



Lyrical Speech Pathology
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Privacy Policy – Information For Clients

Lyrical Speech Pathology (henceforth referred to as LSP) delivers intervention, advisory and assessment services through private client funding and the following organisations: The Medicare Benefits Schedule (MBS), Private Health Insurance Agencies, National Disability Insurance Scheme (NDIS), The Department of Veterans Affairs, The Transport Accident Commission and The Department of Department of Families, Housing, Community Services and Indigenous Affairs (Australia). Our website (www.deewardrop.com.au) provides more information about our services.

PURPOSE AND OUTLINE OF THIS POLICY

The purpose of this privacy policy is to inform clients or their carers about the personal information handling practices at LSP. Henceforth, the terms you/your/yours refer directly to clients, or their parents/carers.

This policy explains how we manage your personal information, including how we collect, use, disclose and store your personal information. It explains when you can generally expect LSP to disclose your personal information, and the additional information we may collect about you.

OUR OBLIGATIONS UNDER THE PRIVACY ACT

This policy sets out how we comply with our obligations under the Privacy Act 1988 and the Australian Privacy Principles which are set out in a Schedule to that Act. The Australian Privacy Principles regulate how LSP collects, uses, discloses, and stores personal information. The personal information that we collect and hold We need to collect certain personal information about you in order to properly deliver the personalised programs we provide. We also require details to allow us to manage some payments and services via Medicare or the Australian government. We collect this information directly from you or, if required, third parties (such as your family, other health professionals or organisations where you have given your consent to share information) where necessary. When we collect your personal information, it must be directly related to, the payments or services that we deliver.

The type of personal information collected will depend on the kind of service you are receiving from us, and whether there is any additional legislation under which service is provided or a payment is made. The personal information may include:

- Name, address, date of birth and age of clients.
- Gender, occupation, marital status, parentage details, details of dependents.
- Details about customers' physical or mental health, including birth and developmental history, disabilities, relationship details, employment status and visa status.
- Details of relatives including names, addresses and contact details.
- Details about family violence indicators, disabilities and / or special contact requirements.
- Racial or ethnic origin, indigenous/diverse cultural and linguistic backgrounds (DCALB) .
- Other services providing support

For the purpose of complying with the administration of Medicare Benefits, government funded support, private health or related services, in addition to the information above we may collect:

- Personal details of health practitioners
- Details of private health insurers

HOW WE COLLECT AND HOLD YOUR PERSONAL INFORMATION

We collect personal information through a variety of channels, including paper forms or notices, secure online LSP portals, other electronic or paper correspondence, face to face in our clinic or over the phone.

STORAGE AND DATA SECURITY

We take reasonable steps to protect the personal information we hold against misuse, interference, loss and from unauthorised access, modification or disclosure. These steps include:

Paper and electronic records are held securely in accordance with Australian government security guidelines

Access to personal information is restricted to clinicians providing services and authorised office administration

Our premises have secure access

Storage and data security systems and protections are regularly updated.

When no longer required, personal information is destroyed in a secure manner, or archived or deleted in accordance with our obligations under the Privacy Act and Archives Act 1983.

THE PURPOSES FOR WHICH WE USE AND DISCLOSE YOUR PERSONAL INFORMATION

Your personal information will be used and disclosed for purposes that help us assess eligibility for services and to deliver those payments and services to you or your child.

Your personal information will not be used for purposes unrelated to the purpose for which it was originally collected unless the other use is authorised or required by or under law, or one of the other exceptions in the Australian Privacy Principles apply.

Some of the legislation under which the department operates, such as the social security law, family assistance law, child support legislation and Medicare-related legislation contains secrecy and confidentiality provisions. These provisions also govern the manner in which we may make a record of, use and disclose information about our customers.

SHARING (USING) YOUR PERSONAL INFORMATION ACROSS LSP

Your personal information will not be shared across our service areas unless you have given your verbal (or implied) consent, or the sharing of your information in this way is authorised or required by or under law or the use is otherwise permitted by the Australian Privacy Principles.

DISCLOSING YOUR PERSONAL INFORMATION TO OTHER PARTIES

We will not disclose your or your child's personal information to anyone, including to other therapeutic agencies, organisations or third parties unless:

- You have provided your written consent (or provided an interim verbal or electronic instruction to us); or
- The disclosure is required or authorised by or under law

Sometimes we need to ensure the information we collect about you or your child is correct. To do that we may disclose your personal details to third parties e.g. doctors.

Additional circumstances in which your personal information may be disclosed, include the provision of information to:

- Authorised representatives, including nominees and state/private trustees
- NDIS representatives including Service Coordinators
- A third party where there is a power of attorney or Guardianship/Administration Order in place
- FOI applicants, in accordance with the provisions of the Freedom of Information Act 1982

Emergency services for emergency management purposes.

ELECTRONIC MESSAGING SERVICE (SMS AND EMAIL)

We routinely use SMS alerts and /or email reminders. You may receive electronic messages by SMS or email from us if you have provided a mobile phone number or an email address. The purpose of these alerts is to remind you of a scheduled appointment or to advise you that an appointment has been booked or changed. Occasionally we may use SMS or email if we have been unable to contact you by other means.

SMS or email reminders from us will not contain personal information, including contact details, numbers.

We consider that a message has been received by you once it has been sent to the service provider and has been forwarded to your account. Clients should ensure personal safeguards are in place to protect themselves and personal property such as computers and mobile phones against security threats.

You can withdraw from this service at any time. To do so, please inform us in writing

ADDITIONAL COLLECTION AND CORRECTION OF PERSONAL INFORMATION

Additional information that LSP may hold in client records:

Medical / Educational information

- Details of medical procedures, including photographs regarding medical conditions and procedures, Medicare Benefits Schedule item numbers, date the medical service was provided, and provider number of rendering provider and payment type
- Financial information and details on services used and benefits claimed by a member of the public or a health practitioner/practice or business (pharmacy)
- Physical or mental health, including specific details about disabilities and immunohistology evidence
- Department of Veterans' Affairs claims information
- Transport Accident Commission claims information

- Records of correspondence and information in respect of medical practitioners, allied health providers, dentists, pharmacists, teachers / educators
- Records of General Practitioner practices, Private Health funds and Medical Indemnity Insurers
- Records of general correspondence with health practitioners, pharmacists and the general public in relation to compliance matters
- The duration of referral for any specialist service including pathology and diagnostic services
- Summary statistics on use of services and benefits paid in our administered programmes by an individual or groups of patients.

Practitioner/Healthcare Provider information

- Financial information and details on services used and benefits claimed
- Information about community care providers, e.g. prosthetic manufacturers and residential aged care facilities

ACCESS AND CORRECTION OF PERSONAL INFORMATION

In order that we provide you with the best service we can, we request that you advise us if any of your personal or contact details change. You may request access to, and correction of, you or child's personal information at any time.