

EFFECTIVE PRIVACY POLICY

Privacy (Private Sector) Amendment Act 2000

Effective Australia collects information relating to your injury, treatment, recovery and return to work. Information about your workplace, the duties you perform as well as your general details (name, date of birth, address, telephone number) is also obtained. We use this information to work with you, your doctors, your employer, your Agent and other key parties to plan your rehabilitation in a way that results in a sustained return to suitable and productive work.

Effective Australia Pty Ltd may disclose this information to the Workers' Compensation Authority in your jurisdiction and the Agent who deals specifically with your claim. Information is also exchanged between us, your medical experts, employers, your representative, and allied health practitioners involved in recovery and return to work. Only information relevant to recovery and return to work will be collected by us and provided to such organizations in accordance with the relevant legislation.

Effective Australia is bound by the National Privacy Principles (NPPs) under the Privacy Act 2000 (as amended).

Organisational and Administrative Principles

Business, governance and administrative arrangements provide an appropriate infrastructure for reliable and consistent service provision to workers, employers, insurers and other relevant parties.

1. A comprehensive and robust corporate governance infrastructure
 - a. Systems of probity that avoid conflict of interest as well as prevent, manage and report malpractice/fraud.
 - b. Appropriate financial administration including accurate accounting.
 - c. Maintenance of appropriate and adequate insurances, including professional indemnity, public liability and workers' compensation.
 - d. Data collection, analysis and reporting of provider performance including return to work and durable return to work rates.
2. A records management system meeting State and Commonwealth legislation requirements
 - a. Comprehensive, accurate and accessible records pertaining to all clients, staff and business operations.
 - b. Security of storage of records in accordance with legislative requirements.
3. Privacy and confidentiality practices meeting relevant privacy legislation requirements
 - a. Systems that incorporate privacy and confidentiality requirements within all aspects of the organisational and administrative arrangements.

4. Safe work practices as well as return to work and injury management policies
 - b. Systems that comply with relevant injury management and workers compensation legislation.
 - c. Systems that comply with local workplace health and safety legislation.
5. Organisational management structure requirements
 - a. At least one person in the management structure with a qualification recognised as being sufficient to satisfy the requirements of a Workplace Rehabilitation Consultant and who is able to demonstrate at least five years' relevant workplace rehabilitation experience.

Quality Assurance and Continuous Improvement Principles

Quality systems ensure customer focused service delivery. Collection, analysis and monitoring of qualitative and quantitative data identify areas of strength and opportunities for systems and service improvement.

1. Quality Model
 - a. Quality systems that ensure customer focused service delivery, and collect, analyse and monitor qualitative and quantitative data to identify areas of strength and opportunities for systems and service improvement.
2. Quality assurance.
 - a. Implementation of appropriate review mechanisms (e.g. annual self-evaluations and internal peer reviews) to assure conformance with the Conditions of Approval.
 - b. Implementation and documentation of corrective and preventative actions and monitoring and review of their effectiveness.
3. Customer focus
 - a. System to collect, review, analyse and action solicited and unsolicited feedback from customers.
 - b. Implementation of an effective complaints management system.
4. Continuous improvement.
 - a. Systems for analysing information and data to identify of opportunities for improvement.
 - b. Planning, piloting, refining and implementing improvement strategies.
 - c. Monitoring and reviewing the effectiveness of any improvement strategies.

Staff Management Principles

Service delivery staff and contractors will possess appropriate skills, knowledge, qualifications and experience. A robust induction and continuous learning and development program supports the acquisition and maintenance of staff skills and knowledge.

1. Qualifications, knowledge and experience.
 - a. Systems for ensuring that Workplace Rehabilitation Consultants have the minimum qualifications (as outlined below) and the qualifications are verified.

Workplace Rehabilitation Consultants will have a qualification recognised, accredited or registered by one of the following associations or state registration boards:

- Australian Society of Rehabilitation Counsellors
- Rehabilitation Counselling Association of Australia
- Australian Association of Occupational Therapists (registered in QLD, SA, NT and WA)
- Physiotherapist Registration Board (registered)
- Australian Association of Exercise and Sports Science (accredited as Exercise Physiologists)
- Psychologists Registration Board (registered)
- Speech Pathology Australia
- Australian Association of Social Workers
- Medical Board (registered)
- Nurses Registrations Board (registered)

AND 12 months or more experience delivering workplace rehabilitation services.

Where Workplace Rehabilitation Consultants have less than 12 months' experience delivering workplace rehabilitation services, a comprehensive induction program will be completed and professional supervision provided for at least 12 months.

NOTE: Some workplace rehabilitation services can only be delivered by designated professional groups. The minimum qualifications to deliver these services are include in the description of the workplace rehabilitation services as specified by each jurisdiction.

- b. Workplace Rehabilitation Consultants have the appropriate skills, knowledge, and experience to deliver workplace rehabilitation services.
 - c. Workplace Rehabilitation Consultants have knowledge of injury management principles and workers compensation legislation, policy and procedure.
 - d. All staff interacting with injured workers and workplaces have

undergone current checks and clearances where appropriate (eg. police, security, OHS and child protection).

2. Induction and ongoing learning and development.
 - a. A robust induction and continuous learning and development program to support the acquisition and maintenance of staff skills and knowledge.
 - b. Staff have access to and understand all current policies and procedures relevant to their work.
 - c. Staff having appropriate supervision and support and participate in internal peer review processes.
 - d. Staff members are compliant with the professional code of conduct relevant to their particular qualification.

3. Adequate staff resourcing.
 - a. Caseload management systems that efficiently allocate cases to staff with the experience and skill level to match the worker's injury, needs and potential case complexity.
 - b. Handover practices where cases are reviewed and all relevant parties informed to maintain continuity of care for the worker.

Procedure

Your information is held in our offices in a secure environment, or supervised by a staff member when outside of our office. Our offices have an alarmed, monitored system. All of Effective Consulting & Rehabilitation's staff members have signed a confidentiality agreement, which means that information about you will not be used except in our professional duties.

Similarly, any contractors used by Effective will only be used once they demonstrate a commitment to the NPPs and have a signed agreement to that effect with Effective Australia Pty Ltd.

We are required by the legislation to collect information for the purpose of assisting with rehabilitation and return to work.

We may be unable to provide you with tailored services relevant to your recovery and return to work needs, should you fail to provide part or all of the information required.

We will advise you if we have obtained information about you from a third party, except in cases where the advice could pose a serious threat to the health or life of any other individual.

Information about you will not be used for direct marketing purposes.

Should we agree that information about you is not accurate, complete or up to date, we will correct that information.

Where there is a disagreement about the accuracy or completeness of information we hold and should we be unwilling to change it, you will have an opportunity to lodge a statement onto the file to state your opinion and advise of what you believe to be accurate information.

Access Policy

You are able to gain access to information we have about you. You must advise us in writing of your wish to view the information, and we will then arrange a mutually convenient time to provide you reading access only of our files. The timeframe between your request and reading access will be no more than 45 (forty five) days, unless a different timeframe is required by other legislation or regulations.

Complaints Policy

Should you have any complaint regarding Effective Australia's privacy practices please refer to the Complaints Disputes Policy and Procedure, and the following process is available to you:

- 1 Speak to the General Manager to advise of your complaint and, if necessary, arrange a time to meet and resolve the problem.

The timeframe between your initial contact with the General Manager and a face to face meeting will not be more than 21 days if you are readily available.

- 2 Should a resolution not be achieved, you may be able to contact the Privacy Commissioner to request an investigation and/or ruling.

Want more information? Visit the Privacy Commissioners website at:
www.privacy.gov.au

Signature: _____

Date: ____/____/____