



Derwent Speech Pathology

Privacy Policy

Policy number: 001

Commencement: This policy commences on 19th May 2026

Revised date: This policy was last revised on 18th May 2026

Purpose:

This Privacy Policy explains how Derwent Speech Pathology manages the personal information we collect, use and disclose.

This policy also outlines how clients may request deletion of their personal information, object to certain uses of their data, and request explanation of any automated decision-making affecting their care, in line with 2025 changes to the Privacy Act.

Application:

This policy applies to all staff members employed under Derwent Speech Pathology and all clients of Derwent Speech Pathology

Definitions:

- APP: means the Australian Privacy Principles
- Erasure: The right for individuals to request their personal data be deleted when it is no longer needed
- Automated Decision-Making: Any decision made by computer systems or AI without meaningful human involvement

Policy details:

1. Purpose and context

- 1.1. Derwent Speech Pathology is committed to ensuring the privacy and confidentiality of all personal information affiliated with Derwent Speech Pathology's business undertakings.
- 1.2. Derwent Speech Pathology follows the terms and conditions of privacy and confidentiality in accordance to the Australian Privacy Principles (APPs) as per schedule 1 of the Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Cth), forming part of the Privacy Act 1988 ('the Act'). Derwent Speech Pathology also complies with Speech Pathology Australia's Code of Ethics (2020)

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- 1.3. The purpose of this Privacy Policy is to clearly communicate how Derwent Speech Pathology collects and manages personal information.
- 1.4. The point of contact regarding any queries regarding this policy is: Tracey Graney, practice owner and privacy officer, Derwent Speech Pathology, M: 0404 329 439, E: tracey@derwentspeechpathology.au

2. Australian Privacy Principles

- 2.1. As a private sector health service provider and under permitted health situations, Derwent Speech Pathology is required to comply with the APPs as prescribed under the Act.
- 2.1. The APPs regulate how Derwent Speech Pathology may collect, use, disclose and store personal information and how individuals, including how Derwent Speech Pathology's clients may:
 - address breaches of the APPs by Derwent Speech Pathology;
 - access their own personal information; and,
 - correct their own personal information.
- 2.2. In order to provide clients with adequate health care services, Derwent Speech Pathology will need to collect and use personal information. It is important to be aware that if a client provides incomplete or inaccurate information or the client withholds personal health information Derwent Speech Pathology may not be able to provide the client with the services they are requesting.
- 2.3. In this Privacy Policy, common terms and definitions include:
 - a) "personal information" as defined by the Privacy Act 1988 (Cth). Meaning "information or an opinion including information or an opinion forming part of a database, whether true or not, and whether recorded in a material format or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion"; and,
 - b) "health information" as defined by the Privacy Act 1988 (Cth). This is a particular subset of "personal information" and means:
 - i. Information or opinion about the health or disability (at any time i.e. past, present or future) of an individual that can be classified as personal information;



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- ii. Information or opinion about an individual's expressed wishes about the future provision of health services that can be classified as personal information;
 - iii. Information or opinion about health service provided, or to be provided, to an individual, that can be classified as personal information;
 - iv. Other personal information collected to provide, or in providing, a health service;
 - v. Other personal information about an individual collected in connection with the donation, or intended donation, by the individual of his or her body parts, organs or body substances; or
 - vi. Genetic information about an individual in a form that is, or could be, predictive of the health of the individual or a genetic relative of the individual.
- c) Personal information also includes 'sensitive information' which is information including, but not limited to a client's:
- a. race;
 - b. religion;
 - c. political opinions;
 - d. sexual preferences; and/or,
 - e. health information.

Information deemed 'sensitive information' attracts a higher privacy standard under the Act and is subject to additional mechanisms for the client's protection. From 2025, the APPs also give individuals the right to request deletion of their personal data, object to how it's used, and ask for a human explanation if automated systems (e.g. AI) are used to make care-related decisions

3. Types of Personal Information

- 3.1. Derwent Speech Pathology collects information from each individual client that is necessary to provide the client with adequate speech pathology services.
- 3.2. This may include collecting information about a client's health history, family history, ethnic background or current lifestyle to assist the speech pathology team in diagnosing and treating a client's condition.

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4. Collection & Retention

- 4.1. This information will in most circumstances be collected directly from the client through but not limited to the following mediums:
- Derwent Speech Pathology consent form;
 - therapy treatment form; referrals and or,
 - face to face consultation
 - audio and video recordings from consultations.
- 4.2. In other instances, Derwent Speech Pathology may need to collect personal information about a client from a third party source. Derwent Speech Pathology takes reasonable steps to inform individuals about how their data is collected and used, and now includes notice of their right to object, request erasure, or raise concerns about any automated systems used in their care. This may include:
- *My Health Record*
 - relatives; or,
 - other health service providers.
- 4.3. This will only be conducted if the client has provided consent for Derwent Speech Pathology to collect his/her information from a third party source; or, where it is not reasonable or practical for Derwent Speech Pathology to collect this information directly from the client. This may include where:
- the client's health is potentially at risk and his/her personal information is needed to provide them with emergency medical treatment.
- 4.4. Derwent Speech Pathology endeavours to store and retain a client's personal & health information in an electronic record system stored on our practice server Splose, or for billing information in Xero or draft files and communication support resources, in Microsoft Teams.

5. Purpose of Collection, Use and Disclosure

- 5.1. Derwent Speech Pathology only uses a client's personal information for the purpose(s) they have provided the information for unless one of the following applies:
- the client has consented for Derwent Speech Pathology to use his/her information for an alternative or additional purpose;
 - the disclosure of the client's information by Derwent Speech Pathology is reasonably necessary for the enforcement of criminal law or a law imposing a penalty or sanction, or for the protection of public revenue;

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- the disclosure of the client's information Derwent Speech Pathology will prevent or lessen a serious and imminent threat to somebody's life or health; or,
- Derwent Speech Pathology is required or authorised by law to disclose the client's information for another purpose.

5.2. Communication with client's care team

During the client's treatment at Derwent Speech Pathology it is important we can share health information with other treating professionals. This might include specialists, GP or other allied health professionals. We may also need to refer client's to other health professionals.

Where possible Derwent Speech Pathology uses the secure portal *Healthlink* to share information. If this is not possible Derwent Speech Pathology may email members of the client's care team. When completing the privacy consent form, clients may indicate if they do not wish communication via email to occur.

5.4. Other Third Parties

Derwent Speech Pathology may provide the client's personal information regarding a client's treatment or condition to additional third parties. These third parties may include:

- Next of kin/partner/parent or child
- close personal friends;
- guardians; or,
- a person exercising a client's power of attorney under an enduring power of attorney.

As above, these people can be listed on the privacy consent form.

5.5. Other Uses of Personal Information

In order to provide the best possible environment to treat clients, Derwent Speech Pathology may also use personal/health information where necessary for:

- activities such as quality assurance processes, accreditation, audits, risk and claims management, client satisfaction surveys and staff education and training;
- invoicing, billing and account management;
- to liaise with a client's health fund, Medicare or the Department of Veteran's Affairs, as necessary; and,
- the purpose of complying with any applicable laws – i.e. in response to a subpoena or compulsory reporting to State or Federal authorities.

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In accordance with updated Australian Privacy Principles, clients must be informed of, and consent to, any secondary uses of their personal information not directly related to their care. Clients also have the right to request deletion of such data or object to its use.

If at any point or for any of the aforementioned reasons Derwent Speech Pathology uses or discloses personal/ health information in accordance with the APPs, Derwent Speech Pathology will provide written notice for the client's consent for the use and/or disclosure.

Clients also have the right to object to certain uses of their data (e.g. marketing, research, analytics). Any additional purpose outside direct care will require clear consent, and clients may request deletion of data that is no longer necessary for the purpose it was collected.

6. Access and Changes to Personal Information

- 6.1. If an individual client reasonably requests access to their personal information for the purposes of changing the information he/she must engage with the relevant practice manager.
- 6.2. The point of contact for client access to personal information is:
Tracey Graney, practice owner and speech pathologist M: 0404 329 439,
tracey@derwentspeechpathology.au
- 6.3. Once an individual client requests access to his/her personal information Derwent Speech Pathology will respond within a reasonable period of time to provide the information.
- 6.4. All personal information will be updated in accordance to any changes to a client's personal circumstances brought to Derwent Speech Pathology's attention. All changes to personal information will be subject to client's consent and acknowledgement.
- 6.5. From 2025, clients may also request permanent deletion (erasure) of their personal data if it is no longer required. Where a request for deletion is made, Derwent Speech Pathology will respond within a reasonable timeframe and advise if the data can be deleted in accordance with legal, clinical, and recordkeeping obligations.
- 6.6. If an individual requests access to his/her personal information, Derwent Speech Pathology may charge a fee. Please note that this fee is associated with administrative costs only. It will vary depending on the amount of information and format in which it is to be provided.

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7. Complaints Handling

- 7.1. Clients who would like to make a complaint about a perceived breach of the Australian Privacy Principles through Derwent Speech Pathology can do so by contacting Tracey Graney (see 6.1 above).
- 7.2. Derwent Speech Pathology is dedicated to ensuring your information is secure. In the event that a breach of your information is identified, affected clients will be notified by Derwent Speech Pathology and informed of our processes for handling any breaches. If at any stage a client identifies a breach of their privacy, they are requested to speak to the practice owner about lodging their concerns formally. If a client wishes to complain about the use of automated decision-making or believes their request to delete or object to data use has not been respected, they may raise this via the complaints process and escalate to the OAIC if needed.

8. Personal Information and Overseas Recipients

- 8.1. Use of Overseas Parties: Derwent Speech Pathology does engage with overseas entities, with which personal or health information would be transferred, appointed or disclosed. These overseas entities include:
 - Xero (data stored in USA) – From 2025, Derwent Speech Pathology is legally responsible for ensuring that any overseas platform used for storing or processing data complies with Australian privacy laws. These platforms are regularly reviewed to ensure they meet privacy obligations.

The aforementioned entities engaged overseas are subject to the legislative requirements as stipulated by the APPs.

9. Disposal of Personal/Health Information

- 9.1. If Derwent Speech Pathology holds any personal or health information that is no longer required for the purpose it was collected and is not subject to legal retention obligations, Derwent will securely de-identify and dispose of it.
- 9.2. Clients may also request deletion (erasure) of their information when it is no longer needed, and these requests will be managed on a case-by-case basis, considering any mandatory retention laws.

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10. Access to Policy

10.1. Derwent Speech Pathology provides free copies of this Privacy Policy for clients and staff to access, which can be located/at:

- Derwentspeechpathology.au
- Derwent Speech Pathology Policy & Procedure Manual
- Hard Copies provided upon request

11. Review of Policy

11.1. Derwent Speech Pathology in accordance with any legislative change will review the terms and conditions of this policy to ensure all content is both accurate and up to date.

11.2. Notification of any additional review(s) or alteration(s) to this policy will be provided to clients and staff within 2 weeks' notice. If change occurs clients are required by Derwent Speech Pathology to review this Privacy policy. Staff are required to sign they have reviewed the Privacy policy.

Related procedures and resources:

Digital Health Policy

Client Handout: Privacy

Assessment:

Annual audit of compliance with this policy and the Australian Privacy Principles.

Due date for next revision: May 2027

Authorised by:

Tracey Graney, Practice Owner

Version number: 2

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