

Your local support team
Speech Pathology
Occupational Therapy
Music Therapy
Group Programs



Unit 11, 9-13 Princeton st
Kenmore, 4069
hello@amazetherapy.com
0436 276 590
ABN: 60 655 001 675

Easy Read Privacy Policy

Amaze Children's Therapy Services

Last updated: May 2026

Your Privacy Matters

At Amaze Therapy, we respect your privacy and work hard to keep your personal information safe. We follow Australian privacy laws and the NDIS Code of Conduct. This means we must:

- protect your personal and health information,
- only use your information when needed,
- keep your records secure,
- and treat you with dignity and respect.

What Information We Collect

We may collect information such as:

- your name, date of birth, address, and contact details,
- Medicare and health fund information,
- medical and therapy history,
- diagnoses, medications, allergies, and disabilities,
- school, work, family, and social information,
- NDIS plans and funding details,
- therapy notes and assessment results,
- recordings or notes from appointments,
- website and online booking information.

We only collect information that helps us provide therapy and support services. For sensitive information (like health information), we ask for your consent.

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How We Collect Information

We collect information:

- directly from you,
- from parents, carers, or guardians,
- during appointments and assessments,
- through emails, phone calls, forms, and online systems,
- from teachers, doctors, or other professionals (with permission),
- through our website and social media pages.

Sometimes we may record sessions or take notes to support therapy services.

How We Use Your Information

We use your information to:

- provide therapy services,
- create treatment plans and reports,
- communicate with families and other professionals,
- manage appointments and billing,
- meet legal and NDIS requirements,
- improve our services.

We may also send updates about services or events that may interest you, but only if you agree. You can unsubscribe from marketing messages at any time.

Keeping Your Information Safe

We take security seriously and use secure systems to protect your information.

This includes:

- password-protected systems,
- restricted staff access,
- secure cloud storage,
- encryption and regular backups,

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- staff privacy training.

We use:

- **Splose** to securely store client records,
- **Google Workspace** for some non-clinical information,
- **Heidi AI** to help clinicians draft therapy notes, and occasionally to compile data for reports

How AI Works in our Practice

Some clinicians may use Heidi AI or Splose AI to help write session notes (and occasionally reports) faster and more accurately.

Here's what happens:

1. Short audio clips or keywords may be recorded during or after a session.
2. Heidi AI creates a draft summary.
3. A qualified therapist reviews and edits the note before saving it.
4. Audio recordings are deleted after transcription.

Important:

- Heidi AI does **not** make decisions about your care.
- Your data is encrypted and protected.
- Information is **not** used to train public AI systems.
- You can choose not to use AI-assisted note-taking at any time.

Who Can Access Your Information

Your information may be accessed by:

- therapists,
- admin staff,
- company directors,
- IT and professional service providers when required,
- Medicare, insurers, and the NDIS when required.

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We do **not** sell your personal information.

We only share information:

- with your consent,
- when needed for your care,
- or when required by law.

Recordings of Therapy Sessions

Clients and families must get written permission before:

- recording therapy sessions,
- or sharing recordings with others.

How Long We Keep Records

We keep records securely:

- until a child turns 25 years old, or
- for at least 7 years for adults.

After this, records are safely deleted or destroyed.

Your Rights

You have the right to:

- access your information,
- ask for corrections if information is wrong,
- withdraw consent in some situations,
- make a privacy complaint.

A small fee may apply for accessing records.

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Social Media and Website Information

Our website may include social media features such as:

- Facebook,
- Instagram,
- LinkedIn,

These platforms may collect information about your visit according to their own privacy policies.

Overseas Data Sharing

If information is shared overseas, we take reasonable steps to make sure it stays protected under Australian privacy laws.

Concerns or Complaints

If you have concerns about privacy, contact:

Karina Cook – Privacy Officer (Director)

Phone: 0436 276 590

Email: karina@amazetherapy.com

Address: 11/9–13 Princeton Street, Kenmore QLD 4069

We will respond to complaints within 15 days.

You can also contact the
Office of the Australian Information Commissioner or the
NDIS Quality and Safeguards Commission if needed.

Updates to This Policy

We review and update this policy regularly. The latest version will always be available on our website.