



Privacy Collection Notice

This Policy describes how Turning Point Occupational Therapy collects, manages, stores and protects your personal and health information in accordance with legal obligations, professional standards and ethical requirements.

Turning Point Occupational Therapy is committed to protecting your personal information in accordance with the Commonwealth Privacy Act 1988.

You have the right to know and understand how we manage your personal information.

1. Type of personal information collected and why it is collected

Various forms of personal information may be collected to provide appropriate services, ensure effective practitioner-client relationships and adhere to legal obligations. Such personal information may include your name, contact details, age, address, support needs and any additional information or documentation provided by yourself, the referrer, or from a third party (upon your consent).

You do not have to provide personal information to us if you do not wish to, however, it may affect if/how services are provided. The information we often request is essential, as we may not be able to provide optimal services to you if we do not have the necessary information to understand your presentation and support needs.

If you have any questions or concerns regarding why we ask for, and require, certain pieces of information about you, please consult with the practitioner who is providing services to you.

2. Storage of personal information

Turning Point Occupational Therapy is committed to ensuring that your personal information is stored securely and protected from misuse, loss, unauthorised access, modification or disclosure. Personal and health records will be stored electronically and may be stored in hard copy. Electronic records are protected through password-protected systems and encrypted storage.

How long we keep records – We retain client records in accordance with legal requirements and professional standards.

- For clients who were under the age of 18 at the time of their last service, records are retained until the client has reached at least 25 years of age.
- Where applicable, records may be retained for longer if required by law.

Once records are no longer required to be retained, they are securely destroyed or permanently de-identified.

3. Disclosure of personal information

All information provided and related to you is confidential and will only be only disclosed with third parties when prior consent is provided by you, when necessary to provide services to you, or in the event that we be required by law to provide information.

With consent, we may disclose personal information to third parties to provide efficient services to you and collaborate in your support provision. To collaborate with your support network effectively, information about you may be disclosed to:

- Other government or non-government service providers
- Medical, or other health providers involved in your support
- Education facility personnel (e.g. staff at your childcare, kindergarten, school, or other learning centre), and/or
- Other individuals within your support network

Information may also be disclosed where required or authorised by law, including in response to court orders or regulatory processes.

4. Access to your personal information

You have the right to request access to your personal information, as held by Turning Point Occupational Therapy, including clinical records and reports. You may also request correction of information that you believe is inaccurate, incomplete or out of date.

Requests for access or correction can be made by contacting the practice using the details provided below. Requests will be responded to within a reasonable timeframe in accordance with privacy law.

If this practice ceases operation, records will continue to be retained securely (as mentioned above), for the required retention periods, and reasonable arrangements will be made to allow former clients or their parents/guardians to request access to records.

This Policy outlined how we manage your personal information and how you can access your personal information. For any concerns or complaints regarding this Policy please contact us via admin@turningpointot.com.au or 0484 141 197.