



Privacy Collection Notice

Turning Point Occupational Therapy is committed to protecting your personal information in accordance with the Privacy Act 1988 (Cth) and Australian Privacy Principles (APPs).

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 a privacy Occupational Therapy practice under the ownership of Isla Turner.

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). At times, photographic, video, and/or audio recordings during sessions may be taken to support therapeutic intervention. We will ask your explicit consent before doing so, and you will be informed before a recording occurs regarding the reason for the recording and how it will be used/stored.

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. Use of Assistive Technology in clinical documentation

To assist in accurate record keeping and quality documentation, Turning Point Occupational Therapy utilises secure Assistive Technology (AI) that is fully compliant with Australian Health Practitioner Regulation Agency (AHPRA), Australian Privacy Principles (APPs) and the NDIS Practice Standards.

How it is used: This software is used solely to transcribe clinical sessions, summarise practitioner notes, and assist in enhancing clinical documentation. The AI software used by Turning Point Occupational Therapy is an advanced clinical documentation and practice management platform engineered specifically to meet the strict privacy, confidentiality, and data governance standards required by Australian Allied Health practitioners.

Human oversight: AI software is a tool to support practitioners and does not replace clinical reasoning or interventions. Our practitioners retain full legal and clinical oversight and responsibility to manually review, edit, and sign off on all documentation before it is finalised to ensure accuracy.

Our practice will ensure that your personal and clinical information remains highly protected in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs). All data

using AI software is processed and stored securely within Australia. Information is fully encrypted in transit and while at rest. Data is not retained or used to train AI models.

Consent for the use of AI is completely voluntary. If you do not wish for AI to be used as part of your service provision, it will not affect your access to our services. You can change your mind and provide/withdraw consent at any time by notifying us in writing.

3. Data security

We will take reasonable steps to protect your personal information and to ensure your information is accurate and maintained appropriately in accordance with the Privacy Act 1988 (Cth).

Telecommunication including email correspondence and virtual conferences increase exposure risks to online hacking. There is no guarantee of complete privacy and security protection for these types of communications, as cybersecurity risks exist for all online activities. We will aim to decrease this risk as much as possible and strongly encourage you to do the same. Risks may be mitigated by meeting with our practitioners in person instead of via telecommunications to discuss matters, only communicating using secure communication channels, and ensuring secure internet connections for telecommunications.

4. Storage of personal information

We retain your personal and health information only for as long as necessary to provide your care and fulfil our legal and professional obligations.

Turning Point Occupational Therapy adheres to the Privacy Act 1988 and must legally comply with legislations related to the collection, use and disclosure 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. Our practice maintains confidentiality and privacy standards during sessions and by maintaining accurate clinical records.

Personal and health records will be stored electronically and may be stored in hard copy until no longer needed for clinical use. Electronic records are protected through password-protected systems and encrypted storage. We retain client records in accordance with legal requirements and professional standards as per Australian Privacy Laws and practice regulations. Once the mandatory retention period has expired and client information is no longer required for clinical, legal (e.g. as part of legal proceedings under Australian law, court or tribunal matters), or administrative purposes, we will take reasonable steps to securely destroy and permanently delete your records.

5. 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.

6. Access to your personal information

You have the right to request access to your personal and health information, as held by Turning Point Occupational Therapy, including clinical records and reports. Access is subject to certain legal exceptions under the Privacy Act 1988 (Cth).

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.