

Privacy Policy

Casa Occupational Therapy is committed to protecting your privacy and handling your personal and health information respectfully, securely and in accordance with applicable Australian privacy legislation, including the **Privacy Act 1988 (Cth)** and Australian Privacy Principles (APPs).

Information We Collect

Casa Occupational Therapy may collect personal and health information that is reasonably necessary to provide occupational therapy services, including:

- Name, date of birth and contact details
- NDIS and funding information
- Medical, health and disability information
- Functional abilities, goals and support needs
- Information about your home, living situation and support network
- Reports, assessments and clinical records
- Information provided by family members, representatives, health professionals and other relevant providers
- Photographs or videos where consent has been provided
- Billing and payment information

We aim to only collect information that is reasonably necessary for providing and managing your occupational therapy services.

How We Collect Information

Information may be collected directly from you or your authorised representative through referral forms, assessments, appointments, telephone calls, emails, telehealth, forms and other communications.

With your consent, relevant information may also be obtained from people or organisations involved in your care, including health professionals, support coordinators, support providers, plan managers, family members, equipment suppliers and other relevant services.

In some circumstances, information may be collected, used or disclosed without consent where permitted or required by law.



How We Use Your Information

Your information may be used to:

- Provide occupational therapy assessment and intervention
- Prepare clinical documentation and reports
- Develop recommendations
- Coordinate services with your care and support team
- Assess assistive technology, seating and home modification needs
- Communicate with funding bodies and relevant providers
- Manage appointments, referrals, billing and administration
- Meet professional, legal, insurance and regulatory obligations
- Maintain and improve the safety and quality of services

Casa Occupational Therapy will not sell your personal or health information.

Sharing Your Information

With your consent, relevant information may be shared with people or organisations involved in your care, supports or funding where reasonably necessary for your occupational therapy services.

This may include health professionals, support coordinators, plan managers, support providers, family members or representatives, the NDIS, assistive technology suppliers, builders, tradespeople and other relevant professionals.

Only information reasonably relevant to the purpose will be shared.

Information may also be disclosed without consent where permitted or required by law, including where necessary to respond to a serious threat to health or safety.

Photographs & Videos

Clinical photographs or videos will only be taken and used in accordance with your consent and where relevant to your occupational therapy services.

Photographs, videos or identifiable client information will **not be used for social media, website or promotional purposes without separate, written and informed consent.**

You may withdraw consent for future use at any time.



Storage & Security

Casa Occupational Therapy takes reasonable steps to protect personal and health information from misuse, interference, loss and unauthorised access, modification or disclosure.

Information may be stored electronically using secure practice management, email, accounting, cloud storage and other systems required to operate the practice.

Where third-party service providers are used, reasonable steps are taken to select services appropriate for handling the information concerned and to protect client privacy.

Some technology or cloud service providers may store or process information outside Australia. Where this occurs, Casa Occupational Therapy will manage personal information in accordance with applicable Australian privacy requirements.

Accessing or Correcting Your Information

You may request access to personal information Casa Occupational Therapy holds about you or ask for information to be corrected if you believe it is inaccurate, incomplete or out of date.

Requests can be made by contacting Casa Occupational Therapy.

Access may be limited in circumstances permitted by law. Where access or correction cannot be provided, you will generally be advised of the reason where required.

Data Breaches

Casa Occupational Therapy takes privacy and data security incidents seriously.

Suspected privacy or data breaches will be assessed and managed promptly. Where a breach is likely to result in serious harm and meets the requirements of the Notifiable Data Breaches scheme, affected individuals and the Office of the Australian Information Commissioner will be notified as required.

Privacy Concerns & Complaints

If you have a question or concern about how your personal information has been handled, please contact Casa Occupational Therapy.



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We will aim to acknowledge your concern promptly, investigate it appropriately and communicate the outcome with you.

If you are not satisfied with the response, you may contact the **Office of the Australian Information Commissioner (OAIC)**.

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home- a place connected to comfort, independence and belonging.

