



# Collection Notice: Homelessness

## What do we do?

The Department of Communities' (Communities) Office of Homelessness provides service coordination and strategic planning for homelessness-related policies, programs, and activities to support individuals and families experiencing homelessness or at risk of homelessness in Western Australia.

This Collection Notice covers personal information collected in connection with the coordination of homelessness related outreach programs, as well as other related services and initiatives.

## What personal information do we collect and hold?

We may hold the following types of personal information:

**Outreach assessment, coordination, and engagement:** To provide relevant support to individuals and families experiencing homelessness or at risk of homelessness.

- identity and contact information (for example, name, date of birth, contact number, location)
- demographic and diversity information (for example, Aboriginal and/or Torres Strait Islander or CALD status)
- health information for example, alcohol and other drug use, mental wellbeing, and other relevant health information required to provide adequate and safe assistance)
- factors leading to current or potential homelessness
- photos (if required to locate)
- support case details (for example, support provided, outcomes, referrals).

We also hold the following types of personal information for individuals accessing **Return to Country** services:

- identity (for example, name, date of birth)
- location returning to
- reason for the Return to Country request (including outstanding court dates, if any)
- observation reports (for example, cultural information, current circumstances, risk and safety observations).

## When can you remain anonymous?

Individuals may choose to remain anonymous when making a general enquiry. Where all requested information is not received it may limit our ability to provide services, assess support needs, or respond to requests.

## How do we use your personal information?

Your personal information provided to us by sector partners, third-party service providers, and relevant government agencies, is used for:

- sharing with outreach teams to locate individuals and families to provide support required to support welfare response (name, date of birth, current location and situation, as required)
- connecting individual and families to relevant organisations to ensure right support is provided
- nominating appropriate individuals and families for low barrier accommodation (name, date of birth, health information, legal, housing history, and other relevant information where necessary)
- determining appropriate Return to Country support options (identity, location, reason for return, observation reports).

We may also use this information to:

- prepare ministerial responses, reports, briefings, or advice provided to Minister for relevant portfolio as per our statutory functions and ministerial accountability obligations of the *Public Sector Management Act 1994 (WA)* and the *Financial Management Act 2006 (WA)*
- support internal audit activities and external audit functions under the *Auditor General Act 2006 (WA)*
- notify Ombudsman WA of investigations, complaints, or reviews of administrative action under the *Parliamentary Commissioner Act 1971 (WA)*.

## Who do we share information with?

The Department may disclose personal information to:

- relevant State Government departments, State funded services, and Commonwealth Government agencies involved in the individual's circumstances.

We may also share information:

- within Communities for the provision of related services
- to other Western Australian Government agencies, and oversight bodies or regulators where authorised or required by law
- with organisations engaged to deliver programs or services on our behalf
- to other organisations, where authorised by law, or where you have given us your consent.

To access your personal information held by Communities and to seek correction of any inaccuracies, you can apply under the *Freedom of Information Act 1992* (WA). Details on how to submit a request can be found on our [Freedom of Information](#) page.

## **Where can you find further information?**

For further information about how we manage personal information, please refer to the Communities [Privacy Policy](#) or contact our Privacy Officer at [privacy@communities.wa.gov.au](mailto:privacy@communities.wa.gov.au).