



Australian Government
Department of Veterans' Affairs

Businessline

Action Required: For Information Only

Distribute To:

Income Support Management Group
Income Support Staff
Vanqish

For information:

Secretary
Deputy Secretaries
First Assistant Secretaries
Deputy Commissioners

SUBJECT:

Client ability to opt out of having their information shared with Ex-Service Organisations

Background:

DVA currently provides information to peak Ex-Service Organisations (ESOs) when a veteran or war widow/er passes. The ESOs use the information to contact the partner or family to offer their condolences and provide support.

In order to meet the requirements of the *Privacy Act 1988*, clients can now opt out from DVA providing their details to ESOs.

Purpose:

To inform staff that all determination letters in Process Direct (PD) and some Statutory Increase (SI) letters have been updated to include text advising clients that their information, on passing, will be shared with certain ESOs. Information is provided informing a client how to opt out of this arrangement if they do not want their information shared. A new field has also been added to PD to record a client's request to opt out.

Key Points:

- The determination letters generated in PD and legacy SI letters updated to include a new text paragraph include:
 - Qualifying Service Accept
 - Service Pension Accept
 - SS Age Pension Accept
 - Veteran Payment Accept
 - CSHC Accept
 - Gold Card Auto Accept
 - Gold Card Accept

- Updated Legacy letters include:
 - SI Letter March and September
- PD has been updated to allow the Bereavement Team to record a client's preference to opt out from the having their details shared with ESOs when the client passes. Once recorded, the information is visible to all staff in PD only.
- Existing Tableau reporting will detail if a client has opted out and indicate that their information should not be sent to ESOs



Janice Silby
Assistant Secretary
Income Support Branch
Client Benefits Division

10 October 2022