

Tertiary Family Support (TFS) – Client Consent to Refer and Share Information

Consent to share information between Department of Child Safety, Youth and Women (Department of Child Safety) and Relationships Australia (Qld) Limited Tertiary Family Support.

I, (print name)
give consent for the Department of Child Safety, Youth and Women and Relationships Australia (Qld) Limited to exchange information that is required for the Tertiary Family Support to assist my family in accordance with the Tertiary Family Support Service Agreement, and I agree to the Tertiary Family Support Worker participating in Family Group Meetings and case planning with the Department.

Privacy Notice

- *The information you provide to the Tertiary Family Support about yourself and/or your family will be recorded by the Department of Child Safety and Relationships Australia (Qld) Limited.*
- *All the information you provide will be handled in accordance with the National Privacy Principles.*
- *The Department of Child Safety will have access to your personal information as access is required by law (for example under the Child Protection Act 1999).*
- *Your personal information will not be passed on to any other third parties unless required by law, or you have signed a release of information form.*

Storage of your Information

Relationships Australia has strict processes to protect personal information held about clients. This includes secure physical storage of records, the security of our premises and the protection of electronic records. Relationships Australia does not use any external company or person for data storage or processing. All Relationships Australia employees sign a 'Declaration of Confidentiality' upon commencement of employment.

Access to your Information

You have a general right to access personal information Relationships Australia holds about you, and to amend information that is incorrect. Pursuant to the National Privacy Principles, there are some instances in which access to information will not be allowed, for example, access will not be permitted to information about any other person, including your family members or your spouse/partner. If you wish to access your personal information, or would like further information about access, please contact the Venue Manager or call our Client Services Team on 1300 364 277.

Disposal of Information

Client files are securely retained and then disposed of in accordance with the specific requirements of each program (generally 7 years after file closure) and in line with appropriate legislation. Your service provider will give you further information about the retention and disposal of files in your particular program. Any information stored electronically will remain in the database in a non-identifiable form.

Complaints and Feedback

Relationships Australia welcomes feedback about our services. If you have a complaint or feedback about how we manage privacy issues or your personal information, please contact us on 1300 364 277 or write to clientmatters@relateqld.com.au.

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The Department of Child Safety will provide information to the Tertiary Family Support for the following purposes:

- to determine the type of services that families need to help them care and nurture their children in a safe way
- to inform priorities for future Family Support program development
- to inform level of future Family Support service funding provision

The type of information recorded in Relationships Australia (Qld) Limited files includes:

- family details including your usual address
- referral details
- Case Management history
- Needs Assessment details
- assistance provided / Service referrals and outcomes
- Client participation notes and worker interaction notes
- Case closure and outcomes for families

To be eligible to receive Tertiary Family Support, it is compulsory for you to provide consent to share your personal information between the Department of Child Safety and Relationships Australia (Qld) Limited. If you choose not to give consent, you/your family may be ineligible to receive Tertiary Family Support Services. In this event, you will be referred to an alternate family support service, if available.

Declaration

I/We understand:

- the information on this form and the Privacy Notice
- that to access a Tertiary Family Support, my/our family information will be shared between the Department of Child Safety and Relationships Australia (Qld) Limited
- that the Department of Child Safety or RAQ may be required by law to disclose information to others
- that this authority, direction, and consent may be withdrawn at any time by forwarding a notice in writing to *Relationships Australia (Qld) Limited* or to the *Department of Child Safety*, and
- give consent for all information to be exchanged between the Department of Child Safety and Relationships Australia (Qld) Limited Tertiary Family Support

Name of Parent/Guardian: Signature Date: / /	Name of Parent/Guardian: Signature Date: / /
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Signature CSO: Signature Date: / /	Signature CSO: Signature Date: / /
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Please note:

If you are having difficulties reading or understanding this document, please ask an employee to read it with you and provide clarification. Alternatively, you may ask a family member or friend to read it prior to you signing it.

Verbal Client Agreement and Consent			
<i>Verbal client consent should only be used where it is not practicable to obtain written consent.</i>			
Only Verbal Client Consent provided <input type="checkbox"/>			
I have discussed the required information on this form with the client or their authorised representative. I am satisfied that the client (or their representative) understands the information in this document and has provided their agreement and consent.			
Practitioner Name		Date	
Practitioner Signature			