



Client Consent for Collection of Personal Information

Dear Parent, Carer or Guardian, you are required to read this document to ensure you understand your rights and responsibilities regarding the collection of personal information for the purposes of accessing early intervention services under the Helping Children with Autism and Better Start for Children with Disability programmes before signing the Client Consent on the next page.

Helping Children with Autism (HCWA) and Better Start for Children with Disability (Better Start) programmes

These two programmes aim to assist eligible children with autism or developmental disabilities to access funding for early intervention services.

As part of these programmes the Department of Social Services (DSS) will provide funds to service providers to assist eligible children and their families or carers. Payments for the services provided to you and/or your child will be made to the service provider on your behalf when they submit a claim for payment (pending the balance of available funding for your child). Therefore, information about you and your child is collected from you by the service providers for the purposes of assisting and providing you with services under the HCWA/Better Start programme. If you do not provide the requested information, your child's eligibility to receive funding under the Helping Children with Autism or Better Start for Children with Disability programme cannot be determined.

Some of the information collected will assist DSS to plan and deliver services for people with disabilities.

HCWA and Better Start transitioning to the National Disability Insurance Scheme (NDIS)

Both the HCWA and Better Start programmes are transitioning to the NDIS as the NDIS is rolled out in accordance with phasing arrangements determined by the National Disability Insurance Agency (NDIA).

Some information collected by DSS may be passed on to NDIA to assist NDIA to plan and deliver services for people with disabilities.

What information is collected?

The information listed below is collected from you by your service provider. By signing this form you are giving permission for your service provider to give this information to DSS.

- Your child's name;

- Your child's date of birth, sex, address, and if you are an Australian citizen or permanent resident;
- Your child's Centrelink Customer Reference Number (CRN); and
- Your contact information, address, phone number and email address.

You can ask your service provider to give you a written copy of the information that they have shared with DSS or for more information, you can ask them for a copy of their APP Privacy Policy.

Protection of information

Your service provider is obliged to observe strict privacy rules called the Australian Privacy Principles (APPs) which are contained in the *Privacy Act 1988 (Cth)*. This means that they must:

- Tell you why they need to collect your information (i.e. to assess your eligibility for funding);
- Tell you what they do with your information and who they will give it to (e.g. DSS and any other parties DSS chooses);
- Store the information securely;
- Only use the information for the purposes they obtained it; and
- Only pass your information on when the law allows, when you have consented and when you have been advised of the other parties to whom your information may be given.

The information that is forwarded to DSS is stored in a secure manner and only a limited number of DSS staff have access to your personal information. Your information may also be provided for the following purposes to the following groups:

1. For the administration of the programmes, specific information may be provided to –
 - a. contracted service providers; and/or
 - b. other Australian Government departments/organisations, particularly the NDIA (due to transitioning arrangements).



Australian Government

Department of Social Services

2. For the purposes of research and evaluating the programmes, de-identified information may be provided to –
 - a. contracted service providers; and/or
 - b. other Australian Government departments/organisations.

Your child's CRN is protected information as defined by the *Social Security Act 1991*. Your CRN is protected by the *Social Security (Administration) Act 1999* and will only be provided to DSS with your consent.

DSS sometimes provides information about people who are accessing Australian Government funded services to other Australian Government departments and researchers. When this happens, only limited information is made available and DSS removes all details that could identify you, e.g. your name. This is so no one will be able to identify the information as belonging to you.

The other government departments and researchers who are given access to your personal information must also observe the Australian Privacy Principles when handling the information. The Federal Privacy Commissioner can investigate allegations of improper collection, use and disclosure of personal information by government departments.

DSS has a Privacy Policy which outlines information on the collection of personal information and the

Australian Privacy Principles. This policy can be found at: <http://www.dss.gov.au/privacy-policy>.

General enquiries and requests to access or correct personal information

If you wish to:

- query how your personal information is collected, held, used or disclosed;
- ask questions about this Privacy Policy;
- obtain access to or seek correction of your personal information;

Please contact the DSS Early Intervention Helpdesk using the following contact details:

Email: early.intervention@dss.gov.au

Telephone: 1800 778 581

Contact details for privacy complaints

If you wish to make a complaint about a breach of your privacy, please contact the DSS Complaints team using the following contact details:

Telephone: 1800 634 035

Fax: (02) 6133 8442

Email: complaints@dss.gov.au

Post: DSS Complaints Team, PO Box 7576, Canberra Business Centre, 2610.



Client Consent Form

Client Consent for Collection of Personal Information

The personal information as listed above is collected from you by the service provider for the purposes of determining your child’s eligibility to receive funding under either the Helping Children with Autism or Better Start for Children with Disability programme and future research and evaluation of these programmes. The service provider is required to pass this information to DSS. DSS may then provide your information to a contracted service provider and/or to another Australian Government department/organisation for administration, research and evaluation purposes.

I (name of parent, carer or guardian)	
Of (address)	

have read this document and hereby give consent for the service provider to disclose, as required, my information to DSS. I understand that DSS may then provide my information to a contracted service provider and/or to another Australian Government department/organisation for administration, research and evaluation purposes. I acknowledge that the disclosure of some or all of my information will occur for the purpose of assisting the Australian Government to manage its responsibilities.

Parent, Carer or Guardian signature		/ /
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Compliance with Australian Privacy Principles

I (name of Authorised Officer)	
Of (outlet name)	
(Program Schedule ID)	

have read and explained to the child’s parent, carer or guardian. I believe they understand that:

- the personal information they are asked to provide is collected for the purpose of determining access to and delivery of funding under either the Helping Children with Autism or Better Start for Children with Disability programmes; and
- this service outlet is required, to pass some or all of this information to DSS. DSS may then provide this information to a contracted service provider and/or to another Australian Government department/organisation for administration, research and evaluation purposes.

Outlet’s signature (Authorised officer)		/ /
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