

Your Privacy is important

We collect your information to provide services to you effectively.

We may need to share your personal information with other services or government departments.

We will only do this with your consent or when except when required by law or where we have duty of care. You can withdraw your consent at any time in writing.

We use your information in accordance with relevant privacy and other laws. If you choose to remain anonymous, we may be unable to deliver the full range of services you require.

The type of information we collect and hold includes personal information about your name, address date of birth, income, assets, your housing situation, health and your ethnic origin. We may also collect sensitive information such as information regarding your gender, sexual orientation.



OLDER PERSONS' HOUSING INFORMATION
AND SUPPORT SERVICE



247-251 Flinders Lane,
Melbourne 3000

Phone: 9654 7389 Fax: 9654 3407

Home at Last: 1300 765 178

haag@oldertenants.org.au

www.oldertenants.org.au



Housing for the Aged Action Group (HAAG) is committed to the principles of social justice and aim to ensure every individual is treated with dignity and respect regardless of their age, cultural background, ability, ethnicity, gender identity, intersex variation, sexual orientation or religious beliefs.

Rights, Responsibilities, Privacy and feedback

You have the right to:

- Respect for your individual human worth and treated with dignity.
- Have your voice heard.
- Be informed about available services to match your needs and preferences.
- Be involved in choice and decision making.
- Involve an advocate of your choice.
- Access to quality services irrespective of age, cultural background, ability, ethnicity, gender identity, intersex variation, sexual orientation or religious beliefs.
- Privacy and confidentiality
- Access your personal information held by HAAG and to correct any wrong information.
- Make a complaint about our service without fear or bias.
- Refuse a service, but welcome to seek future assistance from HAAG.

Your responsibilities

- Show respect for all other people at our service regardless of their age, cultural background, ability, ethnicity, gender identity, intersex status, sexual orientation or religious beliefs.
- Respect the rights of others involved in HAAG including their rights to confidentiality and privacy.
- Inform employees of your needs.
- Read, understand and agree to any agreement before signing
- Let the service know if you are not available for an appointment.
- Let us know if your circumstances change
- Treat our employees with respect
- Take responsibility for the results of any decisions you make.
- Seek a fair resolution of any complaints.

Why do we collect your information?

We need certain information to be able to determine what services you are eligible for. We only ask for the information that we need to ensure you receive the most appropriate services and support.

Do you have to provide your information?

The type of information we collect and hold includes personal information, including sensitive information, about:

- Your income and assets
- Your housing situation
- Your health

How long do we keep your information?

Your personal information that is no longer required will be de-identified or destroyed in accordance with legislation.

How safe is your information

HAAG is committed to protecting the confidentiality of your personal details. Your information is stored on a secure database. The privacy of your information is also protected by law.

HAAG employees are trained to know the importance of confidentiality, and will not reveal your personal or private information without your consent except when required by law or where we have a duty of care or to keep you safe.

Concerns about privacy

If you have any concerns, complaints or you think there has been a breach of privacy, please contact a HAAG Manager on 1300 765 178.

You can also send feedback and complaints to us at oldertenants.org.au/feedback