

National Redress Scheme Privacy Notice – Nominees

The Department of Social Services (we, us, our, department) is responsible for administering the National Redress Scheme for Institutional Child Sexual Abuse (National Redress Scheme), on behalf of the Australian Government. In some aspects of the National Redress Scheme, the department is assisted by Services Australia, an executive agency in the Finance portfolio.

In the course of our work we collect, use and disclose personal information, including sensitive information, that is directly related to, or reasonably necessary for, one or more of our functions or activities under the [National Redress Scheme for Institutional Child Sexual Abuse Act 2018 \(Cth\)](#) (National Redress legislation).

We will collect, or have collected, your personal information for the purpose of administering the National Redress Scheme. This notice is designed to ensure you (as an individual nominated to be a nominee or an appointed nominee), are aware of certain matters in relation to that collection, as required by the [Privacy Act 1988 \(Cth\)](#). This notice relates to assistance and legal nominees.

What we collect

We collect the following personal information about nominees:

- your name, date of birth, gender, contact and other identity details.

We may collect that personal information from you, from an individual applicant (Applicant) or from third parties. For example, we may collect personal information from:

- the nominee appointment form
- the application for redress (whether the Applicant fills out a paper-based form or an online form)
- interactions with you, as the Applicant's nominee (either over the phone or face-to-face)
- correspondence with you, as the Applicant's nominee
- third parties including other government agencies.

Why we collect your personal information

We collect your information to administer the National Redress Scheme including to:

- check and confirm your identity to ensure you are the person the applicant has authorised to represent them
- communicate and interact with you, as the Applicant's nominee
- undertake fraud and compliance, administration, statistical reporting and research in connection with the National Redress Scheme.

National Redress Scheme

For people who have experienced institutional child sexual abuse

If we are unable to collect your information, you cannot act on behalf of the Applicant, and we may not be able to progress an Applicant's application for redress.

We are authorised to collect, use and disclose your personal information by:

- the [National Redress Scheme for Institutional Child Sexual Abuse Act 2018 \(Cth\)](#)
- the [Privacy Act 1988 \(Cth\)](#).

Who we disclose your personal information to

We may disclose your personal information to the following people or organisations:

- an Independent Decision Maker who has been appointed to consider the Applicant's application, or a review of a determination on their application
- another Australian Government or State and Territory agency relevant to the Applicant's application for redress
- contracted service providers of support and/or counselling and psychological care services
- Services Australia, for the purposes of it assisting us to administer the National Redress Scheme
- the police or department of public prosecution or other relevant authorities under child protection obligations
- other parties where the disclosure of your information is authorised by law.

We may disclose your personal information overseas if you have made, or are assisting with, an application on behalf of the Applicant from outside of Australia (i.e. from another country), and we need to interact with Australian embassies and consulates to progress the application.

More information

More information about how we handle personal information is set out in our [Privacy Policy](#).

Our Privacy Policy contains more information about how you can access the personal information that we hold, and how to seek correction of that personal information. It also contains information about how to make a complaint about a breach of the Australian Privacy Principles, as set out in the [Privacy Act 1988 \(Cth\)](#).