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 **\*Insert organization name\*** **: CLIENT CONSENT FORM**

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| Document Name |  | Version | <<insert number>> |
| Drafted by | <<insert name>> | Approved by Board on | <<insert date>> |
| Responsible person | <<insert name>> | Scheduled review date | <<insert date>> |

**Purpose**

The Client Consent Form records the client’s permission to allow **\*insert organisation name\*** to gather, store, use and provide access to the client’s personal information.

There are different uses of the client’s personal information.

**The Client Consent Form** allows the client to actively opt in or out (via tick boxes) to different uses of their personal information. Not selecting a tick box will be counted as opting out. The form should include clear instructions to **\*insert organisation name\*** employees to ensure the client understands what they are agreeing to, how to make a complaint, and their rights regarding withdrawing or restricting access to their personal information.

**A Client Statement** is signed by the client on the condition they understand and agree to how their personal information will be gathered, stored, used and by whom (in accordance with their preferences).

**A ‘Notes’ section** allows additional information to be gathered, e.g. timeframes for consent, or client comments.

**A number of rules need to be followed to ensure the personal information of clients is appropriately managed**:

* When personal information is gathered from a client, **\*insert organisation name\*** employees must gain client’s consent to record, store and share this information using the Client Consent Form
* If the client is unable to sign but has indicated their consent by other means, a witness should sign to confirm consent.
* If the assessment takes place over the phone, the client must consent to the information being recorded (electronically or in writing). If the client is referred to a service in person, the client must confirm consent in writing.
* Where the client does not have capacity to give consent to share their information, consent may be sought from someone who can appropriately act on behalf of the client, for example, a guardian or authorised person.
* The client may withdraw consent at any time and should be made aware of this right. If consent is withdrawn, others with whom the information has been shared must be notified. The withdrawal of consent must be in writing.
* Withdrawal of consent does not mean an agency cannot retain information covered by a previous notification or consent, or continue to use or disclose information for purposes that were notified.
* A client’s personal information must not be used by the SHS for a different purpose to that agreed with the client unless it is directly related to the purpose for which consent was given and the client would reasonably expect the SHS to use the information for this different purpose.
* Consent must be re-sought if the information is to be used for a different purpose to that recorded.

**\*insert organisation name\* employees must take reasonable steps to ensure the client clearly understands**:

* their personal information will be recorded in a secure client information management system used by the service
* which service(s) have access to their personal information, under what circumstances and for what reason their right to withdraw or restrict consent
* how long their information must be stored by law
* their right under privacy and access laws to access their personal information
* how to make a complaint about the service

**\*insert organisation name\*** Client Consent Form must include a Client Statement, such as:

* A client statement: ‘I understand how my personal information will be used, who will access it, and for what reason. I agree for my personal information to be used and accessed in accordance with the tick boxes on the previous page and the text within the notes section below.’
* **Approval for personal information to be disclosed**

I do/do not allow for my personal information to be gathered from somebody that knows me / my situation

1. to be available to other service if I need their further assistance.
2. that I previously provided to another service, to be accessed by this service so they can understand my accommodation and support needs

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| **Dated:** | **Chairperson** | Signed: |
| **Dated:** | **Chief Executive** | Signed:  |
| **Related & Linked Documents:*** Employee and Volunteer Management Induction Kit
* Information Sharing Guidelines <https://www.ombudsman.sa.gov.au/wp-content/uploads/information_sharing_guidelines.pdf>
* Privacy Act 1988 <https://www.legislation.gov.au/details/c2014c00076>
* Australian Privacy Principles <https://www.oaic.gov.au/privacy/australian-privacy-principles>
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