



Letter from the Department of Social Services about your OLOC Commonwealth Home Support Program (CHSP) Service

Dear Commonwealth Home Support Program (CHSP) Client

The Commonwealth Department of Social Services has written to OLOC, as the provider of your CHSP service, and required us to send you the attached letter.

The DSS letter is about:

1. Arrangements under the New Aged Care Act, which require OLOC to provide CHSP services only to clients who are registered on MyAgedCare;
2. that OLOC is now required to provide each client's My Aged Care ID number to the Commonwealth Government in order for services to continue;
3. The arrangements that the Commonwealth Government, both the Department of Health, Disability and Ageing (DoHDA) and the Australian Government Department of Social Services (DSS), has put in place to protect your privacy.

No action is required by you.

I have attached below a copy of the letter that the Department of Social Services has required us to send you for your information and records.

If you require any further information about this matter please follow the link to the Department of Social Services website, which is at the end of the DSS letter.

Kind regards

Peter Squire,
HR & Quality Manager
03rd July 2025

'Collection of your My Aged Care ID

Dear Commonwealth Home Support Program (CHSP) Client

The information that we collect from you includes your personal information.

Your personal information is protected by law, including the Commonwealth Privacy Act.

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

CHSP providers must report on the delivery of CHSP services to DoHDA via the Data Exchange (DEX).

This system is hosted by the Australian Government Department of Social Services (DSS).

DSS, on behalf of DoHDA, 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.

Uses and disclosures of your My Aged Care ID in the Data Exchange (DEX)

DSS, on behalf of DoHDA, discloses a subset of this information (including an encrypted MAC ID) to DoHDA periodically in order to monitor provider compliance with funding grant conditions (the compliance purpose). This is authorised under s 573(1) of the [New Aged Care Act 2024](#) (NACA).

DoHDA will decrypt your My Aged Care ID in order to re-identify you and verify information about CHSP services provided to you for compliance purposes.

DoHDA cannot undertake compliance monitoring activities without this information.

How DSS uses and discloses personal information other than My Aged Care ID in the Data Exchange (DEX)

DSS, on behalf of DoHDA, uses your information in DEX to produce and share de-identified data and data visualisation reporting products to DoHDA and providers, for reporting and research purposes.

DSS uses your information in the Data Exchange to produce information for policy development, grants program administration, and research and evaluation purposes. DSS also shares data with organisations and agencies for reporting and research purposes. DSS de-identifies all data before use or disclosure so that it cannot be used to re-identify you.

How the Department of Health, Disability and Ageing (DoHDA) and DSS use information stored on DEX and protects privacy:

- (a) *The Department of Health, Disability and Ageing (DoHDA) provide grant funding to providers of aged care services under the Commonwealth Home Support Program (CHSP).*
- (b) *CHSP providers must report on the delivery of CHSP services to DoHDA via the Data Exchange (DEX).*
- (c) *The Data Exchange is an IT system that is hosted by DSS.*
- (d) *DSS on behalf of DoHDA collects information (including information about the services received and an encrypted version of a client's 'My Aged Care ID') from you and stores this information as a de-identified record in the Data Exchange.*
- (e) *With the exception of My Aged Care ID, 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, and this will not include information that identifies the client, or re-identifies the client, in any way*
- (f) *DSS's privacy policy is published on its website. The website contains information about how the client may access or correct the personal information that is stored on the Data Exchange; complain about a breach of the APPs by DSS, and how DSS will deal with the client's complaint. The privacy policy also contains information about the circumstances in which DSS may disclose personal information to overseas recipients*
- (g) *The organisation is using the Data Exchange for recording client information, and the client's personal information (with the exception of the encrypted version of the My Aged Care ID) is stored on the Data Exchange for this purpose only.*
- (h) *the client's personal information, which is stored by DSS on the Data Exchange, is only visible to the organisation that collected the information for the purposes of managing the client's case*
- (i) *the consequences if personal information is not collected from the client are: This notification is necessary to enable the client's personal information to be stored on the Data Exchange by DSS in compliance with the Privacy Act. DSS will not review, approve or store an organisation's registration forms and the client may withdraw consent at any time for personal information, other than the encrypted version of the My Aged Care ID, at any time.*

Further information

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, see the [privacy policy](https://www.dss.gov.au/using-our-website/privacy-policy) published on the DSS website:

<https://www.dss.gov.au/using-our-website/privacy-policy>