



Notice of collection

What are our functions and activities?

Our functions and activities include, among other things:

- protecting and enhancing the safety, health, well-being and quality of life of aged care consumers; promoting the provision of quality care and services;
- developing and promoting best practice models for engagement between aged care service providers and their aged care consumers;
- dealing with complaints about aged care service providers and service providers of a Commonwealth funded aged care service; and
- regulating and monitoring the provision of aged care services.

Why are you receiving this notice of collection?

In the course of our work we collect and use personal information, including sensitive information that is directly related to, or reasonably necessary for, one or more of our functions or activities under the *Aged Care Quality and Safety Commission Act 2018* (the Quality and Safety Commission Act) and the *Aged Care Act 1997* (the Aged Care Act).

We are authorised to collect, use, and disclose certain personal information in accordance with the Quality and Safety Commission Act, the Aged Care Act, and the *Privacy Act 1988*. You have received this notice as we are collecting, or have collected, your personal information for one or more of these purposes.

How do we collect personal information?

We will collect personal information through a range of different channels including when we communicate with you or your representative by letter, email and through our website. We also collect personal information when you or your representative meet with us face-to-face or deal with us by telephone. We may also collect your personal information from third parties such as other government agencies or a relevant aged care service provider and its staff.

When could your personal information be disclosed?

We may disclose your personal information to third parties for the purposes of carrying out one or more of our statutory functions or activities. Your personal information may also be included in a referral to another organisation that monitors health and aged care quality and professional standards, such as the Australian Health Practitioner Regulation Agency, the Department of Health, state coroners and health complaints entities.

We will only use or disclose your personal information for other purposes in accordance with Part 7 of the Quality and Safety Commission Act, Part 6.2 of the Aged Care Act, or where otherwise required or authorised by law.

We will ensure that any request you make for confidentiality is complied with unless doing so will, or is likely to, place the safety, health or wellbeing of any person at risk. All reasonable steps will be taken to notify relevant individuals before deciding to not comply with a request for confidentiality.

We do not usually disclose personal information to overseas recipients, but will take reasonable steps to notify you if we intend to do so.

More information

For more information about our privacy practices, including how to access or correct your personal information or make a privacy complaint, see the privacy policy available on our website or contact us by phone.

All information in this publication is correct as of January 2019.



Phone

1800 951 822



Web

agedcarequality.gov.au



Write

Aged Care Quality and Safety Commission
GPO Box 9819, In Your Capital City