



# Privacy notice

## Code of Conduct for Aged Care

The Aged Care Quality and Safety Commission (Commission) is responsible for taking action in relation to compliance with the Code of Conduct for Aged Care (the Code). The Code describes how aged care providers, their governing persons and aged care workers must behave and treat people receiving aged care services.

### How we collect personal information

When the Commission collects information in exercising its functions and activities, this may include information about the behaviour of people who are bound by the Code. We collect this information through various channels, including:

- complaints to the Commission about aged care providers
- feedback about the performance of a provider
- reportable incident notifications under the Serious Incident Response Scheme
- interviews with people such as consumers and their families and representatives
- the provision of information or documents about compliance with the Code
- the conduct of performance assessments
- the conduct of investigations
- notifications of material changes for aged care providers

- assessments of Annual Prudential Compliance Statements and financial reports
- referrals from other regulators such as the NDIS Quality and Safeguards Commission and the Australian Health Practitioner Regulation Agency
- media reports
- concerns raised through monitoring and management of non-compliance action.

### How will your personal information be used?

We may use the personal information we collect in exercising our functions for the purpose of taking action in relation to compliance with the Code; this includes when conducting an investigation. We may also use the personal information of a governing person or aged care worker, such as their name and date of birth, to identify patterns of possible non-compliance with the Code requiring further assessment and response by the Commission. If we find there is non-compliance, we may use personal information to take appropriate regulatory, compliance and enforcement action.

Our collection and use of personal information in this way is required or authorised by or under the *Aged Care Quality and Safety Commission Act 2018* (Commission Act) and the Aged Care Quality and Safety Commission Rules 2018.

## When could your personal information be disclosed?

Information collected for a Code purpose may be disclosed to other regulators such as NDIS Quality and Safeguards Commission and the Australian Health Practitioner Regulation Agency. Where conduct that is inconsistent with the Code has occurred, we may disclose the personal information of the individual concerned to the aged care provider of the service concerned. This disclosure occurs in accordance with the requirements of the Commission Act.

We do not usually use or disclose personal information overseas, except in limited circumstances:

- Email traffic may be assessed by overseas service providers for malicious and harmful content, to mitigate security risks.
- We may send personal information offshore to the person the information is about or with the consent of the individual concerned.

If we intend to disclose personal information to an offshore recipient in other circumstances, we will take reasonable steps to notify you.

## More information

We comply with the *Privacy Act 1998* and Australian Privacy Principles in handling personal information. Our [notice of collection](#) and [privacy policy](#) contain detailed information about the type of personal information we collect and when we collect it, how we use and disclose personal information, and the steps we take to keep it safe. If you have questions or concerns about how we handle personal information, you can read our [privacy policy](#), call us on **1800 951 822** or [email us](#).

*The Aged Care Quality and Safety Commission acknowledges the Traditional Owners of country throughout Australia, and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to Elders both past and present.*

All information in this publication is correct as of January 2023



### Phone

1800 951 822



### Web

[agedcarequality.gov.au](http://agedcarequality.gov.au)



### Write

Aged Care Quality and Safety Commission  
GPO Box 9819, in your capital city