



## **PRACTICE GUIDELINE 4 (REVISED)<sup>1</sup>**

### **CONTACT INFORMATION FOR INDIVIDUALS AND INFORMATION ABOUT AGED CARE RECIPIENTS IN DOCUMENTS TO BE TENDERED**

#### **Part A**

##### **Introductory matters**

1. This Practice Guideline relates to the conduct of the Royal Commission into Aged Care Quality and Safety (**Royal Commission**). It should be read in conjunction with the *Royal Commissions Act 1902* (Cth) (**Act**), the Terms of Reference contained in the Letters Patent establishing the Royal Commission dated 6 December 2018 and Practice Guideline 1 (including the confidentiality procedures in Part G of that Practice Guideline).
2. This Practice Guideline concerns the procedure of the Royal Commission regarding non-publication of direct contact information for individuals such as aged care workers and information about aged care recipients in documents tendered at a public hearing before the Royal Commission.
3. Where the Royal Commission considers it appropriate, this Practice Guideline and any future practice guidelines may at any time be varied, changed or replaced. This version of Practice Guideline 4 replaces the version of Practice Guideline 4 dated 17 January 2019.

#### **Part B**

##### **When directions may be made**

4. The Royal Commission will ordinarily make a non-publication direction under s 6D(3) of the Act during the course, or at the conclusion, of a public hearing in respect of material tendered at the hearing that reveals direct contact information for individuals. Examples of direct contact information for an individual are direct telephone numbers (but not general telephone numbers for an organisation), mobile phone numbers, email addresses and residential addresses.
5. In addition, where the Commissioners consider it necessary to protect the privacy of aged care recipients, they will make non-publication directions under s 6D(3) of the Act in respect

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<sup>1</sup> This version of Practice Guideline 4 replaces the one dated 17 January 2019.

of information about aged care recipients contained in documents tendered at a public hearing. Such information will include:

- a. the name and address of aged care recipients,
- b. medical information not relevant to the Commission's proceedings
- c. other information and names as necessary, such as the names of family and representatives.

6. The names of other individuals identified in tendered material will generally be published.

## **Part C**

### **Publication of documents**

7. Where the Royal Commission has received into evidence documents about aged care recipients and it is unable to satisfactorily de-identify or redact those documents to protect the privacy of aged care recipients, such documents will not be published on the Royal Commission's website.

The Honourable Richard Tracey AM RFD QC  
**Commissioners**

Ms Lynelle Briggs AO

10 May 2019