



## Who does this form apply to?

VincentCare Victoria is committed to ensuring that the collection, use and storage of personal information is undertaken in accordance with the relevant legislation and community sector standards.

In accordance with the VincentCare Client Privacy Policy, all individuals who:

- A. enter into a tenancy, or occupancy agreement; or
- B. enter into a case management or support program; or
- C. receive housing information and referral services that involves the exchange of information to a third party;

are requested to sign and date the VincentCare Client Consent to Release of Information Form.

## What happens if I do not sign this form?

You have the right not to sign this form.

VincentCare is committed to providing high quality services to clients and will not exclude a client from accessing assistance in instances where a client has not provided their written consent.

In such instances, the assistance able to be provided by VincentCare may be limited without your consent.

## How will my information be used and protected?

Once you have signed and dated this form, this form will be securely stored within your individual client file.

If you would like a photocopy of this form, please ask the staff member and a copy will be provided to you. In signing and dating this form, you are providing informed consent to the program.

This means, you are providing your consent for VincentCare to exchange personal information relevant to your housing and support needs to a third party, for example, another support program that you are receiving assistance from or wish to receive assistance from.

VincentCare is committed to ensuring your personal information, including your consent, remains current. Whilst you are a client of VincentCare appointments will be made to discuss, review and update your Client Consent to Release of Information Form.

## Can I withdraw my consent?

You have the right to revoke or withdraw your consent at anytime. This can be undertaken verbally or in writing.

If you chose to revoke or withdraw your consent in writing you will need to sign and date a form that will be provided to you by VincentCare.

If you wish to revoke or withdraw your consent verbally you simply need to contact the program and let them know.

## Can I withdraw my consent continued...

The program will acknowledge in your client file your withdrawal/revoke of consent and talk to you about what assistance the program maybe able to provide you following this decision.

## My safety and the safety of others

There may be times, due to your safety or the safety of others, that your personal information may need be disclosed without your consent.

For further information please speak to one of our program staff.

## What happens if I feel my confidentiality has been breached?

If you have any concerns or questions relating to the collection, use and storage of your personal information please speak to a program staff member.

If you believe that your privacy has been breached and would like to make a complaint, VincentCare would encourage and assist you to do so.

VincentCare will provide you with a copy of the VincentCare Client Complaints and Appeals Policy on request.

## Further assistance is available to you by contacting:

**Health Services Commissioner**  
Level 30, 570 Bourke Street, Melbourne 3000  
Telephone: 1800 136 066

**Victorian Privacy Commissioner**  
Level 11, 10-16 Queen Street, Melbourne 3000  
Telephone: 1300 666 444

**Federal Privacy Commissioner**  
Telephone: 1300 363 992

**Homelessness Advocacy Service**  
2 Stanley Street, Collingwood 3066  
Telephone: 1800 066 256

**Translating and Interpreting Service (TIS)**  
Telephone: 131 450

## About Us

VincentCare Victoria helps vulnerable Victorians who experience homelessness and disadvantage.

We value and celebrate diversity and are committed to providing housing and support services that are fully inclusive.

