

Terms & Policies

CONSENT TO COLLECT & USE PERSONAL & MEDICAL INFORMATION

Under the Privacy Act, your consent is required for personal information about you to be collected. On your first appointment with PREP Physio + Performance you will be asked to complete and sign a registration form.

The collection of personal information is required to enable us to properly assess your situation, provide appropriate information and advice, and assist you in reaching your goals.

Some information you provide will also be used for administrative purposes and for correspondence with others involved in your health care including doctors, specialists, and other health professionals.

It is our understanding of the Privacy Act and Health Records Act state legislation that you are entitled to access information collected about you and included in your health record, except in some circumstances where it may be legitimately withheld. In such cases you are entitled to an explanation.

If you have any questions in regard to these matters, please do not hesitate to ask.

MANAGEMENT OF YOUR PERSONAL HEALTH INFORMATION

Information about you is stored securely within our specialist web-based password-protected computer system. Access to this system is only available to authorised members of staff.

Your personal details are kept strictly confidential and are only used for:

- Administrative purposes
- Billing purposes, which includes our compliance with the Health Insurance Commission and Medicare

All staff members are bound by and have signed a formal Code of Conduct and Confidentiality Agreement.

CANCELLATION POLICY

At least 24 hours' notice is required for all cancellations. Cancellations made within 24 hours of the appointment will incur a cancellation fee of 50% of the consultation fee.

RESERVATION POLICIES:

We are predominantly based online for bookings. Please follow the links to our bookings page.

MEDICAL CONCERNS:

If you have any medical concerns, please discuss them with your healthcare provider.

FACILITIES:

We are wheelchair accessible and family friendly.

PRIVACY POLICY:

Overview

This practice is committed to complying with the Privacy Act 1988 and the Australian Privacy Principles 2014 and the privacy provisions of all applicable legislation. This privacy policy covers all personal information we hold, that is, information, or an opinion about an individual, whose identity is apparent, or can be reasonably ascertained, from that information or opinion. This includes information we have collected from people through our office, over the phone and over the internet.

Collecting information

When we collect personal information from an individual, we will ensure that we do so in a fair manner and that we let the individual know where and how to contact our organisation. We will only collect information that is necessary for one or more of our functions or activities. We will advise individuals of the purpose for which their personal information is collected. If we collect sensitive information (as defined under the Act), we will treat it with the utmost security and confidentiality. We will ensure that it is not collected for any purposes, other than those for which we have obtained the individual's consent, unless the law requires otherwise, or other exceptional circumstances prevail as described under the Act. Where an individual chooses not to provide requested information, we will advise that individual of what consequences this non-disclosure may have. For example, withholding certain information may limit our ability to provide relevant offers or services to individuals.

Disclosing information

We will only disclose personal information in accordance with the Privacy Act. This means that personal information may be disclosed:

- For the purposes for which we have advised that we are collecting it, and for related purposes that the individual would reasonably expect
- Where we have the consent of the individual to do so
- As required by law
- Under other circumstances where permitted under the Act.

In the course of our business activities, we may need to disclose some of your personal information to relevant staff.

Unauthorised disclosure or access

Our practice is committed to protecting the privacy of individuals, we will view unauthorised disclosure of, or access to, personal information by our employees or contractors, as a serious breach of this policy. Appropriate action (which may include disciplinary or legal action) will be taken in such cases.

Opt-out

We will always provide individuals with a nil-cost way of contacting us to register a request to “opt-out” from receiving any product offers.

Access to personal information

Individuals will be able to access their personal information upon request. However, our practice may occasionally need to deny access to information in accordance with the exemptions contained in the Act.

Security

Our goal is to protect the personal information collected by our practice and its associations. Personal information will be managed confidentially and securely and destroyed appropriately when no longer required. We will monitor and implement appropriate technical advances or management processes, to safeguard personal information.

Data quality

We will take all reasonable steps to ensure that the data we collect, use or disclose is accurate, complete and up to date, and has been obtained directly from individuals or other reputable sources.

Privacy inquiries

Privacy related inquiries or concerns can be directed to our practice.

Availability and review of policy

We will make our privacy policy available upon request and will provide a link to this policy from our website. This policy will be reviewed from time to time and any amendments will be incorporated into the updated policy.