



Australian Government
Department of Veterans' Affairs

Factsheet IS154 – Data Matching

Purpose

This Factsheet provides information about the Department of Veterans' Affairs (DVA) data matching program. It includes information about the role of the Privacy Commission.

What is data matching?

Data matching is where DVA compares its information on pensioners to the information held by other government departments or agencies in order to reduce the risk of pensioners receiving an incorrect payment.

Why do we have data matching?

Data matching is carried out to check that individuals are receiving the correct level of Government assistance for which they are entitled and that their DVA payments are correct.

With whom do we match our records?

DVA matches its records with:

- the Department of Human Services (Centrelink)
- the Australian Securities and Investment Commission
- the Australian Taxation Office
- the Department of Health
- the Registrars for Births, Deaths and Marriages in each state
- Comsuper
- the Department for Work and Pensions UK
- the Department of Social Development, Northern Ireland.

Personal information

This Department cannot disclose your personal information without authorisation. There are severe penalties for misuse or unauthorised disclosure.

Role of the Privacy Commissioner

The role of the Privacy Commissioner is to monitor measures to help ensure your privacy is protected and to investigate complaints about acts or practices that may interfere with the privacy of an individual.

A document called the Program Protocol is held by the Federal Privacy Commissioner. This document outlines the nature and the purpose of the data matching and is available from the Privacy Commissioner.

Factsheet IS154 – Data Matching, continued

The Federal Privacy Commissioner can be contacted on 1300 363 992.

Obligations

The Veterans' Entitlements Act 1986 (VEA) requires that service pension, disability pension and income support supplement (ISS) recipients and claimants, as well as holders of Commonwealth Seniors Health Cards (CSHC), be notified of their obligations in relation to their pension or benefit.

These obligations require that service pension and ISS recipients and claimants, and CSHC holders advise DVA within 14 days (28 days if you live overseas or receive remote area allowance) of an event or change of circumstance that might affect their rate of pension or their eligibility to receive that pension.

These obligations also require disability pension recipients to advise DVA within 21 days of certain events or changes of circumstance that might affect their rate of disability pension or treatment benefits.

It is important for DVA to be kept advised of a person's circumstances to make sure the right rate of payment is made, from the right date.

Disclaimer

The information contained in this Factsheet is general in nature and does not take into account individual circumstances. You should not make important decisions, such as those that affect your financial or lifestyle position on the basis of information contained in this Factsheet. Where you are required to lodge a written claim for a benefit, you must take full responsibility for your decisions prior to the written claim being determined. You should seek confirmation in writing of any oral advice you receive from DVA.

Related Factsheets

- [IS137 The things you need to tell us about](#)
- [IS138 The Things You Have To Tell Us – Social Security Age Pension Paid By DVA](#)

More Information

DVA General Enquiries

Metro Phone: 133 254 *

Regional Phone: 1800 555 254 *

[Email](mailto:GeneralEnquiries@dva.gov.au): GeneralEnquiries@dva.gov.au

[DVA Website](http://www.dva.gov.au): www.dva.gov.au

[Factsheet Website](http://factsheets.dva.gov.au): factsheets.dva.gov.au

* Calls from mobile phones and pay phones may incur additional charges.