



## **Consent to collect and share information**

### **Your personal information and the law**

In Australia, personal information is protected by strict privacy rules. They are called the Australian Privacy Principles and they form part of the Privacy Act 1988. Under this privacy legislation, you have the right to know how your personal information is collected, stored, accessed, used, and disposed of. This includes knowing and understanding when your personal information can be shared with someone else.

To provide you with high quality and safe services, Bendora Support Services needs to collect and use some of your personal information. To do this we require your consent. When you engage our services, I will ask you to give your consent, usually in writing.

### **When is your consent required by me?**

When your personal information is requested by any other person, service, or agency, we require your consent to share; except where the law otherwise allows.

### **How is your personal information kept?**

Your personal and sensitive information will be kept in a locked and secure location to prevent unauthorised access. Any information kept electronically will be protected by passwords and other security measures.

### **Can you choose not to give your consent?**

You can decline to give consent, or to limit your consent. If you do, it may be difficult for Bendora Support Services to provide the services that you need and want from them. In certain circumstances, this may also mean that Bendora Support Services is unable to provide services to you and your family.

### **When is your consent not required by me to share your personal information?**

There are certain circumstances under the law where I must disclose information about you even if I do not have your consent. This might include times when mandatory reporting is required, or when I am obligated to report incidents (or suspected incidents) of violence, exploitation, neglect, abuse, and sexual misconduct to the police and other emergency services. These incidents will also be recorded in observational notes and may be used in court proceedings.

Ensuring the safety of children is important as well. If I have concerns about a child's safety, welfare, or wellbeing, I may be legally obligated to disclose information about this without parental consent. Again, These incidents will also be recorded in observational notes and may be used in court proceedings.

If you need any further information or have any questions or concerns about the collection and use of your personal information you can discuss this with me. Your personal information is protected under the Privacy Act 1988.



## **Making a complaint about the misuse of your personal information**

Your personal information is protected under the Privacy Act 1988. If you know or believe that your personal information has been collected, stored, accessed, used and/or disposed of inappropriately, you can make a privacy complaint via the Office of the Australian Information Commissioner.

## **How can you gain access to your information and make changes if it is not accurate?**

You have the right to see your personal information that has been collected by Bendora Support Services and amend anything that is inaccurate, incomplete or out of date. Please contact me to request access to your personal information using the contact details below:

Phone: 0432 299 042

Email: [admin@bendorasupport.com](mailto:admin@bendorasupport.com)

## **Consent to collect and share personal information**

### **Your personal information**

I, \_\_\_\_\_, voluntarily provide consent to Bendora Support Services to collect and/or share my personal information with the people, services, and agencies named in the table on page 3 for the purposes of providing services and support as outlined in our Service Agreement. I understand that my consent will continue until Bendora Support Services receive advice in writing or verbally that I withdraw my consent.

### **Your child/ren's personal information (for residential parent to sign)**

I, \_\_\_\_\_, voluntarily provide consent to Bendora Support Services to collect and/or share my child/rens personal information with the people, services, and agencies named in the table on page 3 for the purposes of providing services and support as outlined in our Service Agreement. I understand that my consent will continue until Bendora Support Services receive advice in writing or verbally that I withdraw my consent.

**Applicant signature**

**Date**



Name / Service / Agency	Position	Contact Details

**Applicant:**

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Service Provider:**

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_