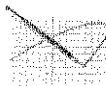


[Redacted]



Important Information
15/03/2006 12:57 PM

To: [Redacted]
cc: [Redacted]
Subject: Centrelink Customer Records - Unauthorised Access

Reference:
 Urgent(4 hours) Normal(24-48) Low(72 hours) Expires on

Centrelink Customer Records - Unauthorised Access

I want to remind all staff that Centrelink's customer records must not be accessed without a legitimate business reason and that unauthorised access is a serious offence, in breach of Centrelink's policies, the APS Code of Conduct and privacy guidelines.

Unauthorised access includes browsing, processing transactions and completing activities of customer records where there is no legitimate business reason or where Centrelink has determined that an official must not access the records.

Centrelink staff who have accessed customer records that they are not authorised to view can expect disciplinary action, including termination of employment, a reduction in classification, fines, etc.

Sophisticated access compliance checks, including logon identification, are used to ensure that customer records are only viewed by authorised staff. All suspected instances of unauthorised access are investigated.

Staff who have **any doubt** about which customer records they can access, or Centrelink's policies and rules, should contact their Area Office Privacy Officer or the Privacy & Information Access Team in National Support Office.

Sheryl Lewin
General Manager
People and Planning Division

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