We Welcome Your Feedback

As part of our commitment to open communication and continuous improvement, we encourage both our staff and our clients to provide constructive feedback (whether positive or negative) on our services.

Clients can provide feedback, formally or informally, to their key contact within the Communicating Kids team or our Practice Director. Feedback forms are available from our practice Administration. A copy is also included in this kit in the Forms section. All feedback received will be recorded by Communicating Kids and appropriate consideration and/or action taken in relation. Where appropriate, Communicating Kids will advise the person/s providing the feedback with information regarding the action and/or outcomes taken and achieved by Communicating Kids in relation.



# Communicating Kids Speech Pathology

88 Lindsay St, Hamilton, NSW, 2303

Ph: 4969 5555

[contact@communicatingkids.com.au](mailto:contact@communicatingkids.com.au)

**Privacy & Confidentiality**

Communicating Kids is committed to safeguarding the confidentiality of any personal or health information of individuals by:

• Creating procedures that protect privacy with regard to the collection, storage and disclosure of Personal Information; and

• Complying with the Australian Privacy Principles and the Privacy Act 1988 (Cth).

## Collection of Personal and Sensitive Information

Communicating Kids collects Personal Information on individuals only with their consent. Generally, we collect your Personal Information and Sensitive Information directly from you. We collect information through various means. We will not collect information unless it is necessary for the functions or activities of Communicating Kids. There are situations where we may also obtain Personal Information about you from a third party source (for example a GP). If we collect information about you in this way, we will take reasonable steps to contact you and ensure that you are aware of the purpose for which we are collecting your Personal Information and the organisations to which we may disclose your information, subject to any exceptions under the Privacy Act.

## Use and disclosure of Personal and Sensitive Information

We only use Personal Information for the purposes for which it is given to us, or for the purposes which are related to one of our functions or activities. Identifying personal information will not be disclosed for marketing purposes. The Personal Information we collect from you will be used primarily to render services related to Communicating Kids speech pathology services and business. We may also disclose your Personal Information to other external organisations including:

• government departments/agencies who provide funding for Communicating Kids services;

• doctors and health care professionals, who assist us to deliver our services; and

• our professional advisors, including our accountants, auditors and lawyers.

Except as set out above, Communicating Kids will not disclose an individual’s Personal Information to a third party unless one of the following applies:

• the individual has consented;

• the individual would reasonably expect us to use that information for another purpose related to the purpose for which it was collected (or in the case of sensitive information – directly related to the purpose for which it was collected);

• it is otherwise required or authorised by law;

• it will prevent or lessen a serious threat to somebody’s life, health or safety or to the public health or safety;

• it is reasonably necessary for us to take appropriate action in relation to suspected unlawful activity, or misconduct of a serious nature that relates to our functions or activities; • it is reasonably necessary to assist in locating a missing person;

• it is reasonably necessary to establish, exercise or defend a claim at law;

• it is reasonably necessary for a confidential dispute resolution process;

• it is necessary to provide health services;

• it is necessary for the management, funding or monitoring of a health service relevant to public health or public safety;

• it is necessary for research or the compilation or analysis of statistics relevant to public health or public safety;

• it is reasonably necessary for the enforcement of a law conducted by an enforcement body, in this case Communicating Kids will make a written note of the disclosure;

• a permitted general situation exists, as defined in s16A of the Privacy Amendment (Enhancing Personal Privacy) Act 2012; or

• a permitted health situation exists as outlined by s16B of the Privacy Amendment (Enhancing Personal Privacy) Act 2012.

From time to time our therapists may use email as a communication method to provide clients with items such as: newsletters, invoices, general business updates, progress notes and clinical reports etc. These items may contain your personal or sensitive information. Whilst your information will only be provided to you and other approved (by you) parties in this manner, clients need to be aware that there is a risk that this information may be accessed by other parties without authorisation (for example, if our email system is ‘hacked’ or a virus is received). Communicating Kids will take all reasonable steps to mitigate this risk, including regularly changing software passwords, not accessing software/emails from unauthorised computers, following a strict Information Technology policy etc.

## Security of Personal and Sensitive Information

Communicating Kids takes reasonable steps to protect the Personal Information and Sensitive Information we hold against misuse, interference, loss, unauthorised access, modification and disclosure. These steps include password protection for accessing our electronic IT systems, securing paper files in locked cabinets and applying physical access restrictions. Only authorised personnel are permitted to access our systems and controlled premises. When Personal Information is no longer required, it is destroyed in a secure manner, or will be de-identified. Communicating Kids uses cloud-based technology (such as Healthkit), which may be located offshore, to store client records such as photos, reports, file notes, and videos, and will take all reasonable measures to protect your Personal Information by:

• gaining your consent to the disclosure; or

• ensuring that the country of destination has similar protections in relation to privacy, and does not breach the Australian Privacy Principles; or

• entering into contractual arrangements with the recipient of your Personal Information that safeguards your privacy.

Alternatively, if the information is required under Australian law or if the information is required or authorised under international agreement to which Australia is a party to, or if is reasonably necessary by an enforcement body, it may be shared.

Note: All our staff are bound by confidentiality and privacy policies, procedures and agreements, which apply both during and following employment with Communicating Kids. This includes the provision that if any staff comes into contact with a client of Communicating Kids outside of the clinic they will not acknowledge or approach the client – in order to safeguard the clients’ confidentiality rights.

Access to and correction of Personal Information If an individual requests access to the Personal Inf