CHSP Standard Privacy Notification

We are informing you of an important change introduced by the Commonwealth Government under the New Aged Care Act 2024, it is now mandatory for all providers of Commonwealth Home Support Program (CHSP) services to collect your My Aged Care (MAC) ID.

The information below explains what this is and why we are required to collect this information.

Collection of your My Aged Care ID

The information that we collect from you includes your personal information. Your personal information is protected by law, including by the Commonwealth Privacy Act.

The Department of Health, Disability and Ageing (DoHDA) provide grant funding to providers of aged care services under the Commonwealth Home Support Program (CHSP).

CHSP providers must report on the delivery of CHSP services to DoHDA via the Data Exchange (DEX). This system is hosted by the Australian Government Department of Social Services (DSS).

DSS on behalf of DoHDA collects information (including information about the services you receive and an encrypted version of your 'My Aged Care ID') from your CHSP provider and stores this information as a deidentified record in DEX. This protected information is a mandatory requirement and is not used by DSS for any purpose.

Uses and disclosures of your My Aged Care ID in the Data Exchange

DSS on behalf of DoHDA discloses a subset of this information (including an encrypted MAC ID) to DoHDA periodically in order to monitor provider compliance with funding grant conditions (the compliance purpose). This is authorised under s 573(1) of the New Aged Care Act 2024 (https://www.health.gov.au/our-work/aged-care-act).

DoHDA will decrypt your My Aged Care ID in order to reidentify you and verify information about CHSP services provided to you for the compliance purpose. DoHDA cannot undertake compliance monitoring activities without this information.

How DSS uses and discloses personal information other than My Aged Care ID in the Data Exchange

DSS on behalf of DoHDA uses your information in DEX to produce and share de-identified data and data visualisation reporting products to DoHDA and providers, for reporting and research purposes.

DSS uses your information in the Data Exchange to produce information for policy development, grants program administration, and research and evaluation purposes. DSS also shares data with organisations and agencies for reporting and research purposes. DSS de-identifies all data before use or disclosure so that it cannot be used to re-identify you.

Further information

For more information about how DSS on behalf of DoHDA will manage your personal information, including how you can request access or correction of your personal information or make a privacy complaint, see the privacy policy published on the DSS website (https://www.dss.gov.au/using-our-website/privacy-policy).