



Individual privacy statement

Individual exceptions

From 1 July 2023, families using child care must pay the gap fee using electronic means. The gap fee is the difference between the provider's fee and the Child Care Subsidy amount. Exceptions apply in limited circumstances. More information is available at the Australian Government Department of Education (the department) website at www.education.gov.au/child-care-package/provider-obligations/changes-gap-fee-payments-july-2023.

You can ask your child care provider to apply for an exception on your behalf if you are concerned that using electronic means to pay the gap fee may put you or your child at risk of family or domestic violence. You will need to give your child care provider supporting evidence to submit with your application so the department can assess it. This privacy statement explains how your personal information will be handled if you apply for an exception.

If you would like your child care provider to apply for an exception on your behalf, a person with management or control (PMC) for the provider will ask for your consent to apply. They will also ask you to consent to your personal information being handled in accordance with this privacy statement. Please ensure you have read and understood this privacy statement before you give consent.

Personal information

Your personal information is protected by law, including under the *Privacy Act 1988* (Privacy Act).

Personal information is information or an opinion about an identifiable individual or an individual who is reasonably identifiable. Personal information includes your name and contact details.

Sensitive information is a subset of personal information. It includes information or an opinion about your racial or ethnic origin, political opinions, religious beliefs or affiliations, philosophical beliefs, membership of associations or unions, sexual orientation or practices, criminal record, or health, genetic or biometric information.

The information the department needs to assess your application may include sensitive information.

The department needs your consent to collect your sensitive information. You do not have to consent to the collection of your sensitive information. If you do consent, you can withdraw your consent at any time by contacting EFTEExceptions@education.gov.au.

Collection of your information

Your personal information may be collected on behalf of department by a child care provider employee completing your exception application form.

Generally, the department must collect your personal information directly from you, unless you consent to the department collecting your personal information from someone else. By consenting to your child care provider submitting your exception application form, you consent to the department collecting your personal information from your child care provider.

Purpose of collecting your information

Your personal information is collected for the purposes of your exception application, and for the purposes of administering the Family Assistance Law and related purposes.

If you do not provide some or all of the personal information requested, the department may not be able to assess your exception application or grant you an exception.

Disclosure of your personal information

Your personal information may be disclosed to third parties, including but not limited to:

- your child care provider.

Your personal information may also be disclosed to other parties where you have agreed, or where it is otherwise permitted under the Privacy Act.

Privacy policy

The department's Privacy Policy, including information about how to make a complaint and seek access to and correction of your personal information, can be found at www.education.gov.au/privacy or by requesting a copy from the department at privacy@education.gov.au.

To contact the department about your personal information, email privacy@education.gov.au.

To contact the department about the exception application, email EFTEExceptions@education.gov.au.

