

## BeyondHousing complies with the:

Privacy Act 1988 (Cth)

Privacy and Data Protection Act 2014 (Vic)

Child Wellbeing and Safety Act 2005 (Vic)

Family Violence Protection Act 2008 (Vic)

Freedom of Information Act 1982 (Vic)

If you would like more information about privacy, contact the Office of the Victorian Information Commissioner (OVIC) on 1300 006 842 or visit <https://ovic.vic.gov.au/>

BeyondHousing respects your privacy, your dignity and your culture. We are a Child Safe organisation and all offices are disability accessible. Interpreter services are also available. All services are free of charge.



BEYOND  
HOUSING

BEYOND  
HOUSING

### Office hours

Monday to Friday  
9am – 5pm

Level 4  
111-133 Hume St  
**Wodonga**  
PO Box 761, 3689  
(02) 6055 9000

40 – 42 Rowan St  
**Wangaratta**  
PO Box 273, 3676  
(03) 5722 8000

54 Tallarook St  
**Seymour**  
PO Box 839, 3661  
(03) 5735 2000

49 Stewart St  
**Shepparton**  
PO Box 923, 3630  
(03) 5833 1000

## Privacy

For further information

### Visit our website

[beyondhousing.org.au](https://beyondhousing.org.au)

### Email us

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

### Follow us

[@beyondhousing](https://twitter.com/beyondhousing)



**We will only collect personal information from you when you provide us with consent.**

Before we ask you for any personal information, we will explain what we need and why. Then you will be asked to sign a form giving your consent for us to collect, store and where necessary, share this information with other services. If you provide verbal consent this information will be recorded.

**We will only use your personal information to help with your housing.**

We may ask about your:

- Income
- Household size
- Current situation.

You may also be asked to provide sensitive information such as your racial or ethnic origin, your relationship status or gender identity.

Information you give us will be used to help with your housing and improve our services.

**Your personal information will be protected by BeyondHousing.**

All your information is protected by our secure systems and BeyondHousing staff are trained in handling and protecting your personal information.

You have the right to see what information we have about you. Ask a staff member if you'd like to see your file. If the information is incorrect or out of date, you have the right to request a correction.

**We will not give your personal information to anyone else without your consent, except if required by law.**

Your information will only be used by workers who are directly involved in supporting you. We'll get your consent before this information is shared with other services, including:

- The Department of Families, Fairness and Housing
- Centrelink
- Australian Institute for Health and Wellbeing
- Specified support agencies.

Information on your income, housing history etc., may be shared either verbally or in writing with these services.

We will make sure your information is not given to other services or people without your consent, except if required by law. BeyondHousing will not provide your details to any marketing company.

Your consent to share your information is valid for six months. You can withdraw your consent at any time.

BeyondHousing is a prescribed Information Sharing Entity (ISE) under the Child Information Sharing Scheme and the Family Violence Information Sharing Scheme (FVISS), administered under the Child Wellbeing and Safety Act 2005 and the Family Violence Protection Act 2008.

Both information sharing schemes recognise that a child's safety takes priority over any individual's privacy. Under the FVISS, both adult and child victim survivors' safety takes priority over a perpetrator's privacy. As a result, consent is not required under either scheme to share information to keep a child and/or a victim survivor safe.

**If you have questions about your privacy, please ask us.**

- If you have any questions about your privacy, please speak to a staff member.
- If you believe that we have breached your privacy, ask to speak with a Team Leader
- If you're unhappy with the response, ask to speak with a Program Manager
- If you are dissatisfied with the outcome, you can make a complaint to the CEO. We will aim to resolve your complaint in 30 days.
- If you are dissatisfied with our response, you can contact the Office of the Victorian Information Commissioner on 1300 006 842 or <https://ovic.vic.gov.au/>