

OUR QUALITY COMMITMENT



Version Date: 29 January 2018

As part of our quality commitment we will always strive to provide a positive experience for clients in achieving sustainable wellness at work. Our quality commitment is the responsibility of all staff who provide services, manage our business and teams, or provide support to our business.

CLIENT ATTENDANCE

Interact Injury Management is committed to ensuring the best possible service is provided to all clients who are referred for our services. We will always strive to meet your needs when scheduling appointments and your prompt attendance at scheduled appointments will ensure timely intervention and progress towards your goals.

CONFIRMING APPOINTMENTS

We will confirm any appointments with you in the method that is preferable to both you and your consultant. This may be in writing, via email, telephone or SMS. We may also remind you closer to your appointment date to confirm your attendance.

WHAT IF YOU CAN'T ATTEND AN APPOINTMENT?

We understand that sometimes circumstances arise that mean you may not be able to make a scheduled appointment. If this happens, it would be greatly appreciated if you could notify us prior to the appointment time so we may provide this time to another client.

We will reschedule your appointment when you contact us and make every effort to find a time that is suitable to you and your needs.

If you haven't notified us that you can't make an appointment, we may be required to notify the referring organisation or government body associated with your service. Please be aware that continued non-attendance at appointments may result in the withdrawal of financial benefits. Continued requests to reschedule appointments may also be perceived as failure to attend.

CLIENT FEEDBACK

Interact Injury Management is a Generation Health business. Interact aim to achieve customer satisfaction at all times. We appreciate all feedback regarding our services, and use this feedback to celebrate our success, reward and recognise our staff, and improve our approach and services.

Whilst we aim high, we appreciate that we may not always achieve customer satisfaction.

If you wish to give feedback regarding the quality of services provided, you can contact us in writing, electronically or via telephone. Friends, family and other organisations may also contact us on your behalf; in these circumstances Interact will continue to protect the privacy of your personal and/or sensitive information.

We will always deal with your feedback in a transparent, equitable, objective and unbiased manner. All genuine feedback will be taken seriously. We will acknowledge receipt of expressions of dissatisfaction in writing or via telephone within 24 hours of receipt.

We aim to resolve or refer any issues of dissatisfaction within 5 working days. Your privacy and anonymity will be maintained (where requested) and there is no charge for the feedback process.

All expressions of satisfaction will be reviewed and communicated accordingly. All expressions of dissatisfaction will be followed up by a member of Interact's management team, and we will investigate all relevant circumstances and information surrounding the issue raised. Our process will take into consideration the viewpoints of all parties involved and will be conducted with confidentiality, and anonymity where requested.

If Interact needs to interview you to better understand any concerns you may have, you may choose to bring a companion who may be a work colleague, family member or interested party. Interact will provide you with written advice on the outcome of your expressions of dissatisfaction, including the findings of the investigation, any decisions arising from this and the reasons for such decisions.

In the event we are unable to assist with the resolution of your dissatisfaction, we will actively cooperate with the appropriate governing body to assist resolve the issue.

If you require clarification on any of this information, please don't hesitate to contact us:

P 1300 618 868 **E** feedback@interactgroup.com.au



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AUSTRALIAN PRIVACY PRINCIPLES **PRIVACY POLICY**

Interact Injury Management is a Generation Health business. Protecting your privacy and the confidentiality of your personal and sensitive information is important to us, as it is fundamental to the way we conduct business. Interact Injury Management is sensitive to privacy issues and treats very seriously the ongoing trust our clients have placed in us. You can be reassured that Interact Injury Management has best practice procedures in place for handling and protecting your private and sensitive information.



Version Date: 23 January 2018

GAINING YOUR CONSENT

Interact Injury Management will provide you with a copy of this policy free of charge, and request that you provide written consent to collect, use and retain personal and sensitive information. Interact Injury Management will not collect any personal and/or sensitive information unless this written consent has been provided.

TYPES OF INFORMATION WE WILL COLLECT, STORE AND USE

The personal information, including sensitive information collected, stored, and used by Interact Injury Management may include:

- Personal details including but not limited to name, address, contact information, next of kin, and date of birth, as well as your racial or ethnic origin if we need to consider this in our service delivery.
- Medical reports and records including medical certificates, investigation and assessment findings and reports, previous rehabilitation provider or disability services provider records, contact information for current and past health providers and health information from successive health providers to assist with service delivery.
- Information from government bodies (such as iCare or WorkSafe), insurers and from agents engaged on behalf of insurers, which may include using your claim number as an identifier.
- Details pertaining to workers compensation claims, provision of welfare payments, wage details, or any other financial information or data relating to the service being provided.
- Employment history including but not limited to details of skills, abilities, training undertaken, past and current employer details.
- We may also collect and store photographic images of you to assist us with service delivery.

HOW INFORMATION WILL BE COLLECTED

Interact Injury Management will collect personal information, including sensitive information, from those parties indicated above in a variety of ways. This may include obtaining copies of reports and records, verbal discussion, and electronic copies of information. Records of all information obtained will be stored electronically within your client file.

PURPOSE FOR COLLECTING YOUR INFORMATION

Interact Injury Management will only collect personal information, including sensitive information that is reasonable, necessary, or directly related to the services to which you are involved. We require this information to guide our service delivery. This information is necessary to develop plans for your services, manage risks to your health, assess your physical or psychological function, understand your environment and how it impacts upon you, and tailor our services to your needs.

We may need to exchange personal information, including sensitive information, with other parties, including your doctor, other treatment providers, your employer, insurer, relevant government bodies, and other parties associated with the services we provide to you. Your personal information may also be disclosed to employees of Generation Health where their role or function is related to the administration, management or delivery of services to you.

We may continue to collect and use your personal information for the duration of your program or services.

CONSEQUENCES IF PERSONAL INFORMATION IS NOT COLLECTED

In some circumstances we may not be able to continue to provide our services to you if we are not able to collect personal or health related information.

DISCLOSING YOUR PERSONAL INFORMATION

Your personal information, including sensitive information, will not be disclosed to anyone other than those parties outlined in this privacy policy. There may be some circumstances and exceptions, as permitted under the Privacy Amendment (Enhancing Privacy Protection) Act 2012 and Privacy

Act 1988, Health Records and Information Privacy Act 2002 (NSW), and the Health Records Act 2001 (Victoria), where your personal, including sensitive information, may be disclosed.

Interact Injury Management will not disclose personal or sensitive information to overseas recipients.

STORAGE OF YOUR PERSONAL INFORMATION

Interact Injury Management will store your personal information, including sensitive information, securely and maintain its confidentiality. Access to your information will be restricted to authorised staff of Interact Injury Management.

ACCESSING YOUR PERSONAL INFORMATION

If you would like to access or revise your personal and/or sensitive information you can contact your Consultant to discuss this, or send a request via email to privacy@interactgroup.com.au, or contact us on 1300 618 868.

You are entitled to seek access to your personal and sensitive information and request correction of such information. Before access is permitted you will be required to establish proof of identity. In some instances it may not be possible to provide you with complete access if the request relates to existing or anticipated legal proceedings, or it would have an unreasonable impact on the privacy of others, or pose a serious threat to the health or life of any individual, and other circumstances set out in the Privacy Act 1988 and Privacy Amendment (Enhancing Privacy Protection) Act 2012, Health Records and Information Privacy Act 2002 (NSW), and the Health Records Act 2001 (Victoria).

Interact Injury Management will aim to respond to requests for access to and correction of personal information within 14 business days.

Where appropriate, your personal information will be provided to you, when requested in writing, in the manner that you have requested providing this is reasonable. In some instances there may be charges associated with the reproduction or supply of personal information, and this will be clearly communicated to you before we proceed with further action.

COMPLAINTS

Interact Injury Management have a number of procedures in place to ensure your personal information is protected. However, should you wish to complain about a breach of the Privacy Act, the Australian Privacy Principles (APP), or a registered APP code (if any), or legislation relating to health records that binds Interact Injury Management, please speak directly with your Consultant or with the Manager of the office you are dealing with. Alternatively, you can email privacy@interactgroup.com.au. Please refer to our complaints policy to understand how we will deal with your complaint.

In the event your complaint is not resolved by Interact Injury Management, you may escalate the matter to the Office of the Australian Information Commissioner, see www.oaic.gov.au, or the Information and Privacy Commission, NSW on 1800 043 159, see www.hccc.nsw.gov.au; or the Victorian Office of the Health Services Commissioner on (03) 8601 5200, see www.health.vic.gov.au/hsc, depending on your state of residence.

For matters relating to privacy and confidentiality you have the right to contact: Office of Australian Information Commissioner
GPO Box 5218 Sydney NSW 2001
Ph: 1300 363 992



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