



## Humanitarian Settlement Program

### Australian Privacy Principles (APP) 5 Privacy Notice

The *Privacy Act 1988* (Privacy Act) requires the Department of Social Services (DSS) to notify an individual of certain matters when it collects and discloses personal information about them.

To support your settlement in Australia, the DSS collects personal information (including sensitive information) about you and your family members. DSS collects this information from the Department of Home Affairs and other Australian Government agencies, from the International Organization for Migration, from medical practitioners who perform your pre-departure health checks, and from Humanitarian Settlement Program (HSP) providers who are contracted by DSS to provide you with settlement support. Personal information is collected before and after arrival in Australia.

The purpose of collecting this information is to provide you with the support needed to settle in Australia. If we do not collect this information, we may not be able to provide you with this support.

Due to the nature of the support services provided, it will not be possible for you to remain anonymous or adopt a pseudonym when dealing with DSS in relation to settlement support.

Your personal information may also be disclosed to officials of State, Territory, Commonwealth and local governments to assist with settlement planning for state, territory and local government services, including health services, schools, family and community services, and contracted providers of these services.

Agencies we exchange information with for the purpose of settlement support and planning include, but are not limited to:

- The Commonwealth Department of Home Affairs
- The Commonwealth Department of Human Services
- The Commonwealth Department of Education and Training
- The Commonwealth Department of Jobs and Small Business
- State and territory government agencies
- Local government agencies

For specific queries concerning the collection and disclosure of your personal information, please contact DSS Feedback (Email: [complaints@dss.gov.au](mailto:complaints@dss.gov.au); Post: DSS Feedback, GPO Box 9820, Canberra, ACT, 2600).

For general enquiries and requests to access or correct personal information, please refer to the DSS privacy policy at [www.dss.gov.au/privacy-policy](http://www.dss.gov.au/privacy-policy).