



**Australian Government**

**Department of Health, Disability and Ageing**

**Privacy Notice**  
**Community Visitors Scheme Public Consultation - APP 5 Notice**

Your personal information is protected by law, including the *Privacy Act 1988* and the Australian Privacy Principles (**APPs**).

**Who is collecting your personal information?**

Your personal information is being collected by WhereTo Research on behalf of the Department of Health, Disability and Ageing (the department).

**Why does the department collect your personal information?**

We collect your personal information for the purpose of collecting the views of the disability community and other disability sector stakeholders to inform the identification of opportunities for nationally consistent approaches to disability specific CVS. The information collected will not be available to the public.

Some of the information collected by us through our consultations has research value in developing policies that extend beyond the specific consultation for which it was originally collected. Where this is the case, the information that we collect from this consultation may be used in a de-identified manner for our other research purposes. In doing so, we will apply the Australian Privacy Principles, as set out in the Privacy Act, to the handling of any personal information.

**What information is being collected?**

Through your participation in consultation activities, our contracted service providers, on behalf of the department, will collect a range of information about you. This information, if you choose to share it, may include:

- type of stakeholder you are (for example, person with disability, family or carer, disability support worker, disability or health peak body etc)
- disability type, if applicable
- age and gender
- which state or territory you reside in
- what type of area you live in (for example, capital city, regional city, regional location)
- what type of accommodation setting do you live in (for example, a private home, specialist disability accommodation, public or community housing etc)

You may only provide information about other individuals where they have consented to you sharing the information with us, or where you are otherwise authorised to disclose the information to us (for example you are a parent or guardian of a child or the primary carer of a person who is incapable of providing consent).

Certain information, such as quotes, references to opinions, or examples of lived experience, may be in any material shared outside of the department. This includes in any meeting notes and policy papers, and any other material that the department or Where to produce as part of this consultation.

As submissions can be emailed to the department or can be in an audio or video format, in many cases your submission will include some of your personal information such as your name, email address, voice or image, and other identity details. The department's intention is for participants to not be identified or be reasonably identifiable. However, this may not always be possible due to a range of factors (e.g. the nature of the questions, free text responses, video or audio input). Where we can identify you (or reasonably identify you) from your response or participation, we will handle your response in accordance with the Privacy Act as it will be 'personal information.'

### **What would happen if the department did not collect your personal information?**

If you do not or are unable to provide your personal information, the department may still be able to consider your views as part of this consultation process and your identity will remain anonymous.

However, any missing information may hinder our ability to perform accurate data analysis, develop future programs and policies, and produce accurate documents and reports.

### **Who will the Department disclose your personal information to?**

We may disclose your personal information to:

- our Ministers,
- other Commonwealth agencies with relevant interest in the project (for example the National Disability Insurance Agency and the NDIS Quality and Safeguards Commission)
- other parties where the disclosure is authorised by law. If we receive information in response to this consultation that indicates there is a risk of harm to the respondent or another person, we are required to report it under Australian Law. This may include referral to the relevant state or territory authorities, in line with the relevant state, territory and Commonwealth legislation.

Your information provided as part of the consultation will be analysed and a de-identified document will be produced by Where to on the outcome of the consultation. This will be shared with state and territory governments as part of an evidence base to inform the identification of opportunities for nationally consistent approaches to disability specific CVS.

### **Access to and correction of your personal information**

The department's privacy policy contains information about how you may access and seek correction of your personal information.

### **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**

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**

By providing your personal information to WhereTo Research, you consent to the department collecting this personal information about you from WhereTo Research.

If you are providing the department with personal information about another individual, unless you are authorised to consent on their behalf, you will need to inform that individual of the contents of this notice and obtain their consent to the department collecting their personal information.

### **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