

**Identification Details**

Name .....

Address .....

.....

Date of Birth .....

Partner .....

Children - Names & Dates of Birth

.....

.....

Income .....

Centrelink Reference No. ....

Or

Centrelink Card Sighted .....

Indigenous Yes  No

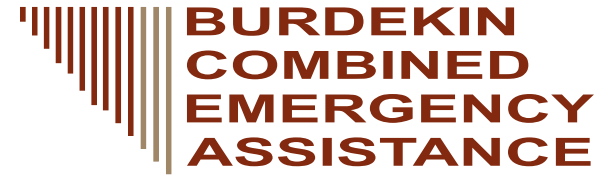
Other Culture .....

**Emergency Relief Funds**

are available once every six weeks for individuals and families who are experiencing crisis or an emergency

All appeals for help will be assessed on individual need

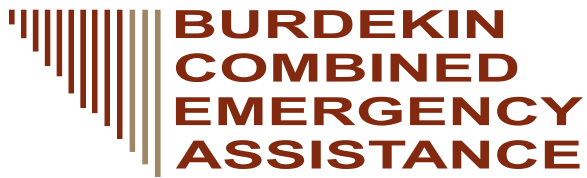
The BCA and our service partners treat all clients and visitors with respect on a non-judgmental basis. We request that our visitors respect our code of conduct and refrain from engaging in inappropriate behaviour or language.



**A Joint Community Response by Burdekin Community Association Inc. and St. Vincent De Paul Society**

The Support Centre  
130 Queen Street, Ayr

1:00 pm - 1:30 pm  
Monday, Wednesday & Friday



Burdekin Combined Emergency Assistance is a joint initiative of the

**Burdekin Community  
Association Inc.**

**and**

**St. Vincent De Paul**

This service was formed to ensure that Emergency Support Resources provide the best possible service to the Burdekin Community.

## Client Confidentiality Agreement

Burdekin Community Association Inc, in collaboration with the St. Vincent De Paul Society have established Burdekin Combined Emergency Assistance. The purpose of this group is to provide increased accessibility to ERF services through one point of contact.

Each service continues to operate within its own budgetary constraints and organisational policies, the only difference being that the service is now offered at the Support Centre, 130 Queen Street, Ayr. As a result of this collaboration, shared client information will be retained. As a consumer of this service it is important that you are aware of the following information:-

- Only personal information relevant and absolutely necessary will be collected by an organisation for the purposes of assessment for emergency relief assistance;
- All consumer records will be kept in a locked cabinet at the Support Centre;
- Consumer information will only be accessed by members of Burdekin Combined Emergency Assistance for the purposes of assessing your eligibility for assistance. Consumer files will not be accessible to anyone not required to see the file in order to carry out their work;

## Cont.

- Any documentation provided by the consumer will only be retained if it is essential to the assessment or to further assist the consumer;
- No information collected by Burdekin Combined Emergency Assistance will be passed on to anyone without the consumers permission;
- All information will be retained for a period of ten (10) years after the file is in-active—for legislative purposes. Following this, all information will be shredded and disposed of in a manner that maintains all confidentiality.

I, \_\_\_\_\_

have had the Client Confidentiality Agreement explained to me. I understand the information and agree to allow my files to be retained by Burdekin Combined Emergency Assistance to assist in the assessment and distribution of any Emergency Relief Assistance that I might require.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**Burdekin Combined  
Emergency Assistance**  
The Support Centre  
130 Queen Street, Ayr 4807