



CLIENT PRIVACY & CONFIDENTIALITY AGREEMENT

Mareeba Community Centre Inc. respects your right to privacy, and we are committed to keeping your information confidential. All client files are kept digitally on a database which is password protected. All computers with access to the database are also password protected.

I acknowledge that my support worker has advised me that:

- ☐ I have the right to privacy and confidentiality as detailed in the *Information Privacy Act 2009*
- ☐ some information will be recorded about me so that a service can be provided
- ☐ I can ask to see the personal information recorded about me and amend/correct the information where appropriate
- ☐ my personal information is protected by law and will not be shared externally without my consent (except as noted below)
- ☐ my information may be shared with others without my consent only if:
 - the disclosure is required by law (including subpoena by a court) and / or
 - we believe disclosure is necessary to prevent a serious threat to an individual's life, health or safety or to public health or safety and / or
 - Child Safety request information under S159 of the *Child Protection Act (1999)*
- ☐ non-identifying information will be provided to relevant departments for research, reporting and statistical purposes only (non-identifying means that no personal details are provided)
- ☐ Mareeba Community Centre may need to collect and disclose personal information to third parties in order to provide me support. I consent to the following information being provided to and obtained from the organisations selected below:

<input type="checkbox"/> Probation and Parole	<input type="checkbox"/> Queensland Health
<input type="checkbox"/> Child Safety Services	<input type="checkbox"/> Mulungu
<input type="checkbox"/> Mareeba Community Housing Company	<input type="checkbox"/> Queensland Police Service
<input type="checkbox"/> Queensland Education	<input type="checkbox"/> Community Mental Health
- ☐ Other Nominated Organisation: _____

Comments: _____

- ☐ I also consent to information about my children, _____
_____ being provided to the above organisations.

I understand that I may withdraw my consent at any time.

I understand that, in the event of a medical emergency, Mareeba Community Centre staff will provide first aid and, if required, call an ambulance.

I understand that the above is a summary of the MCC Privacy Policy, Confidentiality Policy and Client Records Policy and that I can access them online at www.mccinc.org.au or request a written copy.

I understand that my feedback (positive and negative) is highly valued and that I can provide feedback or make a complaint by contacting the MCC office or completing forms available at www.mccinc.org.au.

I understand that Mareeba Community Centre is bound by policies and procedures and that I can request copies at any time.

Please note that Mareeba Community Centre will not provide court reports or specific legal documents or hold telephone conversation with legal representatives.

Also, in the case of services provided to minors (children under 18 years of age), parents and guardians will be provided with verbal reports about children's general progress however specific content of sessions will remain confidential.

Client name: _____ Client name: _____

Signature: _____ Signature: _____

Date: ____ / ____ / ____ Date: ____ / ____ / ____