



# Confidentiality and Privacy Policy

D005 Version 1.0

20 September 2022

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## 1. Compliance

Therapy & Learning Centre (TLC) is bound by the Australian Privacy Principles (APPs) contained in the Privacy Act 1988.

## 2. What information will be collected and held about my child?

TLC gathers personal information about your child and family on initial contact to determine the suitability of TLC's services for your child. When you make your initial appointment you will automatically be sent two forms which you need to complete:

- TLC Policies and Permissions
- Initial Assessment Parent Questionnaire

During assessment, we collect and record information while observing your child, and through parent questionnaires. It is helpful for therapists to know if there are any contra-indicating conditions present, for example, a child with epilepsy should not be spun.

With your permission as parent or guardian, we also collect any relevant school, medical and therapy reports at this time.

With your permission we take photos of your child that might help to document certain conditions. Examples include:

- photographing hypermobile joints, pronated feet or posture
- audio-visual recording of clinical observations for gait analysis or baby development.

Such photographs or recordings form part of our assessment process, and this information is used to inform and plan appropriate therapy for your child.

We also hold clinical notes, emails, and children's written work generated during therapy sessions.

## 3. How is the information stored?

All information collected is stored in secure filing cabinets on site, or on password-protected computers. Access is limited to therapists. Administration staff may access the information when necessary for administration purposes.

We hold your child's information for 7 years after discharge, or until they reach 25 years of age – whichever is later. After this time the information is destroyed in a secure manner.

## 4. How is the information used?

We use the information collected to allow us to plan for the best possible service delivery for your child. We then record the delivery of services in clinical notes.

We will always seek your permission before sharing any information, or discussing your child in any way with teachers, other therapists your child may be seeing, or medical professionals.

At TLC we do not send initial assessment or progress reports to other agencies. We provide you – the parent or guardian - with the reports. You can then share them with whomever you wish.

If your child is accessing our service through a Medicare plan, we are required to send a brief report to the referring doctor at the start and conclusion of the plan.

We disclose confidential information only when a parent or legal guardian gives informed consent or when there is a legal compulsion, such as court order or abuse reporting.

We use information only for its intended purpose at collection, and it will not be used for marketing or research purposes.

## **5. How can I access my child's information?**

Information collected or generated about your child by TLC can be accessed at any time by you as the parent or guardian. To request access, contact Emma Armstrong on:

- 9476 0766 (Hornsby), or
- 8814 6275 (Bella Vista), or
- 9476 0766 (Macquarie Park)

You will be asked to provide a written request for a copy of your child's notes. Therapy and Learning Centre must keep the original copy. You can also request that personal information be corrected if it is inaccurate, incomplete or out of date.

Once a child is 18 years old, they can request access to their own information.

## **6. What if I feel there is a breach to the APP?**

If you believe that Therapy & Learning Centre has breached the Australian Privacy Principles in relation to your child, please advise Emma Armstrong in writing. The complaint will be handled through formal procedures.

If you are then unsatisfied with the outcome of your complaint, please contact either:

- Officer of the Australian Information Commissioner: [www.oaic.gov.au/](http://www.oaic.gov.au/)
- Australian Health Practitioners Regulation Agency (AHPRA): [www.ahpra.gov.au/](http://www.ahpra.gov.au/)