



National Panel of Assessors Privacy Notification and Consent Form

Privacy and your Personal Information

Your personal information is protected by law. Under the *Privacy Act 1988 (Cth)* (*Privacy Act*), the Department of Social Services (the Department), its employees, agents, and contracted service providers is regulated in the ways they collect, hold, use and disclose your personal information.

Your National Panel of Assessors provider (Provider) is obligated under the terms of its agreement with the Department to comply with the Privacy Act when collecting, using, and disclosing your personal information collected on behalf of the Department.

Your personal information (including sensitive information) is collected by your Provider and their Assessors, the JobAccess Provider, the Department of Employment and Workplace Relations (DEWR) and the Department for the primary purpose of administering and managing the National Panel of Assessors (NPA) program.

Your personal information is collected and held for different purposes relating to our activities and functions, including:

- Program management – such as administering the NPA program and services (including Ongoing Support Assessments (OSA), Supported Wage System (SWS) Assessments and Workplace Modification Service (WMS) assessments
- an Employment Assistance Fund (EAF) application
- contract management
- handling complaints and public enquiries
- investigations and audits, frauds and compliance.

Information collected

The following categories of personal information (including sensitive information) may be collected:

- your contact details, such as your name, phone number, email address, residential address and postal address
- your personal circumstances
- copies of your identity documents certain identification numbers e.g. your Services Australia Customer Reference Number (CRN)
- your date of birth
- your advocate or nominee's contact details
- your employment status, history and information, such as work experience
- education and training history
- your participation in other employment programs or activities

- your culture and/or ethnic background
- your Australian residency status
- the languages you speak
- your health, disability and medical information
- your workplace tasks and duties
- any help or supports you need
- income support or allowances.

How your personal information will be used and disclosed

Your personal information may be used or disclosed for the purpose of administering and managing the NPA program to provide independent Assessments to support the needs of people with disability in the workplace.

- to verify your identity and information provided
- to provide information to a nominee, interpreter or any other person authorised to act on your behalf
- by your Employment Services Provider or Employer to obtain NPA program services and assessments
- by your NPA provider to conduct OSA, SWS, and WMS assessments
- by the JobAccess Provider to assess and allocate SWS and WMS assessments
- as part of EAF applications
- help to manage and resolve complaints made by you
- by the Department to undertake fraud, compliance, reporting, evaluations or other regulatory functions as required by law and the NPA program to ensure the integrity of the program
- to manage and process payments for Providers and Assessors
- by the DEWR to provide ICT support services on JobAccess Secure and Workforce Australia Online
- include you in surveys or research conducted by the Department or on behalf of the Department
- support broader research and policy development being undertaken by Government agencies or other organisations and third parties (such as Universities) to better understand and meet the needs of persons with disability
- undertake other functions authorised or required by law, including but not limited to the *Social Security Act 1991*, the *Disability Services and Inclusion Act 2023* and the *Freedom of Information Act 1982*.

Your personal information may be collected from, and disclosed to, third parties, including:

- Inclusive Employment Australia providers, JobAccess Provider or other employment service providers
- Health care professionals including NPA Assessors, JobAccess Professional Advisors or other qualified health and allied health professionals, including those conducting assessments
- actual and potential employers
- the Department, Services Australia, the DEWR, their respective contracted service providers, and their respective portfolio ministers
- other Commonwealth agencies, or entities as necessary, authorised or required by law

- contracted providers of government agencies or other entities and services funded to provide services as part of NPA program, JobAccess, the National Customer Service line, the Complaints Resolution and Referral Service, and any other complaint and query handling and service delivery bodies
- a nominee, interpreter or any other person authorised to act on your behalf or provide services to you in relation to the NPA program
- Government agencies (including their contracted service providers) and other organisations and third parties (for example, Universities) collecting data for research, policy development, delivery of services and reporting purposes.

Your personal information may also be used by the Department or given to other parties where you have agreed, or where it is otherwise permitted, including where it is required or authorised by or under Australian law, such as social security law, a court or tribunal order, or where a duty of care exists.

Consequences of not providing personal information

If you do not provide some or all your personal information, you may not be able to receive services under the NPA program suited to your needs, and you may ultimately be prevented from receiving services as part of the NPA program.

Withdrawing consent

You can withdraw consent at any time. Talk to your NPA assessor about how to do this. Please note, not providing personal information and withdrawing your consent may limit the services your assessor can offer, and you may ultimately be prevented from receiving services as part of the NPA Program.

Further Information

The Department of Social Services website contains more information about the NPA program and how your information will be handled.

The Department's Privacy Policy contains more information about the way the Department will manage your personal information, including information about how you may access your personal information held by the Department and NPA, and update your details. The Privacy Policy also contains information on how you can complain about a breach of the Australian Privacy Principles and how the Department will deal with such a complaint.

The Department's Privacy Policy is available on the Department's website: [Privacy Policy](#). You can also request a copy from the Department via email at enquires@dss.gov.au.

If you have any questions about this document, you may reach out to your NPA Provider or contact the Department at:

Email: complaints@dss.gov.au

Call: [1800 634 035](tel:1800634035)

Write to: DSS Feedback
GPO Box 9820
Canberra ACT 2601

Declaration by National Panel of Assessors (NPA) participant

By signing below, I confirm that:

- I have read (or have read to me) the information outlined in this Privacy Notification and Consent Form and the declaration below and understand it.
- I have read, understood, and agree to the collection, use and disclosure of my personal and sensitive information in accordance with this form and in the Department's [Privacy Policy](#).
- I understand what the purpose of the National Panel of Assessors program is.

I agree to the collection of my personal and sensitive information, in alignment with this Privacy Notification and Consent Form.

Name of person making the declaration:

Signature:

Date:

Declaration by Legal Guardian or Administrator of Participant (if applicable)¹

☐

I am the appointed legal guardian or administrator of the Participant and as such, I am authorised to sign this declaration for and on behalf of the participant

(please mark box with an X)

¹ **Note:** Where the participant has been appointed a legal guardian or administrator, that person must sign this declaration in place of the participant and check the applicable tick box.