



Confidentiality Policy

Purpose

At Fun to Talk Speech and Language Pathology we are committed to maintaining the highest standards of confidentiality in the management of client information. This policy outlines how we collect, store, use, and protect client data in accordance with relevant laws and ethical guidelines

Scope

This policy applies to all staff, contractors, and volunteers who handle client information as part of their role at Fun to Talk SLP. It covers all forms of client data, including verbal, written, electronic, and non-verbal communication

Guiding Principles

Confidentiality: All client information is treated as confidential and will not be disclosed without consent unless required by law.

Respect: We respect the privacy of our clients and will only collect and use information necessary for the provision of speech pathology services.

Compliance: This policy adheres to relevant privacy legislation, including the Privacy Act 1988 (Australia) and the Health Records Act 2001, or other applicable local legislation and professional codes of conduct (e.g., Speech Pathology Australia)

Collection of information

Fun to Talk SLP collects personal and health information necessary for the assessment, diagnosis, and treatment of clients. This may include:

- ❖ Contact details (name, address, phone number, etc.)
- ❖ Medical history and current health status
- ❖ Details of speech and language difficulties
- ❖ Reports from other healthcare professionals
- ❖ Session notes and progress reports

Information is collected directly from the client, their caregiver, or a referring healthcare provider, and only with the client's informed consent.

Use of Information

Client information will only be used for the following purposes:

- ❖ Providing speech pathology assessment and treatment
- ❖ Coordinating care with other healthcare professionals, with the client's consent
- ❖ Billing and administrative purposes
- ❖ Fulfilling legal or regulatory obligations, if required.

Disclosure of information

Client information will not be shared with third parties unless:

- ❖ The client or their legal guardian has provided informed consent
- ❖ It is necessary to prevent a serious threat to health or safety



- ❖ It is required by law (e.g., court order, subpoena)
- ❖ It is needed for the management of a medical emergency.

Where disclosure is necessary, only the minimum amount of information required will be shared, and all reasonable steps will be taken to ensure the receiving party protects the information.

Data Security and Storage

Physical Records: Paper-based records are stored securely in areas with restricted access

Electronic Records: Digital records are stored in secure, encrypted systems with password protection. Regular data backups are performed to prevent loss of information

Access: Only authorized staff members have access to client records. Unauthorized access, misuse, or sharing of client information is strictly prohibited.

Client Access to Information

Clients (or their legal guardians) have the right to access their own personal and health information, except in circumstances where access may pose a serious risk to the client's health or safety. Requests for access should be made in writing and will be responded to within a reasonable timeframe, usually within 30 days.

Retention and Disposal of Records

Client records are retained for the duration required by law, typically seven years after the client's last contact with the service (or longer if the client is a minor). After this period, records are securely destroyed or deleted in a manner that protects client confidentiality.

Breaches of Confidentiality

Any breaches of this confidentiality policy will be taken seriously. Staff who fail to comply with the policy may face disciplinary action. Clients will be notified immediately if a breach involving their information occurs, and steps will be taken to mitigate any harm caused.

Continuous Review and Improvement

This confidentiality policy is regularly reviewed to ensure it remains compliant with relevant legislation and best practices. Staff are provided with training on confidentiality requirements and data protection standards to ensure compliance with this policy.

Contact Information

If you have any questions or concerns regarding the confidentiality of your information, please contact us at:

Phone: 0449 555 183

Email: info@funtotalkslp.com.au

We are committed to ensuring the privacy and confidentiality of all clients at Fun to Talk Speech and Language Pathology