

NURTURING HANDS ALLIED HEALTH PTY LTD

Audio and Visual Recording Consent Form V1.0

Version 1.0 · September 2026

Participant details

Participant name: _____

Date of birth: _____

NDIS or TAC number (if applicable): _____

Date: _____

About this form

Sometimes we may ask to make an audio recording, a video recording, or take photographs during your therapy sessions or telehealth appointments.

This form asks for your permission.

You can choose some options and not others.

You can say no to all of them.

Consent is voluntary. Saying no, or changing your mind later, will not affect the support you receive, and you will not be disadvantaged in any way.

Why we might record

- To help you remember and practise your therapy program.
- To support clinical communication between our Allied Health Assistant and your own treating Allied Health Professional.
- To help us take accurate notes of your session using an AI-assisted clinical documentation tool (we use Heidi), so our records are accurate and so our Allied Health Assistants can spend their time supporting you rather than writing notes.
- For quality improvement and supervision.
- For staff training.
- Only if you separately agree, for promotion of our services.

What this consent covers — please tick each option you agree to

- ☐ I agree to my session being recorded for note-taking purposes using an AI-assisted clinical documentation tool (we use Heidi). The audio is transcribed to produce clinical notes about my session. Session recordings are automatically deleted after 90 days, and transcripts are automatically deleted after 90 days. I understand a third-party provider processes the audio to create the transcript and may process data outside Australia. If I do not agree, my Allied Health Assistant will take notes manually instead.
- ☐ I agree to audio recording of my therapy sessions or telehealth appointments, so I can listen back and practise my program.
- ☐ I agree to video recording of my therapy sessions or telehealth appointments, so I can

watch back and practise my program.

- ☐ I agree to photographs or video being taken to document my therapy setup, equipment or progress.
- ☐ I agree to my treating Allied Health Professional being able to view or hear recordings of my sessions for clinical guidance and supervision of our Allied Health Assistants.
- ☐ I agree to recordings being used for internal quality improvement, supervision and staff training. Where recordings are used for training, they will be de-identified wherever practicable.
- ☐ I agree to photographs or recordings being used in Nurturing Hands promotional material, including our website and social media. This is optional and separate from your therapy. You can withdraw this consent at any time.
- ☐ I do NOT agree to any recording. That is completely okay. We will still provide your support as normal.

Recording for note-taking (AI-assisted transcription)

Nurturing Hands uses an AI-assisted clinical documentation tool called Heidi to help write session notes.

How it works: the session is recorded, the audio is converted into a written transcript, and the transcript is used to produce clinical notes.

Session recordings are automatically deleted after 90 days. Transcripts are automatically deleted after 90 days.

The clinical notes produced from the session form part of your health record and are retained in line with our record-keeping obligations.

Heidi is a third-party service. Audio and transcript data is processed by that provider, and some processing or storage may occur outside Australia. We rely on the provider's contractual and privacy arrangements, and we remain responsible for protecting your information. Where information is disclosed overseas, we take reasonable steps to ensure the provider handles it consistently with the Australian Privacy Principles, including under Australian Privacy Principle 8.

The notes produced become part of your health record. They are stored securely and handled in line with our Privacy Policy V2.0.

You can say no. If you do not agree, we will take notes manually instead and your support will not change in any way.

You can ask us to stop recording at any point during a session, and we will stop immediately.

You can withdraw your consent at any time.

You can ask us to take notes manually instead of using the AI transcription tool, at any time, and this will not affect your support.

What we will NOT do

- We will not record you without your consent.
- We will not record other people (including other participants, family members or support workers) without their consent.
- We will not use recordings for any purpose you have not agreed to.
- We will not sell your recordings or share them with anyone for marketing by a third party.
- We will not use recordings in a way that identifies you publicly unless you have specifically

agreed to that.

- We will not make a recording of a session if you ask us to stop, or ask us not to start.
- We will not record a session for note-taking without your agreement.
- We will not use your recording or transcript for any purpose other than producing your clinical notes, unless you have separately agreed.
- We will not sell your recording or transcript, or share it for third-party marketing.

Your rights

- You can stop a recording at any time during a session. Just tell us.
- You can withdraw your consent at any time, in writing or by telling us. You do not need to give a reason.
- Withdrawing consent will not affect the support you receive.
- You can ask to see or hear a recording we hold of you.
- You can ask us to delete a recording we hold of you, and we will do so unless we are required by law to keep it.
- You can ask us to take notes manually instead of using the AI transcription tool, at any time, and this will not affect your support.
- You can ask us questions at any time.

How we store and protect recordings

Recordings are stored securely, either in our secure electronic systems or secure cloud storage. Access is limited to authorised staff and to the people who need it for the purpose you agreed to.

Session recordings used for AI transcription are automatically deleted after 90 days, and transcripts are automatically deleted after 90 days, in accordance with our settings. The resulting clinical notes are retained as part of your health record.

We handle recordings in line with our Privacy Policy V2.0 and the Australian Privacy Principles under the Privacy Act 1988 (Cth).

Recordings are retained only as long as needed for the purpose you agreed to, or as required by law or our professional obligations, and are then securely destroyed or deleted.

Health information and images are sensitive information and are given a higher level of protection.

If there is a data breach likely to result in serious harm, we will notify affected individuals and the Office of the Australian Information Commissioner as required under the Notifiable Data Breaches scheme.

Withdrawing your consent

You can contact us by phone on 03 9003 0253, by email at deb@nurturing-hands.com.au, or in writing to 15 Caromar Street, Croydon VIC 3136.

Once we receive your withdrawal, we will stop recording and will delete or de-identify existing recordings unless we are legally required to retain them.

If a recording has already been used in published material, we will take reasonable steps to remove it.

Consent given by a representative

Representative name: _____

Relationship to participant: _____

Best contact: _____

I confirm I am authorised to give consent on the participant's behalf. Where the participant is able to express their own views, we will involve them in the decision as far as possible.

Declaration and signature

I have read this form, or had it explained to me. I understand what I am agreeing to. I understand I can change my mind.

Participant:

Name: _____

Signature: _____

Date: _____

Representative (if applicable):

Name: _____

Signature: _____

Date: _____

Nurturing Hands Allied Health Pty Ltd — staff witness:

Name: _____

Signature: _____

Date: _____

Contact us

Nurturing Hands Allied Health Pty Ltd

ABN: 70 682 174 812

Address: 15 Caromar Street, Croydon VIC 3136

Phone: 03 9003 0253

Email: deb@nurturing-hands.com.au

Website: nurturing-hands.com.au

If you are not happy with how we have handled your recordings or your information, you can contact the NDIS Quality and Safeguards Commission on 1800 035 544 or at ndiscommission.gov.au.

This form is a record of your consent. It does not replace our Privacy Policy V2.0 or your Service Agreement.

This document is a plain-English summary and is not legal advice.

