

Collection notice and consent to collect, use, and disclose information

Department of Families, Fairness and Housing

OFFICIAL

Contents

Contents	1
1. Overview	2
1.1. What kind of information will be collected?	2
1.2. Why do I need to provide this information?.....	2
1.3. What will happen to the information I give you?	3
1.4. Where is my information kept, and is it protected?	3
1.5. Can I withdraw or restrict my consent to having information about me shared?.....	3
1.6. What if I don't want to share this information?	4
1.7. Can I access the information you have about me?.....	4
1.8. How long does my consent last for?	4
1.9. Where do I get further information, or make a complaint?.....	4
2. Consent and declaration	5
3. Revision log	6

OFFICIAL



Families,
Fairness
and Housing

1. Overview

To help us to assess your eligibility for Specialist Disability Accommodation (**SDA**), and match you to vacancies you are interested in, the Department of Families, Fairness and Housing (**the department**) needs to collect information from you throughout the application process, use it for specific tenancy matching purposes, and share it with others (e.g.: SIL Providers) to help them better understand your support needs.

The department has a general [privacy policy](#) we must follow, which outlines our general policies, and your rights, about your information. The department endorses fair information handling practices, and the use of information in compliance with our obligations under the *Privacy and Data Protection Act 2014* (Vic) and the *Health Records Act 2001* (Vic). This collection notice and consent form provides more specific information about the collection, use and sharing of your information when applying for SDA vacancies, and when living in SDA.

1.1. What kind of information will be collected?

This form will ask you for **personal**, **health**, and **sensitive** information, which are terms defined in legislation.

- Personal information means information about you that means we, and other people, will be able to identify you. This can include things like your name, date of birth, and contact details.
- Sensitive information is a special category of personal information, that includes topics like:
 - race or ethnicity
 - religion
 - sexual preferences or practices
 - criminal records.
- Health information means:
 - information or an opinion about your physical, mental, or psychological health;
 - information or an opinion about a disability; or
 - any personal information that is collected from you while providing you with a health service – for example, if a hospital collects your name when you arrive at the emergency department for treatment
 - the type of support you require because of your disability
 - information related to your NDIS plan.

More information about these terms is available through the [Office of the Victorian Information Commissioner](#).

The department will collect your personal, sensitive and health information from the information you give us on the forms we will provide you with during the application process, or if you prefer, on the phone or in person.

The department may also collect your personal, sensitive or health information when engaging with your family and supports, guardians or advocates, Supported Independent Living (**SIL**) providers and other relevant service providers, people and agencies. This might, for example, include talking to your speech pathologist to best understand how to give you information in a way that meets your needs, if this is something you need.

1.2. Why do I need to provide this information?

Your personal information is collected so that the department can verify who you are and contact you when we need to.

Sensitive information is collected through the application process so that the department can understand whether you have specific human rights (like cultural rights) that need to be considered when assessing your application.

Health information is collected throughout the application process, and while you live in a department-owned SDA, as it is important for us and your SIL provider to understand what your support needs are, and whether they can be met in the house you are applying for. These might include needs such as support with activities of daily living, healthcare needs, and social wellbeing. We may also collect other health information from your SIL provider, or other healthcare or service providers who support you while you are living in a department-owned SDA. We would do this if we needed to talk about how to support you more effectively, or resolve any problems that come up.

1.3. What will happen to the information I give you?

When you apply for a vacancy in department-owned SDA, we will share the information you give us with the SIL provider who manages services at the house for the reasons discussed in the previous question. The department may also share some (but not all) of the information in this form with the residents who already live in the house, so they can tell us whether they think you will be a good fit for the household as well.

While you are living in a department-owned SDA, we may need to share information we hold about you with your SIL provider, or other healthcare or service providers you work with. We would only do this if it was necessary to resolve any problems, or to make sure you are getting the support you need while living there.

The department may also share your personal, sensitive and health information with other people and organisations when specific law says we must. This might include other Victorian government departments, Consumer Affairs Victoria, the Office of the Public Advocate (**OPA**), the National Disability Insurance Agency (**NDIA**) or the NDIS Quality and Safeguards Commission (**the Commission**).

For example, the department will tell OPA when you move out of our home, because they want to make sure you left because it was the best option for you to do so. The department also needs to tell the Commission if something unsafe happened in your home. This is an example of where we must share your information due to another law.

The department may either directly or through approved research partners, use statistics and data from the information we hold, for the purposes of research, policy and system improvements. These statistics and data will be de-identified information.

1.4. Where is my information kept, and is it protected?

The department uses the Housing Integrated Information Program (**HiiP**) and other departmental systems to manage information related to supports and services we provide to you.

Only relevant staff are allowed to have access to HiiP and other government systems, and will be able to access your personal, sensitive and health information through the system. These staff members are only allowed to access your personal, sensitive and health information when it is relevant to their role in carrying out their roles or meeting a legal requirement, as described in the previous question.

1.5. Can I withdraw or restrict my consent to having information about me shared?

Yes, you can tell the department that you no longer consent to having your information collected, used, or disclosed, if you change your mind.

You may also tell the department if there is any information you would not like us to collect, use or tell to others about you. You can also tell us if there are particular people and agencies you would not like us to talk

to about you. Please write down any of these things in the section below under 'Restrictions' or have someone assist you to make the list in writing.

1.6. What if I don't want to share this information?

You don't have to share all of the information we ask you for with the department, but if you are unable to, it might not be able to properly assess whether you will be able to safely and have your needs met within the household, and might have to say no to your application.

1.7. Can I access the information you have about me?

You are allowed to ask for a copy of the information you give the department in the future, and any other information we hold about you. If you think this information is incorrect, you have a right to ask us to correct it.

If you would like a copy of the information the department has collected and stored about you, or to request a correction, please contact the department through hcsenquiries@dffh.vic.gov.au.

You can also make a Freedom of Information request via the [department's website](#).

1.8. How long does my consent last for?

Your consent lasts until you tell the department you want to withdraw it, or there has been some material change in circumstances which suggests to the department your consent is no longer valid. For example, if you move out of a department property. At different times, the department will also ask you to renew your consent when it has to change how it works with you. This might include if it needs to share information to help resolve a complaint you've made about someone you live with.

1.9. Where do I get further information, or make a complaint?

Should you have any privacy queries, or wish to make a complaint, you can contact the department either through hcsenquiries@dffh.vic.gov.au, or email the Privacy team on privacy@dffh.vic.gov.au.

If you are unhappy about the way the department has handled your complaint, or wish to seek independent advice, you may also contact:

- the Office of the Victorian Information Commissioner in relation to personal or sensitive information (PO Box 24274 Melbourne VIC 3001 or by email to privacy@ovic.gov.vic.au); and/or
- the Health Complaints Commissioner in relation to health information (<https://hcc.vic.gov.au/make-complaint>), or in person/by mail at Level 26, 570 Bourke Street, Melbourne Victoria 3000, or by phone at 1300 582 113).

2. Consent and declaration

You or your authorised representative* must provide consent for collection, use and disclosure of your information throughout the SDA application process. You agree for the information provided in the application (and requested assessments and reports) to be used in the following ways:

- to create a file (electronic and/or paper)
- to be shared with external agencies (as described above), and residents living in an SDA dwelling, when applying for a vacancy in that household
- to be shared with external agencies, where necessary, while living in a department-owned SDA dwelling
- for statistical reporting (information is de-identified).

* Your representative could be a primary carer, family member, advocate or an appointed guardian. A paid worker such as a case manager or support worker cannot be your representative.

Written consent and declaration

I have been informed and consent to the use of information in the application for any Specialist Disability Accommodation (SDA) dwelling vacancy I am applying for. I understand this information may be provided to external agencies and residents living in an SDA dwelling I am applying to move into, for this purpose. I also understand this consent allows for information in this application to be used for statistical reporting.

I declare I have provided all information relevant to my application for SDA and the information given on this form is true and correct to the best of my knowledge.

Signed	
Name	
If signed by a representative, please state your relationship to the applicant	
Date	

Verbal consent (only to be used where it is not practicable to obtain written consent)

I have discussed the collection, use, and disclosure of this information with the applicant, or their representative and I am satisfied they understand how the information will be used, and that they have provided informed consent to the submission of this application for support.

Verbal consent provided by	
Person/representative's name	
Relationship to person providing verbal consent	
Organisation	
Date	

3. Revision log

Version	Date	Author	Reason	Sections
1.0 First version noted here should be the approved version	1 June 2026	Senior Operational Policy Officer Department of Families, Fairness and Housing	Initial version	All

To receive this document in another format, email hcsenquiries@dffh.vic.gov.au.

Authorised and published by the Victorian Government, 1 Treasury Place, Melbourne.

© State of Victoria, Australia, Department of Families, Fairness and Housing, June 2026.

In this document, 'Aboriginal' refers to both Aboriginal and Torres Strait Islander people. 'Indigenous' or 'Koori/Koorie' is retained when part of the title of a report, program or quotation.

Available at [Specialist Disability Accommodation | Big Housing Build](#)