



Privacy Policy

Introduction

The Place Occupational Therapy and Family Support is committed to protecting the privacy and confidentiality of personal information.

This Privacy Policy outlines how we collect, use, store, and disclose personal information in accordance with the Privacy Act 1988 and the Australian Privacy Principles (APPs).

This policy also addresses our approach to handling information in online environments and the use of artificial intelligence (AI) in notetaking for service delivery.

1. Scope

This Privacy Policy applies to all personal information collected by The Place Occupational Therapy and Family Support during the provision of services, whether collected online, in person, or through AI-assisted tools.

It applies to:

- Participants and their representatives
- Employees, contractors, and service providers
- Website users and any third parties interacting with our business

2. Collection of Personal Information

We collect personal information that is necessary for us to deliver our services effectively. This information may include:

- **Identifying Information:** Full name, date of birth, NDIS number, Medicare number, address, contact details.
- **Health Information:** Medical history, treatment details, health and wellbeing goals.
- **Financial Information:** Payment details, funding information (e.g., NDIS plan, Medicare rebates).
- **Online Information:** IP addresses, browser information, and cookies collected from our website.

Use of AI in Notetaking

To enhance the quality and accuracy of our notetaking and record-keeping processes, we may use AI-assisted software to transcribe and store clinical notes, session summaries, and other relevant documentation.

AI tools are only used under strict confidentiality and security protocols and are designed to comply with all privacy laws. AI-assisted notetaking is implemented to improve the efficiency and reliability of our documentation processes while ensuring the utmost protection of sensitive information.

Participants will be informed when AI is used in notetaking, and we will ensure that the software used is compliant with Australian data protection standards.

3. How We Collect Personal Information

We collect personal information through:

- Directly from Participants during appointments, assessments, or communication via phone, email, or online forms.
- Third parties, such as healthcare professionals, NDIS providers, or family members, where consent has been provided by the Participant.
- Our website or digital platforms through online forms, cookies, or similar technologies.

We only collect personal information that is relevant to the service being provided and ensure that it is handled with care and respect.

4. Purpose of Collecting Personal Information

We collect, hold, and use personal information for purposes including, but not limited to:

- Providing health and support services, including occupational therapy, positive behaviour support, and family support.
- Developing and reviewing therapy plans, strategies, and goals in line with NDIS requirements.
- Processing payments and managing claims from NDIS, Medicare, or private payments.
- Communicating with Participants about their services, appointments, and changes in care.

- Improving our services through research, evaluation, and quality assurance activities.
- Where AI tools are used, the purpose is to assist with documentation, ensuring that clinical notes are accurate and securely stored.

5. Disclosure of Personal Information

We may disclose personal information to:

- Other healthcare providers or support professionals involved in the Participant's care (e.g., doctors, allied health professionals).
- Government agencies such as NDIS, Medicare, or relevant funding bodies, where required.
- Technology providers, including those offering AI solutions, who assist us in securely managing our documentation and note-taking.

All disclosures of personal information are made in accordance with the Privacy Act 1988, and we ensure that third parties maintain appropriate privacy and confidentiality standards.

We will not share personal information with any third party for marketing purposes without explicit consent.

6. Storage and Security of Personal Information

We take reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification, or disclosure. These steps include:

- Secure physical storage of paper records.
- Encrypted electronic storage on secure servers.
- Secure access to online systems and AI note-taking platforms using password protection and encryption.
- Regular reviews and updates of our security practices, including those related to AI technologies.

When using AI-assisted notetaking, we ensure that the software is secure, complies with Australian privacy standards, and safeguards all personal information processed within the system.

7. Online Privacy

When interacting with us through our website, certain information may be collected, including:

- **Cookies:** We use cookies to enhance the user experience on our website. Cookies help us understand how users interact with our site and enable us to improve our services.
- **IP Addresses and Browser Information:** We may collect non-identifiable information such as your IP address and browser type for analytical purposes and to protect our website from malicious activity.

If personal information is collected via our website (e.g., through online forms), we will clearly indicate the purpose for which the information is being collected.

Third-Party Links: Our website may contain links to third-party websites. We are not responsible for the privacy practices of these external websites, and we encourage users to review the privacy policies of these sites.

8. Access to and Correction of Personal Information

Participants have the right to request access to the personal information we hold about them. They can also request corrections to their information if it is inaccurate or incomplete. Requests for access or correction can be made by contacting us via the details below.

We will respond to such requests promptly and in accordance with the Privacy Act 1988.

9. Complaints About Privacy

If a Participant believes their privacy has been breached, they can make a complaint by contacting us directly at hello@theplacetherapy.com.au.

If not satisfied with our response, they can lodge a complaint with the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au.

We are committed to resolving privacy complaints in a fair and timely manner.

10. Updates to This Policy

This Privacy Policy may be updated periodically to reflect changes in privacy laws, our data practices, or advancements in technology, including the use of AI. Any significant updates will be communicated to Participants, and the latest version will be available on our website.

Contact Us

If you have any questions about this Privacy Policy or how your personal information is managed, please contact us at hello@theplacetherapy.com.au

Review and Approval

Version	Date	Summary of Changes	Reviewed By	Approved By	Next Review Date
1.0	01/12/2025	Initial development	Dominique Gillespie	Lara Strohfeldt (Director)	October 2026