

## **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 with this form, please call us on 9412 5111 (Chatswood Hub) or 4777 8000 (Penrith Hub) or email [enquiries@linkwentworth.org.au](mailto:enquiries@linkwentworth.org.au).

Please mark relevant boxes with a **X**. If you need more room to answer any 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 Link Wentworth Housing Limited
- To allow Link Wentworth Housing Limited to collect and use your personal information from a nominated third party/agency
- To allow a Link Wentworth Housing Limited 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 Link Wentworth Housing Limited and the nominated person. This information will be collected and recorded in Link Wentworth Housing Limited 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 Link Wentworth Housing Limited. A person/agency that is named by you to act on your behalf is authorised to deal with Link Wentworth Housing Limited on all matters that assist you in obtaining or maintaining accommodation and support, including:
  - Enquiring on your behalf
  - Acting and making changes on your behalf that assist you in obtaining or maintaining accommodation and support
  - Receiving copies of correspondence
  - Attending Link Wentworth Housing Limited 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 Link Wentworth Housing Limited if you need to do so.

### **General Information about Privacy**

Link Wentworth Housing Limited collects personal information about you in order 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**

Link Wentworth Housing Limited 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 Link Wentworth Housing Limited. It will be used to deliver services and to meet our legal responsibilities. We may also use your information within Link Wentworth Housing Limited as a whole to plan, coordinate and improve the way we provide services. Link Wentworth Housing Limited 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 Link Wentworth Housing Limited on please call us on 9412 5111 (Chatswood Hub) or 4777 8000 (Penrith Hub).

|                         |  |              |  |
|-------------------------|--|--------------|--|
| <b>Tenant Name:</b>     |  |              |  |
| <b>Property Address</b> |  |              |  |
| <b>Mobile No.</b>       |  | <b>Email</b> |  |
| <b>Other No.</b>        |  | <b>DOB</b>   |  |

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

Details of the person/agency to be contacted

|   |  |              |  |
|---|--|--------------|--|
| <b>Name of person/agency</b>                                    |  |              |  |
| <b>Type of information to be collected, used and exchanged?</b> |  |              |  |
| <b>Correspondence address details</b>                           |  |              |  |
| <b>Contact No.</b>  |  | <b>Email</b> |  |

**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)

|                    |  |                     |  |
|--------------------|--|---------------------|--|
| <b>Name</b>        |  | <b>Relationship</b> |  |
| <b>Contact No.</b> |  | <b>Email</b>        |  |

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 Link Wentworth Housing Limited 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 or telling a social housing provider unless there is a current legal order in place.

|                  |  |
|------------------|--|
| <b>Full Name</b> |  |
| <b>Signature</b> |  |
| <b>Date</b>      |  |

**Next Steps**

- Check that you have answered all the questions you need to answer, and that you have signed and dated the form.
- Return this form to your Tenancy Manager or a Link Wentworth office.
- Link Wentworth staff will update our systems so that consent can be recorded and followed.