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**Can I have information about me changed?**

Yes, under the Data Protection Acts 1988 and 2003, you have the right to have incorrect information changed.

**Is there a complaints procedure?**

Yes, if you are not satisfied with any aspect of PASS, you should contact the Dublin Region Homeless Executive or a project manager within homeless services. You may also contact the Office of the Data Protection Commissioner. The Commissioner is responsible for ensuring that all services comply with the Data Protection Acts 1988 and 2003. If you feel that your rights are not being upheld you can contact:

Office of the Data Protection Commissioner  
Canal House, Station Road, Portllington, Co.  
Laois.  
LoCall 1890252231

**Dublin Region Homeless Executive**

Block 1 Floor 2

Civic Offices, Wood Quay, Dublin 8

Phone: 01 222 6825

Email: [homeless@dublincity.ie](mailto:homeless@dublincity.ie)

[www.homelessdublin.ie](http://www.homelessdublin.ie)



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Information Leaflet

and

Consent Form



**Feidhmeannacht um Dhaoine ar Easpa  
Díidine Réigiún Bhaile Átha Cliath**  
Dublin Region Homeless Executive

>> Providing Support and Services to the Dublin Joint Homelessness Consultative Forum and Statutory Management Group <<

## What is the Pathway Accommodation and Support System (PASS)?

The Pathway Accommodation and Support System (PASS) is the new shared client support and bed management system for homeless services and forms part of the priority actions in the National Homeless Strategy, *The Way Home*. PASS has replaced the LINK system as the single shared system in operation across statutory and voluntary homeless services.

## What does it do?

PASS will provide the Assessment and Placement function of the new Local Authority Housing Service with a central bed management tool. All Supported Temporary Accommodation (STA) and Temporary Emergency Accommodation (TEA) beds will be allocated through PASS. At all times the Assessment and Placement Function will have live data on temporary bed occupancy across Dublin, thus ensuring access to all available beds on demand.

Statutory and Voluntary partners will utilise PASS as a client support tool which will aid inter agency working. Frontline workers will enter their actions and interventions with service users. PASS is integrated with the Care and Case Management Strategy and will see the Support Plan and the Holistic Needs Assessment Data Return move online replacing the paper based versions. As the Holistic Needs Assessment is a static document, it will remain paper based and only the existence of the HNA will be logged on PASS.

## Data Protection

PASS was developed with the assistance of the Office of the Data Protection Commissioner and is fully compliant with the Data Protection Acts 1988 & 2003.

## Who sees the information?

Only staff working in core homeless services have access to PASS. Three levels of passwords protect the information on the secure, certified PASS website.

## Is my consent required?

Your consent is required to record any information other than your name, date of birth, gender and place of accommodation.

## What if I refuse?

It is your right to refuse to provide consent, in which case, no other information other than your name, date of birth, gender and place of accommodation will be recorded on PASS. A Refusal will not exclude you from receiving a service.

## How do I provide my consent?

You can provide your consent verbally to a project worker or manager working within homeless services or in writing by completing the attached consent form and giving it to a project worker or manager working within homeless services.

## Can I see the information recorded about me?

Yes, under the Data Protection Acts 1988 and 2003, you are entitled to a copy of any information kept on computer about you. You can review on screen or get a print out of the information recorded about you on PASS. You are entitled by law to have any incorrect personal information corrected.

## Consent Form

I consent to my information recorded about me and my use of services on PASS.

I understand that this information will be shared with other core homeless service providers in Dublin.

I have been informed of my rights to access all the information recorded about me on PASS.

**Signed**

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**Date**

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**Witnessed by**

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**Project**

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**Job title**

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**Date**

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