



Client consent form		
Name:		DOB:
<p>I acknowledge that The Salvation Army REPAIR program has provided information on:</p> <ul style="list-style-type: none"> • How and why my personal information may be used and disclosed • I can withdraw my consent at any time by contacting REPAIR program • My information may be shared without consent if there is a serious threat to myself or another individual's life, health, safety or welfare • My information may be shared without consent if it is relevant for assessing or managing risks to a child victim survivor of family violence (if applicable) • My rights and responsibilities • Information on how to make a complaint 		
<p>I understand my information may need to be disclosed to additional third parties in order to provide an improved level of care. I give consent for my personal information to be disclosed to the person or agencies listed below:</p>		
Service Type	Name of Agency	Notes
Written Consent:		
Client Signature:		Date:
Worker signature:		Date:
Verbal Consent: <i>For practitioner use only when written consent is not possible</i>		
<p>I have discussed the proposed uses and disclosures of information with the client or authorised representative and am satisfied that the client understands and has provided their informed consent to these. <i>Consent is valid for a period of 12 months from the date of signature. A parent or legal guardian to sign if client is under the age of 16.</i></p>		
Worker Signature:		Date:
Worker name:	Worker position:	



Confidentiality and Privacy

- What happens to information about you while you are a client of this service?

What information is collected by REPAIR?

REPAIR looks after the personal information you provide to us according to laws including the *Privacy Act 1998*, the *Information Privacy Act 2001* (Vic), and the *Health Records Act 2001* (Vic).

We collect personal information about you for the purpose of providing therapeutic services to you. Without this information, it may be difficult to help you achieve your goals. The information we collect from you is stored securely.

How we use and disclose your information

Your privacy is important to us and we will use your information to provide a handover to the occupational therapist, creative therapists and in connection with your therapeutic plan. With your consent, the organisations we usually disclose information to include services that provide you with, or may provide you with, additional support services.

Your information may be provided to our funders, including government departments, to ensure we are fulfilling our funding agreement. We may release your information if there is a medical emergency, an immediate risk of harm to you or to others, or it is required by law.

Access to your personal information

You can view your personal information REPAIR holds on file. If it is incorrect or incomplete you can ask us to correct and complete it. If you would like to discuss accessing your information, please talk to your case manager, program Team Leader, or the REPAIR Manager.

You can withdraw your consent at any time by contacting the REPAIR program.

Further information

For further information about what we do with your personal information, rights and responsibilities or to make a complaint about a breach of privacy, speak to your case manager, program Team Leader or the REPAIR Manager, at: *Melbourne Counselling Service Level 2, 69 Bourke St, Melbourne*
PO Box 18375 Collins Street East, Melbourne VIC 8003 Ph: 03 9653 3250

You can also access *The Salvation Army Privacy Policy* and *Crossroads Client Rights and Responsibilities* by asking at reception or visiting the REPAIR website at:

<http://melbournecounsellingservice.org.au/currentclients/>

Complaints procedures

Please go to: <http://melbournecounsellingservice.org.au/currentclients/> for a copy of the *Complaints, Suggestions and Compliments* brochure.