



Humanitarian Settlement Program Privacy Notice

Part A - Department of Home Affairs' handling of your personal information

Your privacy under the Humanitarian Settlement Program

This document is for clients of the Humanitarian Settlement Program (HSP).

It explains how the Department of Home Affairs (the Department) will collect, use and disclose your personal information, and how you can access and correct your personal information.

The Department is bound by the provisions of the *Privacy Act 1988* (Privacy Act) including the Australian Privacy Principles (APP). Your personal information will be handled in accordance with the Department's obligations under this Act.

Please read this information carefully. If you need assistance understanding this information, or require an interpreter, please talk to your HSP Service Provider who can help you.

Collection of personal information by the Department

To support your settlement in Australia, the Department collects personal information about you during the visa process or your referral to the HSP, and while you are receiving HSP services. This information includes your name, date of birth, visa details, contact information, your engagement with support services and achievement of settlement outcomes. It may also collect sensitive information such as your racial and ethnic origin, religious beliefs and health information.

The Department collects this information directly from you, as well as from HSP Service Providers, other Australian Government agencies, the International Organization for Migration, and medical practitioners who perform your pre-departure health checks. Your personal information is collected before and after your arrival in Australia.

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 the Department in relation to settlement support.

Use and disclosure of personal information by the Department

The purpose of the Department collecting your personal information is to provide you with support to help you settle in Australia. If this information is not collected, you may not be able to receive this support.

Your personal information, including sensitive information, may be disclosed by the Department in accordance with the Privacy Act to HSP Service Providers, officials of Australian Government agencies (including Services Australia) and state, territory and local governments for the purpose of settlement support and planning.

Overseas disclosure of your personal information by the Department

The Department may disclose your personal information to overseas recipients where necessary and in accordance with the Privacy Act.

Further information

The Department's Privacy Policy, is available at www.homeaffairs.gov.au/access-and-accountability/our-commitments/privacy. The Department's Privacy Policy includes information about how you can access or seek correction of information that the Department holds about you. It also contains information about how you can make a complaint if you believe that the Department has handled your personal information in a way that breaches an APP, and how a complaint will be dealt with by the Department.

You can also contact the Department's Global Feedback Unit to complain about a breach of privacy by completing a feedback form online at <https://www.homeaffairs.gov.au/help-and-support/departmental-forms/online-forms/complaints-compliments-and-suggestions>, calling 131 881 during business hours or sending feedback by post to:

The Manager
Global Feedback Unit
GPO Box 241
MELBOURNE VIC 3001

Part B - HSP Service Provider's handling of your personal information

The HSP provides support to help you settle in Australia. It is delivered by contracted service providers on behalf of the Department.

Your HSP Service Provider is:

AMES Australia

Collection of personal information by your HSP Service Provider

The Department has disclosed your personal information it collected as part of your visa application, and/or your referral to the HSP, to your HSP Service Provider.

To support your settlement, your HSP Service Provider may collect further personal information about you including your contact information, your engagement with support services and achievement of settlement outcomes. It may also collect sensitive information such as your racial and ethnic origin, religious beliefs and health information.

Your HSP Service Provider may also collect your personal information directly from you or from third parties such as other Australian Government agencies, your family or your friends. Your HSP Service Provider may have collected this information prior to your arrival in Australia.

The purpose of your HSP Service Provider collecting this information is to provide settlement support by determining what services you and your family require, and if you require help from other people or organisations. Your HSP Service Provider cannot assist you effectively without this information and this would affect your settlement in Australia.

Use and disclosure of personal information by your HSP Service Provider

To assist in addressing your settlement needs, your personal information may be disclosed by your HSP Service Provider in accordance with the Privacy Act to:

- health professionals
- schools and education agencies
- banking and financial institutions
- the Department of Home Affairs and other Australian Government agencies (e.g. Services Australia)
- Federal and state/territory law enforcement agencies

- advocacy groups
- providers and other bodies or agencies.

Further information

You can access or correct your personal information that is held by your HSP Service Provider or complain about a breach of privacy, by contacting your HSP Service Provider or referring to its Privacy Policy.

AMES Privacy Policy can be accessed from:

<https://www.ames.net.au/privacy-policy>



Humanitarian Settlement Program Consent Form

Your details

Family name:

Given names:

Date of birth:

HSP Client ID:

Consent

- I acknowledge that I have read and understood the above Privacy Notice on the collection of my personal information by the Department of Home Affairs (the Department) and my Humanitarian Settlement Program (HSP) Service Provider.
- I consent to the Department and my HSP Service Provider collecting and using my personal information, including sensitive information, for the purpose of providing and planning settlement services and support.
- I consent to the Department and my HSP Service Provider disclosing my personal information, including sensitive information, to any individuals, organisations, Australian Government agencies and other bodies or agencies for the purpose of providing and planning settlement services and support.
- I understand that I can withdraw my consent at any time by contacting the Department or my HSP Service Provider, however I understand that this may have an impact on the services provided to me.
- I understand that this consent will remain valid unless I withdraw it.

Signature of individual:

Date:

OR for children under 18 years of age, the child's parent/guardian must sign on their behalf.

Signature of
parent/guardian:

Date:

Full name of parent/guardian: