

Queensland Homelessness Information Platform

FACT SHEET

QHIP Client Privacy Notice and Consent

It is a requirement of the department's Funding and Service Agreements that Service Providers comply with the [Information Privacy Act 2009](#), as well QHIP Policy, QHIP Service Coordination Protocol, and QHIP User Guide.

Each user login to the QHIP system includes an acknowledgement of the terms and conditions of use.

QHIP Client Privacy Notice

Before creating a new client record, a Privacy Notice must be acknowledged by the Client. A hard copy Privacy Notice is required, however consent may be verbal if the initial assessment is being completed over the phone.

The first Service Provider to have face to face contact with a new client is responsible for getting the Privacy Notice signed by the client.

Once the Privacy Notice is signed, it must be attached electronically and saved with the client's record. This file can then be viewed at any time via the client record. There is no requirement to retain a hard copy of the Privacy Notice.

The Privacy Notice may not be amended or changed in any way, and may not be incorporated into a Service Provider's existing forms or Privacy Notices.

NOTE:

A client not consenting to the Privacy Notice should not create a barrier to accessing a service.

** If a client elects not to consent to the Privacy Notice, *service delivery may proceed as required*, with no data entry into QHIP.

Accessing Client Records

Each time a client record is accessed in QHIP, the client must give consent for a Service Provider to do so.

The QHIP user is required to confirm that they have the client's consent to access the relevant record in QHIP.

If a client would like their record removed from the system, consent may be withdrawn at any time.

Withdrawing Consent

A client may withdraw their consent/agreement at any time, either verbally or in writing.

Agreement can be removed from the client record at any time, by any user. The record will automatically be archived and will no longer be accessible by services.

Client Privacy Notice

Client Privacy Notice

Joan Johnson

Confirm
 Withdraw

Reason:

Withdraw Privacy Notice

If the client presents seeking assistance at a later date, a new record must be created.

Exemption to Privacy Notice

In some circumstances it may be necessary to provide an urgent service to a client in an emergency or crisis situation. Service Providers are required to make a professional judgment about the client's immediate safety and risk of harm when considering the legal requirement for the Privacy Notice.

A Privacy Notice is not required if collection of personal information is in the context of the delivery of an emergency service. In the event of such emergency, the Service Provider must confirm the client's acknowledgement of the Privacy Notice as soon as practicable after the service has been provided.

Privacy Notice Expiration

The Privacy Notice on a client record within QHIP remains active for 18 months after the last contact. Once inactive for 18 months, the client file is automatically archived.

The file cannot be reactivated and can only be retrieved by a Right to Information request or subpoena.

If the client presents seeking assistance at a later date, a new record must be created.