

Notice of Collection – Feedback about Commission staff and services

This document supplements the [Privacy Policy](#) for the Aged Care Quality and Safety Commission. It contains additional information about how personal information will be handled in connection with providing feedback and complaints about the Commission.

Purpose

The Aged Care Quality and Safety Commission (“the Commission” or “our”) is authorised to collect personal information to perform its functions and activities under the *Aged Care Act 2024* (Cth).

This notice outlines how the Commission handles personal information (including sensitive information) you provide to us when engaging with the Internal Standards and Conduct Unit and/or when using our **Feedback about Commission staff and services form**. We handle personal information in accordance with the *Privacy Act 1988* (Cth) (Privacy Act), including when managing complaints or feedback about our staff or services, conducting investigations, undertaking analysis and reporting on our service delivery.

Providing your personal information is voluntary and you may submit feedback anonymously or using a pseudonym where practicable. However, if you do not provide contact details, we may be unable to acknowledge, seek further information, provide updates or advise you of any outcome.

Collection of personal information

The Commission only collects personal or sensitive information it requires to carry out its duties in any given instance.

In the course of managing complaints, concerns or feedback about us, we may collect information via a range of methods, including forms, interviews, online platforms, electronic and paper correspondence, phone calls, and where required, CCTV.

We may collect personal information directly from you, your representative or a third party, where:

- you have agreed
- it is unreasonable or impractical to collect the information from you
- it is required or authorised by or under an Australian law or a court/tribunal order
- collection of the information is authorised for other purposes permitted under the Privacy Act.

We may also collect sensitive personal information about you, generally with your consent.

Indirect and direct collection

At times the Commission may also receive information indirectly or directly from third parties, such as:

- authorised representatives, other employees and witnesses
- applicants, complainants, of a related matter
- other government agencies, including state/territory authorities, and alternative complaint bodies, where information sharing is permitted.

Use or disclosure of personal information

The Commission uses personal information for the purpose of collection and potentially a related purpose. Such uses include but are not limited to:

- investigating matters raised
- responding to complainants
- managing staff conduct and performance
- improving our services
- supporting staff welfare initiatives
- informing staff training and education.

We may also use personal information, in de-identified form where practicable, to report on complaint trends and service performance, including in annual reports and occasional case studies, publications and training materials.

Use or disclose of personal information (including in de-identified form where practicable) may occur to authorised individuals or entities, including, but not limited to:

- the staff member(s) the feedback relates to where necessary
- other Commonwealth agencies, or state/territory agencies
- related entities: The Aged Care Quality and Safety Commissioner, Aged Care Quality and Safety Complaints Commissioner, and the Aboriginal and Torres Strait Islander Aged Care Commissioner
- an investigation body or contracted service providers appointed by the Commission
- judicial and quasi-judicial bodies in relation to litigation, claims, disputes and complaints, or
- law enforcement bodies (i.e. the National Anti-Corruption Commission, the Australian Federal Police or the Australian Taxation Office), where required or permitted by law.

Some limited exceptions permit the Commission to disclose sensitive information for a secondary purpose without consent, including where it is required or authorised by or under Australian law, or where a permitted general situation exists.

Overseas disclosure of your personal information

Personal information is not usually disclosed to overseas recipients. In particular circumstances, if disclosure of personal information is required, we will comply with our privacy obligations.

Storage of personal information

Personal information associated with complaints, concerns or feedback about us is held in secure files with limited and restricted access.

More information

The Commission's [Privacy Policy](#) contains information about how you may complain about a breach of the Australian Privacy Principles and how the Commission will deal with complaints. The Privacy team can be contacted at:

- **Email:** privacy@agedcarequality.gov.au