

Privacy Policy

Updated April 2025

Functional Futures Allied Health Pty Ltd is committed to protecting the privacy and confidentiality of your personal information. This Privacy Policy outlines how we collect, use, store, disclose, and safeguard your personal data. We comply with the Australian Privacy Principles (APPs) under the Privacy Act 1988 (Cth).

Personal Information

Personal information is information that identifies an individual. We collect personal information from participants, support coordinators, referrers, and other relevant parties to ensure the provision of our occupational therapy services, including under the National Disability Insurance Scheme (NDIS).

The types of personal information we may collect include but are not limited to:

- Name, address, and contact details (email, phone number)
- Date of birth and gender
- NDIS participant information
- Health information and medical history
- Functional assessment and therapy progress information
- Billing and payment information
- Information related to your interactions with our services and practitioners

Use of Personal Information

The personal information we collect is used for the following purposes:

- To provide tailored and relevant occupational therapy services
- To manage appointments, scheduling, and coordination of services
- To communicate with participants and relevant parties regarding their therapy goals and treatment plans
- To complete functional assessments and prepare reports, including NDIS progress and review reports
- To process payments and billing, including NDIS claims
- To comply with legal and regulatory obligations
- To improve our services and client experience

Disclosure of Personal Information

We may share your personal information with third parties under the following circumstances:

- With your consent or at your request
- With allied health practitioners involved in your care
- With relevant NDIS support coordination providers
- With third party relevant parties such as equipment suppliers, hospitals, schools, aged care facilities, and other relevant services
- With our practice management software provider for appointment scheduling and record-keeping purposes

- When required by law or to comply with legal obligations

Security of Personal Information

Functional Futures Allied Health Pty Ltd prioritises the privacy and security of participant information. We take appropriate and updated measures to protect the confidentiality and security of your personal information. This includes safeguards against unauthorised access, disclosure, alteration, or destruction of data. Access to personal information is restricted to authorised personnel only.

Retention of Personal Information

We retain your personal information for as long as necessary to fulfil the purposes for which it was collected, or as required by law. In accordance with Australian health records legislation, occupational therapy records are generally retained for a minimum of seven (7) years from the date of the last entry, or until the participant turns 25 years of age (whichever is later) for records relating to minors. When personal information is no longer required, we will securely dispose of or de-identify it.

Access and Correction of Personal Information

You have the right to access and update your personal information held by us. If you believe that any of your information is incorrect or outdated, please contact us and we will take steps to correct it. We will respond to requests for access within a reasonable timeframe and in accordance with the Privacy Act 1988 (Cth).

Privacy Complaints

If you have a concern or complaint about how we have handled your personal information, please contact us in the first instance. We will investigate your complaint and respond within a reasonable timeframe. If you are not satisfied with our response, you may lodge a complaint with the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au.

Contact Us

If you have any questions or concerns about this Privacy Policy or how we handle your personal information, please contact us at:

Functional Futures Allied Health Pty Ltd

ABN: 91 697 096 807

Website: www.functionalfutures.com.au

Email: molly@functionalfutures.com.au

By using our services and providing your personal information, you agree to the terms outlined in this Privacy Policy.