



Learning Ready Behaviour Services  
P.O. Box 1200 Strawberry Hills NSW 2012  
*Serving the Eastern Suburbs of Sydney*  
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**Name of Policy:** Privacy Policy  
**Date Issued:** 10/06/2019  
**Date of Review:** 10/06/2020

### **Scope**

Learning Ready Behaviour Services (LRBS) complies with the Privacy Act 1988 and Privacy Regulation 2013, as well as all other applicable privacy laws, acts, and regulations. The following document provides information pertaining to the manner in which LRBS may collect, store, use, and disclose, personal and clinical information.

### **What information is collected and stored?**

LRBS collects personal information and sensitive or clinical information prior to the commencement of services and throughout service provision, where necessary. LRBS collects information pertaining to, but not limited to:

- Identification information
- Demographic information
- Clinical information, including diagnoses, medical conditions, prior services and assessment, behaviour-specific data, video recording for specific purposes

Personal information from third parties will only be sought after your consent has been provided, or if required or authorised by law, or if it is unreasonable or impractical to obtain the information directly from you.

### **Why is the personal and clinical information collected?**

LRBS collects and stores personal and clinical information for, but not limited, to, the following purposes:

- To assess, record, maintain, and improve the individual's health, safety, and personal independence
- To ensure that the individual accesses the contracted services provided by LRBS
- To provide therapeutic support toward treatment of the individual's disability
- To monitor and review the individual's progress for the purpose of monitoring, management, and funding of services
- To meet LRBS' legal and compliance requirements under applicable laws and regulations

### **How may information be used or disclosed?**

Personal and clinical information is used and disclosed by LRBS for the primary purpose for which this information was collected. Disclosure of personal and clinical information will be shared with external third-party health or education professionals only with your prior consent. Information may be disclosed without your consent in the event of requirement or authorisation by applicable laws and regulations.



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### **How is the information stored?**

LRBS uses a range of measures in order to maintain secure storage of records and information:

- 2-step password verification for secure storage of electronic information and records
- Paper copies of documents are stored in locked filing cabinets
- Paper documents that require transportation to various settings are transported in a de-identified format and are not left unattended in a car.

### **Can I access my personal and clinical information?**

Individuals have the right to access their personal information and request changes to information that is inaccurate, out of date, or incomplete. Requests for information may be made by the individual, or by someone who is authorised to do so on the individual's behalf (e.g. parent, primary caregiver, legal guardian). The requesting individual will be required to provide proof of right to access to information such as a Power of Attorney or Enduring Guardianship, as well as proof of identification, such as Birth Certificate, Drivers License, Passport prior to the request being processed. Depending on the complexity of the request the information may not be provided immediately, however access will be provided within a reasonable timeframe. LRBS may charge an administration fee for the access to any stored personal information.

### **Changes to this Privacy Policy**

Changes to this Privacy Policy may be made at any time by LRBS and changes are effective from the date of publication. The latest version of this Privacy Policy is available for download on our website, or in printed form on request from your LRBS clinician.