

Privacy Policy



We are committed to protecting the privacy of patient information and to handling your personal information in a responsible manner in accordance with the Privacy Act 1988, the Australian Privacy Principles, and the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

This policy explains how Moments to Milestones uses, collects, and manages personal information, including your health information, and the circumstances in which we may share such information with other parties.

Please ensure you read and agree to our [Privacy Policy](#) prior to booking and / or attending your appointment.

By booking and/or attending the appointment, you will have indicated your consent that any private healthcare information documented in the course of your relationship with our clinicians conducting their practice will be kept and managed according to the Moments to Milestones Privacy Policy.

What type of information is collected and why?

We only collect and hold personal and health information about you and your child that is deemed reasonably fit and necessary for us to:

- Provide your child with health care services to best attend to and manage the presenting developmental concerns and conditions;
- Contact you to provide advice or information in relation to the way in which the service will be provided;
- Administer and manage those services including charging, billing and collecting debts;
- And, as required by Australian legislation.

This information may include:

- the contact details of you as parents or guardians
- your child's name, address, date of birth, gender, health, and developmental progress
- relevant life and family circumstances of your child.

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How we collect and hold your information

Wherever practicable, we will collect information directly from you personally, as the parent / legal guardian of a minor child. Information relevant to your child's development may also be collected from your treating Paediatrician, GP, allied health clinicians or childcare / early learning providers.

We collect information by phone, in writing or SMS, in person, or over the internet using email. Our website contains links through which you may request information or provide feedback to us. In some cases, telephone numbers and/or email addresses are required so that we can provide requested information to you.

Moments to Milestones stores your personal information in electronic form on a password protected laptop stored in a locked cabinet and on a biometric login protected mobile phone. Our practice database software known as Genie, has an off-site server, and/or in hard copy records.

Data quality and security

We will take reasonable steps to ensure that personal information about you and your child is accurate, complete, up to date and relevant. For this purpose, our staff may ask you to confirm that your contact details are correct when you attend a consultation.

Moments to Milestones will take reasonable steps to protect your personal and health information from misuse, interference, loss, unauthorised access, modification or disclosure.

Personal information that we hold is protected by:

- Securing our premises
- Password or biometrically protecting electronic databases and mobile phones
- Storage of electronic data in Australian or American servers, backed up frequently and secured to industry standards

Moments to Milestones will retain electronic paediatric medical records that we hold in the practice database until your child's 25th birthday or as otherwise required by law.

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Use, disclosure and access

We will treat you and your child's personal information as strictly private and confidential. We will only use or disclose it for purposes directly related to your child's healthcare, or in ways that you would reasonably expect that we may use it for ongoing care and treatment. For example, the disclosure (with your consent), of Bayley-4 developmental assessment results & written report to your child's paediatrician, GP, or Childcare / Early Learning provider, to assist in managing their care and support their development.

Once 16 years of age, children are entitled to access their medical records. We request that you / your child put your request in writing and we will respond to it within a reasonable time. We may deny access to your healthcare information in certain circumstances permitted by law or licencing agreements. For example, if disclosure may cause a serious threat to your health or safety, or the licenced assessment tool is excluded from the freedom of information act. We will always tell you why access is denied and the options you have to respond to our decision.

International Disclosure

Moments to Milestones may communicate with, and it may be necessary to make disclosure of a patient's personal health information, to an organisation outside of Australia. It will only do so if it is reasonably satisfied that the country has a substantially similar privacy regime to Australia.

Corrections and complaints

Moments to Milestones takes complaints and concerns regarding privacy seriously. If you believe that the information we have about you or your child is not accurate, complete or up to date, we ask that you contact us in writing (see details below) to request an amendment.

Moments to Milestones will make the requested changes unless there is a reason under the Privacy Act or other relevant law to refuse to make them. If Moments to Milestones does not agree to change your personal and health information in accordance with your request, we will permit you to make a written statement of the requested changes and file a copy of that statement on your child's file in the practice database.

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If you have a complaint about the privacy of your personal information, we ask that you also contact us in writing. We will consider the details and attempt to resolve it in accordance with our complaints handling procedures.

If you are dissatisfied with our handling of a complaint, or the outcome, you may make an application to the Australian Information Commissioner of the Privacy Commissioner by visiting www.oaic.gov.au and using the online complaint form, or in writing and posted to:

Office of the Australian Information Commissioner GPO Box 5218 Sydney NSW 2001.

Contact

Please direct any queries, complaints, or requests for access to healthcare records to: The Director, Moments to Milestones, meg.b.m2m@gmail.com

Privacy policy version

This Privacy Policy is current from 01.02.2026 and adopts the definitions in Section 6 of the Privacy Act. Changes to our policy may be made from time to time to conform with any relevant changes in Australian Privacy Law or to better communicate our Privacy Policy.