

Archived: Tuesday, 16 April 2024 4:29:33 PM

From: s22 Sarah

Sent: Friday, 2 February 2024 5:59:26 PM

To: OAIC - Determinations

Cc: s22 Sarah s22 Sarah; Kefford, Andrew

Subject: MATES Program [SEC=OFFICIAL:Sensitive]

Sensitivity: Normal

Attachments:

EC24-000185 - signed letter V3.pdf;DVA Compliance Review - Process Review - 28 September 2023.pdf;

CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Good afternoon Ms Hampton

Please find attached correspondence from Deputy Secretary Andrew Kefford regarding the MATES Program and the Review that examined the status of opt-out requests.

Kind regards

Sarah s22 | Executive Officer to Andrew Kefford PSM
Deputy Secretary Policy & Programs
Department of Veterans' Affairs
t: s22 Mobile: s22
sarah.s22@dva.gov.au

www.dva.gov.au





Australian Government
Department of Veterans' Affairs

Ref: EC24-000185

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

By email: determinations@oaic.gov.au

Re: 'ADJ' and The Secretary to the Department of Veterans' Affairs [2023] AI Cmr 29

Dear Ms Hampton,

I refer to our meeting on 24 October 2023, during which we provided an update on how DVA is addressing privacy and consent concerns about the MATES program and foreshadowed the advice we provided to your office on 17 January 2024.

In the context to the Commissioner's decision in 'ADJ' and The Secretary to the Department of Veterans' Affairs [2023] AICmr 29 (ADJ), **s11C(1)(a)** **s11C(1)(a)** the Commissioner made the following declaration to the respondent under section 52(1)(b)(ia) of the Privacy Act 1988 - that the respondent must take specified steps within a specified period to ensure that such conduct is not repeated or continued. A reference to this is at [203] of ADJ.

I am writing to provide the Commission with an update on the Department of Veterans Affairs (the Department) response to the above determination.

The Department engaged Proximity Advisory Services (Proximity) to undertake a Compliance Review of the process used to action requests by clients to opt-out of the DVA Veterans' Medicines Advice and Therapeutics Education Services (MATES) Program (the Veterans' MATES Program)(the "Review").

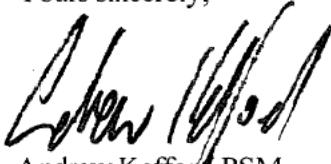
This Review examined the status of opt-out requests received by DVA on or before 31 July 2023. The Review was delivered to DVA on 28 September 2023.

s47E(d)

s47E(d)

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

Yours sincerely,



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

2 February 2024

Encl. Department of Veterans' Affairs - MATES Program Opt-out Compliance Review - 28 September 2023.

From: [OAIC - Determinations](#)
To: [OAIC - Commissioner; s22 \[REDACTED\], Leigh; s22 \[REDACTED\], Rachel; CASTALDI, Andre; DRAYTON, Melanie; OAIC - Legal](#)
Subject: FW: Veterans' MATES program [SEC=OFFICIAL]
Date: Thursday, 22 February 2024 1:52:56 PM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)
[image005.jpg](#)
[image006.jpg](#)

Dear all

We have just received the below email from DVA Assistant Secretary Moira Campbell.

Kind regards

Emily

From: Campbell, Moira <Moira.Campbell@dva.gov.au>
Sent: Thursday, February 22, 2024 1:45 PM
To: OAIC - Determinations <determinations@oaic.gov.au>
Cc: s22 [REDACTED], Kylie <Kylie.s22 [REDACTED]@dva.gov.au>; Foat, Ally <Ally.Foat@dva.gov.au>
Subject: Veterans' MATES program [SEC=OFFICIAL]

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Dear Ms Hampton

I am writing to advise you of the closure of the Veterans' Medicines Advice and Therapeutics Education Service (Veterans' MATES) program.

As you may already be aware, on 9 February 2024, the Minister for Veterans' Affairs asked DVA to close down the program and examine options for possible future programs that provide health benefits to the veteran community while meeting community and stakeholder expectations around ethical and data use requirement. Veterans were informed of the program's closure through a statement from the DVA Secretary published on 12 February 2024 at [Statement from the Secretary of DVA on the Veterans' MATES Program | Department of Veterans' Affairs](#).

The Department is working closely with the University of South Australia to progress the administrative arrangements required to close the program and will be in touch with your office with any relevant further updates as they are available, as well as continuing our previous communications in relation 'ADJ' and the Secretary to the Department of Veterans' Affairs (2023) AICmr 29.

Regards

Moira

Moira Campbell | Assistant Secretary
Client Programs Branch
Department of Veterans' Affairs
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www.dva.gov.au

