Collection, use and disclosure of personal information for Aged Care purposes

This document complements Services Australia’s (agency) Privacy Policy. It contains information about how the agency collects and handles personal information.

We administer aged care programs on behalf of the Department of Health and Aged Care (DHAC).

We collect information about customers and service providers to deliver aged care payments and subsidies.

Collection of personal information for Aged Care purposes

We will collect personal information from the following sources:

* paper-based forms
* electronic means (including online application form)
* face-to-face interactions
* telephone
* correspondence/letters/email
* legal nominee and assistance nominee
* responsible institution/s
* other relevant authorities or third parties.

To assess eligibility and administer aged care payments and services, we regularly collect the following personal information about you:

* Agency reference/identification numbers, for example, Centrelink Customer Reference Number (CRN)
* full name
* gender
* date of birth
* address
* contact details
* financial details, and
* details of people who you usually live with

To verify your identity, we may collect copies of your:

* Tax File Number (TFN)
* Department of Veterans’ Affairs (DVA) file number
* driver license
* Medicare card
* ImmiCard
* passport number
* superannuation fund(s)
* salary details
* legal documents, including Power of Attorney, court orders
* details of an award or settlement about workers’ compensation, third party insurance or common law settlement, and
* information relating to care recipients’ Australian National Aged Care Classification (AN-ACC) classification from DoHAC on a regular basis.

We also collect the following information about your interactions with us:

* details of applications and claims you’ve made
* payments or services we provide you
* The biological distinction between male and female gender
* copies of birth certificates, and
* aged care facility admission details

Storage of personal information collected for Aged Care purposes

For aged care personal information is stored in core systems and secured drives with restricted access.

Core systems are used for collecting customer information for aged care related registration, claiming and payments. Personal information in these systems is managed by the agency’s records management framework.

Personal information not held in core systems, is stored in secured drives with restricted access.

Use of personal information for Aged Care purposes

To deliver and administer aged care payments and services, we regularly use personal information in the following circumstances:

Aged Care means tests

Generally, personal information may be used for the following purposes relating to the calculation of aged care subsidies and fees:

* to assess and maintain aged care forms and payment summaries to ensure care recipients receive the correct payments with respect to:
* home care subsidies under section 47-1 of the *Aged Care Act 1997* (the Act)
* flexible care subsidies under section 50-1 of the Act
* residential care subsidies under section 43-4 of the Act
* to enable processing of electronic and manual aged care claims, and establish and maintain applications for the oxygen supplement and enteral feeding supplement under:
* Section 48-3 Primary supplements of the Act and section 44-13 Oxygen supplement of the *Aged Care Act (Transitional Provisions) Act 1997* (Transitional Provisions Act) for home care subsidy
* Section 44-5 Primary supplements of the Act, and section 44-13 Oxygen supplement of the Transitional ProvisionsAct for residential care subsidy
* Section 48-3 Primary supplements of the Act, and section 44-14 Enteral feeding supplement of the Transitional Provisions Act for home care subsidy
* Section 44-5 Primary supplements of the Act, and section 44-14 Enteral feeding supplement of the Transitional Provisions Act for residential care subsidy
* in other related circumstances, including:
* to calculate and pay residential care, home care and flexible care subsidies by Chapter 3 of the Act
* to calculate the appropriate level of funding for residential aged care services based on an assessment of care recipient needs
* to asses the means (i.e. income and assets) of aged care recipients to determine the maximum residential or home care fees (as applicable) payable by care recipients, and to calculate the subsidies payable to approved aged care providers
* to ensure all claims, forms and other documentation submitted to the agency, whether using the Aged Care Provider Portal or otherwise (manual claiming), are appropriately authorised by the relevant aged care provider(s), and
* to establish and maintain appointment of nominee records to enable care recipients to authorise another person or organisation to deal with us on their behalf.

Call recordings

Personal information collected during call recordings may be used for the following purposes:

* + assessment of entitlement to receive aged care services
  + quality assurance
  + learning and development
  + complaints and feedback management
  + review of decisions
  + fraud and security, and
  + release of information under legislation (including Freedom of Information requests)

Aged Care Provider Portal

Personal information submitted online through the Aged Care Provider Portal (ACPP) may be used to process aged care entry records for all care types.

Audit and compliance

* Personal information may be provided to DHAC and may be used for data matching and compliance purposes:
  + for theActand Transitional Provisions Act,
  + in the pursuit of program integrity investigations
  + to identify non-compliance, fraud, including internal fraud and inappropriate practice in the programs we administer
  + to enable us to carry out committee and tribunal secretariat functions related to compliance activities

Disclosure of personal information for Aged Care purposes

We disclose personal information to the following parties, as authorised under the Act:

Government

* DHAC, for the purposes of:
* notifying of an individual’s entry into aged care services
* reporting on and developing aged care policy, and investigating aged care fees and payment issues by the Act
* relaying personal information about care recipients and approved providers
* matching care recipient identity with income and asset information held in DVA systems, which supports function of the Aged Care Systems
* Department of Social Services (DSS), for the purposes of:
  + administering the social security law, including to updating information about care recipient income and financial assets
* DVA, for the purposes of:
* assessing (through a DVA means assessment) the resident status of a care recipient and determining their accommodation cost/liability
* matching care recipient identity with income and asset information held in DVA systems, which supports the function of the Aged Care systems
* determining fees payable by the care recipient, and government subsidies payable to approved aged care providers in accordance with the Act

Approved aged care providers

* for the purposes of determining government subsidies payable to approved residential care, home care, and flexible care providers, in accordance with Chapter 3 of the Act

Other parties (government and private sector)

In the process of delivering Aged Care services and performing Aged Care functions, we will routinely disclose personal information to these recipients in the circumstances and for the purposes noted below:

* The Australian National Audit Office
* The National Disability Insurance Agency, where personal information of National Disability Insurance Scheme (NDIS) participants and their representatives is supplied to support NDIS compliance and investigation processes
* the Australian Minister for Health and Aged Care
* other relevant Commonwealth Ministers
* authorised third parties (such as power of attorney, State Trustees, executor of the estate for deceased care recipients) upon written request by a care recipient or an applicable court or tribunal
* mail and print suppliers as contracted by the agency’s procurement division for the purpose of issuing aged care letters with updated information
* service providers contracted to deliver aged care services
* medical indemnity insurers and organisations
* Members of relevant committees and tribunals such as an Administrative Appeals Tribunal, the Administrative Review Tribunal or a parliamentary inquiry
* other third parties where it is in the public interest, in accordance with the *Privacy Act 1988* orthe Act, for example, information being released to relevant authorities to assist in welfare checks