



Karen Trengove
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Privacy Policy and Health Information Collection Statement

Learn2Communicate is an independent practice under the ownership of Karen Trengove, Speech Pathologist.

You may contact Karen Trengove by writing to Learn2Communicate PO Box 201 Cowra NSW 2794, by emailing info@learn2communicate.com.au or by calling 0458 413051. You have the right to gain access to the information held by Learn2Communicate about you/your child.

Our Privacy Policy (available upon request) contains information about how you may request access to, and correction of, your/your child's personal information, how you may complain about a breach of your/your child's privacy and how we will deal with such a complaint.

Learn2Communicate needs to collect information about you/your child for the primary purpose of providing quality treatment. In order to fully assess, diagnose and treat you/your child, we need to collect some personal information from you. This information will also be used for the administrative purposes of running the practice such as billing you or through an insurer or compensation agency. Information will be used within the practice for 'handover' when another speech pathologist will be providing you/your child with ongoing assistance.

Learn2Communicate may disclose information regarding diagnosis or treatment to your/your child's doctor or other treatment providers only with your consent. In the case of insurance or compensation claims, it may be necessary to disclose information and/or collect information that affects your/your child's treatment and return to work. Learn2Communicate will not disclose your/your child's information to commercial companies. Your written consent will be obtained at the commencement of your/your child's treatment in order to carry out the above activities.

Information at Learn2Communicate is stored securely in a locked filing cabinet and on our secure online Cliniko patient management programme. Only practice staff have access to this information. Learn2Communicate takes all reasonable steps to ensure that information collected about you/your child is accurate, complete and up-to-date. You may have access to your/your child's information on request and if you believe that any of the information is inaccurate we will work with you to amend it accordingly. If you do not provide relevant personal or health information (about your child), in part or in full to Learn2Communicate, it may result in incomplete and/or inaccurate assessment. This may impact on the diagnosis and the following therapy that is provided. Any concerns that you may have about this policy or about your/your child's management can be directed to (Karen Trengove 0458 413051).