



Privacy Policy

1. POLICY STATEMENT

The Spark Therapy Services and its related entities (referred to in this document as **we, us, or our**) recognise that your privacy is important and are committed to protecting the personal information we collect and hold.

We are bound by the **Privacy Act 1988 (Cth)**, the **Australian Privacy Principles (APPs)**, applicable health records legislation, and any registered privacy codes. This Privacy Policy explains how we collect, use, disclose, store, and manage personal information.

2. PURPOSE

This policy outlines how The Spark Therapy Services protects the privacy of participants, families, referrers, and other stakeholders, including information collected through online referral questionnaires, and how we comply with our legal and regulatory obligations.

3. RESPONSIBILITIES

- The Director is responsible for ensuring this policy remains current and compliant.
- All staff and contractors are responsible for complying with this policy.
- Clients, families, and referrers are provided with this policy when engaging with our services or upon request.

4. PROCEDURES

4.1 Collection of Personal Information

Types of information collected

We collect personal information that is reasonably necessary to provide our services. This may include:

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- Name, date of birth, gender
- Contact details (address, phone number, email)
- Health, disability, and therapy-related information
- NDIS details (including participant number and plan information)
- Referrer details
- Payment and billing information
- Service delivery records, assessments, goals, and progress notes

Sensitive information, particularly health information, is collected only where necessary and with consent.

Method of collection

Personal information may be collected directly from you or a referrer through:

- Intake and referral forms
- Online referral questionnaires submitted via Microsoft Forms
- Face-to-face, telephone, video, or email communication
- Assessments and therapy sessions

Where referral questionnaires are submitted via Microsoft Forms, information may be provided by parents, carers, referrers, educators, or other professionals acting with appropriate authority or consent.

We may also collect personal information from third parties involved in care or referral, including allied health practitioners, educators, or NDIS representatives.

Where information is collected indirectly, we will notify you where reasonable and practicable.

4.2 Purpose of Collection

Personal information collected—including information provided via Microsoft Forms referral questionnaires—is used for purposes including:

- assessing eligibility, suitability, and priority for services;
- understanding therapy, support, or referral needs;

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- contacting referred individuals or their representatives to discuss services, bookings, or next steps;
 - liaising with referrers and professionals involved in care (with consent);
 - preparing assessments, therapy plans, reports, and summaries;
 - fulfilling legal, funding, and record-keeping obligations, including NDIS requirements;
 - internal business operations, quality assurance, training, and service improvement.
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4.3 Failure to Provide Information

If required personal information is incomplete or inaccurate, we may be unable to provide services or may be limited in the services we can offer.

4.4 Internet Use, Online Forms, and Cookies

If you access our website or submit information via online forms (including Microsoft Forms), we may collect additional information such as IP address, browser type, and usage data.

Our referral questionnaires may be hosted using Microsoft Forms, a secure cloud-based platform. Information submitted through these forms is transmitted and stored electronically in accordance with Microsoft's security standards.

Our website uses cookies to improve functionality and user experience. Cookies do not identify you personally but may link to aggregated usage data.

We are not responsible for the privacy practices or content of external websites linked from our website.

4.5 Use and Disclosure of Personal Information

We use and disclose personal information only for the purposes for which it was collected, unless otherwise authorised or required by law.

With consent, personal information may be disclosed to:

- referrers and healthcare professionals involved in care;

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- educators, support workers, or other members of the participant’s support team;
- service providers who support business operations (e.g. clinical software, booking systems, IT providers);
- funding bodies and agencies such as the NDIA, Medicare, private health funds, TAC, or the Department of Veterans’ Affairs.

Information collected through referral questionnaires may also be used for:

- service planning and triage;
- appointment reminders and follow-up communication;
- quality assurance, audits, accreditation, and training;
- billing and compliance activities.

4.6 Overseas Disclosure

Some electronic systems we use—including cloud-based platforms such as Microsoft Forms—may store or process data on servers located outside Australia. We take reasonable steps to ensure that overseas service providers have appropriate data protection, security, and privacy safeguards consistent with Australian privacy requirements.

4.7 Data Retention

Personal and health information, including referral questionnaire responses, are retained in accordance with legislative, professional, and funding requirements. Information is securely destroyed or de-identified when no longer required.

4.8 Security of Information

Personal information is stored securely in paper and electronic formats. We take reasonable administrative, physical, and technical measures to protect information from misuse, loss, unauthorised access, modification, or disclosure.

We maintain an Information Management and Digital Security Policy, guided by advice from the Australian Cyber Security Centre.

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4.9 Mandatory Data Breach Notification

In the event of a suspected data breach, we will take immediate steps to contain and assess the breach. Where required, we will notify affected individuals and the Office of the Australian Information Commissioner in accordance with the Notifiable Data Breaches Scheme.

4.10 Access and Correction

You may request access to, or correction of, personal information we hold about you by contacting us in writing. We will respond within a reasonable time and in accordance with legal requirements.

4.11 Children and Young People

For children under 18, personal information is collected with the consent of a parent or legal guardian, unless otherwise authorised by law.

5. COMPLAINTS AND FEEDBACK

If you have concerns about how we handle your personal information, you may:

Contact the Director

Tina Bruce

📍 Unit 4, 329–347 Diamond Creek Road, Diamond Creek VIC 3089

✉️ tina@thesparkts.com.au

☎️ 0490 802 175

Submit a feedback form via

<https://www.thesparkts.com.au/feedback>

Speak with your / your child's therapist who will follow our complaints procedure.

Contact the NDIS Quality and Safeguards Commission

✉️ contactcentre@ndiscommission.gov.au

☎️ 1800 035 544

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THERAPY SERVICES
Explore • Play • Discover • Connect

If you are not satisfied with our response, you may lodge a complaint with the Office of the Australian Information Commissioner (OAIC):

<https://www.oaic.gov.au/>

6. FURTHER INFORMATION

For further information on this procedure, contact Tina Bruce Director The Spark Therapy Services

tina@thesparkts.com.au 0431273352

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