



Sensational Kids

Sensational Kids Privacy Policy

Updated February 2026

Sensational Kids manages client information in accordance with the *Privacy Act 1988 (Cth)* (as amended, including the *Privacy and Other Legislation Amendment Act 2024*), the Australian Privacy Principles, and the *Health Records Act 2001 (Vic)*.

Client Information

As part of providing health services to you or your child, Sensational Kids collects and records personal and health information about you and/or your child that is relevant to your current situation.

Information is gathered as part of intake, assessment, and intervention for you or your child and is seen only by Sensational Kids staff. The information remains confidential and cannot be disclosed without your consent, except as required by law.

Information is retained to enable therapists to provide a relevant and informed service, and after completion of services as required by law. After the required retention period, records are destroyed.

Sensational Kids takes all reasonable steps to ensure information we collect or disclose is accurate, complete, and up to date. Our electronic client records are stored in a password-protected, encrypted client management system with access controls. Paper records are stored in locked areas. We implement technical and organisational measures, including staff training and regular security reviews, to protect your information.

Requests to Access and Correct Client Information

At any stage, clients and/or parents may request to see the information about them kept on file - verbally or by emailing us via the contact us page on our website. The manager or therapist may discuss contents with you and/or give you a summary or copy. All requests for access to information should be lodged with administration using the Sensational Kids official File Request Form and be processed and recorded in the Practice Management System. These requests will be responded to within five business days, and an appointment made if necessary for clarification purposes.

If you think the personal information we hold about you is incorrect, we will take all reasonable steps to correct it. You also have the right to request deletion of your information where permitted by law.



Sensational Kids

Concerns

If you have a concern about the management of your personal information, please notify the therapist or administration in the first instance. If the issue cannot be resolved, you may contact the Manager on 03 9578 7560 (Cheltenham) or 03 8560 4050 (Kensington).

Ultimately, if you wish to lodge a formal complaint about the use of, or access to, your personal information, you may do so with the Office of the Australian Information Commissioner (OAIC) at www.oaic.gov.au, phone 1300 363 992, or GPO Box 5218, Sydney NSW 2001.