



**Australian Government**  
**Department of Veterans' Affairs**

# **ELECTRONIC RECORDS**

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**Australian Government**  
**Department of Veterans' Affairs**

Ref <sup>s 22 - Out of scope</sup>

Ms Elizabeth Hampton  
Deputy Commissioner  
Office of the Australian Information Commissioner  
GPO Box 5288  
SYDNEY NSW 2001

By email [determinations@oaic.gov.au](mailto:determinations@oaic.gov.au)

Dear Ms Hampton

**s 22 - Out of scope**

# s 22 - Out of scope

I confirm DVA has now ensured that no further sharing of the veteran's personal information will occur to the University of South Australia.

DVA has recently conducted a review of the MATES program which has confirmed that as at 31 July 2023, all requests received under the current opt-out process had been properly actioned and client personal information had been removed from the Veterans' MATES Program.

## s 22 - Out of scope

Please let me know if there is any further information you require in relation to this matter.

Yours sincerely,

# s 47F

Andrew Kefford PSM  
Deputy Secretary  
Policy & Programs  
Department of Veterans' Affairs

7 January 2024

Encl. Letter to the veteran

# s 22 - Out of scope

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**From:** OAIC - Determinations <[determinations@oaic.gov.au](mailto:determinations@oaic.gov.au)>  
**Sent:** Thursday, 18 January 2024 5:16 PM  
**To:** Pullen, David s 47F  
**Cc:** s 47F Dana s 47F  
**Subject:** RE: Privacy complaint (MATEs) [SEC=OFFICIAL]

Our reference: s 22 - Out of scope

## Privacy complaint about the Department of Veterans' Affairs (MATEs)

Dear Mr Pullen

Thank you for your email and the letters attached.

We will review the material provided and raise with the appropriate OAIC staff.

We will be in contact if we require any further information or clarification.

Yours sincerely

Emily



**Emily** s 47F | Director Determinations  
Dispute Resolution  
Office of the Australian Information Commissioner  
GPO Box 5218 Sydney NSW 2001 | [oaic.gov.au](http://oaic.gov.au)  
s 47F

*The OAIC acknowledges Traditional Custodians of Country across Australia and their continuing connection to land, waters and communities. We pay our respect to First Nations people, cultures and Elders past and present.*