

Privacy Policy

Wags Resources Pty Ltd

Trading as **Look Who's Talking – Speech and Language Pathology**

Last Updated: June 2026

1. Introduction

Look Who's Talking – Speech and Language Pathology ("we", "our", "us") is committed to protecting the privacy and confidentiality of personal information and health information collected in the course of providing allied health services.

This Privacy Policy explains how we collect, use, disclose, store and protect personal information in accordance with applicable Australian privacy laws, including the Privacy Act 1988 (Cth) and the Australian Privacy Principles.

Our services are primarily provided to children and their families, although services may also be provided to adults where appropriate.

2. Who We Are

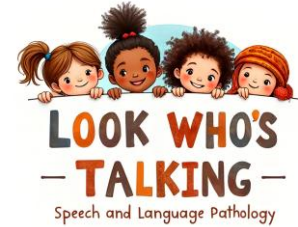
Wags Resources Pty Ltd, trading as Look Who's Talking – Speech and Language Pathology, provides speech pathology and occupational therapy services from our clinic in Sinagra, Western Australia, as well as in schools, homes, community settings and via telehealth.

3. The Information We Collect

We may collect personal and health information including:

Personal Information

- Full name
- Date of birth
- Residential and postal address
- Telephone number
- Email address
- Emergency contact details
- Parent, guardian or caregiver information
- Medicare details (where applicable)



- NDIS participant information
- Funding source information
- Billing and payment information

Health Information

- Medical history
- Developmental history
- Assessment results
- Therapy notes and clinical records
- Referrals and reports
- Information provided by doctors, specialists, schools and other healthcare providers
- Photographs, audio recordings or video recordings where consent has been provided
- Telehealth consultation records

4. How We Collect Information

We may collect information directly from:

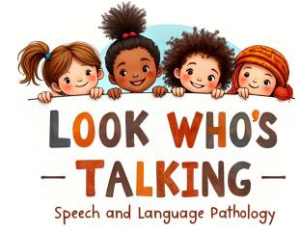
- Clients
- Parents, guardians or carers
- Referral forms
- Intake forms
- Telephone calls and emails
- Consultations and assessments
- Telehealth appointments
- Our website
- Schools, childcare centres and educational providers
- Medical practitioners and specialists
- NDIS representatives
- Other healthcare providers
- Funding bodies and insurers

Where reasonable and practical, we collect information directly from the individual or their parent or guardian.

5. Why We Collect Information

We collect personal and health information to:

- Provide speech pathology and occupational therapy services
- Assess client needs and develop therapy plans



- Communicate with clients and families
- Arrange appointments
- Prepare reports and recommendations
- Liaise with schools, healthcare providers and funding agencies
- Meet legal, professional and regulatory obligations
- Process payments and manage accounts
- Improve our services
- Conduct telehealth consultations
- Respond to enquiries and complaints

6. Disclosure of Information

We may disclose personal or health information where necessary to provide services or where authorised by law.

This may include:

- Parents, guardians or authorised representatives
- General practitioners and medical specialists
- Occupational therapists, speech pathologists and other treating professionals
- Schools, teachers and education support staff
- Childcare centres
- NDIS planners, support coordinators and Local Area Coordinators
- Funding bodies and insurers
- Government agencies where required by law
- Legal representatives where authorised or required

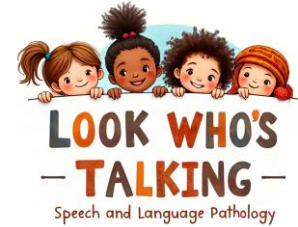
We will generally obtain consent before sharing information unless disclosure is required or authorised by law.

6A. Consent to Communicate with Third Parties

To provide effective services, we may communicate and exchange information with relevant third parties involved in a client's care, education, support or funding arrangements.

These parties may include:

- Parents, guardians and authorised family members
- Schools, teachers and education support staff
- Childcare and early learning centres
- General practitioners, paediatricians and other medical specialists
- Allied health professionals



- NDIS representatives, support coordinators and Local Area Coordinators
- Funding bodies and insurers

Where required, we will obtain consent before sharing information. Consent may be provided through service agreements, intake forms, written authorisation or other documented means.

Clients or their authorised representatives may withdraw consent at any time, subject to legal, professional and clinical obligations.

7. Telehealth Services

Where services are provided via telehealth, we take reasonable steps to protect privacy and confidentiality.

Clients should be aware that:

- Telehealth consultations involve electronic communication.
- While secure systems are used where possible, no online transmission can be guaranteed to be completely secure.
- Clients are encouraged to participate in telehealth sessions from a private location.

8. Practice Management Software and Technology

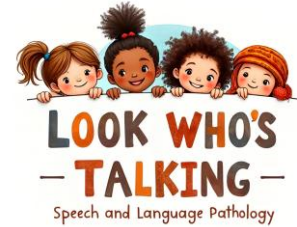
We use Splose to manage appointments, clinical records, communications and administrative functions.

Information stored electronically may be held on secure servers operated by third-party service providers. We take reasonable steps to ensure these providers maintain appropriate privacy and security standards.

9. Website Information

When visiting our website, certain information may be collected automatically, including:

- IP address
- Browser type
- Device information
- Pages visited
- Date and time of access



Our website may use cookies or similar technologies to improve website performance and user experience.

Users may adjust browser settings to disable cookies, although some website functionality may be affected.

10. Storage and Security

We take reasonable steps to protect personal and health information from misuse, interference, loss, unauthorised access, modification or disclosure.

Security measures may include:

- Secure electronic record systems
- Password-protected devices
- Restricted staff access
- Staff confidentiality obligations
- Secure storage of physical records
- Regular software updates and cybersecurity measures

Only authorised personnel have access to information necessary for their role.

11. Access to Personal Information

Clients, or their authorised representative, may request access to personal information held by us.

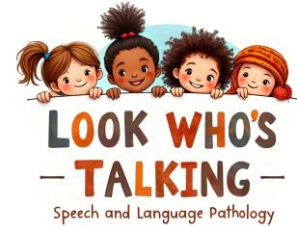
Requests should be made in writing. We will respond within a reasonable timeframe and may charge a reasonable administrative fee for providing copies of records where permitted by law.

Access may be refused in circumstances permitted under Australian privacy legislation.

12. Correction of Information

We take reasonable steps to ensure information is accurate, up-to-date and complete.

If you believe information we hold is inaccurate, incomplete or out of date, please contact us and we will take reasonable steps to correct it.



13. Retention of Records

Clinical records are retained for the period required by applicable laws, professional standards and regulatory requirements.

When records are no longer required, they will be securely destroyed or de-identified.

14. Children and Young People

As our services are primarily provided to children, personal information is commonly collected from parents, guardians and carers.

Where appropriate, we may also collect information directly from a child or young person and involve them in decisions about their information in accordance with their age, maturity and legal rights.

15. Complaints

If you have concerns about how your personal information has been handled, please contact us using the details below.

We will investigate complaints and respond within a reasonable timeframe.

If you are not satisfied with our response, you may contact the Office of the Australian Information Commissioner.

16. Contact Us

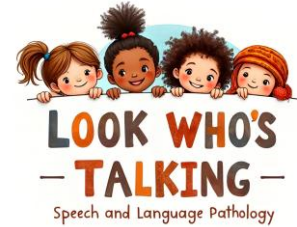
Look Who's Talking – Speech and Language Pathology
Wags Resources Pty Ltd

Address: 3 Messina Drive, Sinagra WA 6065

Email: admin@lookwhostalkingslp.com

Phone: 0422 600 845

Website: <https://www.lookwhostalkingslp.com/>



If you have any questions, concerns or complaints regarding this Privacy Policy or the handling of your personal information, please contact us using the details above. We will investigate your concerns and respond within a reasonable timeframe.

17. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in legislation, technology or our services.

The current version will always be available on our website.