



Outreach OT

Privacy Policy

Outreach OT respects the privacy of clients and their families, and follows the Australian Privacy Principles as outlined in the relevant legislation. Information regarding the Australian Privacy Principles can be found here: <https://www.oaic.gov.au/privacy-law/privacy-act/australian-privacy-principles>

Personal Information

Outreach OT needs to collect information about you or your child for the purpose of providing a good quality occupational therapy service. We only collect information which is relevant to that service, and make every effort to make sure the information is current and correct.

Consent

When starting as a client of Outreach OT, clients (or a parent/guardian) are asked to sign a consent form regarding services and sharing information. This consent is valid for the period of time you receive services. If you return for service after two or more years of no contact, or there is a significant change in the client's circumstances, the Consent Form will need to be signed again.

You can change or cancel the consent at any time by providing a written request. If you give your consent orally, this consent will be noted in the client records. Should you decline to give consent, any implications of not giving consent will be explained.

Your consent will be obtained before any photographs or video are taken. The reason for taking the photo or video will be explained to you.

Consent is not needed when sharing information about a child or young person's safety, welfare or wellbeing (see Chapter 16A of the Children and Young Persons (Care and Protection) Act 1998).

How Outreach OT handles client information

When information is being collected you should be made aware of why the information is sought. You should be aware that:

- records of that information will be factual and objective
- all information obtained will be kept confidential
- the records in which this information is stored are owned by Outreach OT
- you can access all Outreach OT information that is held about you or your child (Any information held by Outreach OT but originating from elsewhere will be removed from your records before inspection if consent from that source has not been given to share the information. You should contact the organisation originating the material regarding access.)
- emails between you and Outreach OT may be filed within your record



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Sharing/exchanging client information

You or your child's information is not shared with anyone without your consent, unless there are concerns for your safety or it is required by law. Consent is not needed when sharing information about a child or young person's safety, welfare or wellbeing (see Chapter 16A of the Children and Young Persons (Care and Protection) Act 1998).

Information storage and security

Electronic records are kept on a password protected computer, with files backed up on a password protected drive. Written records will be kept in a locked filing cabinet. We will make sure records will be kept secure by:

- locking filing cabinets
- positioning computer screens so that they cannot be seen by unauthorised people
- not leaving files on desks or anywhere they may be visible to unauthorised persons
- written files being transported in a car will be kept in a bag in the car boot. The file will not be left unattended.

Adult clients' records are stored for 7 years from the date of the last service provided.

Records relating to children under 18 years old at the date of their last service are kept until the client turns 25 years old, or would have.

Records of clients who have died are kept for at least 7 years after the date of death.

After the above time periods, records are destroyed securely.