

Consent for exchange of information form

Client Name: _____

Client Date of Birth: _____

Instructions:

This document is to be signed by a representative of integratedliving Australia and the:

- Client. Use **Table A**.

or

- A representative of integratedliving Australia and the client's representative. Use **Table B**.

Table A: Client is signing document

Client Name:	
Date of Birth:	
Date:	
Organisation Representative:	

Table B: Client's representative is signing document

Client Name:	
Client's Representative Name:	
Date:	
Organisation Representative:	

When printing, print pages 2-6.

Consent for exchange of information form

Consent to the Collection, Use and Disclosure of Personal Information

I, _____, consent to personal information and health information about _____, date of birth _____, being collected and used by integratedliving Australia Ltd ('integratedliving') for the purposes of achieving the outcomes in my individualised plan.

I also consent to the personal information and health information collected by integratedliving being disclosed to, and used by:

The Department of Social Services (DSS); Department of Veteran's Affairs (DVA); and state and territory governments and integratedliving suppliers/subcontractors for the purposes of verifying eligibility, monitoring health outcomes, service implementation clinical and technical support, reporting, research and statistical purposes that are related to integratedliving functions and/or activities.

I also consent to my personal information being disclosed to third party provider for the use of My Support App and acknowledge that I, or my nominated contacts, will receive notifications via SMS and/or App Based Push Notifications advising me of service updates and offers.

I understand that there are no sign up fees or charges for utilising My Support App. I also understand that My Support App uses the internet and that any costs associated with the connection of internet/phone usage are my responsibility.

I understand that I can opt-out of receiving these communications from integratedliving via My Support App at any time by calling 1300 782 896.

- Yes, I consent to using My Support App.
- No, I do not consent to using My Support App.

Nominated Contact Details for My Support App

Nominated Contact Name	Relationship	Mobile Number

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I acknowledge that I have read the information provided in this consent form and understand that personal information and health information about _____ that is related to the operation and outcomes of integratedliving's functions and/or activities, will only be recorded and disclosed in accordance with the Privacy Act 1988 (Cth).

I acknowledge that integratedliving has advised and discussed with me the following:

- integratedliving's Privacy Policy
- my right to access personal information
- my right to access my health information
- my right to withdraw my consent at any time

Signature of Client

Print Name

Date

Signature of Organisation Representative

Print Name

Signature of Client Representative

Print Name

Date

Date

I also understand that integratedliving may, in some circumstances, disclose personal information and health information held about _____ to other organisations, to enable those other organisations to provide me with assistance.

I understand that integratedliving will discuss any disclosure of any personal information and health information with me.

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Consent Information Sheet

You have been given a consent form to sign. The form asks for approval for us (your agreed provider) to collect and use your personal information and health information (including sensitive information), and outlines the requirements to ensure that your privacy is maintained if you consent to use My Support App to receive notifications from integratedliving Australia Ltd through My Support App. This information sheet explains why we need your approval, and how your information might be used and held.

Why do I need to provide information?

We appreciate that privacy is important to you. integratedliving is committed to handling your personal information and health information) in accordance with applicable privacy laws and the Australian Privacy Principles set out in the Privacy Act 1988 (Cth) ('Privacy Act').

Personal information is information or opinion that identifies a person or from which a person can reasonably be identified. It includes information such as your name, address, date of birth, contact details and emergency contacts. If you receive aged care services or tele-health services it will also include health information such as your care records, medical history, treatment and advice you have been given by healthcare professionals, and other information relevant to your care or the services we provide.

When handling your personal information and health information, we follow strict privacy rules. These are part of a national law called the Privacy Act. Under this law, we must tell you why we need your information and what we will do with it.

How will the information be used?

We collect personal information and health information reasonably necessary for one or more of our functions or activities as a provider of home care, community care, disability support and tele-health services. The type of information we generally collect includes your name, date of birth, address and other contact details such as your telephone numbers and email address, in relation to health information, your care records, medical history, and treatment. Depending on the purpose of our interaction with you, we may also collect additional personal information.

Providing us with accurate and complete information is important for the safety, quality and effectiveness of the services we provide. If you do not provide accurate and complete information, or you withhold information, it may affect the safety, quality and effectiveness of the services we provide and the funding available to you or us for those services. In certain circumstances, this may mean that we are not able to provide you with services.

My Support App

My Support App enables you, the client, to:

- View your schedule of services and request changes,
- Provide feedback on the services provided to you by integratedliving Australia,
- Share service dates and times with family members or carers,
- Share updates with family and friends through a newsfeed,
- Receive text messages to remind you about services and changes you have requested,
- Receive text messages from integratedliving to inform you about products, offers and events we think may be of interest to you.

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By consenting you authorise integratedliving to access and provide you with the information listed below via My Support App:

- Basic contact and personal information – name, date of birth, address, email, phone number
- Service information – date, time, Support Worker, location, service type
- Consent to receiving marketing communications about products, offers and events that may be of interest to you by SMS and/or push notification

If you nominate someone to receive this information on your behalf they will have visibility of your service information and will receive this via SMS or App Based Push Notification. It is important to be aware that you can withdraw this consent or update your nominated contacts at any time by calling **1300 782 896**.

Is information about me given to anyone else?

integratedliving may use or disclose your personal information and health information for the purpose disclosed at the time of collection. integratedliving will not disclose an individual's personal information and health information (including sensitive information) to a third party except in the following situations (dependent on whether commonwealth or state principles apply to the circumstances):

- The person has consented
- The person would reasonably expect us to use or give the information for another purpose related to the purpose for which it was collected (or in the case of sensitive information – directly related to the purpose for which it was collected)
- It is otherwise required or authorised by law
- It will prevent or lessen a serious threat to somebody's life, health or safety or to public health or safety
- It is reasonably necessary for us to take appropriate action in relation to suspected unlawful activity, or misconduct of a serious nature that relates to our functions or activities
- It is reasonably necessary to assist in locating a missing person
- It is reasonably necessary to establish, exercise or defend a claim at law
- It is reasonably necessary for a confidential dispute resolution process
- It is necessary to provide a health service
- It is necessary for the management, funding, monitoring of a health service relevant to public safety or public health
- It is reasonably necessary for the enforcement of a law conducted by an enforcement body

Under the Privacy Act there are some situations where your information may need to be given **without** your consent. For example, if:

- your health or safety is involved
- the health or safety of others is involved
- there are serious criminal matters
- a direction by a court

Important: the information you give us will **only** be used if you agree, by signing the consent form. It will also **only** be collected, used and stored for the purposes outlined above.

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Can I see the personal information held by us?

Yes, if a person requests access to the personal information and/or health information held about them, or requests that we change that personal information and/or health information, we will allow access or make the changes unless we consider that there is a sound reason under the privacy law or other relevant law to withhold the information, or to not make the changes.

Requests for access and/or correction should be made to your region's General Manager. For security reasons, you will be required to put your request in writing and provide proof of identity. This is necessary to ensure that personal information and/or health information is provided only to the correct person and that the privacy of others is not undermined.

integratedliving will take all reasonable steps to provide access or information requested within 14 days of your request being received. In situations where the request is complicated or requires access to a large volume of information, we will take all reasonable steps to provide access or the information requested within 30 days.

Where can I learn more about privacy?

You can ask us. We can provide you with a copy of integratedliving's Privacy Policy.

The Office of the Australian Information Commissioner can also explain your rights to privacy in more detail. Visit www.oaic.gov.au or call **1300 363 992**.