

Madeliene Connor

Paediatric Occupational Therapist

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Privacy Policy

Wonderfully OT's privacy policy outlines obligations and procedures regarding the management of your personal information. Wonderfully OT's privacy policy is based on the Australian Privacy Act (1988) and the Australian Privacy Principles (APPs). This policy is effective as of the 15th of May 2025.

What information do we collect?

Due to the nature of the services Wonderfully OT provides, necessary personal and sensitive information is collected. This includes:

- Name, date of birth, and contact details,
- Medical history, developmental history and other health information,
- Family and social history,
- Living circumstances,
- Referrals and reports from other professionals.

How do we collect your information?

Wonderfully OT collects information:

- Directly from the client, via forms, phone calls, email, telehealth consultations or in-person.
- From referring professionals with your consent.

We endeavour to ensure that your personal information is up to date. If you note that our information is inaccurate or not up to date, please advise us as soon as possible.

Why do we collect your information?

Wonderfully OT collects your information in order to:

- Provide appropriate Occupational Therapy services that best meet the client's needs.
- To communicate with the client, the client's family and other professionals (with consent),
- To prepare reports and other documentation,
- To meet our legal and professional obligations.

How do we store information?

Your information is stored securely in digital formats. We take all reasonable steps to protect it from misuse, loss, unauthorised access, modification or disclosure. All digital storage is secured via authentication measures (encrypted, password protected systems).

Wonderfully OT is a 'paperless practice', however where there is need for paper forms for assessment purposes, these are stored securely in a lockable filing system.

Most personal information is or will be stored in client files for a minimum of 7-years.

How do I access my information?

You may access the personal information we keep subject to certain exceptions. You may also request to correct or update your personal information. Please contact us in writing if you wish to access your information. We will need to verify your identity before providing access.

Disclosure of information:

Your personal information may be shared with other professionals or organisations with your written consent. Your personal information may be released if required by law for example, in situations involving risk of harm, mandatory reporting, or in response to a court order. Your consent is not required in these instances, however where in the best interest of the child/client, you will be informed of this.

Complaints and concerns:

If you have any concerns about how your privacy has been handled, contact us directly. If you wish to raise these concerns externally to our service, you may contact the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au. You may also contact the Australian Health Practitioner Regulation Agency on **1300 419 495** or visit www.ahpra.gov.au/notifications/make-a-complaint.aspx.

If you have any questions or concerns about this Privacy Policy or the way your information is handled, please contact:

Madelienne Connor

Occupational Therapist | Owner

Wonderfully OT

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