

Privacy

We are committed to protecting your privacy and handling your personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

You can read more about the APPs at: www.oaic.gov.au

Information we collect

Personal information may include your name, address, email, phone number(s), date of birth, emergency contact and billing details.

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by us only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With your consent; or
- Where required or authorised by law.

How we collect your information

We collect information:

- Directly from you (during sessions, by phone, email, forms or via our website).
- From your carers, family or representatives (where appropriate or in an emergency).
- From other health services, referrers, support coordinators, plan managers and other authorised third parties.
- From publicly available sources and digital tools (e.g., cookies on our website).
- From third parties where you have consented or where the law permits.

Where reasonable, we will tell you why we are collecting information and how it will be used.

Why we collect and use your information

We collect, use, and disclose your information to:

- Provide you with clinical care and related services (including assessments, reports, equipment/supplier coordination and home modifications).
- Coordinate with your treating team (e.g., GP, psychiatrist, other allied health professionals or hospitals).

- Arrange appointments and follow-ups, and contact you for feedback to improve our services.
- Manage billing, payments and debt recovery.
- Support funding, planning, safety, quality assurance, service improvement, training and audit activities.
- Manage complaints, incidents, legal claims, insurance matters and risk.
- Meet our legal and regulatory obligations (including the NDIS Commission & Aged Care Quality and Safety Commission where applicable).
- Send service updates and relevant marketing (you can opt out at any time).

You may unsubscribe from marketing by contacting us in writing.

When we share your information

We may disclose your information:

- **With your consent** (e.g., to your GP, psychiatrist, carer, support coordinator, plan manager, equipment suppliers, building companies).
- **Within our business group** to share relevant contact details and preferences, so we can provide useful updates and communications across our brands.
- **As required or authorised by law**, including:
 - Mandatory reports to State/Commonwealth agencies (e.g., NDIS incident reporting and statutory reporting).
 - To protect someone's life, health, or safety (e.g., emergency services).
 - To law enforcement (e.g., police) if serious crime or safety concerns are disclosed (e.g., assault, domestic violence or child abuse).
 - To child safety welfare agencies where there are risks to a child or young person.
 - In response to a summons, subpoena, warrant or other legal process.
 - For service operations (e.g., funding, planning, quality and safety, audit, accreditation and complaint investigations).

Consequences of not providing consent

You can tell us if you do not want us to collect, use, or disclose particular information.

Please note: limiting certain uses or disclosures may affect our ability to provide safe and effective care or coordinate services.

How we protect your information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorised access, modification or disclosure.

Your information may be kept in paper and/or secure electronic systems, and may include images (e.g., photos, audio, or video). We obtain your consent to hold and use this information where required.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of 7 years.

Accessing and correcting your information

You can request access to your personal information and ask us to update or correct it.

We may need to verify your identity before releasing information.

We do not charge a fee to process access requests, but we may charge a reasonable administrative fee for providing copies.

How to request access: Contact your clinician or email admin@betterrehab.com.au

We aim to ensure your information is accurate, complete, and up to date. Please tell us if anything changes.

Use of artificial intelligence and automated tools

We may use secure digital systems, including artificial intelligence (AI)-enabled tools, to assist our clinicians and staff with administrative and clinical documentation tasks, such as drafting reports and summarising information held in our clinical and customer management systems. These tools are used to support our services and do not replace professional judgment. All clinical records, reports, and recommendations are reviewed, verified and approved by a qualified clinician prior to being finalised or relied upon.

We take reasonable steps to ensure that any AI-enabled tools we use handle Personal Information and sensitive health information in accordance with the Privacy Act and the Australian Privacy Principles.

Interpreter and translation support

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

Contact us (privacy queries or complaints)

Mail: PO Box 1315, Maroubra NSW 2035

Email: admin@betterrehab.com.au

Phone: 1300 073 422

If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC) on 1300 363 992 or visit www.oaic.gov.au.