



Information for clients on privacy

The Data Exchange is a secure, online IT system that is hosted by the Australian Government Community Grants Hub, Department of Social Services.

This streamlined performance reporting system was introduced to help funded organisation spend less time and effort on administration and increase their focus on delivering better outcomes for you, your family and your community.

Personal information

Funded organisations may opt to use the Data Exchange as a free electronic case management system, in order to manage your details and keep track of the services they are providing you, to ensure that they are meeting your needs.

Where organisation use the Data Exchange to manage the services they offer, they will enter your personal information onto the Data Exchange system where it will be securely stored.

This information includes your name, age, gender, cultural background and disabilities you provide to the organisation. The privacy of this personal information is protected by law, including by the *Commonwealth Privacy Act 1988*.

Only the organisation you are working with will be able to access information identifying who you are, when the Data Exchange is used as a Client Management System. Each organisation is expected to have internal policies to protect your records.

Information collected through the Data Exchange is de-identified and used for research and policy analysis only. The Data Exchange is interested in trends at the program and whole-of-program level, not individual clients.

You and any family members who come with you to receive services will never be identified in any reports or publications produced from the Data Exchange, including reports or publications.

Your consent is required

Funded organisations reporting through the Data Exchange will ask if you consent to the collection of your personal information for storage in the Data Exchange.

No personal information will be stored in the Data Exchange if you do not consent. Your consent is completely voluntary. You can change your mind at any time. This will not stop your access to services.

Further information

You can ask the organisation working with you about the storage and handling of your personal information. You can also find more information about the handling of personal information in the Data Exchange privacy policy on dex.dss.gov.au.