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| Form of authority  Release of information to an external agency, or  alternative contact person |
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| OFFICIAL |

# Use this form when you wish to do the following:

* Authorise the Director of Housing to release information to, and collect information from, an external agency or alternative contact person
* Authorise the Director of Housing to contact an external agency or alternative contact person in relation to your tenancy.

# How to submit this form

* Download this form to your computer desktop and complete all details, or
* Print out the form and use a black or blue pen to complete
* When completed all of this form, give the form to your local office
* [Local office](https://www.housing.vic.gov.au/contact-a-housing-office) details can be found at <<https://www.housing.vic.gov.au/contact-a-housing-office>>.

# Consent

If the Director of Housing (or its officers) have concerns about me or my tenancy, or are unable to contact me, I hereby authorise the Director of Housing, or officers acting on behalf of the Director of Housing, to:

* contact (by phone, correspondence or otherwise) my external agency or alternative contact regarding matters relating to my tenancy; and
* disclose my personal information and details regarding my tenancy to the external agency or alternative contact; and
* collect personal information about me from the external agency or alternative contact (including my contact details) and to use and disclose that information in connection with my tenancy.

I agree to the collection, use and disclosure of personal information as set out in this form:

|  |  |
| --- | --- |
| Full name of client / renter |  |
| Signature |  |
| Date |  |

# Changes

You can seek to change or update your details, or the details of your nominated external agency or alternative contact, by contacting your local housing office.

# Information privacy

The Department of Families, Fairness and Housing is committed to protecting the privacy of your personal information. Personal information is information which directly or indirectly identifies a person. We collect and handle your personal information to be able to process your application, provide you with services, administer your tenancy and contact you (and persons you nominate) regarding your tenancy and for any other purposes that are specified in this form. All the information you give us will be handled in accordance with the Privacy and Data Protection Act 2014 and the Health Records Act 2001. If you don't provide the information requested in this form, we may not be able to provide you with certain services or contact you (or persons you nominate) regarding your tenancy.

If you are using other department programs, we may share some of your information with them to help us coordinate better services to you. We may also use and disclose your personal information for other purposes with your consent, and as otherwise required or authorised by law.

You can access your information through the Freedom of Information Act 1982 or through the Privacy and Data Protection Act 2014. For information about Freedom of Information requests, call 1300 650 172 or apply online at the [Office of Victorian Information Commissioner](https://ovic.vic.gov.au) website <https://ovic.vic.gov.au>.

For further information about privacy visit the department’s [Privacy Policy](https://www.dhhs.vic.gov.au/publications/privacy-policy)  <https://www.dhhs.vic.gov.au/publications/privacy-policy> or email [Privacy Unit](mailto:privacy@dffh.vic.gov.au) <[privacy@dffh.vic.gov.au](mailto:privacy@dffh.vic.gov.au) >.

# Interpreter Services

If you speak a language other than English or have difficulty reading written information, you can get help over the telephone. Further information is available at [Housing.Vic. - interpreter-services](https://www.housing.vic.gov.au/interpreter-services) <<https://www.housing.vic.gov.au/interpreter-services>>

# OFFICE USE ONLY

|  |  |
| --- | --- |
| Received by |  |
| Date received |  |
| Date entered in HiiP |  |

## Renter / client details

|  |  |
| --- | --- |
| Full name |  |
| Date of birth |  |
| Address |  |
| Contact phone number |  |
| Email address |  |

## External agency details

|  |  |
| --- | --- |
| Name of agency |  |
| Address |  |
| Agency contact worker |  |
| Agency contact phone number |  |
| Agency contact email address |  |

|  |  |
| --- | --- |
| I want the department to send to the above external agency, copies of correspondence that we send to you. | Mark preference with X |
| Yes |  |
| No |  |

## Alternative contact person details

|  |  |
| --- | --- |
| Name of agency |  |
| Address |  |
| Agency contact worker |  |
| Agency contact phone number |  |
| Agency contact email address |  |

|  |  |
| --- | --- |
| I want the department to send to the above alternative contact person, copies of correspondence that we send to you. | Mark preference with X |
| Yes |  |
| No |  |

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| To receive this form in another format, contact your [local office](https://www.housing.vic.gov.au/contact-a-housing-office) <<https://www.housing.vic.gov.au/contact-a-housing-office>>  Authorised and published by the Victorian Government, 1 Treasury Place, Melbourne.  © State of Victoria, Australia, Department of Families, Fairness and Housing, September 2021. |