



Australian Government

Department of Health, Disability and Ageing

Commonwealth Home Support Program (CHSP) aged care clients information collection notice

Privacy and your personal information

Your personal information is protected by law, including the *Privacy Act 1988* and the Australian Privacy Principles, and is being collected by the Australian Government Department of Health, Disability and Ageing (the department) for the primary purpose of ensuring that you can continue to access Commonwealth funded aged care services following the commencement of the new *Aged Care Act 2024* (the new Act) from 1 November 2025 if you are eligible.

Older people accessing funded aged care services from 1 November 2025 will do so under the new Act. This includes individuals accessing services under a specialist aged care program such as the Commonwealth Home Support Program (CHSP). The department requires some personal information about you to verify that you are currently accessing aged care services through CHSP and ensure you meet the legislative requirements to access funded aged care services.

The information we require is limited and can be obtained from your CHSP provider with your consent.

The aim of this data collection is to assess your eligibility under the exceptional circumstances provision of the new Act so that you can continue accessing services through your existing CHSP provider. Your information will also be used to confirm your existing profile within My Aged Care, or if you do not have a My Aged Care profile, to create a profile on your behalf. Details about how personal information entered into a My Aged Care profile will be used and disclosed is available from your CHSP provider or can be found here: [My Aged Care privacy](#).

You can get more information about the way in which the department will manage your personal information, including our privacy policy, at: [Website privacy policy | Australian Government Department of Health, Disability and Ageing](#). The department will not disclose your personal information to any overseas recipients.

In the below Privacy Notice, you will be provided with greater detail about consenting to your CHSP provider disclosing your personal information to the department for the purposes indicated above.

If you do not provide your consent, you will be required to apply for an aged care needs assessment or move to a full-fee paying arrangement with your provider from 1 November 2025.



Australian Government

Department of Health, Disability and Ageing

Long-Form Privacy Notice

Commonwealth Home Support Program (CHSP) aged care client-information collection

Who is collecting your personal information?	<p>Your personal information is being collected by the Department of Health, Disability and Ageing (the department).</p> <p>Your CHSP provider is collecting this information from you on behalf of the department. This is because the information required by the department is already held by, or can be easily collected and supplied to us by, your provider.</p>
Why does the department collect your personal information?	<p>The department is collecting your personal information to assess your eligibility under the exceptional circumstances provision of the <i>Aged Care Act 2024</i> (new Act) so that you can continue accessing services through your existing CHSP provider.</p> <p>With your consent, your CHSP provider will collect personal information about you and disclose it to the department, which will use your personal information for the purposes of assessing your eligibility to be approved for funded aged care services without an aged care needs assessment through the exceptional circumstances provision the new Act. If found eligible, the department will also use your personal information for the purposes of:</p> <ul style="list-style-type: none"> - confirming your eligibility for the aged care services you are currently accessing; and - determining the equivalent services, if any, you will be eligible to access under the new Act. <p>You will be notified of the outcome of your application by either email or mail. With your consent, we will also advise your provider of the outcome.</p> <p>If you provide consent, your personal information will also be used to:</p> <ul style="list-style-type: none"> - update your existing profile within My Aged Care (if you have one); or - if you do not have an existing My Aged Care profile, to create a profile on your behalf. Having an up-to-date profile within My Aged Care will ensure that you can access aged care services for which are eligible should your needs change in the future or if you seek to change service providers. <p>Personal information used to create your My Aged Care profile may be used or disclosed in accordance with the My Aged Care Privacy Policy available here My Aged Care privacy.</p> <p>De-identified information about you may be used for other departmental purposes, including annual reporting.</p>
What would happen if the department did not collect your personal information?	<p>If you do not provide your consent, you may be required to lodge a new application for funded aged care services after 1 November 2025 to enable you to continue to access services.</p> <p>Requesting access approval requires that you provide information about yourself to My Aged Care and undertake a needs assessment. A delegate will also need to make a decision that you require funded aged care services.</p>

Who will the department disclose your personal information to?	<p>Your personal information will not be disclosed to any other person or organisation in connection with ensuring continuity of your aged care services.</p> <p>Personal information stored on your My Aged Care profile, whether new or existing, will be disclosed to Services Australia, approved needs assessors, registered providers and health professionals for the purpose of providing you with aged care services. More information about how and why your personal information may be disclosed through your My Aged Care profile can be found here: My Aged Care privacy</p>
Access to and correction of your personal information	The department's privacy policy contains information about how you may access and seek correction of personal information about you that is held by the department.
Privacy complaints	The department's privacy policy contains information about how you may complain about a breach of the Australian Privacy Principles or the <i>Australian Government Agencies Privacy Code</i> and how the department will deal with complaints.
Overseas disclosure of your personal information	We will not disclose your personal information to any overseas recipients.
Further information	You can read the department's privacy policy here . You can obtain a copy of the APP privacy policy by contacting the department using the contact details set out at the end of this notice.

Consent	<p>You will be specifically asked to provide your consent to the two following activities:</p> <ul style="list-style-type: none"> • Your CHSP provider disclosing your personal information and the department collecting your personal information for the purpose of assessing your eligibility for aged care services through your CHSP provider from when the <i>Aged Care Act 2024</i> commences; and • The department either updating the personal information on your My Aged Care profile if you already have a profile, or the department creating a My Aged Care Profile for you, using your personal information if you do not already have one. <p>This will involve the handling of the following personal information about you:</p> <ul style="list-style-type: none"> • First Name • Last Name • Title • Gender • Date of Birth • Address • Whether you identify as Aboriginal or Torres Strait Islander • Whether you are homeless or at risk of homelessness • Medicare number (if available) • Aged care client identifier associated with your My Aged Care profile (if available) • The CHSP services you currently access • Information about your health, impairments and personal circumstances.
Contact details	<p>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:</p> <ul style="list-style-type: none"> • Post Privacy Officer Department of Health, Disability and Ageing 23 Furzer Street WODEN ACT 2606 • Email privacy@health.gov.au • Telephone 02 6289 1555