

**Your privacy is important to us. When you access services delivered by Therapy Focus, we will need to collect, use and, where required, share your personal information for the purpose of providing quality services to you.**

Therapy Focus is bound by the Privacy Act 1988 and the Australian Privacy Principles, which set out requirements for protecting the privacy of individuals. The following policy outlines how we will safeguard and manage your personal information.

We can answer any questions you have about privacy at Therapy Focus.

## What is personal information?

Personal information is any information that can tell us who you are. Some examples are:

- Your name
- Your address
- Your date of birth
- Your phone number

It can also be sensitive information such as information about your health:

- Reports from doctors, specialists, therapists or other health professionals
- Information from other agencies or community services.

## Why does Therapy Focus keep your personal information?

We only collect and keep information that is needed. When we ask for your information, we will tell you why we need it. Some of the reasons we keep information are to:

- Check that you are eligible to receive services
- Understand what support you need
- Provide reports to the organisations that provide funding to Therapy Focus.

## What happens if I do not provide my personal information?

If we don't have important personal information that is needed, we may not be able to provide services to you.

## How do you gather personal information?

We will talk to you and ask you to complete forms where needed. If you allow us to, we will also ask for information from other health professionals and service providers that support you.

## How is my personal information protected?

We keep your information safe in secure systems so that only the people who need to see it can read it. If you stop receiving services we will make sure your information remains safe.

## Is my information shared?

Your safety is our priority.

We provide a confidential service but we may need to liaise with other professionals or agencies involved in supporting you. We will not share your information with anyone

# Our Privacy Policy



unless it is required as part of providing services to you. This can help us better plan services for you.

Sometimes we may be required to share information for safety or legal reasons, for example, if we are concerned about your physical or psychological safety or another person's safety.

## How do I access the personal information you are keeping?

You have the right to request access to your information, subject to some exceptions under law. If you want copies of information, please speak to your therapy team or email [privacy@therapyfocus.org.au](mailto:privacy@therapyfocus.org.au). You may be required to put your request in writing for auditing and security reasons. Therapy Focus reserves the right to charge a fee for the collation and supply of your information on a case-by-case basis.

## How can I change my information?

You can update your details by contacting our Customer Experience Team on 1300 135 373 or by emailing [enquiries@therapyfocus.org.au](mailto:enquiries@therapyfocus.org.au).

You can also speak to your therapy team about updating your personal information.

## How can I make a complaint?

You can make a complaint if you're not happy with how we:

- Collect your personal information
- Store your personal information
- Share your personal information

## To make a complaint, please contact our Quality and Risk Manager:

Phone: 1300 135 373

Email: [feedback@therapyfocus.org.au](mailto:feedback@therapyfocus.org.au)

Mail: PO Box 20, Bentley WA 6982

## If you wish to take the matter to an external party, or if you would like more information about the Australian Privacy Principles, you can contact the Office of the Australian Information Commissioner (OAIC):

Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)

Phone: 1300 363 992

Online: [oaic.gov.au](http://oaic.gov.au)

Mail: GPO Box 5218, Sydney NSW 2001

## If you're an NDIS participant you can also contact the NDIS Quality and Safeguards Commission:

Phone: 1800 035 544

Email: [feedback@ndis.gov.au](mailto:feedback@ndis.gov.au)

Online: [ndiscommission.gov.au](http://ndiscommission.gov.au)

## If you're accessing State funded disability services, you can contact the Health and Disability Services Complaints Office (HaDSCO):

Phone: 1800 813 583

Email: [mail@hadsco.wa.gov.au](mailto:mail@hadsco.wa.gov.au)

Online: [hadsco.wa.gov.au](http://hadsco.wa.gov.au)

Mail: GPO Box B61, Perth WA 6838

## If you're accessing aged care services, you can contact the Aged Care Quality and Safety Commission:

Phone: 1800 951 822

Online: [What to do if you have a complaint | Aged Care Quality and Safety Commission](#)