

## Your Privacy is important

Your privacy and confidentiality is important to us. As such our team will do everything that we can within the bounds of the law to ensure that it is protected.

## What information does ABi collect?

If you request a service for your child we will collect enough personal information to contact you, and enough information about your child to understand what type of service might be appropriate for them. If your child is accessing therapy or other services through ABi, we will request additional information that is required to deliver services and to claim payment for services. We will only collect information that is relevant and necessary to deliver services to your child. Depending on the type of service your child is accessing and how services are funded this may include:

- Personal information.
- Your child's strengths and support needs.
- What goals you have for your child.
- Health and medical information.
- Other therapists or service providers working with your child.
- NDIS plan details.

## How does ABi use and store information?

ABi uses information collected about clients to plan and delivery therapy and other services. Information collected during therapy sessions is used to maintain client records. ABi stores all personal information on a secure database. Client records are only accessible to authorised staff. We may use your personal information to claim payment for services through the NDIS or other funding schemes. We may use your contact details to keep you informed about upcoming vacancies and other service related matters.

## How does ABi sharing information?

Your therapist may request permission to share information with other people or services including your child's teacher or other therapists working with your child in order to deliver the best possible service. ABi will not share any information with these people or services without your permission.

Your therapist will discuss with you who you would like to share information with and what information you would like to share with them. You can change this permission at any time.

Under certain circumstances, ABi may be required to share information in order to meet our duty of care to your child or as required by law. Employees at ABi are classified as child protection mandatory reporters. Where ever possible, ABi will notify you where we have been required to share information about your child under these circumstances.

## Accessing information

You can ask to review your child's personal information and client records by sending the request in writing to [info@abinsw.org.au](mailto:info@abinsw.org.au)

**For more information, please contact us on (02) 9596 7700 or [info@abinsw.org.au](mailto:info@abinsw.org.au)**