Support Program may refer details of a child support matter to the Attorney-General’s Department in circumstances where an action is required to be brought before the courts under one of Australia’s international maintenance obligations – for example where an overseas authority has requested assistance in establishing parentage of a child who lives in their jurisdiction and the alleged father is a resident of Australia
* information may be disclosed to determine entitlement and receive policy advice and direction related to the delivery of the Australian Government Disaster Recovery Payment, the Disaster Recovery Allowance, related ex-gratia payments and the Australian Victim of Terrorism Overseas Payment
* Australian Competition and Consumer Commission
* we consult with regulatory authorities and exchanges information regarding Centrepay arrangements
* Australian Crime Intelligence Commission, for criminal history checks for recruitment, ongoing security and employment purposes
* Australian Electoral Commission
* Australian Health Practitioner Regulation Agency (AHPRA)
* Australian Hearing
* Australian Human Rights Commission
* Australian Institute of Health and Welfare
* for the purposes of Commonwealth data integration projects, for health and welfare research
* Australian National Audit Office
* Australian Public Service Commission
* Australian Securities and Investments Commission
* we consult with regulatory authorities and exchange information regarding Centrepay arrangements
* Australian Taxation Office
* for the purpose of administering child support
* personal information is provided to the Australian Taxation Office for the purpose of identity matching. Matched customer income and investment details are returned to the agency to assist in the determination of eligibility and entitlement to Centrelink benefits
* to assist with the administration of Medicare services
* Comcare for the purposes of reporting claims made against us and managing those claims
* Commonwealth Ombudsman’s Office, in accordance with the Ombudsman Act 1976
* ComSuper and other superannuation administrators
* personal information is provided to ComSuper for the purpose of identity matching. Matched customer investment details are returned to us to assist in the determination of eligibility and entitlement to Centrelink benefits
* Defence Housing Australia
* Department of Defence, to the Australian Government Security Vetting Agency for security clearance purposes
* Department of Education
* to assist in the clarification and application of Child Care Subsidy policy and for the purposes of investigating possible legislative breaches
* Department of Finance for the payment of compensation claims in accordance with the provisions of *Financial Management and Accountability Act 1997*
* Department of Climate Change, Energy, the Environment and Water
* For the Green Army Policy to support local environment and heritage conversation projects across Australia
* Department of Foreign Affairs and Trade
* we may forward information relating to a child support matter to the Department of Foreign Affairs and Trade for the purposes of meeting Australia’s international maintenance obligations when one parent resides overseas, and the relevant overseas authority has requested that correspondence be forwarded via the diplomatic channel
* Department of Health and Aged Care
* on some occasions we disclose personal information to the Department of Health and Aged Care in relation to matters relevant to the Minister or the department, such as Medicare compliance activity, Professional Services Review matters and Medicare Participation Review Committee matters
* Department of Home Affairs
* Department of Industry, Science and Resources
* Department of Infrastructure, Transport, Regional Development, Communications and the Arts
* Department of Employment and Workplace Relations
* The Department of Employment and Workplace Relations is responsible for the management of Employment Services Providers. The Department of Employment and Workplace Relations and the Department of Social Services may need to access personal information to ensure that the services provided to customers are appropriate
* Department of the Prime Minister and Cabinet
* Department of Social Services
* information may be disclosed to determine entitlement to Paid Parental Leave or Dad and Partner pay, for act of grace payments and policy advice/direction
* information may be disclosed in accordance with the relevant Act to determine entitlement to payment schemes administered by the Department of Social Services
* the Department of Social Services is responsible for ensuring that Job Capacity Assessments and Employment Services Assessments are efficient and effective
* Department of Veterans’ Affairs and other contracted service providers
* for the purpose of social security, family and child support law
* Fair Work Commission
* in some cases, information may need to be disclosed to the Commission where the Commission follows up Paid Parental Leave payments that have been forwarded to the employer to deliver but have not been received by the employee
* Health Care Complaints Commission
* Law enforcement agencies such as the Australian Federal Police, AUSTRAC and to the Director of Public Prosecutions
* for the purposes of investigating suspected unlawful activity and to facilitate the prosecution of offences
* Medicare Participation Review Committees
* National Disability Insurance Agency
* Office of the Australian Information Commissioner (OAIC), in accordance with the *Privacy Act 1988* and in the context of responding to investigations conducted by that Office
* Professional Services Review
* Receiving Commonwealth agencies on movement or re-engagement of staff
* Reserve Bank of Australia
* for the purpose of making payments to recipients on behalf of the agency.

Other state and territory government agencies

We routinely disclose personal information to:

* child protection agencies, for the purposes of administering Income Management, conducting external review, and for the care and welfare of children
* state and territory departments of Corrective Services
* state and territory government departments responsible for the retention of land title information
* state and territory Offices of the Registrar of Births, Deaths and Marriages
* state and territory housing agencies, or third-party organisations contracted under a housing management agreement, in the administration of Income Management and the Rent Deduction Scheme
* state and territory offices, such as the Victorian Department of Health and Human Services, to inform support and services for you (this will only be done with your consent)
* other state and territory government agencies appointed by the Australian Government as an approved referring authority for the purposes of Income Management
* state and territory courts (Commonwealth criminal matters, including offences relating to Medicare fraud, are prosecuted in State and Territory courts exercising Commonwealth jurisdiction. Debt recovery action is also commenced in State and Territory courts)
* law enforcement agencies.

Organisations, including educational organisations

We routinely disclose personal information to:

* Australia Post
* contracted translator services
* contracted service providers
* contracted surveillance providers
* educational institutions and private providers of education and training
* personal information is provided to the education and training providers for the purpose of identity matching. Matched customer enrolment and study load details are returned to the agency to assist in the determination of eligibility and entitlement to Centrelink benefits
* external legal services providers for the purposes of obtaining legal advice
* financial institutions
* personal information is provided to financial institutions for the purposed of identity matching. Matched customer account details are returned to us to assist in the determination of eligibility and entitlement to Centrelink benefits
* insurance providers for the payment of compensation claims in accordance with the provisions of *the Public Governance, Performance and Accountability Act 2013*
* personal information of identified consent study participants disclosed to the study body, applicable ethics committees and relevant departmental policy departments
* recruitment information may also be disclosed to previous employers, educational organisations and other agencies or persons as part of a pre-employment check to establish your identity, eligibility and suitability for employment
* private debt collection agents, for the purposes of recovering debts to the Commonwealth
* third party organisations providing health, financial, council, education, utility, legal, superannuation, transport, welfare and housing services use Centrelink Confirmation eServices (CceS) to confirm a customer’s entitlement status for Customer, Income and Superannuation Confirmation
* third party organisations that customers have requested the agency to send deductions to from their Centrelink payments under the Centrepay programme
* approved Financial Management Programme Service providers as appointed by DSS.

Individuals

We routinely disclose personal information to:

* authorised representatives, including nominees and state/private trustees
* an Employment Services Assessment or Job Capacity Assessment report may be released to an authorised nominee on request by the customer, the nominee or PPE (Person Permitted to Enquire)
* personal information may be released to a third party where there is a power of attorney or Guardianship/Administration Order in place
* FOI applicants, in accordance with the provisions of the *Freedom of Information Act 1982*
* requestors of data for statistical and research purposes.

Other

We routinely disclose personal information to:

* Medicare and PBS related information, in accordance with the release/disclosure provisions in the *Health Insurance Act 1973* and *National Health Act 1953*
* Centrelink information, in accordance with the release/ disclosure provisions in the *A New Tax System (Family Assistance) (Administration) Act 1999*, *Social Security (Administration) Act 1999* or the *Student Assistance Act 1973*
* Child Support Programme information, to parties to child support cases, the Administrative Appeals Tribunal, response to ministerial correspondence or customer complaints in accordance with the release and disclosure provisions in the *Child Support (Assessment) Act 1989 and Child Support (Registration and Collection) Act 1988*
* in relation to Paid Parental Leave, the claimant’s employer will be contacted in accordance with the *Paid Parental Leave Act 2010* when they are required to deliver Parental Leave Pay
* Family Court of Australia
* data matching agencies in accordance with the Office of the Australian Information Commissioner’s data-matching guidelines.