



Melbourne KiDS' Developmental Services
2 Chambers St, South Yarra 3141
77 Holmes St, Brunswick 3056
Ph: 9383 7733
www.melbournekids.net.au

Privacy Policy and Health Information Collection Statement

Melbourne KiDS' is an independent practice owned by Betty Mihelakos. Doctors and therapists are independent practitioners who work out of the premises rented by Melbourne KiDS'.

Introduction

This privacy policy is to provide information on how your personal information (which includes your health information) is collected and used within our practice, and the circumstances in which we may share it with third parties.

Why and when your consent is necessary

Melbourne KiDS needs to collect information about you and your child for the primary purpose of providing quality assessment and treatment. Only staff who need to see your and your child's personal information will have access to it.

This information will also be used for the administrative purposes of running the practice such as billing, practice audits, and accreditation.

How do we collect your and your child's personal information?

Our practice will collect your and your child's personal information:

1. When you make your first appointment our practice staff will collect your and your child's personal and demographic information via your registration.
2. During the course of providing health services, we may collect further personal information.
3. We may also collect your personal information when you telephone us, send us an email or SMS, or when you make an appointment.
4. With your signed consent, we may also collect information from other sources. Often this is because it is not practical or reasonable to collect it from you directly. This may include information from:
 - other involved healthcare providers, such as your child's GP, other medical specialists, allied health professionals, hospitals, and community health services
 - your child's childcare, preschool or school
 - family support services
 - your or your child's health fund, Medicare or NDIS (as necessary).

This information may be collected verbally, in writing, by electronic communication, or via an online questionnaire or and assessment tool.

Who do we share your and your child's personal information with?

Melbourne KiDS' may disclose information regarding diagnosis or treatment to your doctor or other providers only with your consent. In the case of insurance or compensation claims, it may be necessary to disclose information and/or collect information that affects your treatment.

How do we store and protect your and your child's personal information?

Your and your child's personal information may be stored at our practice in various forms e.g. as paper records or electronic records.

Our practice stores all personal information securely. Your individual therapist/doctor is responsible for storing your information in a secure way, please speak with your individual therapist for more information. Betty Mihelakos and the doctors store your files in a password-protected Australian electronic health information system called Clinic to Cloud. For more information about Clinic to Cloud and your privacy see <https://www.clinictocloud.com/privacy-policy>. Most paper records such as letters we receive, paper forms you complete, and assessments are digitally scanned and uploaded to Clinic to Cloud, and then the paper record securely destroyed. Paper records which we do not destroy are stored securely in locked filing cabinets.

How can you access and correct your or your child's personal information at our practice?

We are always happy to provide relevant developmental/therapy information on request to other registered healthcare providers caring for your child. We have a consent form for you to sign, where you are in charge of who we speak with.

For parents who are separated or divorced, we request a copy of court orders, and permission from both parents is generally required, although there are exceptions. Where there is uncertainty we may ask for more information, and/or seek legal advice. If you would like to request access to your child's record, we require you to put this request in writing with accompanying proof of your identity (photo identification with a signature). Please address this to the specialist who has been looking after your child and provide a clear description of what you would like to access. We aim to respond within 30 days where reasonably possible. Please note that we may charge reasonable costs (eg for preparing the record, printing and/or postage).

You have the right to request correction of your and your child's personal information. Our practice will take reasonable steps to correct your personal information where the information is not accurate or up-to-date. From time-to-time, we will ask you to verify your personal information held by our practice is correct and up-to-date. You may also request that we correct or update your information, and you should make such requests to in writing to Melbourne Kids, 77 Holmes Street, Brunswick VIC 3056

Data Security

Melbourne KiDS' will take reasonable steps to protect your personal information from misuse, interference, loss, unauthorised access, modification or disclosure. We use technologies and processes such as access control procedures, network firewalls, encryption and physical security to protect your privacy.

Melbourne KiDS will destroy or permanently de-identify any of your information which is in its possession or control and which is no longer needed for the purpose for which it was collected provided Melbourne KiDS' is not required under an Australian law or court/tribunal or otherwise to retain the information.

How can you lodge a privacy related complaint, and how will the complaint be handled at our practice?

We take complaints and concerns regarding privacy seriously. You should express any privacy concerns you may have in writing. We will then attempt to resolve it in accordance with our resolution procedure. You can contact us by mail at Melbourne Kids, 77 Holmes Street, Brunswick VIC 3056. We aim to respond within 30 days where reasonably possible.

You may also contact the OAIC. Generally the OAIC will require you to give them time to respond, before they will investigate. For further information visit www.oaic.gov.au or call the OAIC on 1300 336 002.

Policy review statement

This privacy policy will be reviewed regularly to ensure that it remains accurate. We will notify you of any changes by making copies available at your appointment.