

Privacy Policy

Talk & Read Speech Pathology

Effective Date: 12 July 2025

Website: www.talkandread.com.au

At **Talk & Read Speech Pathology**, we are committed to protecting your privacy and complying with all relevant laws, including the **Privacy Act 1988 (Cth)**, the **Queensland Information Privacy Act 2009**, and the **Health Records and Information Privacy Act 2002 (QLD)** where applicable. We also comply with the **NDIS Practice Standards**, **Speech Pathology Australia's Code of Ethics**, and other applicable clinical and professional requirements.

This Privacy Policy explains how we collect, store, use, and disclose your personal and sensitive information through your use of our services, including via our website and digital platforms.

1. About Us

Talk & Read Speech Pathology is a paediatric speech pathology practice based in Brookwater, servicing Brisbane and surrounding areas. We work with children and families to assess, diagnose, and treat communication, speech, language, literacy, and feeding difficulties. All services are provided by **Certified Practising Speech Pathologists (CPSPs)** who:

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


Clinic Location:

5/22 Magnolia Drive, Brookwater QLD 4300

☎ 0422 120 727 | ✉ admin@talkandread.com.au

2. What Information We Collect

We collect both **personal** and **sensitive health information** about clients and their families. This may include:

- Full names, date of birth, gender, and contact information
 - Emergency contact and legal guardian details
 - Health, developmental, medical, or educational history
 - Custody or court orders, if relevant
 - Funding information (e.g. Medicare, NDIS, private health insurance)
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- Decorative wavy lines in shades of pink, blue, and brown are located in the bottom right corner of the page.

- Referrals from other health professionals
- Notes from therapy sessions, assessments, or observations
- Audio or video recordings (with consent)

We collect information directly from parents/guardians or from third parties (such as referring clinicians or educators), always with informed consent unless permitted or required by law.

3. How We Collect Information

Information is collected through:

- Intake and consent forms
 - Telehealth platforms and in-person sessions
 - Referrals from other health professionals
 - Our website's contact forms
 - Phone, email, and other digital communication
 - Observation and interaction with your child during therapy
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4. Why We Collect This Information

We collect this information to:

- Provide appropriate and effective paediatric speech pathology services
 - Understand your child's needs and goals
 - Develop, monitor, and evaluate therapy plans
 - Communicate with you and coordinate care with other professionals
 - Comply with legal, ethical, and clinical record-keeping obligations
 - Provide support under schemes like the NDIS or Medicare, where relevant
 - Meet mandatory reporting obligations under Queensland child protection laws
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5. NDIS Participants

For clients funded through the **National Disability Insurance Scheme (NDIS)**, we collect information necessary for:

- Service agreements and goal-setting
- Progress reporting and therapy outcome documentation
- Complying with NDIS Practice Standards
- Communication with plan managers, Local Area Coordinators (LACs), or support coordinators

All information shared for NDIS purposes is done in line with consent and privacy requirements.

6. Use of Recordings

We may use **audio or video recordings** as a tool for assessment, therapy planning, training, and clinical review. These recordings are only taken with your consent and form part of your child's clinical record.

No recordings are used for marketing, education, or professional development outside our practice without explicit written consent.

7. Use of Practice Software and Digital Tools

We use secure third-party systems to manage clinical and administrative functions:

- **Splose:** Practice management platform used for storing clinical notes, appointment booking, billing, and client communication. It is Australian-owned and hosted, and meets local data protection laws.
 - **Zoom:** Used for encrypted telehealth sessions. Sessions are never recorded without prior consent.
 - **Stripe:** Used to process payments securely. We do not store credit card details.
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8. Storage and Security of Information

Your personal and health information is stored securely using:

- Encrypted digital records (Splose)
- Password-protected access by authorised staff only
- Physical documents stored in locked cabinets (where applicable)
- Confidentiality and data-handling training for all team members

We protect data from unauthorised access, modification, or disclosure and have protocols in place for data breaches in accordance with the **Notifiable Data Breaches (NDB) Scheme**.

9. How Long We Keep Your Information

In compliance with Queensland and national legislation:

- For clients under 18: 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 last service
After this period, records are securely destroyed or permanently deleted.
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10. Who We May Share Your Information With

With your consent, we may share relevant information with:

- General Practitioners or referring doctors
- Allied health providers (e.g., occupational therapists, psychologists)
- Educators or school support staff
- NDIS providers, plan managers, or support coordinators

We will never share your information for marketing or commercial purposes. In exceptional situations, we may disclose your information without consent if:

- Required by law (e.g., mandatory child protection reporting)
 - It is necessary to prevent a serious threat to health, safety, or welfare
 - Directed by a court order or legal obligation
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11. Accessing or Correcting Your Information

You have the right to:

- Access your personal or your child's information
- Request correction of inaccurate or incomplete information

Requests can be made by emailing admin@talkandread.com.au. We will respond within 30 days and explain any lawful reason if access is restricted.

12. Website Analytics and Cookies

Our website may use:

- Cookies to improve user experience
- Google Analytics or similar tools to track visitor behaviour

No personal or health information is collected through cookies unless you provide it voluntarily (e.g., via contact forms). You can disable cookies via your browser settings.

13. Your Rights and Choices

You have the right to:

- Know what information we collect and how it is used
- Choose not to provide certain information (noting this may affect service quality)
- Withdraw consent at any time (where applicable)
- Lodge a complaint if you believe your privacy rights have been breached

14. Making a Privacy Complaint

If you have concerns about how your information is handled, you may contact us directly:

✉ admin@talkandread.com.au
☎ 0422 120 727

If you are not satisfied with our response, you may lodge a formal complaint with the **Office of the Australian Information Commissioner (OAIC)** at:

🌐 www.oaic.gov.au

15. Updates to This Policy

This Privacy Policy may be updated from time to time in response to legal or operational changes. The current version is always available on our website.

Contact Us

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