



Changing lives together
Patron - Tim Winton

Collaboration and Information Sharing Partnership Agreement between

- **List agencies (government and non-government) that are Parties to this Agreement**

in relation to the sharing of personal information for the purpose of delivering improved outcomes and providing a seamless service to clients with multiple and complex needs

Background

This Partnership Agreement has been established to deliver effective outcomes for clients requiring two or more Parties to this Agreement to work collaboratively and provide a coordinated response to their identified needs.

It is recognized that the delivery of these outcomes may require the sharing of personal client information between two or more Parties to this Agreement.

Purpose

This Agreement seeks to assist the Parties to respond to the needs of clients who have authorized the sharing of their personal information.

Guiding notes: This document may be used in the following ways:

- As a supporting document to the client-informed Shared Consent Form (Appendix 1).
- To facilitate the collaboration and sharing of information within client/caseworker relationships.
- To facilitate the collaboration and sharing of information within inter-agency groups.

Shared principles

The following principles will underpin the sharing of personal client information between one or more Parties to this Agreement:

- All Parties recognize their interdependence in delivering effective outcomes for clients with multiple and complex needs.
- All Parties are committed to providing clients with a holistic and seamless response to meet their identified needs.
- All Parties are committed to sharing information where the client has given permission to do so.
- All Parties are committed to enabling clients to make informed choices on the services provided to them.
- All Parties are committed to encouraging the active involvement of clients and their families in identifying their service and support needs, and in developing a seamless service and support plan.
- All parties recognise their partnership is based on mutual respect and trust, with openness and transparency in all activities.



Enabling legislation

- **Client-informed consent:** In accordance with the Commonwealth *Privacy Amendment (Enhancing Privacy Protection) Act 2012*, the Parties to this Agreement will share personal information where the client has consented to the use or disclosure of the information. Such information will be relevant to the purpose of the use or disclosure. (A consent form to facilitate the sharing of such information is provided in Appendix 1.)
- **Duty of care:** In accordance with the Commonwealth *Privacy Amendment (Enhancing Privacy Protection) Act 2012*, the Parties to this Agreement will share personal information *without* the client’s consent where there is a threat to the life, health or safety of an individual or the public. Under the new legislation, this threat does not need to be imminent.

Note: Requests to share personal client information under the duty of care guidelines must be approved by the relevant Party’s delegated authority, in accordance with their internal organizational procedures.

Security of information

The Parties will at all times take adequate measures to secure and store the shared client information. Such information is to be treated as confidential.

The Parties agree to:

- ensure appropriate security measures are in place to protect any personal client information provided by another Party, from unauthorised use, access, modification or disclosure;
- ensure that any of their personnel who are authorised to access information provided by another Party, will not record, disclose or communicate such information except in the performance of official duties or as otherwise agreed between the Parties.

Review of this Partnership Agreement

- This Partnership Agreement may be amended at any time with the agreement of all Parties.
- This Partnership Agreement will be reviewed once every 12 months, or more frequently if the Parties so require.

Endorsement by Parties

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Date and signature of all Directors General/Chief Executive Officers (or authorized delegates) of agencies/organisations that are Parties to this Partnership Agreement.



Appendix 1

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Permission to share personal information

Your rights: In accordance with Australian privacy legislation, you have the right to access any personal information we have about you. We cannot share your personal information with other people or organisations without your permission.

Exceptions: There are times when we will share your personal information with a third party without your permission, for example:

- When we are required to do so by law;
Where there is a serious threat to the life, health or safety of any individual, or to public health or safety.

If you give permission to share information about you with other people in order to improve understanding of your needs and how best to address these please sign below.

I give my permission to share information about me with the following organisations and/or individuals:

.....
.....
.....
.....

If there is information you do not wish us to share, please include it below.

I do not give my permission to share the following information:

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.....
.....

I understand I am able to withdraw my permission at any time (Please tick) YES

I understand my permission is only valid for 12 months from the date of signing this form (Please tick) YES

Client name ... Client signature.....

Witness (please print)..... Witness signature.....

Date.....

or

I have witnessed that the client has understood this document and gives consent to share their personal information, but is unable to sign this form.

Witness (Name, signature and date)