

Contact Information

We will support you



If you have any questions about this information, contact:

Privacy Officer
PO Box 698,
Ringwood VIC 3134
Email: privacy@edvos.org.au

If you live in the Eastern Metropolitan Region of Melbourne, contact **EDVOS** for more information about how we can support you:

Phone: (03) 9259 4200
Fax: (03) 9259 4299
Email: edvos@edvos.org.au
Website: edvos.org.au
Hours: 9am-8pm Weekdays
9am-5pm Saturdays



We are experienced in supporting people from diverse cultural backgrounds and can offer a free interpreter service.

- ✦ You are not alone
- ✦ Help is available
- ✦ Someone else's choice to use violence is NEVER your fault
- ✦ It is your fundamental right to live free from violence



EDVOS acknowledges the Traditional Custodians of this land and recognise their continuing connection to land, water and community. EDVOS pay respect to Elders past, present and emerging.



EDVOS acknowledges people from the lesbian, gay, bisexual, trans and intersex (LGBTI) communities, their children, pets and other animals, who are responding to family violence in the community.

EDVOS respects all people who are responding to family violence, regardless of ethnicity, race, religion, sexual orientation, gender identity, age and ability.

EDVOS is a child-focused and child safe organisation.



EDVOS acknowledges funding from the Victorian Government.

How EDVOS Protects Your Privacy

 (03) 9259 4200
 edvos@edvos.org.au
 edvos.org.au  [@edvosFV](https://www.facebook.com/edvosFV)

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Why does EDVOS collect information about you?

EDVOS collects information about you for the purpose of providing you with access to our services including family violence support, risk assessment, safety planning, housing assistance and access to counselling and support groups.

Where possible, EDVOS will collect information directly from you. However, EDVOS may also collect information from other sources such as referral forms from police or other entities.

Every EDVOS client has a file containing:

- Name and contact details. This is used to contact you (if you have given us permission)
- Reason for contact with EDVOS. This information helps us understand more about the work we do
- Statistics about your age, place of birth, language spoken, Aboriginality, etc. This information helps us understand more about the people that come to EDVOS
- Notes taken by your support worker. This provides a record of all contact with you and others with whom you give us permission to contact.
- Gender identity, and when relevant, sexual orientation. This helps us to tailor our service to best suit your needs.

Use of your information

Your client file is stored in a secure environment and only authorised staff have access to files.

Information in your file is only shared for the purposes of providing you with services and is not shared outside EDVOS unless you agree. You can let us know if there is anything you don't want disclosed to others.

Occasionally EDVOS may be required to disclose your information where:

- A support worker has reason to believe that you may seriously hurt yourself or someone else;
- A support worker has concerns about the well-being of a child in your care and contacts Protective Services;
- It discloses to the Department of Health and Human Services (DHHS) as part of its service agreement;
- It is required to under law or a court order; and
- It is required or authorised under the Family Violence Information Sharing Scheme or Child Safety Information Sharing Scheme.

Access to the information

If you would like to read your file please ask your support worker or contact our Privacy Officer. EDVOS recommends you review the file with your support worker so they can answer any questions you have.

You are entitled to make changes to the file if you believe the information is inaccurate or misleading. A written request should be provided to our **Privacy Officer**, including the changes that need to be made and reasons why.

Refusal to provide information

If you refuse to provide all or part of the personal information we require from you, we may not be able to provide you with any or our full range of services. If you have concerns about providing your information, please discuss this with your case worker or our Privacy Officer.

Which laws protect my information?

EDVOS is required to comply with a range of privacy legislation including the Privacy Act 1988 (Cth) and the Australian Privacy Principles and the Privacy and Data Protection Act 2014 (Vic).

You can refer to our privacy and confidentiality policy on our website for more information.

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