



Privacy Use or Disclosure of Information

We follow strict rules and policies regarding the secure storage of information in all formats in order to protect your information from unauthorised access, loss, or other misuse.

Your personal health information held either in paper or electronic format may be used by Better Rehab, or disclosed outside the health service, to enable appropriate care and treatment to be provided to you. For example, your information may be used or disclosed to:

- Your nominated General Practitioner, including information provided with your discharge referral documents.
- Contact you at home regarding follow-up appointments.
- Your carer to assist them with your care
- The emergency services such as the ambulance or police, if required.
- Contact you for feedback on the services you have received to help us improve our services.
- Billing and debt recovery.
- Other treating health services, support coordination agencies, plan management agencies, equipment suppliers and/ or building companies.
- Other health services and authorised third parties to help prevent a serious and imminent threat to someone's life, health or welfare, such as in an emergency.
- Investigate and report a complaint. This includes but is not restricted to complaints about your care, staff conduct, information privacy, safety, or any incidents that have occurred.
- Manage a legal action or claim brought by the participant against the health service.
- For purposes relating to the operation of our service and treatment of our participants, including funding, planning, safety, and quality improvement activities.



CONTACT US For any questions or concerns about the storage of or privacy of your personal information

 1300 0 REHAB (73422)

 admin@betterrehab.com.au

 betterrehab.com.au

Your Information

TRANSLATING AND INTERPRETING SERVICE

If you need assistance contacting us or require translation, please call the Translating and Interpreting Service (TIS) on 13 14 50.

YOUR PERSONAL INFORMATION

If you do not wish for us to collect, use or disclose certain information about you, please inform Better Rehab. This will be documented on your consent form. It is important to note that not consenting to Better Rehab contacting or discussing your information with key parties may impact your health care — this will be discussed with you.

The law also allows, or requires, for your personal health information to be disclosed to other third parties—including to:

- State and Commonwealth government agencies for statutory reporting purposes, such as the NDIS to report incidents or provide information for applications.
- Other health services or law enforcement agencies, such as the police, if you provide us with information relating to a serious crime, including assault, domestic violence, child abuse, etc.
- Other agencies where the information relates to the safety, welfare, or well-being of a child or young person to comply with a subpoena or search warrant if your information is required as evidence in court. Better Rehab uses a secure online patient handling service to store your information.
- We may also disclose your information to recipients that are located outside of Australia (where consent has been given for this disclosure or where we are otherwise legally authorised to provide this information) including to our related bodies corporate and/or other third

parties that assist us in providing our services to you. Your information must be stored for up to 7 years, as per the Privacy Act.

ACCESS TO YOUR INFORMATION

You are entitled to request access to your information. Requests for access to your reports should be addressed either to your clinician, or our office manager at Admin@BetterRehab.com.au

BETTER REHAB'S OBLIGATIONS

We are committed to treating your personal health information in accordance with privacy law.

This leaflet explains how and why we collect information about you, how you can access your information, and how your information may be used within the our service or disclosed to other parties.

COLLECTION OF YOUR INFORMATION

We collect information directly from you wherever possible. If this is not possible, or in an emergency, we may also need to collect information from a family member, friend, carer, or other person who can help us to provide you with appropriate health care.

SECURITY OF INFORMATION COLLECTED

Your information may be held in a variety of ways. Most commonly, your information may be held as a paper health record, and/ or an electronic health record forming part of a secure computerised database. Some information may also be held in the form of an image including photograph, or as an audio or video recording. We will obtain your consent to hold this information.



CONTACT US For any questions or concerns about the storage of or privacy of your personal information

 1300 0 REHAB (73422)

 admin@betterrehab.com.au

 betterrehab.com.au