

August 1, 2022

The Hon Bill Shorten MP,
Minister for National Disability Insurance Scheme and Government Services,
Suite 1A 12 Hall St.,
Moonee Ponds, VIC 3039.

bill.shorten.mp@aph.gov.au

Dear Mr. Shorten,

National Disability Insurance Scheme data breach and notifications

We are writing to follow up on our letter to you of June 9, 2022, outlining Australian Privacy Foundation (APF) concerns about the nasty theft of personal, medical and other sensitive information stored by a third party National Disability Insurance Scheme (NDIS) client management system, CTAR, on behalf of the NDIS.¹ We requested:

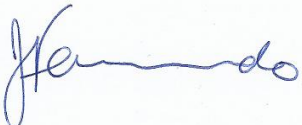
1. Full disclosure by the National Disability Insurance Agency (NDIA) and service providers to all NDIS users potentially affected, and to the public, as a matter of urgency.
2. Information about when the breach occurred, and when it was discovered and notified to the Office of the Australian Information Commissioner, to contribute to transparency.
3. Advice on when and how many NDIS clients have been notified of the data breach to date.

We seek your advice as to when we might expect a response from your office to the issues we have raised about the stolen data.

Beyond our very real concern about personal privacy, this horrendous breach has already delivered real damage to society, including to trust in government digital health implementations, by publishing personal and health information on the dark web. Moreover, the wider population is becoming ever more sceptical of government health data information breaches, even if it isn't very clear on what can be done about these.

We look forward to your reply and would be happy to help with developing further responses to the concerns discussed.

Yours sincerely,



Dr. Juanita Fernando
Chair, Health Committee
Australian Privacy Foundation
Juanita.Fernando@privacy.org.au

REFERENCES

1. Denham Sadler. Leak of NDIS data involves 'extremely volatile information'. [Innovation Aus \(online\)](https://www.innovationaus.com/leak-of-ndis-data-involves-extremely-volatile-information/), June 2 2022.
<<https://www.innovationaus.com/leak-of-ndis-data-involves-extremely-volatile-information/>>