

Privacy Policy

Effective Date: 20.02.2025

1. Introduction

Harper's Health is committed to safeguarding the privacy and confidentiality of all individuals who engage with our services. We comply with:

- **Australian Privacy Act 1988 (Cth)**
- **Health Records and Information Privacy Act 2002 (NSW)**
- **NDIS Practice Standards and Code of Conduct**
- **Workers' Compensation legislation**
- **Medicare, Private Health Insurance, and Third-Party Payer Regulations**

This policy outlines how we collect, use, store, and disclose personal and health information in compliance with relevant laws and industry standards.

2. Scope

This policy applies to all personal and health information collected from:

- Clients (children, young people, and adults)
- Parents, caregivers, or guardians
- Healthcare providers and referrers
- Employees, contractors, and volunteers
- Third-party payers, including **NDIS, Medicare, private health insurers, and workers' compensation providers**

3. Information We Collect

We collect and store the following types of personal and health information:

- **Personal details:** Name, date of birth, contact details, emergency contacts
- **Health information:** Medical history, therapy notes, assessments, referrals, reports
- **NDIS information:** Plan details, funding management, and service agreements
- **Workers' Compensation claims:** Insurer details, claim numbers, return-to-work plans
- **Billing details:** Payment records, Medicare, NDIS, private health fund claims
- **Communication records:** Correspondence via email, SMS, phone, and written forms



4. How We Collect Information

Personal information is collected directly from:

- Clients, parents, or legal guardians via referral forms and consent forms
- Health professionals (e.g., referrals from GPs, specialists, allied health providers)
- **NDIS, Medicare, and private health insurers** when processing claims
- Workers' Compensation insurers and case managers for approved claims

5. Why We Collect Your Information

Harper's Health collects personal and health information to:

- Provide high-quality therapy services
- Manage **NDIS, Medicare, private health, and workers' compensation** claims
- Coordinate with referrers, case managers, and funding bodies
- Ensure compliance with legal, regulatory, and reporting obligations

6. How We Store and Protect Information

We implement strict security measures, including:

- Secure electronic record-keeping with restricted staff access
- Confidentiality agreements for staff and contractors
- Data encryption and password-protected systems
- Secure disposal of physical records

7. Disclosure of Information

Harper's Health will only disclose personal and health information when:

- The client (or their legal guardian) provides **informed consent**
- It is required for **coordinated care** (e.g., communication with referring doctors, therapists, case managers)
- It is necessary for **NDIS plan management, Medicare, or private health fund claims**
- It is required under **Workers' Compensation laws** for claim processing
- It is legally mandated (e.g., court orders, subpoenas, child protection laws)
- It is necessary to prevent a serious risk to health, safety, or well-being

We **will not** share personal information for marketing purposes without explicit consent.



8. NDIS Compliance

For clients receiving services under the **National Disability Insurance Scheme (NDIS)**, we comply with:

- **NDIS Practice Standards** regarding the collection, storage, and use of personal information
- **NDIS Code of Conduct**, ensuring transparency in how client information is managed
- **NDIS Plan Management requirements**, including coordination with plan managers and support coordinators

Clients have the right to access and correct their records, in line with **NDIS participant rights**.

9. Workers' Compensation Compliance

For clients accessing services under a **Workers' Compensation claim**, Harper's Health:

- Collects information relevant to injury management, treatment plans, and return-to-work strategies
- Shares information with insurers, case managers, and legal representatives **only as required for claim processing**
- Complies with **NSW Workers' Compensation privacy and confidentiality laws**

10. Medicare & Private Health Insurance Compliance

For clients using **Medicare or private health insurance**, Harper's Health:

- Collects information required for claim processing (e.g., Medicare numbers, provider details)
- Complies with **Medicare Privacy Guidelines** and **private health fund regulations**
- May disclose relevant treatment details to the fund or Medicare when legally required



11. Accessing and Updating Your Information

Clients (or their legal guardians) have the right to:

- Access their personal and health records upon request
- Request corrections to inaccurate or incomplete information

Requests should be submitted in writing to **Harper's Health Reception** at reception@harpershealth.com.au.

12. Retention and Disposal of Records

Harper's Health retains client records in compliance with **NSW health record laws**:

- **Adults:** Records are kept for a minimum of **7 years** after the last service
- **Children:** Records are kept until the child turns **25 years old** if they were under 18 at the time of service

After the required retention period, records are securely destroyed or de-identified.

13. Complaints and Concerns

If you have concerns about how Harper's Health manages personal information, you can:

- Contact us at reception@harpershealth.com.au or (02) 4040 3043
- Lodge a complaint with the **Office of the Australian Information Commissioner (OAIC)** at www.oaic.gov.au
- Contact the **NSW Information and Privacy Commission (IPC NSW)** at www.ipc.nsw.gov.au
- If related to **NDIS services**, escalate concerns to the **NDIS Quality and Safeguards Commission** at www.ndiscommission.gov.au

14. Updates to This Policy

Harper's Health may update this Privacy Policy periodically to reflect changes in legislation, regulations, or business practices. The latest version will always be available on our website or upon request.

