The collection, use and disclosure of personal information for Centrelink purposes

This document complements Services Australia’s (agency) privacy policy. It explains how we handle the collection, use and disclosure of your personal information. From time to time, we may collect other information for the purposes of administering Centrelink payments and services. You can find more information in the [privacy policy](https://www.servicesaustralia.gov.au/organisations/about-us/our-commitments/policies/privacy-policy).

Centrelink delivers payments and services for:

* seniors
* job seekers
* families
* carers
* parents
* people affected by declared disasters and overseas terrorist acts
* people with disability
* Indigenous Australians
* people from diverse cultural and linguistic backgrounds, and provides services at times of major change.

We collect information about Centrelink customers and their non-customer partners/siblings to determine and review:

* eligibility and entitlement
* determine and recover overpayments
* index subsequent claims from the person
* their partner
* child(ren) or other relatives, and
* through data matching and internal matching with third parties, personal, financial and other data given in claims and reviews for our payments and programmes.

Collection of personal information in a Centrelink context

We may collect the following information from you, or from third parties where:

* it is impracticable to collect from you
* we are required or authorised by law.

Individual details

* child support or maintenance details, including particulars of child support entitlement including reasonable action taken to obtain child support and reasons for seeking exemption from collecting child support
* identity information, including documents, country of birth and electoral roll details
* a customer’s facial image, if they provided their consent to use the Facial Verification System to facilitate Australian Government Disaster Relief Payments
* residency, citizenship and nationality information
* institutions or prisons, such as admissions and discharges
* requirements for an interpreter
* languages for which an interpreter or translator is accredited
* licence information
* measure exit reasons for participants
* motor vehicle registration
* nominee details for both individuals and organisations
* other complex private circumstances
* information about partner or other person permitted to enquire
* accommodation information, including past and current accommodation
* information about home ownership, mortgages or rent amounts paid, homelessness indicator and name and address of people with whom accommodation is shared
* Power of Attorney or Guardianship and Tribunal Orders
* sex change status
* sex/gender of prior and current partners
* South Sea Islander information
* Tasmanian Transport claimant details
* third party verification of crisis details
* trial exit reasons.

Family Details

* blended family particulars
* child in care, date of birth and age
* details of multiple births, surrogacy agreements, expected dates of birth for children
* details of circumstances surrounding the provision of care of child(ren) by individuals other than birth parents
* details of child(ren) not in care, including adult children
* child care details and fees
* percentage of parental care
* foster care arrangements
* details of parenting skill programme referrals
* details of parents and other relatives
* war widow status
* where relationship status is unclear and requires further assessment, information that is required to understand the relationship status, including arrangements for finances, household, social aspects, presence or absence of a sexual relationship and nature of the commitment
* prior and current partner's Centrelink Reference Number (CRN)
* TFN for non-customer partners
* separation referees
* participation in School Meals Programme.

Health and Welfare Details

* accommodation concerns or homelessness
* child protection concerns
* details of medical conditions, including communicable diseases, type and level of disability, cause of medical conditions, and physical or mental health
* details of the cause of a person’s death
* domestic and family violence, including history of claims for domestic or family violence and details of fear and apprehension experienced by the customer
* drug or alcohol issues
* housing arrears, debts, risk of homelessness and vulnerability indicators (for the purpose of administering Income Management, Centrepay and rent deductions scheme)
* other government or community agency referral
* rehabilitation details
* sexual abuse history
* suicidality or self-harm indicators
* the impact an individual’s non-vocational barriers have on employment, identified interventions, support requirements and expected outcomes/improvements
* the information provided in the assessment is used to inform a referral to a Stream Services, DES-DMS or DES-ESS Provider and to identify other assistance and
* whether medical conditions are considered permanent, fully diagnosed, treated or stabilised.

Education Details

* customer education history
* sibling education details
* child/student education, including primary, secondary and tertiary details, including full time/part time, study exemptions, registered home schooling, studying overseas and undertaking special education, academic results
* details of early childhood education activity referrals and education activity referrals
* details of unsatisfactory school attendance
* the school individual children are enrolled at
* tuition and school fee amounts payable
* confirmation of enrolment verification if required, including dates enrolled and level of education and
* details of previous, current and intended course of study, including education institution, participation status of full time or part time course, and course name, level and duration.

Financial Information

* personal and family financial information
* trust and company information
* claims for dependent partner for taxation, health or other purposes
* consent and contact information for the purposes of a financial management programme service assistance referral
* details of joint interests, for example, tenancy agreements, joint ownership of assets
* financial and other information about a former partner
* financial institutions and investment schemes
* for the purpose of administering Income Management, personal account details for bill payment purposes such as account and billing details for third party organisations such as Telstra or utility providers
* gifting information
* income from employment and other sources including income earned, derived or received from overseas sources
* compensation payments received from a foreign country relating to a terrorist act
* Income Management spending patterns including, but not limited to, requests for one off or urgent payments
* Tax File Number where authorised
* payment to third parties – including reasons for which payments are made, such as expense categories such as housing debt, bonds, ongoing payment
* property and assets.

Internal and other agency interactions

* application review
* assessment outcomes for Income Management eligibility
* complaints made by the customer
* customer contact history
* Freedom of Information requests
* interventions and recommendations
* interview and workshop bookings and attendance
* Ministerial, Parliamentary or Ombudsman enquiries
* overpayment details
* payment qualifications/eligibility
* prosecution details
* Restricted Servicing Arrangements
* reviews and appeals
* sanctions imposed and
* suspensions imposed and details.

Employment Information

* ABN details
* corporate and trading names
* business address and payroll information
* Australian Apprentice Commonwealth Registration Number
* customer employment history
* Jobseeker compliance history and details
* Jobs, Education and Training (JET) activity details
* level of work ability and barriers to employment
* unemployment registration and
* details of work performed in the 392 days preceding birth of child(ren), details of employer and return to work details for the assessment of paid parental leave payments and determination of responsibility for the administration of payments (employer or the agency).

Other

* legal opinions
* reasonable excuse/special circumstances applied and
* overseas absences.

Use of personal information in a Centrelink context

We will routinely use personal information to:

* maintain a record of customer verification and information in respect of Random Sample Survey reviews
* maintain records of the receipt of unsolicited correspondence from customers in response to them receiving our publications
* determine eligibility for the early release of superannuation under severe financial hardship grounds as set out in the *Superannuation Industry (Supervision) Regulations 1994*
* maintain a record of customers who have consented to link their agency records and update personal information using the 'Tell Us Once' process. Disclosures are then made in accordance with relevant legislative provisions
* administer programmes and related service delivery activity. Data is varied and ranges from high level aggregated statistical data by payment type to customer unit record level
* determine eligibility for assurers to provide an Assurance of Support, assess and review eligibility and entitlement for assurees, determine and recover overpayments, index subsequent applications from the assurer, link assurer and assuree records to a single case, record details of bank guarantees, advise the Department of Home Affairs of the outcome of applications for an Assurance of Support and accept, start, reject, cancel or expire assurances
* establish and maintain a Register of interpreters and translators to enable our staff to offer interpreting or translating assignments to contractors and to pay invoices for these services
* issue entitlement cards and vouchers and confirm eligibility for various concessions and services, under Commonwealth Legislation, State Legislation and other regulations
* facilitate the 'Detection and Prevention of Incorrect Payment Arising from Overseas Income’ by way of international data exchange in relation to international pensions received by Australians. Data exchange has already taken place with Germany, Japan, the United Kingdom, Malta, the Netherlands, Slovenia, Portugal Spain, the Czech Republic, the Republic of Ireland, Italy and Cyprus. In addition, exchanges of information relating to the death of mutual customers has taken place with the United States of America
* assess and determine the appointment of a nominee to receive payment/s and/or to interact with us on behalf of customers who are receiving a payment and/or service who need assistance managing their affairs
* keep records of the advice provided by the Health Professional Advisory Unit (HPAU) to referring officers
* establish eligibility and support the ongoing administration of Income Management
* contribute to programme evaluations
* action a security notice issued by the Attorney-General
* facilitate internal and external data matching.

Call recordings

Call recordings may be used for purposes such as:

* quality assurance
* learning and development
* complaints and feedback management
* review of decisions
* fraud and security
* release of information, including Freedom of Information requests.

We may also use personal information collected for the purpose of administering specific programs listed below.

Tasmanian Transport Program

* To administer the Tasmanian Freight Equalisation Scheme (TFES) and the Bass Strait Passenger Vehicle Equalisation Scheme (BSPVES) on behalf of the Department of Infrastructure and Regional Development.

Bass Strait Passenger Vehicle Equalisation Scheme

* To determine and review eligibility and entitlement, recover overpayment, index subsequent claims for businesses and verify with third parties business details, financials and other data given in claims and reviews.

Tasmanian Transport Program: Tasmanian Freight Equalisation Scheme

* To determine the eligibility and entitlement, recover overpayment, index subsequent claims for businesses and verify with third parties business details, financials and other data given in claims and reviews.

Families

* To maintain Member of a Couple records for the purpose ofreviewing eligibility and entitlement for income support and supplementary payments, to assist with research and the programme management of income support and supplementary payments.
* For programme management of the Helping Young Parents measure.
* For programme management of the Supporting Jobless Families measure.
* For programme management of the School Enrolment and Attendance Measure (SEAM). These records are created to assist with the programme management of the measure by recording enrolment and attendance details and monitor compliance with the requirements and to determine whether or not a parent is in scope for the measure and assist with decision making on when a reasonable excuse or special circumstances are to be applied, or when to apply a sanction where a parent fails to comply and does not have special circumstances. Records are kept for customers who are or have been 'in scope' for the SEAM, such as customers, who reside in a SEAM location, are in receipt of a schooling requirement payment and have at least 14 per cent care of a compulsory schooling aged child.
* For programme maintenance of Parenting Payment (Single and Partnered). Records are required to determine eligibility and entitlement, determine and recover overpayments, index subsequent claims from the person, their partner, child(ren) or other relatives, to assist with the provision of assistance through labour market programmes provided through other government agencies and verify with third parties personal, financial and other data given in claims and reviews.
* For programme management of the now ceased Partner Allowance payment. To assess and review eligibility, overpayments, recovery, referrals and future indexing of payments for related individuals. These records relate to women aged 40 or more at 1 July 1995 (born on or before 1 July 1955) and their dependent partners and other relatives.
* To collect information from applicants in order to assess eligibility for payment of Low Income Supplement, Low Income Family Supplement and Single Income Family Supplement.
* To determine the eligibility and entitlement, review eligibility and entitlement, recover overpayment, index subsequent claims for businesses and verify with third parties business details, financials and other data given in claims and reviews for Family Tax Benefit Part A (including Newborn Upfront Payment and Newborn Supplement) and Part B.
* To determine and review eligibility and entitlement, determine and recover overpayments, index subsequent claims from the person, their partner, child(ren) or other relatives, and verify with third parties, personal, financial and other data given in claims and reviews for Child Care Subsidy.
* For programme management of the now ceased Baby Bonus payment. To assess and review eligibility, overpayments and recovery of payments. These records relate to claims made for children born or entrusted into care as part of an adoption process before 1 March 2014. Baby Bonus was replaced by Newborn Upfront Payment and Newborn Supplement for children born on or after 1 March 2014.
* To determine and review eligibility and entitlement, determine and recover overpayments, index subsequent claims from the person, their partner, child(ren) or other relatives, and verify with third parties, personal, financial and other data given in claims and reviews for Parental Leave Pay and Dad and Partner Pay.
* To enable the Australian Taxation Office (ATO) to determine eligibility and review entitlement for the Paid Parental Leave Superannuation Contribution (PPLSC).
* To determine and review eligibility and entitlement, determine and recover overpayments, index subsequent claims from the person, their partner, child(ren) or other relatives, and verify with third parties, personal, financial and other data given in claims and reviews for the Double Orphan Pension.
* To determine and review eligibility and entitlement and to determine and recover overpayments for the School Kids Bonus.
* To determine eligibility for financial support for carers that provide care in place of a birth parent.
* To determine allocation of income management funds - individual and family circumstances are considered to ensure priority needs are being met and income management expenses are allocated accordingly.

Older Australians

* To determine and review eligibility and entitlement, recover overpayments and advances and index subsequent claims from individuals, their partner, child(ren) or other relatives for Widow Allowance.
* To determine and review eligibility for, and the rate of, Widowed payments (WID, WDA, BVA), determine and recover overpayments and/or verify with third parties personal data provided in claims and reviews.
* To determine and review eligibility and entitlement, recover overpayments and advances and index subsequent claims from individuals for Age Pension, Wife Pension, Widow B Pension, Pension Bonus Scheme and Pension Loans Scheme.

Employment Service Assessment and Job Capacity Assessment

* To deliver Employment Services Assessment (ESAt) and the Job Capacity Assessment (JCA), both as a referrer and as a provider.
* this may including information necessary to carry out a reasonable assessment of an applicant’s work capacity, suitability for employment assistance, medical eligibility for the Disability Support Pension, referral to an appropriate employment services provider and/or the writing of professional reports that recommend a referral for disability employment assistance, or mainstream employment assistance.
* To inform key recommendations within an ESAt or JCA, the assessor may be required to liaise with an applicant’s treating healthcare professional(s) and/or refer an applicant for a Specialist Assessment to a health and allied-health professional internally or externally.

Job Seekers and Students

* to administer Jobseeker Payment, Youth Allowance, Austudy, ABSTUDY and Assistance for Isolated Children. Records are established and maintained to assist with referrals to employment services, educational assistance programmes and labour market programmes, such as:
* jobactive, Community Development Program and Disability Employment Services
* Skills for Education and Employment, Work for the Dole, New Enterprise Incentive Scheme, Voluntary Work, Adult Migrant English Programme.
* To determine eligibility and entitlement, review eligibility and entitlement, determine and recover overpayments, recover advances, index subsequent claims from individuals, their partner, child(ren) or other relatives, verify with third parties personal, financial and other data given in claims and reviews, for research, and for the purposes of assessment.
* To assess eligibility for an exemption from mutual obligation requirements due to a job seeker’s personal circumstances. The reason for an exemption from mutual obligation requirements may also be provided and displayed to a job seeker’s provider.
* To understand circumstances impacting a job seeker’s ability to meet mutual obligation requirements, including where a job seeker may have trouble meeting their requirements or whether compliance action is necessary.

People with Disability or Illness

* To register and assess applicants for their eligibility and payment for the Essential Medical Equipment Payment for medical equipment and/or heating and cooling.
* To assess an applicant’s medical eligibility for the Disability Support Pension (DSP) including recommendations and referrals to employment services providers where appropriate.
* To administer Disability Support Pension and employment assistance for people with a disability. Records maintained to:
* determine eligibility for, and the rate of, Disability Support Pension
* determine eligibility for additional payments such as pension supplement, telephone allowance, pharmaceutical allowance and rent assistance
* determine suitability for rehabilitation, training or employment assistance
* review eligibility and entitlement
* determine and recover overpayments and
* index intentions to claim and/or index subsequent claims from individuals, their partner, child(ren) or other relatives and verify (with third parties) the personal, financial and other data given in claims and reviews.
* To determine and review eligibility for, and the rate of, Mobility Allowance, determine and recover overpayments and/or verify with third parties personal data provided in claims and reviews.
* To determine and review a customer's payment, concession eligibility and entitlement, determine overpayments and verify with third parties financial and other data given in claims and reviews in relation to the customer's and/or their partner's involvement in a special disability trust. The relationship between the trust and the individual can be as a beneficiary, the beneficiary's carer, contributors, the individual's nominee contact and/or trustee(s) of the trust.
* To assess an applicant’s eligibility for the Australian Victim of Terrorism Overseas Payment. To inform key recommendations within the assessment, the assessor may be required to liaise with an applicant’s treating healthcare professional(s) and/or refer an applicant for a Specialist Assessment to a health and allied health professional.

Severe and Extreme Circumstances

* To determine eligibility and entitlement, determine and recover overpayments, index subsequent claims from an individual, their partner, child(ren) or other relatives and verify with third parties personal, financial and other data given in claims (there are no reviews) for Crisis Payments.
* To determine and review eligibility and entitlement, determine and recover overpayments, index subsequent claims from the person, their partner, child(ren) or other relatives, and verify with third parties, personal, financial and other data given in claims and reviews for Special benefits.
* To administer the Australian Government Disaster Recovery Payment, the Disaster Recovery Allowance, and related ex-gratia payments.
* When activated by agreement with state or territory governments or Commonwealth departments where their resources are overwhelmed by an emergency, to operate the National Emergency Call Centre Surge Capability.
* To determine eligibility and entitlement for the Australian Victim of Terrorism Payment*.*

Homelessness

* To capture intensive servicing activities for record keeping, reporting and planning purposes for the Homeless Outreach Programme and other intensive services programmes.

Social Work Intervention/Assistance

* To capture customer details and social work intervention for record keeping, and reporting requirements and to ensure continuity of support in relation to specific service offers with other government departments for vulnerable or at risk customers. Customer data is received from agencies the agency has agreements with. Social work case notes or reports are completed at the conclusion of the intervention with the customer.
* To determine and review eligibility and entitlement to payment and services, social workers will seek information and verification from appropriate third parties.
* To assign Homelessness Indicator and appropriate referrals to identified customers at risk.
* To maintain the Social Work Information System (SWIS), to capture social work activities for recording keeping, reporting and planning purposes including social work assessments and reports (Crisis Payment Reports, Income Management Reports, Unreasonable to Live At Home reports, Maintenance Exemption reports, general social work reports), social work case notes, presenting issues, referral source, intervention types and referral types.
* To assist other areas of the business to conduct business with you appropriately.

Carers

* To determine eligibility and entitlement for Carer Payment and/or Carer Allowance, caring for a child under 16 years, including to determine eligibility for additional payments, such as:
* pension supplement, telephone allowance, pharmaceutical allowance and rent assistance
* annual carer supplement paid on 1 July each to recipients of Carer Payment
* annual carer supplement paid on 1 July per care receiver to recipients of Carer Allowance
* annual child disability assistance payment paid on 1 July per care receiver to recipients of Carer Allowance for a child under 16 years
* To determine eligibility and entitlement for Carer Payment and/or Carer Allowance, caring for an adult 16 years or over:
* determine eligibility for additional payments such as pension supplement, telephone allowance, pharmaceutical allowance and rent assistance
* determine eligibility for additional supplementary payments such as the annual carer supplement paid on 1 July each to recipients of Carer Payment
* determine eligibility for additional supplementary payments such as the annual carer supplement paid on 1 July per care receiver to recipients of Carer Allowance
* review eligibility and entitlement
* determine and recover overpayments and
* index intentions to claim and/or index subsequent claims from individuals, their partner, child(ren) or other relatives and verify (with third parties) the personal, financial and other data given in claims and reviews.
* To review eligibility and entitlement
* To determine and recover overpayments or
* To index intentions to claim and/or index subsequent claims from individuals, their partner, child(ren) or other relatives and verify (with third parties) the personal, financial and other data given in claims and reviews.
* To determine and review a customer's payment and concession eligibility and entitlement.
* To determine overpayments, and verify with third parties financial and other data given in claims and reviews in relation to the customer's and/or their partner's involvement in a special disability trust. The relationship between the trust and the individual can be as a beneficiary, the beneficiary's carer, contributors, the individual's nominee contact and/or trustee(s) of the trust.

Rural and Remote Australians

* To determine eligibility and entitlement for Farm Household Allowance.

Disclosures of personal information in a Centrelink context (including sensitive information)

We will disclose personal information to the following agencies and organisations for the purposes noted above:

* Administrative Review Tribunal (ART)
* agents contracted to the agency
* Attorney-General’s Department
* Australian Immunisation Register
* Australian Children’s Education & Care Quality Authority
* Australian Federal Police and State Police for investigation and prosecution
* Australian Government Solicitor
* Australian Institute of Health and Welfare
* Australian National Audit Office
* Australian Taxation Office
* Catholic Education Office
* Commonwealth Bank of Australia (for the administration of loans made before the Student Financial Supplement Scheme which closed on 31 December 2003)
* Commonwealth Ombudsman
* contracted organisations that provide medical and work capacity assessments for services previously provided by CRS Australia
* contracted service providers
* Department of Agriculture, Fisheries and Forestry.
* Department of Education
* Department of Health
* Department of Home Affairs
* Department of Industry, Science, Energy and Resources
* Department of Infrastructure, Transport, Regional Development and Communications
* Department of State Growth (Tasmania)
* Department of Transport (Western Australia)
* Department of Social Services
* Department of the Prime Minister and Cabinet
* Department of Planning, Transport and Infrastructure (South Australia)
* Department of Veterans' Affairs
* Commonwealth Director of Public Prosecutions
* educational institutions
* Fair Work Ombudsman
* Family Law Court
* financial institutions for verification purposes
* Health Services Australia Medical Officers
* humanitarian, welfare and charitable organisations
* mental health crisis teams
* nominees or third parties with permission to enquire
* Department of Education (NT)
* Territory Transit (NT)
* organisations providing employment services for people with disabilities
* organisations providing residential care
* other organisations providing concessions (with client consent)
* other third parties where it is in the public interest in accordance with the *Privacy Act 1988* and the secrecy and confidentiality provisions of other applicable legislation
* Department of Transport and Main Roads (Qld)
* ACT Government (Car Registrations and Licencing)
* Roads and Maritime Services (NSW)
* Rural Financial Counsellors
* State and Territory authorities as approved by the Department of Social Services in the referral and administration of Income Management (such as child protection authorities and housing authorities or authorities or third party organisations contracted under a housing management agreement)
* State and Territory Registrar of Births, Deaths and Marriages
* State and Territory housing authorities
* third parties for verification purposes
* Tiwi Education Board
* various state and municipal authorities (with client consent) and
* VicRoads.