



Little Explorers
Speech Pathology

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Privacy Policy

Little Explorers Speech Pathology

Effective date: 01/01/2026

Purpose and scope

Little Explorers Speech Pathology is committed to protecting the privacy, dignity and rights of children and families accessing our services. This Privacy Policy outlines how personal and sensitive information is collected, used, stored and disclosed in accordance with:

- The *Privacy Act 1988 (Cth)* and Australian Privacy Principles
- The NDIS Practice Standards and Code of Conduct
- Professional obligations under Speech Pathology Australia

Commitment to privacy and participant rights

We are committed to ensuring that:

- Personal information is handled respectfully and confidentially
- Participants and families understand how information is collected and used
- Informed consent is obtained before information is shared
- Information is only shared when lawful, necessary or to reduce risk of harm
- Privacy is maintained during mobile and community-based service delivery

Information we collect

We collect personal and sensitive information necessary to provide speech pathology services, including:

- Child's name, date of birth, address and contact details
- Parent/carer names and contact details
- NDIS participant number and plan details (if applicable)
- Health, disability and developmental information
- Assessment results, therapy notes, reports and goals
- Information from other professionals or educators (with consent)
- Appointment records, billing and payment information

Health and disability information is considered sensitive information and is managed with a high level of confidentiality.

How we collect information

Information may be collected through:

- Intake, consent and service agreement forms
- Discussions in person, by phone or via telehealth
- Reports from other providers (with consent)
- Our secure practice management system, **Halaxy**

Where possible, information is collected directly from parents or carers.

Why we collect, use and disclose information

We collect and use personal information to:

- Deliver speech pathology assessments and therapy
- Develop, implement and review therapy plans
- Communicate with families about services and progress
- Coordinate supports with other providers (with consent)
- Meet legal, NDIS and professional obligations
- Manage funding claims, billing and administrative records

Informed consent and choice

In line with the NDIS Practice Standards, we:

- Explain why information is collected and how it will be used
- Seek informed consent before sharing information
- Respect family preferences about information sharing
- Document consent and any limitations

Consent may be withdrawn at any time unless disclosure is required by law or to prevent serious harm.

Use of Halaxy client management system

Little Explorers Speech Pathology uses Halaxy, a secure cloud-based client management system, to store and manage:

- Contact details
- Appointment schedules
- Clinical notes and reports
- Invoices, payments and funding claims

Halaxy uses security measures such as encryption, access controls and audit logs. Client information is only accessible to Little Explorers Speech Pathology. Halaxy may access or process information for system maintenance, technical support, security monitoring or legal compliance. It does not use client information for marketing or share it with other Halaxy users. Reasonable steps are taken to ensure compliance with Australian privacy requirements.

Sharing of information

With consent

Information may be shared with other health professionals, educators, or funding bodies where informed consent has been provided. Only relevant information is shared.

When required by law or NDIS obligations

Information may be disclosed without consent where required or authorised by law, including mandatory child protection reporting, court orders or regulatory requirements.

When there is a risk of harm

Information may be shared without consent where necessary to prevent or reduce a serious risk to a participant or others, in line with NDIS safeguarding requirements.

Storage, retention and privacy breaches

We take reasonable steps to protect personal information from misuse, loss, unauthorised access or disclosure, including secure electronic systems and careful handling during mobile service delivery. Records are retained for the period required by law, NDIS and professional standards and securely destroyed when no longer required.

Privacy breaches

In the event of a suspected or actual privacy breach, we will:

- Take immediate steps to contain the breach
- Assess the risk of harm
- Notify affected individuals where required
- Comply with the Notifiable Data Breaches scheme and NDIS requirements

Access, correction and complaints

Parents and carers have the right to:

- Request access to their child's personal information
- Request correction of inaccurate or outdated information

Privacy concerns or complaints may be raised directly with Little Explorers Speech Pathology. If concerns are not resolved, complaints may be made to:

- NDIS Quality and Safeguards Commission
- Office of the Australian Information Commissioner (OAIC)

Contact details

Little Explorers Speech Pathology

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