



Jump Start Speech Pathology
ABN: 79 536 689 413

PRIVACY POLICY

1. About This Policy

1.1 Purpose

Jump Start Speech Pathology is committed to protecting the privacy of personal information we collect and hold about individuals. Jump Start Speech Pathology complies with the Australian Privacy Principles (APPs) under the Privacy Act 1988 (Cth), other privacy laws that govern how Private Sector Health Service Providers handle your personal and health information, and the Speech Pathology Australia's Code of Ethics (2020).

This Privacy Policy explains how Jump Start Speech Pathology manages the personal information we collect, use, and disclose. Jump Start Speech Pathology is an independent speech pathology practice under the ownership of Lyn Tulic.

Throughout this policy, 'you' and 'your' can refer to both the client and their legal guardians, and 'us', 'our' refers to Jump Start Speech Pathology.

2. How Jump Start Speech Pathology Handles your Personal Information

2.1 Our Legal Obligations

In order to provide you with the health care services that you have requested, Jump Start Speech Pathology will need to collect and use your personal information. If you provide incomplete or inaccurate information to us, or withhold personal and health information from us, we may not be able to provide you with the services you are seeking.

2.2 What information do we collect?

We will only collect information we need for the particular function or activity we are carrying out. We collect information from you that is necessary to provide you with speech pathology services and to manage our relationship with you. The information we collect includes, but is not limited to the client's name, caregiver/s' name/s, date of birth, address, inclusive setting details, funding details, information about your health history and family history, as well as all other information gained during appointments and correspondence, collated in the form of therapy notes and reports.

2.3 How does Jump Start Speech Pathology collect health information?

We will typically collect your health information directly from you. Sometimes, we may collect information about you from a third party (such as a relative or another health service provider). We may also utilise third-party artificial intelligence (AI) services to assist in converting verbal communications into written records. These services process only the information required for this purpose and have a zero data retention policy, therefore are not able or permitted to use your data independently. You may request that your information not be processed using AI services at any time.

2.4 How does Jump Start Speech Pathology use your information?

Jump Start Speech Pathology uses your personal information for the purpose you have given the information to us. We will use your information to provide speech pathology services to you, to manage our relationship with you, and to contact you in relation to matters concerning your care. We may also use your information for other purposes permitted under the Privacy Act 1988.

Who might we disclose your information to?

We may disclose your information to the following people with your written consent:

- Other health professionals involved in your treatment



Your personal information will generally only be used by the therapist involved in your care, however on occasion your care may be provided by a number of health professionals working or consulting together. We may disclose your information to these clinicians as part of the process of providing your care.

- Referral Source

Jump Start Speech Pathology may send a discharge summary to the referrer following discharge from Jump Start Speech Pathology or at other times, as required for your care.

- Relatives, guardian, close friends or legal representative

We may provide information about your condition to your parent, legal guardian, child, other relatives, close personal friends, guardians, or to a responsible person for you, unless you tell us that you do not wish us to disclose your health information to any such person.

Other uses and disclosures

In order to provide the best possible environment in which to treat you, we may also use or disclose your personal and health information where necessary for:

- Activities such as quality assurance processes, accreditation, audits, risk and claims management, patient satisfaction surveys, and staff education and training;
- Invoicing, billing and account management;
- Liaising with your health fund, Medicare, or the Department of Veteran's Affairs; and,
- The purpose of sending you reminders via your provided contact details.

2.5 Access to and correction of your health information

You have the right to access the personal and health information that we hold about you. You can also request an amendment to your personal and health information should you believe that it is inaccurate. If we do not agree to change your medical record/personal information in accordance with your request, we will permit you to make a statement of the requested changes and we will enclose this with your record.

2.6 Data Quality

Jump Start Speech Pathology will take reasonable steps to ensure that your personal information which we collect, use, or disclose is accurate, complete, and up-to-date.

2.7 Data Security

Jump Start Speech Pathology will take reasonable steps to protect your personal information from misuse, interference, loss, unauthorised access, modification or disclosure. We use technologies and processes such as access control procedures, network firewalls, encryption, and physical security to protect your privacy.

Jump Start Speech Pathology will destroy or permanently de-identify any of your information which is in its possession or control when it is no longer needed (i.e. after discharge), provided that Jump Start Speech Pathology is not required under an Australian law, court/tribunal, or otherwise to retain the information. In Australia, all medical records must legally be kept for seven (7) years after the last dated entry, or until 25 years of age in the case of individuals under 18 years of age.

2.8 Cloud-based Computing Services

Cloud-based computing is the delivery of a range of services through the internet, including services such as data storage, communications, and software. Jump Start Speech Pathology complies with all appropriate privacy legislation when using cloud-based services. Reasonable steps are taken to ensure that cloud-based service providers comply with Australian Privacy Principles. Examples of our regularly used cloud-based services include:

- Data storage via Microsoft OneDrive
- Practice Management System via Splose
- Email via Microsoft Outlook