



Information for You Privacy and Personal Information Notification

Your personal information

The Privacy Act 2000 provides for the protection of personal information and for the protection of the privacy of individuals generally.

Under this Act, HousingFirst Ltd has a legal obligation to notify you, as an applicant or tenant, about how, why and when we will use your personal information.

What is personal information?

The personal information you supply in connection with your application for housing with HousingFirst. This can include but not exhaustive your name, date of birth, sex, health, ethnic or racial origin, finance and other relevant details.

Copies of documents to support this information will be held by HousingFirst.

How we collect personal information?

HousingFirst may collect personal information in a number of ways, including:

- Directly from you, when provided by application to HousingFirst
- From third parties such as related social service providers and credit reporting agencies
- From publicly available sources of information
- From HousingFirst previously collected records
- When legally required to do so and with your knowledge

How is my personal information used?

HousingFirst Ltd has a legal obligation to ensure your personal information is protected.

Your personal information is needed to allow Housing First Ltd to process any applications you may have for housing or manage your tenancy.

The supply of the information you give is voluntary. However, if you cannot or do not wish to provide the information requested on the form, HousingFirst Ltd will be unable to process your application.

HousingFirst Ltd is the organisation that will hold the personal information you provide.

Who will see my personal information?

HousingFirst staff involved in managing your housing application or tenancy will see your personal information.

If you make an appeal to the HousingFirst Board of Directors, your information in relation to the appeal matter will be sent to the Board members.

Under other legislation, HousingFirst Ltd may also be required to release an individual's personal information, in specific circumstances, to Government agencies.

Other than above, no information is disclosed to third parties without your permission.

Is my personal information safe?

HousingFirst Ltd aims to ensure that any personal information is maintained in a secure environment, safe from misuse, loss, unauthorised access, modification and disclosure.

Is my personal information current and accurate?

HousingFirst Ltd aims to ensure that the personal information about you is accurate, complete and up-to-date. HousingFirst Ltd requests and recommends that you:

- Keep HousingFirst informed of any errors in the personal information collected
- Keep HousingFirst up-to-date with changes to personal information such as your name, address, telephone number and changes to your personal circumstances

What if I change my mind about supplying HousingFirst Ltd with my personal information?

If you have already provided information for a housing application but you have changed your mind and do not want that information used you may request in writing or fill in a standard form that your application and any information recorded on it must not be used. You must remember however, that HousingFirst Ltd will be unable to process your application if you decide to withdraw your form.

What if my personal information changes?

You have a right of access to, and correction of, the information concerning yourself as outlined in the Act. HousingFirst will comply with the relevant procedures under the Act in this regard.

To make changes to your personal information, contact the office.

What if I want someone else to inquire to HousingFirst Ltd on my behalf?

If you intend to use a tenant group, advocate or another person to make enquires about your application or tenancy on your behalf, you will have to give them written permission or fill in a standard form.

In these cases, the written permission you provide only relates to you and no one else listed against your tenancy or application.

Interpreter Service

If you have difficulty understanding English, contact the Translating and Interpreting Service (TIS) on 131 450. The Translating and Interpreting Service will telephone HousingFirst Ltd and provide interpreting service for you at no cost.

Any Questions

If you have any questions about the information in this information brochure or other related housing matter, please contact HousingFirst:

Office:

Suite 3.01, Lvl 3, 492 St Kilda Road, Melbourne, VIC 3004

Opening hours:

Monday to Friday
From 9.00am to 4.30pm

Correspondence:

Suite 3.01, Lvl 3, 492 St Kilda Road, Melbourne, VIC 3004

Phone: 03 9534 5837

Fax: 03 9534 8636

Email: info@housingfirst.org.au