



CLIENT INTAKE SHEET

DATE

Name			
DOB			
Address			
State		Postcode	
Telephone		Mobile	
Email			
Sex			
Country of Birth			
Indigenous Status	Aboriginal	TSI Origin	N/A
Disability	Yes	No	
	If Yes, please provide details:		
Employment Status	Full-Time Employment	Part-Time Employment	
	Casual Employment	Self Employed	
	Centrelink (please specify benefit)		
	Unemployed/Other		
SP Service	Resume Review	Resume Drafting	



PRIVACY POLICY

Starting Point Services recognises the importance of your privacy and understands your concerns about the security of your personal information.

We aim to make sure that:

- Your privacy is protected when using our service;
- Any personal information we collect is up to date; and
- You are able to access your information if you wish.

We request you endorse your consent of our privacy policy by signing the application form.

The National Privacy Principles

From 21 December 2001, most private sector organisations in Australia must by law comply with the National Privacy Principles (**NPPs**) pursuant to the *Privacy Act 1988* (Cth). We are bound by the NPPs.

Collecting personal information about you

We only collect personal information that is necessary for us to perform our functions. The kinds of information we request may include:

- Information you give us when you request a service from us. This will include your name, address and contact details;
- Communications between us and you; and
- Information that may be considered sensitive, for example reasons for leaving previous employment.

Use of your personal information

Your personal information will only be used in the course of providing assistance and advice to you. To ensure that all our privacy policies follow tough confidentiality guidelines, we may need to allow auditing agencies to randomly check our files. Your file may be included in this check. The auditing agencies carrying out this check will also keep your information confidential.

Storage and security of your information

At SPS all reasonable efforts are taken to ensure that any information about you is protected from misuse, loss, unauthorised access, modification or disclosure in any way other than in accordance with this policy or the *Privacy Act 1988*.

The information collected by us is stored either in electronic or hard copy form in files or computer systems for 6 years from the date the information was last updated. Our computers are regularly updated for viruses and all electronic information is protected from system breakdowns.

All SPS employees and volunteers are required, as part of their service, to treat any information held as highly confidential.

Access to your personal information

We encourage all requests for access to your personal information to be directed to us by email. If you would like more information about the way we manage personal information, or are concerned that we may have breached your privacy and wish to make a complaint, please contact us at the following addresses:



STARTING POINT SERVICES
ABN: 98 827 380 979

- Email address: em@startingpointservices.org
- Postal address: PO Box 317, Dalwallinu WA 6609
- Mobile number: 0406 660 168

We will deal with all requests for access to personal information as quickly as possible.

Changes to our privacy policy

From time to time it may be necessary for us to review and revise our privacy policy. We reserve the right to change our privacy policy at any time.

We may notify you about changes to this privacy policy by posting an updated version on our website www.startingpointservices.org



TERMS & CONDITIONS

1. Starting Point Services (**SPS**) operates a Resume Review and Drafting Service (**the Service**).
2. SPS provides free advice and assistance to people seeking resume drafting assistance. The Service does not assist with finding or securing employment.
3. Once both you and SPS have signed these terms and conditions and you have provided the information and documents requested by SPS, a 60-minute appointment will be made with you and SPS. Advice and assistance will be provided to the extent possible in the 60-minute appointment.
4. SPS might, in its discretion, provide either a further appointment or further advice following completion of the appointment to finalise a matter raised during the appointment. Because SPS has limited resources available to it, they do not undertake that either additional course will be taken.
5. SPS understands that it may be necessary for you to cancel your appointment in certain circumstances; however, we request 24 hours' notice should cancellation be required. SPS reserves the right to terminate provision of advice and assistance if you are unable to attend and provide inadequate notice.
6. SPS's provision of assistance to you will terminate:
 - a. At the end of the appointment referred to in paragraph 3 above;
 - b. If further advice or assistance is given as referred in paragraph 4 above, at the end of the further appointment; or
 - c. If, at any earlier time, SPS elects to terminate its provision of assistance to you.

I confirm that I have read the above Terms & Conditions and agree to the provision of advice and assistance on those terms.

Signature: Date:

Authorised SPS Representative: Date:

CLIENT ACKNOWLEDGEMENT

I, _____ confirm that:

- The information contained in this form is correct; and
- I have been given and read the Starting Point Service (SPS) privacy policy and agree to SPS managing my personal information.

I acknowledge that SPS has no legal responsibility or liability to me where:

- My future position applications may be declined or accepted; or
- My future position applications receive no response; or
- Where my matter has been referred to an external service.

Signature: Date: