uplift therapy

Welcome Pack

WELCOME FROM OUR PRACTICE DIRECTOR



Welcome to the Uplift Therapy family!

Our practice is passionate about providing a collaborative team to support you in achieving your goals. This is why we offer occupational therapy, speech pathology, educational advisor, allied health assistants, and social work within our team.

We are located at **25 Merz Street in Lucas** and we also provide support in the central Ballarat area to homes, schools, and kindergartens.

We strive to make a positive difference in the lives of each and every family, hence the name Uplift.

As the practice director it is one of my highest priorities to ensure that you have a great client experience working with us. We value open and honest communication and I am always happy for you to contact me if you have any feedback or recommendations for us. Our service is based on being responsive to our clients and family needs.

The purpose of this booklet is to provide important information about Uplift, our policies and to serve as an ongoing reference tool for families as they progress through various stages of their therapy journey.

If you ever have anything your wish to discuss related to our services, please don't hesitate to contact me directly via email (steph@upliftherapy.com.au) or phone 0427 940 556.

I hope you enjoy your time with Uplift Therapy, and that we can help you kick goals!

Yours Sincerely,

Stephanie Van Velzen

Our Commitment to Work Health & Safety

- Uplift therapy is committed to providing a safe and healthy working environment for our team, clients, and other persons in our workplace, so far as reasonably practicable. We aim to achieve this by management and staff working together, following a program of health and safety activities and procedures which are monitored and reviewed quarterly to achieve best practice and ensure compliance with current legislation.

Our Objectives:

- To provide a safe and healthy work environment for our team, clients, and other persons in our workplace;
- To provide programs of health and safety activities (including training) and procedures which are continually updated and effectively carried out.
- To identify and eliminate or reduce hazards and risks to health and
- To comply with all relevant OHS laws, rules, standards and codes of practice.

Infection Control

- Uplift has an infection control policy in place to protect your family from contracting diseases and infections from others in our workplace. Our staff are all regularly trained in infection control principles and our procedures in relation.

Our risk management approach to infection control includes:

- Therapists will disinfect their hands before and after each client contact and cleaning the therapy tables and wipe-able materials (e.g. toys, games) regularly.
- We ask that you cancel scheduled sessions with us if you or your children are unwell with a potentially contagious illness.
- Our therapists will not work on days where they are unwell too, so that they don't pass on any illness to their clients.

Cancellation Policy

As you can appreciate, Uplift Therapy services are in high demand, with families often waiting to receive appointments. We are committed to providing a high-quality service and our therapists dedicate significant time preparing for valuable appointments. The following policies apply for appointment cancellations, late arrivals and failures to attend.

Late cancellation of an appointment

Clients unable to attend a scheduled appointment must cancel the appointment two business days prior to the appointment, to avoid cancellation fees. This is why you will receive an SMS Reminder two full days prior to your scheduled appointment.

If there are three consecutive late cancellations, we will contact you to discuss your situation and whether we can make any changes to our service to better suit your needs.

If clients fail to attend a confirmed scheduled appointment and no notice is received the full appointment fee is payable. Please note that payment is required prior to your next scheduled session.

Late arrival to an appointment

To ensure an efficient service schedule we ask that you arrive promptly for your scheduled appointments, and we try our best to keep to our schedule, so we don't keep you waiting too. Late arrivals will still incur the full fee for the scheduled appointment. Unfortunately. since our therapists have other appointments scheduled before and after, the session cannot be extended if you are late.

Privacy & Confidentiality

We are committed to safeguarding the confidentiality of any personal or health information of individuals by:

- Creating procedures that protect privacy with regard to the collection, storage and disclosure of Personal Information; and
- Complying with the Australian Privacy Principles and the Privacy Act 1988 (Cth).

Collection of Personal and Sensitive Information

We only collect Personal Information on individuals with their consent. Generally, we collect your Personal Information and Sensitive Information directly from you. We collect information through various means. We will not collect information unless it is necessary for the functions or activities of Uplift Therapy.

There are situations where we may also obtain Personal Information about you from a third-party source (for example a GP). If we collect information about you in this way, we will take reasonable steps to contact you and ensure that you are aware of the purpose for which we are collecting your Personal Information and the organisations to which we may disclose your information, subject to any exceptions under the Privacy Act.

Use and disclosure of Personal and Sensitive Information

We only use Personal Information for the purposes for which it is given to us, or for the purposes which are related to one of our functions or activities. Identifying personal information will not be disclosed for marketing purposes.

The Personal Information we collect from you will be used primarily to render services related to your therapy services and business. We may also disclose your Personal Information to other external organisations including:

- government departments/agencies who provide funding for Uplift services;
- doctors and health care professionals, who assist us to deliver our services; and
- our professional advisors, including our accountants, auditors and lawyers.

Except as set out above, Uplift will not disclose an individual's Personal Information to a third party unless one of the following applies:

- the individual has consented;
- the individual would reasonably expect us to use that information for another purpose related to the purpose for which it was collected (or in the case of sensitive information –directly related to the purpose for which it was collected);
- it is otherwise required or authorised by law;
- it will prevent or lessen a serious threat to somebody's life, health or safety or
- to the public health or safety;
- it is reasonably necessary for us to take appropriate action in relation to
- suspected unlawful activity, or misconduct of a serious nature that relates to
- our functions or activities;
- it is reasonably necessary to assist in locating a missing person;
- it is reasonably necessary to establish, exercise or defend a claim at law;
- it is reasonably necessary for a confidential dispute resolution process;
- it is necessary to provide health services;
- it is necessary for the management, funding or monitoring of a health service
- relevant to public health or public safety;
- it is necessary for research or the compilation or analysis of statistics relevant
- to public health or public safety;

- it is reasonably necessary for the enforcement of a law conducted by an enforcement body, in this case Uplift will make a written note of the disclosure;
- a permitted general situation exists, as defined in s16A of the Privacy Amendment (Enhancing Personal Privacy) Act 2012; or a permitted health situation exists as outlined by s16B of the Privacy Amendment (Enhancing Personal Privacy) Act 2012.

From time to time our therapists may use email as a communication method to provide clients with items such as: newsletters, invoices, general business updates, progress notes and clinical reports etc. These items may contain your personal or sensitive information. Whilst your information will only be provided to you and other approved (by you) parties in this manner, clients need to be aware that there is a risk that this information may be accessed by other parties without authorisation (for example, if our email system is 'hacked' or a virus is received). Uplift will take all reasonable steps to mitigate this risk, including regularly changing software passwords, not accessing software/emails from unauthorised computers, following a strict Information Technology policy etc.

Security of Personal and Sensitive Information

Uplift Therapy takes reasonable steps to protect the Personal Information and Sensitive Information we hold against misuse, interference, loss, unauthorised access, modification and disclosure.

These steps include password protection for accessing our electronic IT systems, securing paper files in locked cabinets and applying physical access restrictions. Only authorised personnel are permitted to access our systems and controlled premises.

When Personal Information is no longer required, it is destroyed in a secure manner, or will be de-identified.

Uplift uses Splose to store client records such as photos, reports, file notes, and videos, and will take all reasonable measures to protect your Personal Information by:

- gaining your consent to the disclosure; or
- ensuring that the country of destination has similar protections in relation to privacy, and does not breach the Australian Privacy Principles; or
- entering into contractual arrangements with the recipient of your Personal Information that safeguards your privacy.

Alternatively, if the information is required under Australian law, or if the information is required or authorised under international agreement to which Australia is a party to, or if is reasonably necessary by an enforcement body it may be shared.

Note: All our staff are bound by confidentiality and privacy policies, procedures and agreements, which apply both during and following employment with Uplift Therapy. This includes the provision that if any staff comes into contact with a client of Uplift outside of the clinic they will not acknowledge or approach the client – in order to safeguard the clients' confidentiality rights.

Commitment to Child Safety

At Uplift Therapy we make sure that child safety is our main priority. We are committed to implementing and upholding all 11 Victorian Child Safe Standards in our practice.

We want all children to be safe, happy, and have their voices heard about things that happen in their life. This means that children and young people have the right to participate in decisions affecting them and will be supported to do so in age-appropriate ways. This might include things such as letting us know about their experiences with our service, how we can improve, and how we can make sure they feel, safe. We promise to always support and respect all children, young people, and their families.

We have zero tolerance of child abuse, and any concerns of abuse or safety concerns will be treated very seriously and consistently with our policies and procedures. We also have legal and moral obligations to contact authorities when we are worried about a child's safety.

Uplift Therapy will always be committed to preventing child abuse and identifying any potential risks early, helping us to reduce and remove risks completely where possible. We have very strict human resources and recruitment practices for all staff, contractors, and volunteers, to make sure that anyone working with children from Uplift Therapy has undergone several mandatory checks to make sure that they are safe to do so.

Every child deserves to feel safe and valued. We understand that some children—including Aboriginal and Torres Strait Islander children, children from multicultural families, children with disabilities, children in care, and LGBTQIA+ children—might face extra challenges or need services that truly understand them. We work hard to create a space where every child's identity, culture, and needs are respected and celebrated.

Our Services

Our team includes key workers, occupational therapists, speech pathologists, educational advisor , mental health clinicians, allied health assistants, and dedicated practice support staff — all united by a shared commitment to helping children thrive in the ways that are most meaningful to them and their families.

We believe that therapy works best when children feel safe, valued, and understood. That means:

- Listening to children and families, not just about them
- Using a child's interests and motivations as the foundation for therapy
- Working collaboratively with schools, carers, and other providers
- Being honest about what we know — and that we are all lifelong learners
- Respecting the autonomy and identity of every child we work with

We Welcome Your Feedback

As part of our commitment to open communication and continuous improvement, we encourage both our staff and our clients to provide constructive feedback (whether positive or negative) on our services. Clients can provide feedback, formally or informally, to their therapist within the team or our Practice Director.

A copy of our Feedback Form is available on our website, and from reception. You can also call us on 0427 940 556 or email us at feedback@upliftherapy.com.au

All feedback received will be recorded by Uplift and appropriate consideration and/or action taken in relation. Where appropriate, Uplift will advise the person/s providing the feedback with information regarding the action and/or outcomes taken and achieved.

Commencing your therapy journey takes courage and trust. We do not take that lightly. From your very first contact with Uplift Therapy, our aim is for your family to feel welcomed, informed, and genuinely supported.

You know your child best. We are here to walk alongside you — bringing our clinical knowledge and our whole hearts to every session.

We look forward to meeting you and your child.

— The Uplift Therapy Team