



Privacy Policy

MindSmile Child and Adolescent Therapy is committed to protecting your privacy and the confidentiality of your personal and health information. This policy explains what information we collect, how we use and store it, when it may be shared, how you can access or correct it, and how to raise any concerns.

1. Information we collect

We collect personal information about you and your child when you contact us, are referred to us, and during your involvement with our service. This may include:

- Name, contact details and address.
- Your child's date of birth and relevant family information.
- Health and developmental history, current concerns and goals.
- Information about school, services and supports involved with your child.
- Session notes and treatment plans.
- Copies of relevant correspondence and reports (for example letters from your GP, paediatrician, school or other professionals).
- Audio or visual material used for therapeutic or supervision purposes, but only where we have your consent.

If you pay invoices online or use our website contact form, we may also collect basic details necessary to process payments and respond to enquiries.

If you choose not to provide certain information, we may not be able to offer or continue appropriate counselling services.

2. How we store your information

We are required by law to store your records securely and to protect them from loss, misuse and unauthorised access.

At MindSmile Child and Adolescent Therapy, client records may be stored:

- Electronically in Halaxy (www.halaxy.com), a secure, privately-owned, encrypted practice management system that complies with Australian information security standards; and/or

- In hard copy, kept in a locked filing cabinet in a secure location.

When you commence with us, we will explain how your information is stored and you may ask questions or change your preferences at any time, subject to legal and clinical requirements.

3. Use of personal information

We use your personal and health information to:

- Provide assessment, counselling and support services.
- Plan treatment and monitor progress.
- Communicate with you, and where appropriate with parents, carers or guardians.
- Liaise with other professionals involved in your child's care (for example, paediatricians, GPs, schools, NDIS providers), where you have given consent.
- Meet our legal, ethical and professional obligations, including record-keeping and reporting requirements (for example, work health and safety or incident documentation).

We may be legally required to retain certain information for specific periods of time. We aim to do this in a way that is transparent and respectful of your privacy.

4. Website, cookies and usage information

When you visit our website, we may collect non-identifying information such as:

- The name of the domain or service provider from which you accessed the internet.
- The date and time of your visit.
- The internet address of any website that linked you directly to our site.
- The pages you viewed while visiting our website.

This information does not personally identify you and is used to understand how people use our website, to improve content and navigation.

Our website may use cookies from time to time. Cookies are small files placed in your browser to store your preferences. On their own, cookies do not tell us who you are, but if you choose to provide personally identifiable information through our website, that information may be linked to the data stored in cookies.

Our website may contain links to other websites. We do not control those external sites and are not responsible for the privacy or security practices of any third-party website you visit. We encourage you to read the privacy policy of any website you access.

5. Disclosure of personal information

We will not sell, rent or trade your personal information.

We may disclose personal information to third parties where:

- You have given consent for us to share information as part of an interprofessional or team-based approach (for example, sharing reports with a school, paediatrician or NDIS provider).
- It is reasonably necessary to outsource a function or service and you would expect us to provide limited information for that purpose (for example, IT support with appropriate confidentiality safeguards, or transferring your file to another treating practitioner at your request).
- It is required or authorised by law, such as in response to a subpoena, warrant or other legal process.
- There is a serious risk of harm and disclosure is necessary to prevent or lessen a threat to life, health or safety.

Ordinarily, health information is only shared with other health or education professionals who are involved in your or your child's care, and only to the extent reasonably necessary.

We do not routinely disclose personal information to overseas recipients. If there is a need to do so, we will take reasonable steps to ensure that any overseas recipient complies with Australian privacy requirements before information is shared.

6. Security of personal information

We take reasonable steps to protect the personal and health information we hold from:

- Unauthorised access, modification or disclosure.
- Misuse, interference or loss.

These steps include secure electronic systems, password protection, up-to-date security software, and physical safeguards for paper records. Where information is no longer required and is not subject to legal retention requirements, we will take reasonable steps to securely destroy or de-identify it.

7. Accessing and correcting your information

You may request access to the personal information we hold about you or your child at any time, subject to some limited exceptions in law (for example, where providing access may pose a serious risk to someone's health or safety, or would unreasonably impact the privacy of others).

To request access or ask for corrections to your information, please contact:

- Email: sara@mindsmiletherapy.com.au
- Phone: 0481 094 850

If any information we hold is inaccurate, incomplete or out-of-date, we will take reasonable steps to correct it.

8. Questions or complaints about privacy

If you have a question about this policy, or you believe your privacy has not been handled in accordance with the Australian Privacy Principles, you can contact us at:

- Email: sara@mindsmiletherapy.com.au
- Phone: 0481 094 850

Please provide details of your concerns. We will investigate your complaint and provide you with a written response outlining the outcome and any actions we propose to take.

You also have the right to raise concerns with external bodies such as:

- The Health Complaints Commissioner in your state or territory; and/or
- The Office of the Australian Information Commissioner (OAIC).

Details for these bodies, including contact information, are available on their websites.

9. NDIS participants

For NDIS participants and their families or carers who engage with MindSmile Child and Adolescent Therapy, we ensure that:

- You are informed about your right to provide feedback or make a complaint about privacy issues.
- You can raise concerns verbally, in writing, or anonymously if you prefer.
- You are involved in the resolution process, including expressing your concerns and desired outcomes, and confirming whether you are satisfied with any actions taken.

- Information about Disability Advocacy services and how to make a complaint to the NDIS Quality and Safeguards Commission is readily available.

10. Changes to this policy

This Privacy Policy may be updated from time to time to reflect changes in law, guidance or our practices. The most current version will be available on our website. You may also request a copy at any time.