

Customer Consent

Collect, Use and Disclose Information

We need to collect some personal and sensitive information from you to provide you with a service. All of your information collected by us will be maintained, used, shared, stored and disposed of according to our Privacy Policy and Procedures, along with the Information Sharing Guidelines (ISG) for promoting safety and wellbeing.

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

To provide you with an effective service, personal and sensitive information regarding your family, medical, social and financial circumstances may need to be shared between services, professionals, agencies or individuals who are also assisting you. Your consent (authority) is needed for this information sharing to occur. All such information will be treated sensitively and confidentially by the Uniting Communities service.

It is important you understand that information may be shared without consent when a Uniting Communities' service reasonably believes this is necessary to lessen or prevent a serious or imminent threat to an individual's life, health or safety, or a serious threat to public health or safety (ISG).

Uniting Communities has a Privacy Policy that is available on our website or by request.

What personal information will be collected and how will it be used?

Personal and sensitive information may include how to contact you, your health status, your age and your cultural background.

However, the information will only be used for the purposes you agree (consent) and according to law. It will be stored securely, protected from inappropriate access and kept only for as long as required.

What if I don't want to provide certain personal information?

Your consent to provide personal and sensitive information is voluntary; however, if you decide not to, this may delay or prevent us from providing you with a service.

Who will know about my personal information?

Staff will not share your personal and sensitive information with any person or organisation outside of Uniting Communities without your consent. The exceptions to this is where we are legally required to do so, or to protect someone from serious harm.

Sometimes, we need to share some of your information with the agencies who fund our services. This data helps them to measure the performance of our services, improve policy and conduct research into the services customers receive. No identifying information is included in the data that is shared by the funder. You may visit their website (we can assist you to do this) to view their strict IT security and privacy protocols.

How can I access my information, change my details or make a complaint?

Our Privacy Officer can help you to access your personal information, request a change, or report any breach of your privacy. Please speak to your contact worker or the administration staff at the office where you receive our services for more information.

We will manage your privacy complaint fairly, respectfully and as quickly as possible. If you aren't happy with the outcome, you can contact the Office of the Australian Information Commissioner and Australian Privacy Commissioner who has the power to investigate our practices.

Customer Consent

Name of service:

Staff member name:

Customer name:

OR

Name on behalf of customer:

AUTHORITY TO SHARE and OBTAIN personal and sensitive information

Individual or organisation details (insert names and purpose for sharing)	Initials for permission	End date (insert end date OR tick life of service)
		___ / ___ / ___ OR <input type="checkbox"/> Life of service
		___ / ___ / ___ OR <input type="checkbox"/> Life of service
		___ / ___ / ___ OR <input type="checkbox"/> Life of service
		___ / ___ / ___ OR <input type="checkbox"/> Life of service
		___ / ___ / ___ OR <input type="checkbox"/> Life of service
		___ / ___ / ___ OR <input type="checkbox"/> Life of service

CONSENT

I consent to the information provided by me being shared by Uniting Communities to people/agencies as indicated above (please identify each one in the table above)	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
My Uniting Communities worker has explained mandatory notifications and exemptions to this authority (please tick one only)	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
The implications of not providing such consent have been explained to me	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
I consent to Uniting Communities collecting, using, sharing, storing and disposing of the personal and sensitive information I provide.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
I understand that I can withdraw or change my consent at any time	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A

Customer/advocate signature:

Date:

Staff member signature:

Date:

DID NOT CONSENT

I have been unable to obtain informed consent from, or on behalf of, the customer:

Staff member signature:

Date: