



Privacy and Confidentiality Policy

All dealings with the parents/ legal guardians and children who Two Hands - Paediatric Occupational Therapy services are confidential. Two Hands - Paediatric Occupational Therapy complies with The Privacy Act 1988 (Vic) and the Health Records Act 2001 (Vic) which are in place to protect personal and health information. The Acts contain principles for the collection, use and disclosure of personal and health information.

This Privacy and Confidentiality Policy describes the kinds of personal information that Two Hands - Paediatric Occupational Therapy collects and the manner in which we collect, hold and document your personal information. We may review and update this Privacy and Confidentiality Policy, to take into account new laws, regulations and technology. All personal information held by us will be governed by our most recent Privacy Policy.

Obtaining personal and sensitive information

We require consent to obtain and store your personal information. If consenting to obtain your personal information if may be collected by you or a person authorised by or responsible for you. Additionally personal information may be obtained by third parties such as government agencies, health service providers, insurance providers, educational institutions, family members or other service providers.

We will ask for additional consent to obtain information from third parties if this is deemed as 'additional information' i.e. other than referral letters/ transfer documents. Additional information may include family information, other service provider reports.

Personal information obtained and stored on a standard basis:

- identifying details (name, DOB, address, NOK, phone and email contact details)
- medical history, including any relevant family medical history
- who the child lives with and any community agencies the child is engaged with i.e. childcare/ kinder/school
- Commonwealth identifiers (medicare number, NDIS registration number)
- health services information (such as health service providers you or your child have previously or are currently accessing or engaging)

Storage of Personal Information

We aim to keep your Personal Information secure and up to date. Any Personal Information that is collected by us may be held in hard copy or electronically on our computer systems and is protected by safeguards including physical, technical and procedural methods.

Accessing/ Updating/ Client Information

You may request to update, change or have removed your Personal Information which is held by Two Hands - Paediatric Occupational Therapy. Please contact us via:

Email: info@twohandsot.com.au

Mail: PO Box 7045 Aspendale, VIC 3195

If you would like to request client records please refer to our 'Accessing Client Information Policy' as per the Freedom of Information Act 1982 (Vic).

Documentation

At Two Hands - Paediatric Occupational Therapy we aim to ensure that all record keeping and documentation are in accordance with the Occupational Therapy Board of Australia, Code of Conduct (2014).

This ensures that Two Hands - Paediatric Occupational Therapy:

- keep accurate, up-to-date, factual, objective and legible records that report relevant details of clinical history, clinical findings, investigations, information given to patients or clients, medication, and other management in a form that can be understood by other health practitioners
- records are held securely and are not subject to unauthorised access, regardless of whether they are held electronically and/or in hard copy
- records show respect for patients or clients and do not include demeaning or derogatory remarks
- records are sufficient to facilitate continuity of care
- records are made at the time of events or as soon as possible afterwards
- recognising the right of patients/clients to access information contained in their health records and facilitating that access
- promptly facilitating the transfer of health information when requested by patients or clients.

Further information

Further information about the application of the Privacy Act can be found at the website of the Office of the Australian Information Commissioner at www.oaic.gov.au.