



Australian Government



myagedcare

Privacy Collection



This document is written in an easy to read way.

We use pictures to explain some ideas.



Australian Government

Department of Health,
Disability and Ageing

The Department of Health Disability and Ageing wrote this document.

When you see “we” it means **the Department**.



Some words are written in **bold**.
These words are the name of something.



You can ask for help to read this document.





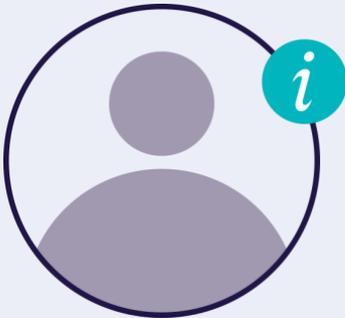
A friend, family member or support person can help you.



This document is about **Privacy Collection**.

What is Privacy Collection?

Privacy Collection is how we get and look after your **personal information**.



Your **personal information** is things like

- Your name
- Your age
- How to contact you
- Who supports you
- What your health needs are



We get your **personal information**

- On the phone
- Online
- In person



How we use your personal information

We use your **personal information** on the **My Aged Care** website.



We use it to

- Sign you up to **My Aged Care**
- Check if you can use **My Aged Care**
- Help you get the care you need



We may need to share your information with other organisations.



We will always ask you if it is OK to share your **personal information**.

You can remove your consent at any time.



The law says it is OK to get your **personal information**.



When do we get your personal information?

We get your **personal information** when you use the **My Aged Care** website.



We may get your personal information

- When you ask a question on the **My Aged Care** website.
- When you sign up for **My Aged Care**
- When someone who looks after you signs up for **My Aged Care**.
- When you need an **aged care needs assessment**.



Your **personal information** helps us give you better care.





How can you see your personal information

If you need to change the information we have about you, you can do it

- Online
- Over the phone
- In person



How to contact us

If you have questions about **Privacy Collection** you can

Call 02 6289 1555



Email privacy@health.gov.au

Send a letter to Privacy Officer,
Department of Health, Disability and Ageing,
23 Furzer Street, WODEN ACT 2606

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