

Useful Resources and Advocates

Dept. of Families, Fairness and Housing

P: (03) 1300 884 706

E: feedback@dffh.vic.gov.au

M: GPO Box 4057, Melbourne VIC 3000

Housing Registrar

P: (03) 7005 8984

E: housingregistrar@dtf.vic.gov.au

M: GPO Box 4379, Melbourne VIC 3001

Homelessness Advocacy Service

P: 1800 066 256 (toll free)

Tenants Victoria

P: (03) 9416 2577

W: www.tenantsvic.org.au

Consumer Affairs Victoria

P: 1300 558 181

W: www.consumer.vic.gov.au/

Dispute Settlement Centre of Victoria

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

W: www.disputes.vic.gov.au

Victorian Equal Opportunity & Human Rights Commission

P: 1300 292 153

W: www.humanrights.vic.gov.au

Office of the Public Advocate

P: 1300 309 337

W: www.publicadvocate.vic.gov.au

Victorian Ombudsman

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

W: www.ombudsman.vic.gov.au/

Koori Support (VCAT)

P: 0417 516 335

W: www.vcat.vic.gov.au/help-and-support/support-services-vcat/koori-support

Contact Us

Free Call: 1800 248 842

clientservices@ahvic.org.au

www.ahvic.org.au



Narrandjeri House
125-127 Scotchmer Street
North Fitzroy Victoria, 3068



Your Privacy

AHV PRIVACY POLICY

AHV's Privacy Policy is a publicly available document and can be accessed via our website at ahvic.org.au/policies/privacy-policy.

OUR OBLIGATIONS

AHV is bound by the:

- *Privacy Act* (Cth) including the Australian Privacy Principles; - *Data Protection Act 2014* (Vic) and the Victorian Information Privacy Principles, as a contracted service provider to the Victorian Government;
- *Health Records Act 2001* (Vic) and the Health Privacy Principles, as a contracted service provider to the Victorian Government; and
- *Family Violence Protection Act 2008* (Vic) - we will not use or release your information unless we are legally required to manage or assess the risk of family violence.

HOW AHV USES YOUR INFORMATION

Information collected by AHV will be handled in accordance with our policies and the relevant applicable laws outlined above to enable a high standard of service delivery.



HOW AHV MAY DISCLOSE YOUR INFORMATION

Circumstances where your personal and health information may be disclosed broadly include:

- to fulfil renter requests
- provide personalised services
- maintain accounts and records
- reference checking
- arrange for disability modifications
- insurance purposes and to progress insurance claims
- to meet occupational health and safety obligations
- to comply with statutory obligations; and
- liaise with Government departments and other organisations including Victoria Police, the Services Australia (Centrelink), security companies, community service organisations and health service providers.

Your information will only be disclosed to third parties where permitted by legislation, and only disclosed to AHV staff where necessary for the performance of their duties, and where they are authorised to access it.

YOU CAN REQUEST TO ACCESS, UPDATE OR CORRECT YOUR INFORMATION

You can ask us to give you access to your personal information and health information that we hold and ask us to correct it when you believe it is not accurate, unless certain limited exceptions apply. Please see our Privacy Policy or contact our Privacy Officer for more information.

INFORMATION AHV COLLECTS

AHV collects the personal information and health information of renters and their household members. The type of personal information and health 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
- Information about the physical, mental or psychological health of an individual

COMPLAINTS OR BREACHES

All complaints concerning your privacy or suspected privacy breaches will be investigated by AHV's Privacy Officer.

Privacy complaints or information about suspected privacy breaches should be submitted in writing directly to the Privacy Officer. See our address and email details on the back of this brochure.

