



Australian Government

**Australian Institute of
Health and Welfare**

PRIVACY INFORMATION CARD

Specialist Homelessness Services Collection

WE NEED YOUR HELP

We need information to help people who experience homelessness or who are at risk of homelessness. Your story is important and the information you provide can help develop programs to prevent homelessness, improve services and help people find the way out of homelessness.

About the AIHW

The Australian Institute of Health and Welfare (AIHW) is an independent statutory Australian Government agency producing authoritative and accessible information and statistics to inform and support better policy and service delivery decisions, leading to better health and wellbeing for all Australians.

The AIHW collects information about people who seek services from specialist homelessness agencies, such as this one, for the Specialist Homelessness Services Collection.

What is the Specialist Homelessness Services Collection?

The Specialist Homelessness Services Collection is managed by the AIHW. It comprises data collected by the AIHW from agencies such as this one that are funded to assist homeless people and/or help maintain their accommodation. It includes information about your circumstances, and the type of help you asked for and is given by this agency.

Will I be identified?

No. The SHSC does not contain information that identifies you. Although you provide your name to this agency, it is not passed to the AIHW.

Will my information be given to Centrelink or the Police?

No. By law, the AIHW cannot pass on any information in the SHS collection that can be used to identify you to the police, Centrelink or any other government department, organisation or individual.

Will my information be protected?

The AIHW operates under a strict privacy and confidentiality regime which has its basis in the *Privacy Act 1988* and section 29 of *The Australian Institute of Health and Welfare Act 1987*. Our record of protecting the security of the data we hold about the health and welfare of Australians is exemplary.



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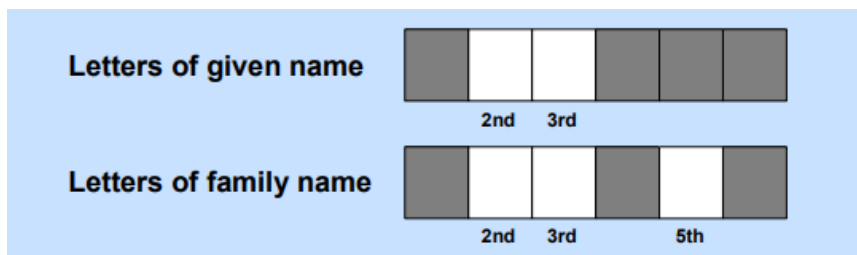
KEEPING YOUR INFORMATION SECURE

Specialist Homelessness Services Collection

Many steps have been taken to ensure the information you provide to the SHSC remains confidential.

Keeping your information confidential

Your name is not part of the SHSC and will not be provided to the AIHW. The following 'alpha code' is used to distinguish between individuals for statistical purposes but not to identify an individual.



How is the alpha code used?

The alpha code components (second and third letters of your first name and second, third and fifth letters of your family name) are combined with your sex and date of birth to create a statistical linkage key (SLK) which is provided to the AIHW—almost every person will have a unique SLK. This provides a method to avoid double counting individuals in the statistics that are reported.

How is my de-identified information stored?

All information is kept strictly confidential. The AIHW has strict policies and practices to protect data. Any information kept electronically is stored in a secure ICT environment.

Where can I get more information?

If you would like more information, please ask your agency worker. You can also refer to the SHSC privacy and security page at [SHS privacy & security web page](https://www.aihw.gov.au/about-our-data/our-data-collections/specialist-homelessness-services-collection/shs-privacy-security) (https://www.aihw.gov.au/about-our-data/our-data-collections/specialist-homelessness-services-collection/shs-privacy-security).