



NOTICE OF A DATA MATCHING PROGRAM

SERVICES AUSTRALIA

This notice refers to the commencement of a new data matching program between Services Australia (the Agency) and the Australian Taxation Office (ATO) in relation to the use of Single Touch Payroll (STP) data.

This data matching program involves the exchange of STP data from the ATO for individuals who have a relationship with the Agency (clients of interests). The STP data will be matched against Services Australia records.

This will assist Services Australia to modernise the way it works to deliver a simple, helpful, respectful and transparent experience for customers by enabling:

- pre-filling employer details (as reported through STP) onto Services Australia online services for review by customers,
- supporting the timely confirmation of employment and establishment of child support employer withholdings (where appropriate),
- identifying where there is a significant difference between STP income and the estimate the customer has provided to Services Australia, and nudging the customer to suggest that they revisit their income estimate,
- supporting existing debt recovery processes, including the contacting of customers with whom contact has been lost,
- analysis of the data with a view to improving Service Australia's processes.

A protocol document describing this program has been developed in consultation with the Office of the Australian Information Commissioner (OAIC). Copies of the document are available from:

<https://www.servicesaustralia.gov.au/organisations/about-us/publications-and-resources/centrelink-data-matching-activities>

The Agency adheres to the OAIC Guidelines on Data Matching in Australian Government Administration which includes standards for data matching to protect the privacy of individuals. The Agency's privacy policy is available from:

<https://www.servicesaustralia.gov.au/organisations/about-us/publications-and-resources/privacy-policy>