Joyful Journey
OCCUPATIONAL THERAPY
adding life to days

Your Privacy Matters

Privacy & Confidentiality at Joyful Journey OT

Welcome
At Joyful Journey OT, we take your privacy seriously.
We are committed to keeping your information safe and respecting your rights.

What information do we collect?
We may collect information such as:

- Your name, contact details, and date of birth
- Health and therapy information
- Information from your family, school, or other supports
- Reports and assessments

We only collect information that we need to support you.

Why do we collect your information?
We collect your information to:

- Provide therapy and support you to reach your goals
- Plan and review your services
- Communicate with you and your support team
- Meet legal and funding requirements (like the NDIS)
- Manage billing and administration

Who can see your information?
Your information is only accessed by:

- Your therapist and the Joyful Journey OT team
- Other people involved in your care (only if you say it's okay)

When might we share your information?
We will only share your information:

- With your consent, or
- If we are required by law, or
- If there is a serious risk to your safety or someone else's safety

We will always try to talk with you first.

Your Rights & Responsibilities

How do we keep your information safe?

- We protect your information by:
  - Storing it securely in password-protected systems
  - Limiting access to authorised staff only
  - Using secure platforms for communication
  - Keeping paper records locked (if used)

Can you see your information?

- Yes! You have the right to:
  - Ask to see your information
  - Ask us to fix anything that is incorrect
- Just let us know and we will help.

Can you change your mind?

- Yes. You can:
  - Change your consent about sharing information
  - Ask us to stop sharing your information (unless required by law)

What if you have a concern?

- If you are worried about your privacy, you can:
  - Talk to your therapist, or
  - Contact us at: info@jjot.com.au
- We will take your concerns seriously and work with you to resolve them.

Our commitment to you

- We will:
  - Respect your privacy
  - Keep your information safe
  - Be clear about how your information is used
  - Support you to make informed choices

Remember: Your information belongs to you. We are here to protect it.