



General Consent to Exchange information & Authority to Act on Client's Behalf

This form is to be completed by social housing clients as follows:

- Part A when you give consent for a social housing provider to exchange personal information with a nominated third party, and/or
- Part B when you authorise a person or organisation to act on your behalf.

For information or assistance in completing this form, please contact us on 1800 2477 4233 or email tenant@birribee.org.au

If you need more room to answer questions, please include details on a separate page and attach it to this form.

Client Consent to exchange personal information.

- To authorise a nominated third party/agency to give or receive information about you to or from Birribee Housing
- To allow Birribee Housing to collect and use your personal information from a nominated third party/agency.
- To allow a Birribee Housing to exchange information with a nominated third party/agency. When you sign this form, you are authorising a nominated third person/agency to give or receive information about you and for information to be exchanged between Birribee Housing and the nominated person. This information will be collected and recorded in Birribee Housing records. Only information needed to make the best decisions to assist you in obtaining or maintaining housing and/or support will be shared.

Authority to Act on client's behalf

- To arrange for another person/agency to act on your behalf when dealing with Birribee Housing. A person/agency that is named by you to act on your behalf is authorised to deal with Birribee Housing on all matters that assist you in obtaining or maintaining accommodation and support, including:
 - Acting and making changes on your behalf that assist you in obtaining or maintaining accommodation and support.
 - Enquiring on your behalf
 - Receiving copies of correspondence
 - Attending Birribee Housing appointments with you or on your behalf a nominated person/agency that is permitted to act on your behalf can be a partner, a friend, a family member, or a professional/agency. This list is not limited, and you may change this arrangement at any time. Authorising a person/agency to act on your behalf does not take away your right to contact a Birribee Housing if you need to do so.

General Information about Privacy

Birribee Housing collects personal information about you to make sure you receive the assistance you may be entitled to. You have a right to have that personal information kept private. All social housing providers are bound by privacy and confidentiality laws that limit who can look at information about you and when it can be given out.

Privacy Notice

Birribee Housing complies with NSW privacy legislation when collecting and managing personal information. The information we collect from you or from an authorised third party will be held by Birribee Housing. It will be used to deliver services and to meet our legal responsibilities. We may also use your information within Birribee Housing to plan, coordinate and improve the way we provide services. Birribee Housing is also legally authorised to disclose information to outside bodies in certain circumstances.

Your consent is needed:

- Before your personal information can be collected from someone other than you, or
- If the information is to be used, disclosed, or exchanged with another social housing provider or other party, for a different purpose/ service than the reason it was collected.

Your consent is not needed if required or authorised by law in limited instances including child protection, urgent health, and lawful investigation situations.



General Consent to Exchange information & Authority to Act on Client's Behalf

Only one person and/or agency can be authorised to act on your behalf on this form. If you require an interpreter or assistance, please contact Birribee Housing on 1800 2477 4233.

Tenant Name			
Property Address			
DOB		Contact Number	
Email			

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Part A: Giving consent for the collection, use and exchange of information
(complete this section ONLY if you are giving consent to Birribee Housing to collect, use and exchange information with another person or agency)

Details of the person/agency to be contacted

Name of person/agency			
Type of information to be collected, used and exchanged?			
Correspondence address details			
Contact Number			
Email			

Part B: Authorising a person/agency to act on your behalf
(Complete this section ONLY if you are authorising someone to act on your behalf)

Name		Relationship	
Contact No.		Email	

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Period for Authority (please tick appropriate box below)

- 2 years
- From _____ to _____
- Until I advise a social housing provider to stop the authority

Authorisation

I authorise the persons/agencies named on this form to exchange information about me and/or to act on my behalf in matters concerning Birribee Housing according to the arrangements shown on this form.
I know that I can change my mind and stop my consent at any time by writing and/or telling Birribee Housing unless there is a current legal order in place.

Full Name

Signature

Date