



# Collection Notice: Seniors

## What do we do?

The Department of Communities (Communities) implements initiatives and strategies that support older people in ageing safely, happily, with dignity and respect. This includes elder abuse prevention and support, grants and funding, age-friendly communities, and the WA Seniors Card and State Concession Card.

WA Seniors Card and the State Concession Card programs provide eligible members with access to a range of State Government concessions, rebates, and benefits in Western Australia.

This Collection Notice covers the personal information collected in connection with Seniors and Veterans services, how this information is used and who we may share it with.

## What personal information do we collect and hold?

The types of personal information we collect when you are **applying for a Seniors Card or State Concession Card** may include:

- names, date of birth, and contact details (for example, phone number, email address, and residential address)
- identification documents to verify the applicant's identity
- gender
- relationship status
- bank account details
- sensitive operational information from the Department of Veterans' Affairs (DVA)
- DVA determination letters which may contain sensitive medical information.

For **rebate applications** we may collect:

- name and contact details (for example, phone number and email address)
- bank account details (for grant payments).

For the **Grandcarers Support Scheme** (GSS), we collect:

- applicant name, date of birth and contact details
- identification documents to verify the applicant's identity
- names and dates of birth of grandchildren.

When you **participate in any programs**, we may also collect participation details (for example, name and event).

We collect personal information directly from individuals through applications, consultations, events, online surveys and program participation.

In certain circumstances, personal information may also be collected from third parties including other government agencies, service providers, or individuals involved in regulatory matters where authorised or required by law.

## When can you remain anonymous?

Individuals may choose to remain anonymous when making a general enquiry. However, if all requested information is not received it may limit our ability to provide services, assess support needs, or respond to requests.

All applications for cards, grants and support schemes, require applicants to provide complete and verified personal information to enable us to assess eligibility and administer these programs. Due to the nature of these processes, you cannot remain anonymous or use a pseudonym. If you do not provide this information, we will be unable to process your application.

## How do we use your personal information?

Personal information may be used to:

- verify identity and assess eligibility for a WA Seniors Card or State Concession Card
- assess, monitor and pay rebate or grant payments to you
- communicate with applicants and members, including outbound email campaigns
- verify identity and assess eligibility for a Foster and Grand Carers Gold Card.

We may also use this information to:

- conduct analyses to monitor and improve service delivery
- prepare ministerial reports, briefings, or advice provided to Minister for relevant portfolio as per our statutory functions and ministerial accountability obligations of the *Public Sector Management Act 1994 (WA)* and the *Financial Management Act 2006 (WA)*
- support internal audit activities and external audit functions under the *Auditor General Act 2006 (WA)*
- notify Ombudsman WA of investigations, complaints, or reviews of administrative action under the *Parliamentary Commissioner Act 1971 (WA)*.

## Who do we share information with?

We may share personal information with:

- RevenueWA, Department of Treasury and Finance
- Health Support Services (HSS)
- Water Corporation

- Public Transport Authority (PTA)
- Local Government Authorities (LGAs)
- Department of Veterans' Affairs (DVA)
- WA Police Force (WAPOL)
- Department of Transport and Main Roads (DTMI)
- Department of Primary Industries and Regional Development
- Department of Local Government, Industry Regulation and Safety
- commercial partners for the purpose of redeeming discounts or awarding competition prizes.
- Australian Tax Office (rebate or other grant payments).

We may also share information:

- within Communities for the provision of related services
- to other Western Australian Government agencies, and oversight bodies or regulators where authorised or required by law
- with organisations engaged to deliver programs or services on our behalf
- to other organisations, where authorised by law, or where you have given us your consent.

To access your personal information held by Communities and to seek correction of any inaccuracies, you can apply under the *Freedom of Information Act 1992* (WA). Details on how to submit a request can be found on our [Freedom of Information](#) page.

## Where can you find further information?

For further information about how we manage personal information, please refer to the Communities [Privacy Policy](#) or contact our Privacy Officer at [privacy@communities.wa.gov.au](mailto:privacy@communities.wa.gov.au).