



# General notice of collection of personal information

**The Aged Care Quality and Safety Commission (Commission) regulates government-funded aged care services in Australia. We may collect your personal information during one of our standard functions or activities.**

## What we do

The Commission's purpose is to protect and improve the safety, health, wellbeing and quality of life of people receiving aged care. We have a range of regulatory functions to do this, such as:

- registering providers
- auditing registered providers where they are subject to the Strengthened Aged Care Quality Standards
- monitoring and investigating registered providers, aged care workers and responsible persons
- dealing with complaints and feedback about registered providers, aged care workers and responsible persons
- responding to notifications of reportable incidents
- communicating with and educating the sector.

More information is available on our website.

## How we collect personal information

We try to collect information directly from you. But sometimes we collect your information in other ways, such as when:

- other people give us information, including:
  - people receiving aged care and their supporters
  - aged care providers, workers and responsible persons
  - external organisations (such as other government agencies).
- we talk with and interview people when we visit aged care services or investigate a provider, worker or responsible person
- other organisations give us personal information because it is relevant to our role.

## How we can use your personal information

We can use your personal information to perform our functions and activities. For example, when we:

- deal with complaints and feedback
- respond to reportable incidents
- assess if aged care providers, workers and responsible persons are meeting their obligations.

There may be times when we collect information for one purpose but need to use it for another. For example, we may collect information as part of a complaint, then use it at another time to assess a provider, worker or responsible person.

We may use personal information to survey people about improving our services. Any companies that help us gather this information must follow privacy laws.

## What happens if we can't collection your information

If you choose not to give us your personal information when we engage with you, there is limited opportunity for ongoing involvement with us. For example, we will not be able to contact you to provide an update or ask for more information. You can talk to us about this if you want more information.

## When we can disclose your personal information

We can only disclose (share) your personal information if:

- you give us permission
- we are authorised or required to by the [Aged Care Act 2024](#) (Chapter 7 – Information management) or other relevant laws
- it meets another exception in the [Australian Privacy Principles](#).

Organisations we regularly disclose personal information to include:

- [Department of Health, Disability and Ageing](#)
- [Australian Health Practitioner Regulation Agency](#) (AHPRA)
- [National Disability Insurance Scheme Quality and Safeguards Commission](#)
- [Services Australia](#)
- state coroners' offices
- state and federal police
- state and Australian Government departments and agencies.

We have [Memorandums of Understanding](#) that set out when and how we share information with other organisations.

We'll keep your personal information confidential if you ask us to. Unless this will, or is likely to, put any person's safety, health or wellbeing at risk. If this happens, we'll take all reasonable steps to notify you before we share any information.

## Overseas use and disclosure of personal information

We only disclose personal information overseas when:

- overseas services assess our email traffic for malicious and harmful content
- we send information to you while you're overseas
- we have your permission.

We'll take all reasonable steps to notify you in any other situation.

## More information

We handle personal information in line with the [Aged Care Act 2024](#), the [Privacy Act 1988](#) and the [Australian Privacy Principles](#).

Our [Privacy Policy](#) describes:

- how we collect personal information
- what type of personal information we collect
- how we use and disclose personal information
- how you can access and correct personal information we have about you
- how you can make a complaint about the way we've handled, used or disclosed your personal information
- how we keep personal information safe.

If you have questions about how we handle personal information, you can:

- [contact us](#) through our website
- call us on 1800 951 822
- email us at [info@agedcarequality.gov.au](mailto:info@agedcarequality.gov.au)
- If you're concerned about the way we handled your personal information, you can [make a complaint](#) about us.

If you're unhappy with our response to your complaint, you can complain to the Australian Information Commissioner. The Information Commissioner is independent and has the power to investigate complaints about possible breaches of privacy law. You can find more information on the [Office of the Australian Information Commissioner](#) website.

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



### Write

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