

Privacy Policy + Terms & Conditions

Effective Date: January 2025

Melbourne Sports Osteopathy is committed to protecting your privacy and handling your personal information in accordance with the Privacy Act 1988 and the Australian Privacy Principles (APPs). This Privacy Policy outlines how we collect, use, disclose, and store your personal and health information.

1. What Personal Information We Collect

We may collect the following types of personal and sensitive information:

- Identity & Contact Information – name, date of birth, address, phone number, and email
- Health Information – medical history, treatment notes, referral details, and other information relevant to your care
- Appointment & Billing Information – appointment history, Medicare or health fund details, and payment information
- Other Information – any additional details you provide voluntarily during consultation or through forms

2. How We Collect Your Information

We usually collect your personal information:

- Directly from you (in person, by phone, email, or through our website)
- From third parties with your consent (e.g. GP referrals, other health professionals)
- When you use our services or complete forms (online or in clinic)

3. Why We Collect Your Information

We collect and use your personal information for the following purposes:

- To provide safe and effective osteopathic care
- To maintain accurate medical records
- To communicate with you about your appointments or treatment
- To manage billing, payments, and health fund claims
- To comply with our legal and regulatory obligations

4. How We Store and Protect Your Information

Your information is stored securely in both electronic and physical formats. We take reasonable steps to:

- Protect your data from misuse, loss, or unauthorised access
- Limit access to personal information to authorised personnel only
- Use secure software and encryption where appropriate

We are required to retain certain records (e.g. treatment notes) for a minimum period under health regulations.

5. When We Disclose Your Information

We will not share your information without your consent, except when required or authorised by law. We may disclose information to:

- Other healthcare providers involved in your care (with your consent)
- Health insurers, Medicare, or third-party payers (for billing purposes)
- Regulatory bodies, if legally required (e.g. under a court order)
- Our practice management or IT providers (under confidentiality agreements)

6. Accessing and Correcting Your Information

You have the right to:

- Request access to the personal information we hold about you
- Request corrections if you believe your information is inaccurate or incomplete

Requests can be made in writing, and we will respond within a reasonable time, usually within 30 days.

7. Making a Complaint

If you have any concerns about how we handle your information, please contact us directly. We take all complaints seriously and aim to resolve them promptly.

If you're not satisfied with our response, you may contact the Office of the Australian Information Commissioner (OAIC):

Website: www.oaic.gov.au

Phone: 1300 363 992

8. Website and Cookies

If you use our website, we may collect limited information using cookies for functionality and analytics. This may include your IP address, browser type, and time spent on pages. You can manage cookies through your browser settings.

9. Contact Us

For any questions, access requests, or complaints, please contact:

Melbourne Sports Osteopathy

1442 Malvern Road, Glen Iris VIC 3146

melbournesportsosteopathy@gmail.com

10. Policy Updates

This Privacy Policy may be updated from time to time. The most recent version will be available on our website or at our clinic upon request.

Terms & Conditions of Service

By booking and attending an appointment with Melbourne Sports Osteopathy, you agree to the following terms of service:

1. Appointments

- Please arrive on time for your appointment to ensure the full consultation time is available.
- If you are late, your session may be shortened to avoid delaying other clients.

2. Cancellations & No-Shows

- We require a minimum of 10 hours notice to cancel or reschedule an appointment.
- Cancellations made within 10 hours of the scheduled time may incur a 50% cancellation fee.
- Failure to attend without notice ("no-show") may result in a full consultation fee being charged.
- Fees may be waived at our discretion in cases of emergency or exceptional circumstances.

3. Payments

- Payment is due on the day of service.
- We accept EFTPOS, credit card, HICAPS, etc.
- Health fund rebates may be available via HICAPS but vary by provider.

4. Consent to Treatment

- By attending an appointment, you provide informed consent to receive osteopathic treatment as discussed with your practitioner.
- You may withdraw consent or stop treatment at any time.

5. Scope of Practice

- We do not provide medical diagnoses or replace general medical care.
- Referrals to other healthcare providers may be made where appropriate.

6. Health & Safety

- Please inform your practitioner of any changes to your health, medications, or if you are pregnant.
- We maintain hygiene and safety protocols in line with Australian health standards.

Contact Us

For any questions, access requests, or complaints, please contact:

Melbourne Sports Osteopathy

1442 Malvern Road, Glen Iris VIC 3146

melbournesportsosteopathy@gmail.com