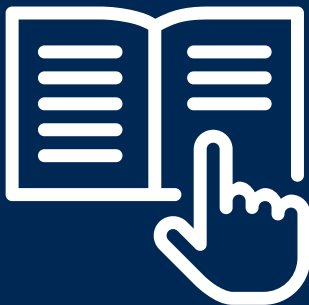




Service Integration

Client Information and Consent

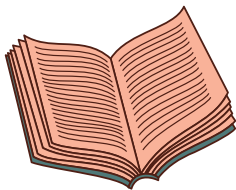
Easy Read



About this book



The Service Integration Initiative (SII) wrote this book. When you see the word 'we', it means SII.



We wrote some important words in **bold**. We explain what these words mean on page 13.



We wrote this booklet in an easy read way to explain another information sheet about Service Integration Groups (SIG) and consent.

What's in this book

What is a Service Integration Group	4
<hr/>	
How can a Service Integration Group help	6
<hr/>	
Your Information	8
<hr/>	
Your Consent	10
<hr/>	
Privacy Rights	11
<hr/>	
How you can contact us	12
<hr/>	
Word List	13
<hr/>	

What is a Service Integration Group?



A Service Integration Group is a group of different services who meet to help people get housing and to stay housed.



There are many groups in Queensland, but only your group in your area will help you. If we think another group may help you, we will talk with you first.

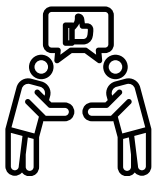
What is a Service Integration Group?



The members of your group can include:

- Housing Service Centres,
- Community Housing Providers,
- Housing support services, and
- other Community Organisations.

How can a Service Integration Group help?



Your group will be talk respectfully about your information to make sure we understand your needs and what your **goals** are.



Your group will then work out a plan to be able to help you.

Your **referring worker** or **lead agency** will talk with you about this and involve you in decisions.

This might be a new service to you.

How can a Service Integration Group help?



Your group might help you with,

- getting housing,
- staying housed,
- support for your health and mental health,
- accessing disability supports,
- support for your family,
- being a part of your community,
and more.

Your information



To be able to help you, your group will need to share information about you.



Your group will only share information about you with the other members of your group.

Your information



The type of information shared may include:

- your **goals**,
- what's happened for you,
- your name,
- how old you are,
- information about your health, family, and
- any other thing about you that we need to know to best help you.

Your Consent



To be able to share your information, you must give us your **consent**.



You can change your mind about your **consent** to share your information at any time.

Your Group may not be able to help you without sharing your information.

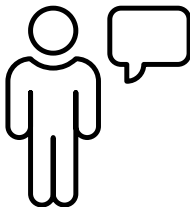


If you don't give your **consent**, this will not affect the services you are already receiving.

Privacy Rights



We have to follow privacy laws to collect, use and store your information.



You can request to see your personal information at any time.

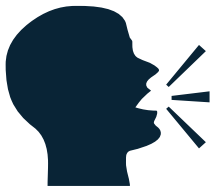


We will only use your information to provide care and support, and we will only do this with your **consent**.

For more information:

<https://qshelter.asn.au/privacy-policy/>

How you can contact us



Talk with your **referring worker**
or **lead agency**.



If you need an interpreter to do this.

The **Translating and Interpreting Service** can help you talk to

someone in your language. Call **13 14 50**

National

Relay

Service

If you have a speech or hearing impairment.

National Relay Service

Voice Relay number **1800 555 727**

TTY **133 677**

SMS relay number **0423 677 767** 12

Word List

Goals

These are things that you want to achieve in your life.

Referring worker

This is the person who referred you to the Service Integration Group.

Lead agency

This is the support organisation who is the main contact for the Service Integration Group.

Consent

This is your permission. If you say yes or no to what is being asked.