



Our Commitment to You

Privacy Statement

Your privacy is respected

We are committed to respecting the privacy of individuals, creating a privacy culture and promoting fair and compliant information handling practices in its client care, research, engagement, and administrative procedures and activities. We understand that we are dealing with information that is personal and sensitive to you.

Collection of your personal information

In assessing and treating your child, we ask you to provide us with information on their development, relevant medical history, support that is currently in place, their goals and strengths, and any concerns you have. We also record administrative information such as date of birth, and contact details. We may also record details about their school, community activities or other relevant information.

During our assessments and treatment sessions we will record our observations and tests completed. If consent is provided, this may include photos for treatment purposes or for celebrating successes and achievement of goals.

We collect information directly from you wherever possible. If this is not possible, or in an emergency, we may also need to collect information from a family member, friend, carer or other person who can help us to provide you with appropriate care.

Security of information collected

Your information may be held in a variety of ways within Believe and Become. Most commonly, your information will be held as an electronic file forming part of a secure computerised database. Some information may also be held in the form of paper files, an image, or as an audio or video recording.

We follow strict rules and policies regarding the secure storage of personal information in all formats to protect your information from unauthorised access, loss, or other misuse.

Using and sharing your information

We will only collect and use your personal information for the purpose of providing you with services, such as assessment and treatment, arranging or facilitating the provision of services by other providers, preparation of reports requested by you or a relevant third party, and as required by law.

We will not share your information unless we have your written consent to do so. This is



part of the initial service agreement we make with you. If consent is provided, we may share your information with other treating health services or medical specialists involved in your treatment, your nominated GP, or family members or carers (at your request). We may also send relevant advice and reports to your child's school or preschool.

Access to your information

You are entitled to request access to all personal information held by Believe and Become. Requests for access to information will be responded to as soon as possible. Access to your personal information may be declined in special circumstances, such as where giving access would put you or another person at risk of mental or physical harm.

If you believe the information we hold about you is incorrect or an error has been made, please let us know and we will correct it or add a notation to your client file. Requests for access to your client file should be addressed either to your Occupational Therapist or to the Director of Believe and Become.

Child Protection Statement

At Believe and Become, we are committed to providing an environment where children and young people feel safe to be themselves. We believe everyone has a responsibility to promote the safety, welfare and wellbeing of all children and young people. This is why child safety and wellbeing is at the core of our values and underpins everything we do.

In line with government legislation and mandatory reporting guidelines, Believe and Become has a zero-tolerance policy on child abuse and is committed to acting in the child's best interests and keeping them safe. This commitment is upheld regardless of the race, gender, cultural background or religion of the child. Our Child Protection Policy has been implemented to ensure this commitment is upheld by all our staff.

At Believe and Become, we will not tolerate child abuse and we are committed to:

- Considering, in all our planning and activities, the interests and wellbeing of children
- Respecting the rights, wishes and feelings of the children with whom we are working
- Taking all reasonable steps to protect children from neglect and physical, sexual, psychological and emotional abuse
- Responding to all suspicions and allegations of abuse swiftly and appropriately

Under the Child Protection Policy, all staff at Believe and Become are expected to apply their professional expertise to observe, monitor and report situations where the wellbeing of the clients is at risk, in order to provide advocacy and protection for the child.

Any allegations or suspicions of child abuse will be taken very seriously and the response taken will be consistent with that outlined in our Child Protection Policy. Our organisation has a legal and moral obligation to contact the appropriate authorities when concerns are raised about the safety and wellbeing of a child.



We acknowledge that some children, including children with disabilities and young people or those from ethnic minority communities, can be particularly vulnerable to abuse and we accept the responsibility to take reasonable and appropriate steps to ensure their welfare.

Our Child Protection Policy will be widely promoted and is mandatory for everyone involved in Believe and Become. Failure to comply with the Policy will be addressed without delay and may ultimately result in dismissal/exclusion from the organisation.

Safe Practice and Environment Statement

Believe and Become endeavours to provide a safe environment for clients and visitors. In particular, it is recognised that clients need to be offered services in a safe environment and workers must be protected from injury wherever possible.

The nature of many therapeutic support services does however require some risks to be taken for both the client's progress and the need to provide services wherever possible in the participant's community. Hence, it is difficult to ensure that all therapeutic environments are optimal. However, with the provision of appropriate assessments, training, personal protective clothing and equipment, the arrangement of workplace conditions and structures, and clients' rights and responsibilities, Believe and Become actively aims to minimise any potential hazards.

Collaboration and Mutual Respect

At Believe and Become we encourage a collaborative team with our clients, families, and caregivers, always at the centre of our work. We aim to provide a safe and compassionate space where all feel welcome. Demonstrating respect always is of utmost importance and a key expectation of our staff Code of Conduct. We also expect respect from our clients and families.

You (our clients and families) can help us to create this environment of respect by:

- Using respectful language and tone of voice when speaking with our staff
- Arriving no earlier than 15 minutes before your session but 5 minutes prior to your session
- Ensuring both reception and the therapy rooms are left in an acceptable standard
- Not eating food in the centre unless approved by your OT (e.g. for use within a therapy session)
- Being responsible for all children in your care. Unfortunately, we cannot have children unattended in our waiting room
- Attending therapy sessions with your child unless an alternative plan has been previously discussed and agreed upon with your OT



- Actively engaging in therapy sessions with your child, giving the homework and/or strategies a go, and providing feedback to your OT or OT Assistant
- Understanding that unless you have provided us with a court order advising us not to, we will share therapy-based information regarding your child with parents/caregivers who request it

Refusal of Service:

At Believe and Become we have a responsibility for the health and safety of our staff and other clients, families, and children. Therefore, we ask our clients and families to be aware of the following:

- We have the right to refuse service if you or your child is unwell or where bodily fluid is exposed
- We have the right to refuse service if you or your child is perceived to be violent, threatening, harmful, or sexually inappropriate/harassing to our staff or other families

(In the above cases the OT/OT Assistant can refuse service and ask you to leave immediately. Attendance at subsequent sessions will be at the discretion of the Director)

- We may refuse service (discharge families) if our OTs believe the functional goals are unethical or outside the scope of the service we provide
- We may refuse to offer a service or particular appointment time to families who excessively miss or cancel sessions without exceptional circumstances
- We may refuse service if you or your child does not abide by this code of conduct

(In these cases the decision to discharge families will be made in consultation with your OT and the Director)

Contact us

If you have any questions or concerns, please contact:

Dr Nicole Sharp

Director and Occupational Therapist, Believe and Become Pty Ltd.

0460 317 758