



Participant Privacy Notice

Who is collecting your personal information

Your personal information is being collected by HealthConsult who is contracted by the Department of Health and Aged Care to conduct an independent pilot of quality indicators (QIs) for in-home aged care. Your personal information may also be collected on behalf of your aged care provider by their contracted benchmarking company.

Why your personal information is being collected

Your personal information is being collected for the purpose of administering the survey being conducted as part of the pilot. Where your aged care provider appoints HealthConsult to distribute the survey on their behalf, HealthConsult will collect your phone number and email address for the sole purpose to send the survey to you via a survey link. HealthConsult will also receive your survey responses from your provider, or their contracted benchmarking company and this data will only be used to independently assess the quality indicators (QIs) for use in an in-home aged care setting. Participation in the survey will help ensure that QIs for in-home aged care services are practical, relevant, and effective in improving quality of care. Your survey responses will not be able to identify you.

Importance of your participation

Your participation in this survey is crucial for gathering comprehensive and representative data. Without sufficient participation, we may lack the necessary insights to inform effective policy-making for in-home aged care. However, it's okay if you don't want to take part in this survey. This will not have any impact on the care that you receive.

Who will we disclose your survey responses to

If your aged care provider administers the survey directly to you, your aged care provider will share your survey responses with HealthConsult Pty Ltd. If your provider appoints their benchmarking company to collect your survey responses on their behalf, the benchmarking company will collect your survey responses and send them to HealthConsult. HealthConsult will share the survey responses with the [Registry of Senior Australians](#) who is supporting HealthConsult in conducting the pilot.

The Department will only receive de-identified, aggregated data from this survey. The Department will not receive any data that could identify you personally.

Interviews about the survey

Some aged care providers will be administering the surveys directly to you. You can also choose to provide your contact details to HealthConsult to participate in an interview about your experience with the survey, after the survey has been completed.

If you choose to complete an interview, anything you say will remain confidential. That means notes taken will not be shared with the Department or your aged care provider. All information gathered through the interviews will be de-identified and then combined and presented in a final report to the Department. You will not be able to be identified in any way.

Privacy complaints

The Department's privacy policy contains information about how you may complain about a breach of the [Australian Privacy Principles](#) or the [Australian Government Agencies Privacy Code](#) and how the department handles complaints.

Further information

See the [Department's privacy policy](#). You can obtain a copy of the [Australian Privacy Principles](#) privacy policy by contacting the Department using the contact details set out at the end of this notice.

Consent

By completing this Survey, you agree that your aged care provider can share your survey responses with HealthConsult Pty Ltd. You also agree that HealthConsult can provide de-identified, aggregated data to the Department.

Contact details

If you wish to contact the department about a privacy-related matter, including questions about this notice, please contact the department's Privacy Officer by one of the following methods:

Post

Privacy Officer
Department of Health and Aged Care
23 Furzer Street
WODEN ACT 2606

Email

privacy@health.gov.au

Telephone

02 6289 1555