



## PRIVACY POLICY

### Join the Conversation Speech Pathology

Effective Date: 22 November 2025

This Privacy Policy explains how we collect, store, use, and disclose your personal and sensitive information when you engage with our services—whether in person, online, or via our website and digital systems.

### 1. Introduction and Scope

Join the Conversation Speech Pathology (“JTC Speech”, “we”, “our”, “us”) is committed to protecting your privacy and ensuring that your personal information is handled in accordance with:

- The **Privacy Act 1988 (Cth)**
- The **Queensland Information Privacy Act 2009**
- The **Health Records and Information Privacy Act 2002 (QLD)** (where applicable)
- The **NDIS Practice Standards**
- The **Speech Pathology Australia Code of Ethics**

This Privacy Policy explains how we **collect, store, use, and disclose** your personal and sensitive information when you engage with our services—whether in person, online, or via our website and digital platforms.

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### 2. About Join the Conversation Speech Pathology

Join the Conversation Speech Pathology is a **private speech pathology practice** based in **Grange, Brisbane North**, providing **clinic** and **mobile** services across nearby suburbs.

We support **children and adults** with communication, swallowing, and mealtime needs through **evidence-based, family-centred, and neurodiversity-affirming** care.

All services are delivered by a **Certified Practising Speech Pathologist (CPSP)** who:

- Are **members of Speech Pathology Australia**

Catherine O’Hare  
Director & Senior Speech Pathologist  
Provider No: 5877372A  
Clinic - 2 Lanham Ave, Grange QLD 4051  
M: 0491 798 059  
E: admin@jtcspeech.com.au  
W: jtcspeech.com.au



- Hold **current Blue Cards** and **NDIS Worker Screening Checks**
- Adhere to the **Speech Pathology Australia Code of Ethics** and **NDIS Practice Standards**

**Clinic Location:** 2 Lanham Ave Grange, QLD 4051 (by appointment)

**Phone:** 0491 798 059

**Email:** admin@jtcspeech.com.au

**ABN:** 93524756647

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### 3. Information We Collect

We collect **personal** and **sensitive health information** relevant to the delivery of speech pathology services. This may include:

- **Personal details:** full name, date of birth, address, and contact information
- **Emergency contact** and **legal guardian** details
- **Health and developmental history**, medical or educational reports
- **Funding information** such as NDIS plan details, Medicare, or private health insurance
- **Referrals, therapy notes, and assessment results**
- **Court or custody documents** where relevant
- **Audio, photo, or video recordings** (only with your consent)

We collect this information **directly from you or your representative**, or from **third parties** (such as GPs, specialists, or educators) with your **informed consent**, unless required by law.

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### 4. How We Collect Information

We collect information in a variety of ways so we can provide the most appropriate support. This includes:

- **Directly from you** or your authorised representative through intake forms, consent forms, and during appointments
- **From other professionals** (such as GPs, specialists, or educators) when you provide written or verbal consent
- **Through communication** by phone, email, or text when arranging or following up appointments
- **During sessions**, through discussion, observation, and participation in therapy activities
- **Via our website** when you submit an enquiry or booking form

Where information is received from someone other than you, we take reasonable steps to confirm that you have authorised this exchange and that the information is accurate and relevant.

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### 5. Why We Collect Information

We collect and use personal and health information to:

- **Provide effective speech pathology services**
- Understand and support your **needs, goals, and progress**
- **Coordinate care** with your healthcare or support team
- Manage **administration, billing, and funding claims**



- **Comply** with legal, ethical, and clinical record-keeping standards
- **Report** to funding agencies such as **NDIS** or **Medicare**, where applicable
- Fulfil **mandatory reporting** obligations under Queensland **child protection** laws

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## 6. How We Use and Disclose Information

### Use of Information

We use your information to deliver, review, and coordinate your care safely and effectively.

### Disclosure of Information

With your **consent**, information may be shared with:

- **General practitioners** or referring medical specialists
- **Allied health professionals** (e.g. occupational therapists, psychologists, dietitians)
- **Educators or school staff** supporting your care
- **NDIS plan managers, support coordinators**, or other relevant providers

We will **never sell**, trade, or share your information for **marketing purposes**.

Information may be disclosed **without consent** only when:

- **Required by law**, such as mandatory reporting or a subpoena
- **Necessary to prevent serious harm** to you or another person
- **Directed by a court** or **government authority**

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## 7. Digital Tools and Data Security

We use secure digital systems to manage clinical and administrative information:

- **Splose** – Australian practice management software for client records, billing, and communication (fully compliant with Australian data privacy laws)

Your information is protected through:

- **Encrypted digital records**
- **Password-protected access** by authorised personnel only
- **Locked storage** for physical documents (if any)
- **Confidentiality and data protection training** for all team members

We follow the **Notifiable Data Breaches (NDB) Scheme** to respond appropriately to any potential data breach.

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## 8. Recordings, Photos, and Media

We may use **photos, audio, or video recordings** to assist with **assessment, therapy planning, or clinical review**.

These are only taken **with your consent** and stored securely as part of your clinical record.

No recordings will be used for **marketing, training, or external education** without your **written consent**.

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## 9. Record Retention and Destruction

In accordance with Queensland and national health legislation:



- For **clients under 18 years of age**, records are kept until the child turns **25 years old**, or **7 years after the last service**, whichever is longer
- For **adults**, records are kept for a minimum of **7 years** after the last service

After this period, records are **securely destroyed** or **permanently deleted**.

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## 10. Accessing and Correcting Your Information

You have the right to:

- **Access** your personal or your child's records
- **Request correction** of inaccurate or incomplete details

Requests should be made in writing to [admin@jtcspeech.com.au](mailto:admin@jtcspeech.com.au)

We will respond within **30 days** and explain any lawful reason for restricted access, if applicable.

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## 11. Your Rights and Choices

You have the right to:

- Know how your information is **collected, used, and stored**
  - **Withdraw consent** for information sharing (where applicable)
  - Choose **not to share** certain information (noting this may affect service delivery)
  - **Lodge a privacy complaint** if you believe your information has been mishandled
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## 12. Website Analytics and Cookies

Our website may use **cookies** and **analytics tools** (such as **Google Analytics**) to monitor traffic and improve user experience.

No personal or health information is collected unless you provide it voluntarily (e.g. through a contact form).

You can **disable cookies** in your browser settings at any time.

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## 13. Feedback and Privacy Complaints

If you have a concern about how your information has been collected, used, or shared, please contact:

**Email:** [admin@jtcspeech.com.au](mailto:admin@jtcspeech.com.au)

**Phone:** 0491 798 059

If you are not satisfied with our response, you may contact the:

**Office of the Australian Information Commissioner (OAIC)**

Website: [www.oaic.gov.au](http://www.oaic.gov.au)

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## 14. Updates to This Policy

This Privacy Policy may be updated from time to time to reflect changes in legislation, professional standards, or operational practices.

The most current version will always be available on our **website**.

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## Contact Us

**Join the Conversation Speech Pathology**

Grange, QLD 4051

Phone: 0491 798 059

Email: [admin@jtcspeech.com.au](mailto:admin@jtcspeech.com.au)

Website: [www.jtcspeech.com.au](http://www.jtcspeech.com.au)

