

## USEFUL RESOURCES AND ADVOCATES

### Housing Registrar

P: (03) 7005 8984

E: [housingregistrarcomplaints@dtf.vic.gov.au](mailto:housingregistrarcomplaints@dtf.vic.gov.au)

M: GPO Box 4379, Melbourne VIC 3001

### Dept. of Families, Fairness and Housing

P: 1300 884 706

E: [feedback@dhhs.vic.gov.au](mailto:feedback@dhhs.vic.gov.au)

M: GPO Box 4057, Melbourne VIC 3000

### Housing Advocacy Service

P: 1800 066 256 (toll free)

### Tenants Union Victoria

P: (03) 9416 2577

W: [www.tenantsvic.org.au](http://www.tenantsvic.org.au)

### Consumer Affairs Victoria

P: 1300 558 181

W: [www.consumer.vic.gov.au/](http://www.consumer.vic.gov.au/)

### Dispute Settlement Centre Victoria

P: 1300 372 888 / 1800 658 528 (toll free)

W: [www.disputes.vic.gov.au](http://www.disputes.vic.gov.au)

### Equal Opportunity Commission Victoria

P: 1300 292 153

W: [www.humanrights.vic.gov.au](http://www.humanrights.vic.gov.au)

### Office of the Public Advocate

P: 1300 309 337

W: [www.publicadvocate.vic.gov.au](http://www.publicadvocate.vic.gov.au)

### Ombudsman Victoria

P: (03) 9613 6222 / 1800 806 314 (toll free)

W: [www.ombudsman.vic.gov.au/](http://www.ombudsman.vic.gov.au/)

### Koori Support team (VCAT)

P: 0417 516 335

W: [www.vcat.vic.gov.au/help-and-support/support-services-vcat/koori-support](http://www.vcat.vic.gov.au/help-and-support/support-services-vcat/koori-support)

## CONTACT US

Narrandjeri House  
125-127 Scotchmer Street  
North Fitzroy Victoria 3068

(03) 9403 2100

[info@ahvic.org.au](mailto:info@ahvic.org.au)

[www.ahvic.org.au](http://www.ahvic.org.au)



ABORIGINAL HOUSING VICTORIA

# PRIVACY OF INFORMATION



ABORIGINAL HOUSING VICTORIA

(03) 9403 2100

[www.ahvic.org.au](http://www.ahvic.org.au)

## AHV PRIVACY POLICY

AHV's Privacy Policy contains more in depth information. It is a publically available document and can be accessed via our website.

### WHAT IS PERSONAL INFORMATION?

Personal information broadly means information or an opinion about an individual, whether true or not, which could reasonably lead to the identification of an individual in particular circumstances.

Personal information can include name, address details, dates of birth, telephone numbers, email addresses, financial information such as banking details, or photographic or video material.

An individual's name does not have to be included in information for it to constitute personal information. The test is whether information as a whole would enable the individual to be identified.

### OUR OBLIGATIONS

AHV complies with the Australian Privacy Principles (APPs) which are contained in the *Privacy Act 1988* (Cth).

- We are clear about how we manage personal information and it is consistent with our Privacy Policy.
- Individuals have the option of dealing with us on an anonymous basis in some circumstances
- We only collect, use and disclose personal information as permitted by law, and will notify you of certain matters when we do so.

- We take reasonable steps to ensure that personal information we collect, use and disclose is accurate, up to date and complete
- Our policies and procedures are designed to ensure that personal information is protected from misuse, interference, loss and unauthorized access.
- Unless a specific exemption applies, individuals can be given access to their personal information that we hold, and have it corrected where they believe it is not accurate.

### INFORMATION AHV COLLECTS

AHV collects the personal information of renters and their household members. The type of personal information collected may include:

- Names of individuals and household members
- Aboriginal and Torres Strait Islander status
- Dates of birth
- Gender
- Financial and banking details
- Address and contact details
- Next of kin

### HOW AHV USES INFORMATION

When AHV holds personal information, it can only be used for the particular purpose for which it was collected (known as the "primary purpose"), unless certain exceptions apply.

Personal information can be used for secondary or other purposes where:

- consent has been obtained, and/or;
- it is reasonably expected to be used for a related purpose, and/or;
- required or authorized by law or a Court/Tribunal order, and/or;
- Reasonably necessary for enforcement purposes conducted by or on behalf of an enforcement body, and/or;
- certain "permitted general situations" exist.

Permitted general situations include:

- serious threats to the life, health or safety of any individual;
- public health or safety;
- suspected unlawful activity or serious misconduct;
- missing person investigations;
- legal or equitable claims;
- alternative dispute resolution processes.

### COMPLAINTS OR BREACHES

All complaints concerning breaches of the Act and appeals will be examined, and in most circumstances they will be investigated by AHV's Privacy Officer. Privacy complaints should be submitted in writing directly to the Privacy Officer. (See back page for address and email details).

AHV follows dedicated procedures for identifying and reporting privacy breaches, and for receiving and responding to privacy complaints.