



We are committed to protecting your confidential information.

We rely on this information to help provide the right care for you, which includes:

- Assessing your eligibility for our services.
- Assessing rent payable.
- Addressing any special accommodation needs.

We will only collect information that is relevant to the support you're seeking.
Your information will only be seen by the staff who are involved in your supports.

The information we may request from you includes:

- Your full name and/or children's names
- Date of birth
- Personal income details
- Current and previous living/housing history
- Place of birth and ethnic origin
- Preferred language
- Marital status
- Disability type (if any)
- History at the Victorian Civil Administrative Tribunal (VCAT)
- Your Centrelink Customer Reference Number (CRN)
- Your cultural safety requirements
- Sex, gender identity, LGBTIQI+ community status

Our commitment to you:

We will only release your information to outside agencies and other services if you agree, or if we are required to by law, or under specific exemptions.

CCTV coverage may be in place in communal or public spaces. Signage will be posted to make you aware of the cameras. We will only provide access to this footage to police when officially requested. We do not, under any circumstances, provide copies of CCTV footage to private individuals, including renters.

We are committed to abiding by the Australian Privacy Principles enshrined in the Privacy Act 1988 and take all reasonable steps to ensure that your privacy is protected.

Your rights:

You have the right to see your information, ask how it has been used and ask for it to be changed or corrected at any time.

You can decide not to share some of your information, withdraw your consent, object to the use of your information or ask for your information to be deleted at any time. However, if we do not have all the information we need, this may affect our ability to provide you with the service or supports you seek.

If you think that your private information has been compromised, you may lodge a complaint and we will do our best to resolve the issue.



Privacy complaints

If you have a complaint in relation to privacy you can take the following steps:

1. Speak to Haven Home Safe (HHS) staff about your concerns. HHS will respond to the complainant within three business days to advise how HHS intends to resolve the issue. You can raise these concerns:
 - a. In person at one of our office locations / OR
 - b. Register your complaint via the HHS website: havenhomesafe.org.au/contact/feedback-complaints / OR
 - c. Register your complaint via email: feedback@hhs.org.au / OR
 - d. By mail to:
Privacy Officer Haven Home Safe
PO Box 212, Bendigo VIC 3552 OR
 - e. Over the phone by calling: 1300 428 364
2. Your privacy is protected by law. If you feel that the issue has not been resolved by HHS or you wish to make a direct privacy complaint, you may refer the matter to:
Victorian Privacy Commissioner
Email: enquiries@ovic.vic.gov.au
www.ovic.vic.gov.au

Office of the Housing Register (renters only)
Phone: (03) 7005 8984
Email: housingregistrar@dtf.vic.gov.au
www.vic.gov.au/housing-registar

Australian Information Commissioner
Phone: 1300 363 992
www.oaic.gov.au

NDIS Quality and Safeguards Commission (NDIS recipients only)
Phone: 1800 035 544
www.ndiscommission.gov.au

Let us know if you need an interpreter to understand privacy.

Phone: 1300 428 364

About Haven Home Safe

As a registered community and affordable housing provider delivering housing and homelessness services across Victoria, we believe that everyone should be able to access a home regardless of their circumstances. For 45 years we have worked with government, public and private partners to mobilise funding and collaborate for better solutions for our clients.

We acknowledge First Nations people as the Traditional Custodians of the land and pay our respect to Elders past and present.

We are a place where people from diverse backgrounds, cultures, gender identities and sexual orientations are welcome and supported.



havenhomesafe.org.au