University of Southern Queensland
Student Services

CONSENT FORM

Student Services is aware that your private information is sensitive to you. As professionals we endeavour to treat you and your information with appropriate respect and standards.

Confidentiality
Student Services is committed to protecting its clients' privacy. The quality of our services relates to adopting a best-practice model of multidisciplinary teamwork whereby staff within Student Services may be consulted to discuss various aspects of your support. The GP service (Toowoomba campus only) is excluded from this internal disclosure however staff providing the following services may collaborate in order to provide you with a holistic service – counselling, careers and employment support, disability support, Nurse (Toowoomba campus only), scholarships and loans team, International Student Support Officer (Springfield campus only) and student equity team.

All personal information gathered by Student Services during the provision of our services will remain confidential and secure to the Service except when:

1. It is subpoenaed by a court, or
2. Failure to disclose the information would place you or another person at risk; or
3. Your prior approval has been obtained to
    a) provide a written report to another professional or agency. eg. a GP or a lawyer; or
    b) discuss the material with another person. eg. a parent or employer; or
4. If you are an international student and there is reason to believe that you may have breached your VISA conditions, we are required to report your circumstances to the Manager, International Recruitment as per the *Education Services for Overseas Students (ESOS) Act 2000*.

Students with disability may have their student identification number, with no other identifying information, released to the Department of Education, Employment and Workplace Relations (DEEWR) for funding purposes under the *Higher Education Support Act 2003* in our endeavours to seek Additional Support for Students with Disabilities (ASSD) funding.

Student Services may contact the authors of documentation that you have provided to us in order to seek further information or clarification.

Management of Personal Information
Student Services maintains records of client files which are held in a secure filing cabinet and/or an electronic database, with restricted access to authorised staff only. The service provided is subject to various legislative enactments including the *Information Privacy Act 2009* and the *Right to Information Act 2009*. The personal information held by Student Services may include the client's name, address, contact phone numbers, and other information that is relevant to the service being provided.
Purpose of holding information
The information is gathered as part of an assessment, diagnosis (if necessary) and intervention for the client's condition, issue, or problem. The information is retained in order to document those matters relevant to the service provided, and enables staff to provide a relevant and informed service.

Requests for access to client information
As a client of Student Services you may access your personal information held by USQ, subject to, the provisions of the *Information Privacy Act 2009* and the *Right to Information Act 2009*. All access requests should, in the first instance be referred to Student Services. If necessary, Student Services may refer your request to:

The Privacy Officer USQ Legal Office	OR	The Right to Information Coordinator and Decision-maker USQ Corporate Records

All access requests (informal or formal) will be actioned in accordance with the provisions of the relevant legislation and, where necessary, the client will be provided with a written determination regarding the outcome of the process i.e. the decision to release, or alternatively, to refuse access to the requested information.

Note 1: Where it is determined that the requested information is solely 'personal' information the access request will be processed in accordance with the *Information Privacy Act* 2009.

Note 2: Where there is a mix of both 'personal' information and 'non-personal affairs' information the access request will be processed in accordance with the *Right to Information Act* 2009.

Note 3: Having regard to Notes 1 & 2 above these matters will be determined by the Privacy Officer and/or the Right to Information Coordinator and Decision-maker.

Concerns
Clients are encouraged to raise concerns regarding the management of their personal information held by USQ by informing Student Services staff, or alternatively, the Privacy Officer.

All formal complaints concerning the use of, or access to, client's personal information should be directed to:

The Privacy Officer
USQ Legal Office
University of Southern Queensland
TOOWOOMBA QLD 4350

Phone: +61 7 4631 2066
Email: Pam.Steele@usq.edu.au

Fees
No fees are payable for services in Student Services, excluding GP services.

Cancellation Policy
If, for some reason you need to cancel or postpone the appointment, please give the Service a call on 07 4631 2372 or email stsv@usq.edu.au.

I, _____, have read and understood the above principles. I agree to these conditions for the Services provided by Student Services.

Signature _____ Date _____

Please Note: *If, after reading this you are at all unsure of what is written, please discuss it with the staff member you are seeing for services.*

Office use only:

Received by:	Date:	Received from: