

## **PRIVACY POLICY**

### **Scope**

This policy describes the measures Ergosmart Consulting has taken to ensure that a client's personal information is obtained, used and disclosed in a manner consistent with the Privacy Act 1988 and the Australian Privacy Principles.

### **Collection of personal information**

Ergosmart Consulting is a Workplace Rehabilitation Provider approved under SIRA NSW, WorkSafe ACT, and CTP Schemes. As such, we require certain personal information necessary to coordinate a rehabilitation and return to work programme following injury. The type of information collected includes:

- A client's name, address and date of birth
- Employment details such as place of employment, occupation, nature of work requirements, hours of work and remuneration
- Injury details such as the date and nature of an occupational injury or motor vehicle accident, work capacity and any other relevant medical and rehabilitation information
- Functional information regarding abilities and limitations for activities of work and daily living
- Other general information (e.g., medical history, vocational history, psychosocial status) relevant to or likely to impact on a client's rehabilitation and return to work programme.

### **Information is obtained through:**

- The referral process (via an employer, doctor or insurer)
- Initial assessment process involving face to face consultation during an initial interview with a client, workplace assessment and liaison with an employer
- Telephone/email liaison and/or case conferencing with a Nominated Treating Doctor, Treating Specialist or other treating professionals
- Medical and rehabilitation reports

At the time of the initial assessment, a client is required to sign a form authorising Ergosmart Consulting to obtain and/or release relevant rehabilitation related information to the parties involved with their rehabilitation or return to work programme. No personal information is obtained through any other third party without the prior written consent of the client.

### **Disclosure (sharing of information)**

Information obtained by Ergosmart Consulting is used for the sole purpose of planning and monitoring a rehabilitation and return to work programme for a client.

All reasonable steps are taken by Ergosmart Consulting to ensure that the information used is accurate and up to date. Sharing of information throughout the rehabilitation programme is undertaken in an open and transparent way.

In line with the role of a Rehabilitation Provider under various compensation schemes, information is regularly relayed to various parties during the rehabilitation and return to work programme (e.g. employer, medical/treatment practitioners, insurer). Disclosure of information includes (but is not limited to) a client's medical status, work status, functional capacity, compliance with rehabilitation and ongoing rehabilitation needs.

Under no circumstances do we disclose personal information to any other parties for marketing or non-rehabilitation related purposes.

### **Storage of information**

All personal information is stored securely in electronic and/or paper form in Australia in accordance with Regulatory and Statutory requirements. Reasonable steps are taken to ensure the security of client documentation when transported to and from rehabilitation meetings.

### **Access to and correction of personal information**

Ergosmart Consulting provide copies of all rehabilitation reports to the client. All reasonable steps are taken to ensure the information collected and disclosed is accurate, up to date, complete and relevant to the client's rehabilitation. We will take all reasonable steps to correct personal information where we are satisfied that the information is inaccurate, incomplete, misleading or not up to date.

Clients are encouraged to contact their consultant directly in the first instance. Alternatively, you may contact our office:

Ph: 1300 522 090  
Fax: 02 8572 9900  
Email: [feedback@ergosmart.com.au](mailto:feedback@ergosmart.com.au)

### **Complaints**

We take complaints and concerns about the privacy of clients' personal information seriously. A client can make a complaint if they believe a provider has not handled their health information properly. Any privacy concerns should be made in writing to the designated Privacy Officer, Rachel Wernert (Company Director). Ergosmart Consulting will then attempt to promptly resolve any complaint in accordance with our complaint resolution procedure.

Privacy Officer – Rachel Wernert  
Email: [rachel@ergosmart.com.au](mailto:rachel@ergosmart.com.au)  
Post: 2/120 Giles Street KINGSTON ACT 2604  
Fax: 02 8572 9900

Alternatively you may contact us via the Feedback & Complaints page on our website, or email [feedback@ergosmart.com.au](mailto:feedback@ergosmart.com.au)

For more information on the Privacy Act 1998 and the Australian Privacy Principles, or if you have not received a satisfactory response to a complaint after 30 days, please refer to the Office of the Australian Information Commissioner at [www.oaic.gov.au](http://www.oaic.gov.au) or phone 1300 363 992.