

SPROUTS Clinic Policy

Overview

This document explains important information about the Speech Pathology Clinic.

Please read this document carefully. After reading this document, you will be asked if you agree to agree to the clinic's **terms** and **conditions policies**.

The Speech Pathology Clinic is part of the UTS Graduate School of Health.

The clinic provides services to:

- Children
- Teenagers
- Adults
- People in the local community
- People across Australia
- People living overseas

You can contact the clinic yourself. A health care provider, such as your doctor, can also send us a written referral.



Student Learning Clinic

The clinic is a **student learning clinic**.

This means that Master of Speech Pathology students may provide services to clients.

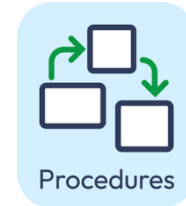
All **students** are **supervised** by a **Certified Practicing Speech Pathologist**.

A Certified Practicing Speech Pathologist is a qualified speech pathologist who is approved to practice professionally.

Services We Provide

The clinic provides speech pathology services for:

- Communication
- Speech
- Language
- Voice
- Swallowing
- Mealtimes



Services may include:

- Assessment
- Treatment
- Advice
- Support for families, carers, and other professionals

The speech pathologists use **evidence-based practice**.

This means we use research, professional knowledge, and client needs to guide your assessment, treatment and care.

How Services Are Provided

Services may be provided in person at the **clinic** or by **Tele-practice**

Tele-practice means your appointment happens by phone or video call

Phone appointments are **only** available for **teenagers and adults**.

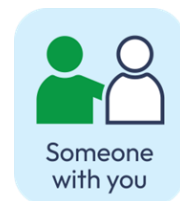
Tele-practice uses the same types of assessment and treatment as in-person sessions. The main difference is that you do not attend the clinic in person.

For children under 16 years old, a parent or responsible adult must be present for the whole Tele-practice session.

This adult may be:

- A parent
- A carer
- A teacher
- Another responsible adult approved by the family

The adult must supervise the child during the whole session.



Supervision

Speech pathology students and speech pathologists at the clinic receive **supervision** and **support**.

Supervisors are experienced speech pathologists. They have skills in assessing and treating:

- Communication difficulties
- Swallowing difficulties

Supervision may include:

- Watching clinic sessions
- Talking about client care in case meetings
- Giving feedback to students and clinicians



This supervision helps make sure clients receive safe and high-quality care.

Confidentiality

The clinic will **protect** your **privacy**.

Speech pathologists, students, and supervisors must keep your information private.

We will treat your personal and private information with care.

Any personal **information collected** by the clinic will be kept **confidential**.



Confidential means your information will not be shared unless there is a clear reason, such as:

- You give permission
- The law requires it
- There is a serious risk to your safety or someone else's safety

Safety and Inclusion

The clinic is a **safe space for everyone**.

We welcome and support people of all cultures, languages, genders, religions and orientations.

Everyone in the clinic **must not discriminate** against other groups or individuals.

Privacy Notice

The clinic collects information needed to provide safe and helpful care.

This may include your:

- Name
- Date of birth
- Contact details
- Health information
- Personal information related to your care



You can choose what information you give to the clinic.

If you choose not to share important information, it may affect your:

- Assessment
- Diagnosis
- Treatment
- Safety during care

Using Your Information

The clinic uses your personal and health information to provide services.

This may include:

- Assessment
- Diagnosis
- Treatment



Your information can **only** be **accessed** by the **speech pathologists involved in your care**.

Please also read the sections about:

- Observation and recording of sessions
- Research

These sections explain other ways your information may be used. We will ask your permission when needed.

Your **information** will **only** be **shared with** staff who **are allowed to access client records**.

The clinic will not share your information with other people or services unless:

- You give consent
- The law allows it
- The law requires it

For example, the clinic may need to share your information if:

- A court requires us to provide information
- Not sharing the information may place you or another person at serious risk
- The law says the information must be reported



Contacting Other Professionals

During your care, your speech pathologist may suggest contacting other people involved in your support.

This may include:

- Doctors
- Teachers
- Other health professionals
- Support workers
- Family members or carers



This can help with your assessment, treatment, or ongoing support.

The clinic will only contact these people or share information with them if you give consent, unless we are required by law to do so.

Accessing or Correcting Your Information

You can ask to see the personal information the clinic holds about you.

You can also ask for information to be corrected if it is wrong or out of date.

If you would like to see or correct your information, please contact the Clinic Director in writing.

The clinic will review your request individually.

The clinic will respond to requests within 21 working days.



Erasing or Deleting Your Personal Information

You can ask the clinic to erase or delete your personal information.

In some cases, the clinic may not be allowed to delete your information straight away.

This is because the law may require the clinic to keep records for a minimum amount of time.

When the clinic is legally allowed to delete your information, we will process your request.

Your information will be destroyed using a safe and secure method.

To ask for your personal information to be erased or deleted, please contact the Office Manager: speechpathology.clinic@uts.edu.au.



Complaints

If You Have a Privacy Concern

Please tell us if you think:

- Your privacy has not been protected
- Your personal information has not been handled properly
- You are worried about how your information has been used, stored, or shared

You can contact the Clinic Manager by email first.

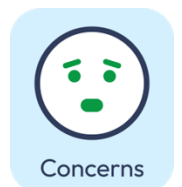
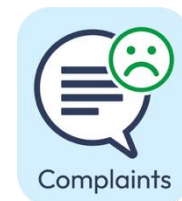
- Clinic Manager email: speechpathology.clinic@uts.edu.au
- Phone: (02) 9514 7189

If You Still Have Concerns

If you are still concerned after contacting the Clinic Manager, you can ask for an internal meeting with clinic staff.

An **internal meeting** means you can speak with someone at the clinic or university about your concern.

More information can be found here:



Making a complaint: <https://www.uts.edu.au/about/uts-governance/privacy-uts/your-privacy-uts/complaints>

Observation and Recording of Sessions

Some clinic sessions may be:

- Watched by supervisors or students
- Audio recorded
- Video recorded

This may happen for:

- Student learning within the Masters of Speech Pathology degree
- Supervision
- Staff training
- Professional development



Professional development means ongoing learning that helps staff improve their skills.

Consent

We will ask for your **permission before recording your session**.

You can choose to:

- Agree to recording
- Say no to recording
- Ask for recording to stop
- Agree to recording but not allow the recording to be kept



You can change your mind at any time.

Saying no will not affect the services you receive.

Observation of Sessions

Your **session may also be observed**.

Observed means another approved person watches the session for learning or supervision.

You will be told before your session if it may be observed.

You can choose to:

- Agree to observation
- Say no to observation
- Change your mind and withdraw your consent at any time



Saying no will **not** affect your care.

Use of Recordings for Teaching

The UTS Speech Pathology Clinic is linked with the UTS Master of Speech Pathology degree.

With your **permission**, **recordings may be kept and used for teaching and learning** in the degree.

If you agree, recordings may be:

- Stored for teaching and learning
- Accessed by the UTS Master of Speech Pathology academic team
- Shown to students in classes



Recordings will only be used to support speech pathology education.

Keeping Recordings Confidential

All recordings are kept confidential within UTS.

Depending on the consent you give, recordings may be seen by:

- The clinic team
- Clinical supervisors
- The UTS Master of Speech Pathology academic team
- Speech pathology students in classes



Your **recordings will not be used outside the consent you provide, unless required by law.**

Research at the Clinic

The Speech Pathology Clinic is also a **research site**.

This means some research studies may take place at the clinic.

All research must be approved by the University of Technology Sydney Human Research Ethics Committee before it can happen.

This committee checks to make sure research to make sure it is safe, fair, and respectful.



Being Contacted about Research

You may be told about research studies that could be relevant to you.

On the signature page of the consent form, you can choose whether you agree to be contacted about research.

You can choose:

- Yes, I agree to be contacted about research
- No, I do not want to be contacted about research



If you agree to be contacted and you may be suitable for a study, you will be sent an information sheet.

The information sheet will explain:

- What the study is about
 - What you would need to do
 - Any possible risks or benefits
 - Who to contact with questions
-

Taking Part is your Choice

Taking part in **research is completely voluntary**.

This means it is your choice.

You can choose to:

- Take part
- Not take part
- Ask questions before deciding
- Change your mind later

Choosing not to take part in research will not affect:

- Your clinic services
- Your care
- Your relationship with clinic staff
- Any future services at the clinic



Storage of Information

Client files are stored securely in electronic format.

This means records are **kept in a secure digital system**.

Only approved staff can access client information when they need it for their work.

This may include:

- The treating speech pathologist
- Clinical supervisors
- Clinic administration staff

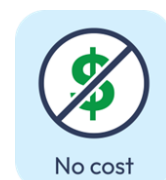
Staff can only access client information as part of their clinic duties.



Fees

At this time, **there are no fees for speech pathology services at the UTS Speech Pathology Clinic.**

This information is correct at the time this document was written.



Service	Fee
Assessment	\$0
Treatment	\$0
Maintenance session, 30-40 minutes	\$0
Standard report	\$0
Medico-legal report	\$0
Cancellation with less than 24 hours' notice	\$0
Not attending with no notice	\$0

A **medico-legal report** is a report that may be used for medical or legal purposes.

Appointments and Cancellations

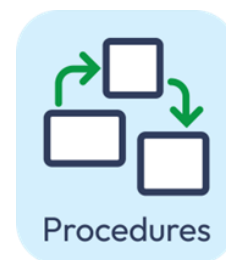
After your assessment, the speech pathologist may recommend treatment.

If treatment is recommended, **sessions are usually held once per week.**

Sessions usually go for:

- 30 minutes -1 hour

The length of your session will depend on your needs and the type of service.



Attending Appointments

It is important to attend your appointments regularly and on time.

Missed sessions and late arrivals can make treatment less helpful.

They can also affect other clients and clinic staff.



If you arrive late, your session will still finish at the original end time.

This means your session may be shorter.

Cancelling or Changing an Appointment

Please contact the Clinic Manager if you need to cancel or change your appointment.

You must contact the clinic at least 24 hours before your appointment.

You can contact the Clinic Manager by:

- Phone - (02) 9514 3096
- Email - speechpathology.clinic@uts.edu.au



If the Clinic Cancels an Appointment

Sometimes clinic staff may need to cancel an appointment.

If this happens, the clinic will contact you.

The clinic will try to reschedule your appointment.

Regular Attendance

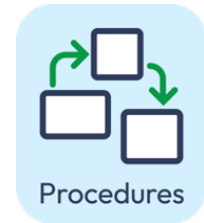
Regular attendance helps make **treatment more effective**.

Irregular attendance may **reduce the benefits of treatment**.

Your appointment time may be given to another client if:

- You cancel 2 appointments in a row
- You do not attend treatment for 3 weeks

If this happens, your treatment at the clinic may stop or need to be reviewed.



Contacting the Clinic

You can contact the clinic reception by:

Phone - (02) 9514 3096

Email - speechpathology.clinic@uts.edu.au



Social Media Policy

Clinic speech pathologists cannot accept social media requests from clients.

This includes social media apps such as Facebook or Instagram

This helps protect:

- Your privacy
- Professional boundaries
- The safety of your care

