



# Residents' Experience Survey – participant privacy notice

## Who is collecting your personal information

Your personal information is being collected by Access Care Network Australia (ACNA). ACNA is contracted by the Department of Health, Disability and Ageing to conduct the Residents' Experience Survey (RES).

## Why ACNA, on behalf of the department, collects your personal information

ACNA collects personal information for the purposes of conducting the Residents' Experience Survey. The results of the survey are then used to calculate Star Ratings for a residential aged care home. All personal information is de-identified by ACNA before being provided to the department.

Your personal information may also be used for other purposes such as research and analysis to inform future policy decision-making.

## What would happen if ACNA, on behalf of the department, did not collect your personal information

If you do not or are unable to provide your personal information you will not be able to participate in the Residents' Experience Survey.

## Who ACNA, on behalf of the department, will disclose your personal information to

ACNA may disclose your personal information to other organisations also contracted to deliver the Residents' Experience Survey.

## Access to and correction of your personal information

ACNA's privacy policy contains information about how you may access and seek correction of personal information about you that is held by ACNA. See [ACNA's privacy policy](#).

## 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 will deal with complaints.

## Overseas disclosure of your personal information

We will not disclose your personal information to any overseas recipients.

## 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 providing your personal information to ACNA, you consent to ACNA handling your personal information in accordance with this notice.

## 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, Disability and Ageing  
23 Furzer Street  
WODEN ACT 2606

### Email

[privacy@health.gov.au](mailto:privacy@health.gov.au)

### Telephone

02 6289 1555