

Consent Information

Section 1: Consent to collect and use my personal information

- I understand that One Door Mental Health (One Door) needs to collect my personal information to provide services to me. This information may be shared between programs within One Door and/or with approved sub-contractors and partners who are providing services alongside One Door
- I agree to my de-identified personal information being used for research, evaluation and auditing purposes by One Door
- I agree to my deidentified information collected by One Door being disclosed to funding bodies where this is required by funding agreements or law (eg: Federal Department of Health, NSW Health)
- I agree to my deidentified information being disclosed to State or Territory authorities (optional)
- I have read or discussed with a One Door worker this consent form and understand my personal information will only be recorded and disclosed in accordance with the [Privacy Act 1988](#) and the [Australian Privacy Principles 2013](#).
- I can request to see the information collected about me.
- I have been given the opportunity to ask questions about this form.

Section 2: Frequently asked questions

Why do I need to provide information?

You need to provide information to us so that we can provide services to you. If you do not give consent One Door will not be able to provide you with the service you need.

What are the laws protecting my privacy when One Door has my personal information?

When handling your personal information, we follow strict privacy rules. These are part of a national law called the [Privacy Act 1988](#). Under this law, we must

- tell you why we need your information and what we will do with it
- store your personal information safely and securely

How will the information be used?

The information you provide is needed to inform how One Door will work with you or someone you care for. It helps us to ensure that the service we provide meets your needs.

Research and evaluation

Only de-identified information will be used to assess service outcomes and effectiveness. The purpose of any research is to improve One Door's services and outcomes for the people we support



Is information about me given to anyone else?

We may share your information between programs within One Door.

Under the Privacy Act there are some situations where your information may need to be given **without** your consent. For example, if:

- there are significant concerns regarding yours or others health or safety
- One Door receives a court order to provide client records.

Important: your information will **only** be collected, used and stored for the purposes outlined above.

Review and withdrawal of consent

You will be asked to review this form every 12 months while you are being supported by One Door. However, you can ask to change or withdraw your consents around disclosing your personal information or receiving newsletters, invitations to events, and other information at any time.

Can I see the personal information held by One Door?

Yes, you can request to see your information and make sure it is correct.

Where can I learn more about privacy?

You can ask us or read the [Privacy Statement](#) on our website. You can also contact One Door's Feedback and Complaints Officer on 1800 843 539 or the Office of the Australian Information Commissioner can explain your rights to privacy in more detail. Visit www.oaic.gov.au or call **1300 363 992**.



Your Rights and Responsibilities

One Door provides support according to our ethics and values. In coming to One Door, I understand that both I and One Door have certain rights and responsibilities.

One Door's Ethics

One Door strives to:

- Deliver our services in an open and fair manner that does not discriminate
- Use interpreters (for language and culture) when required
- Respect the rights of the people we support to self-determination
- Respect that the people we support have the dignity of risk
- Work together with the people we support to achieve the best outcomes possible

Your rights

I am aware that I have the right to:

- Have my privacy and confidentiality protected and respected
- Be treated with dignity and respect
- Expect that my services are well maintained and aim to provide a physically and emotionally safe environment wherever possible
- Have no personal information about me disclosed to others without my specific consent as per the One Door consent documents
- Access any records, notes or information that are about me and are held by One Door at any time
- Timely and quality service provision
- Actively participate in the planning of services to be offered
- Have my cultural background, gender and sexuality taken into consideration in the provision of services
- Request a change in my workers / volunteer
- Participation in activities and opportunities is not compulsory and I can withdraw from these activities and/or membership at any time. I have a right to access other services.

Your responsibilities

I agree that it is my own responsibility to ensure that I:

- Follow the structure of any program and do not expect services to be provided which do not fit within One Door guidelines, policies, and procedures
- Treat all staff, volunteers, other program participants and guests of any One Door program with dignity, respect and in a courteous manner always
- Do not participate in any One Door program while under the influence of illicit drugs and/or alcohol. I am aware that One Door may discontinue services if staff / volunteers are of the opinion that I am under the influence of drugs or alcohol



- If I were to make any threats to harm myself or somebody else, staff are required to seek help and have a duty of care to report the matter to relevant authorities
- If I choose not to comply with the responsibilities outlined above, without discussion and a valid reason for non-compliance, the service may be cancelled
- Access to the services will be withdrawn from anyone who fails to comply with responsibilities outlined above, compromises the participation, security, or comfort of any other person
- I may not be permitted further participation if my inappropriate behaviour continues

Making a complaint

- You can comment on or register a complaint of any nature about the service and/or staff without risk of any adverse effects to me.
- If you want to make a complaint or provide feedback, you can:
 - Speak to a One Door staff member or ask someone you trust to tell us for you
 - Call One Door on 1800 843 539
 - Send us an email at feedback@onedoor.org.au
 - Send a letter to One Door, PO Box 2258, North Parramatta, 2150
- When making a complaint, it's important that you explain the problem and how you'd like it resolved. One of our staff members will speak directly with you about your complaint (we can arrange an interpreter if you need one). We'll always inform you about the outcome of your complaint too.
- If you make a complaint, we'll aim to resolve this for you promptly (within four weeks).
- If you are unhappy with the way One Door responds to your complaint:
 - For non-NDIS participants: contact the NSW Ageing and Disability Commissioner
 - [NSW Ageing and Disability Commission](#)
 - Helpline: 1800 628 221

