
Collection Statement

Privacy Policy and Health Information Collection Statement

Achieve – Speech Language and Learning Services is an independent practice under the ownership of Mariam Hawilo

You may contact Achieve – Speech Language and Learning Services by writing to Achieve – Speech Language and Learning Services at 79 Auburn Road, Auburn, NSW 2144 or by emailing info@achieveslls.com.au. You have the right to gain access to the information held by Achieve – Speech Language and Learning Services about you/your child.

Our Privacy Policy (available upon request) contains information on how you may request access to, and correction of, your/your child's personal information and how you may complain about a breach of your/your child's privacy and how we will deal with such a complaint.

Achieve – Speech Language and Learning Services needs to collect information about you/your child for the primary purpose of providing quality treatment. In order to fully assess, diagnose and treat you/your child, we need to collect some personal information from you. This information will also be used for the administrative purposes of running the practice such as billing you or through an insurer or compensation agency. Information will be used within the practice for handover when another speech pathologist will be providing you/your child with ongoing assistance.

Achieve – Speech Language and Learning Services may disclose information regarding diagnosis or treatment to your/your child's doctor or other treatment providers only with your consent. In the case of insurance or compensation claims, it may be necessary to disclose information and/or collect information that affects your/your child's treatment and return to work. Achieve – Speech Language and Learning Services will not disclose your/your child's information to commercial companies, however specific service or product information as deemed suitable for your/your child's speech pathology management, may be forwarded to you by us, unless you instruct Achieve – Speech Language and Learning Services not to forward this type of information. Your written consent will be obtained at the start of your/your child's treatment in order to carry out the above activities. We do not disclose your/your child's personal information to overseas recipients.

Information at Achieve – Speech Language and Learning Services is stored securely and only practice staff have access to it. Achieve – Speech Language and Learning Services takes all reasonable steps to ensure that information collected about you/your child is accurate, complete and up-to-date. You may have access to your/your child's information on request and if you believe that any of the information is inaccurate we may be able to amend it accordingly. If you do not provide relevant personal or health information (about your child), in part or in full, to Achieve – Speech Language and Learning Services it may result in incomplete assessment. This may impact on the diagnosis and the following therapy that is provided. Any concerns that you may have about this policy or about your/your child's management can be directed to the Complaints Handling Officer – Ms Sarah Jbeili.