

**Senate Community Affairs Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**SOCIAL SERVICES PORTFOLIO**  
**2016-2017 Additional Estimates Hearings**

**Outcome Number: 2.1 Families and Communities**

**Question No: SQ17-000004**

**Topic: 1800RESPECT**

**Hansard page: Written**

**Senator Jenny McAllister** asked:

What measures are in place to safeguard privacy in data and personal information obtained by MHS as part of the 1800 Respect line?

**Answer:**

Medibank Health Solutions (MHS) advised that the conduct of the 1800RESPECT service is governed by specific terms and conditions consistent with those generally applied in the health care sector and consistent with relevant state and federal legislation. In accordance with these conditions, MHS is only permitted to disclose personal information to a third party with the consent of the individual, where it is necessary to do so in order to prevent harm or as required to do so by law. Additionally, the 1800RESPECT service is governed by contractual requirements explicitly outlined by the Department of Social Services.

MHS is subject to the *Commonwealth Privacy Act 1988* (Privacy Act) and other privacy regulations which govern the management of personal information and health records. MHS has robust security measures in place to safeguard the privacy of data and personal information obtained as part of its services, including 1800RESPECT.