

Dear Valued Client,

Collection, use and disclosure of your My Aged Care ID and personal information

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

As CHSP provider, BHN must report on the delivery of CHSP services to the DoHDA via the Data Exchange (DEX).

The Data Exchange is an IT system that is hosted by the Australian Government Department of Social Services (DSS).

On behalf of DoHDA, DSS 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 de-identified record in DEX. This protected information is a mandatory requirement and is not used by DSS for any purpose.

DSS de-identifies and aggregates personal information that is stored on the Data Exchange to produce information for policy development, grants program administration, research and evaluation purposes. This information does not include information that identifies clients, or re-identifies clients, in any way.

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, please refer to the DSS privacy policy is published on its website (<https://www.dss.gov.au/using-our-website/privacy-policy>).

Warm regards

The team at Better Health Network