



Online Compliance Platform Privacy Notice

Last updated: 4 August 2026

This document provides information on how Department of Health, Disability and Ageing handles health providers' personal information when you use the Online Compliance Platform to respond to the Department's request to review a schedule of claims.

Description

The Australian Government Department of Health, Disability and Ageing (**Department**) is bound by the *Privacy Act 1988* (Cth) (**Privacy Act**) and the Australian Privacy Principles (**APPs**).

The Department collects, uses and discloses personal information in administering the Online Compliance Platform as part of its [Medicare compliance program](#).

Letters inviting voluntary acknowledgement of incorrect payments by health providers are sent and received through the Online Compliance Platform.

Using the Online Compliance Platform

Using the Online Compliance Platform is optional. A health provider can choose to receive letters by post or find out more information about the Online Compliance Platform by contacting Online.Compliance.Platform@health.gov.au

Collection of personal information

The Department collects a health provider's name, mobile phone number and email address to grant access to the Online Compliance Platform. Details of services delivered by the health provider, including patient details, will be collected in health provider responses.

Disclosure of personal information

The Department will disclose personal information obtained through the Online Compliance Platform to Services Australia regarding incorrect payments.

The Department may disclose personal information overseas if health providers access the Online Compliance Platform outside of Australia. All health providers are bound by the *Privacy Act*.

Further information

The Department has an APP [Privacy policy](#). 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. The APP privacy policy contains information about:

- how you may access the personal information the Department holds about You and how You can seek correction of it; and
- how you may complain about a breach of
 - the APPs; or
 - a registered APP code that binds the Department; and
- how the Department will deal with such a complaint.

You can contact the Department by telephone on (02) 6289 1555 or freecall 1800 020 103 or by using the online enquiries form on the [Health website](#).