



Privacy notice

Aged Care Code of Conduct

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

How we collect personal information

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 and feedback to the Commission about providers, aged care workers and responsible persons.
- reportable incident notifications under the Serious Incident Response Scheme
- interviews with people such as older people and their families and representatives
- the provision of information or documents about compliance with the Code
- through our audit functions
- the conduct of investigations
- notifications of provider or responsible person change in circumstances

- 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 responsible 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 Act 2024* and *Aged Care Rules 2025*.

Disclaimer

The information in this resource provides general guidance only. It's your responsibility to know your obligations and legal responsibilities under the *Aged Care Act 2024* and *Aged Care Rules 2025*.

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 registered provider, or the associated provider or digital platform operator who employs them. This disclosure occurs in accordance with the requirements of the *Aged Care Act 2024*.

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 1988* 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.

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Phone
1800 951 822



Web
agedcarequality.gov.au



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