



General Privacy and Consent Information

STEPP is a multidisciplinary intervention service for people experiencing persistent pain; the STEPP service is not a business entity on its own, but is jointly owned and administered by Rowena Field Physiotherapy (ABN: 89127451688) and Illawarra Shoalhaven Psychology (ABN: 26530326420). This document describes the policy of STEPP for the management of the practice's clients' information. The pain treatment service provided is bound by the legal requirements of the National Privacy Principles from the Privacy Amendment (Private Sector) Act 2000.

Pain Treatment Service

As part of providing a pain treatment service to you, STEPP will need to collect and record personal information from you that is relevant to your current situation. This information will be a necessary part of the pain assessment and treatment that is conducted. You do not have to give all your personal information, but if you don't, this may mean the pain treatment service may not be able to be provided to you.

Confidentiality

All personal information gathered by the practitioner during the provision of the pain treatment service will remain confidential and secure except where:

1. It is subpoenaed by a court, or
 2. Failure to disclose the information would place you or another person at serious and imminent risk; or
 3. Your prior approval has been obtained to
 - a) provide a written report to another professional or agency. eg. a GP or a lawyer; or
 - b) discuss the material with another person, eg. a parent or employer;
- or if disclosure is otherwise required or authorised by law.

Cancellation Policy

If, for some reason you need to cancel or postpone the appointment, please give at least 24 hours' notice, otherwise you may be charged the cost for the session. If 24 hours' notice is not given or the client is a 'no show', STEPP will be entitled to charge the full fee to the client's card, and the Medicare rebate will not be claimable for that session.

Client Information

Client files are held in a secure filing cabinet which is accessible only to STEPP clinicians and authorised employees. The information on each file includes personal information such as name, address, contact phone numbers, and other information which is relevant to the pain treatment service being provided.

Phone: 0478045617
Fax: 0285836565
admin@stepp.com.au
www.stepp.com.au

Nowra Practice
57 Worrigeer Street,
Nowra 2541

Shellharbour Practice
Suite 2, Level 1
1 Burra Place
Shellharbour 2529

Postal Address:
PO Box 366
Nowra, 2541



Purpose of holding information

The information is gathered as part of the assessment, diagnosis and treatment of the client's condition, and is seen only by the practitioner. The information is retained in order to document what happens during sessions, and enables the practitioner to provide a relevant and informed pain treatment service.

Requests for access to client information

At any stage, clients may request to see the information about them kept on file. The practitioner may discuss the contents with them and/ or give them a copy. All requests by clients for access to information held about them should be lodged with STEPP administration in writing. These requests will be responded to within 14 days and an appointment will be made if necessary for clarification purposes.

Concerns

If you have a concern about the management of your personal information, please inform STEPP administration. Upon request you can obtain a copy of the National Privacy Principles, which describe your rights and how your information should be handled. Ultimately, if you wish to lodge a formal complaint about the use of, or access to, your personal information, you may do so with the Office of the Federal Privacy Commissioner on 1300 363 992, or GPO Box 5218, Sydney, NSW 1042.

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