



MQ Health
MACQUARIE UNIVERSITY
HEALTH SCIENCES CENTRE

Speech and Hearing Clinic

AUSTRALIAN HEARING HUB

Information Booklet



ABOUT THE CLINIC

BACKGROUND

The MQ Health Speech and Hearing Clinic is part of Macquarie University and located on the North Ryde campus.

We provide comprehensive and affordable speech pathology and audiology services to people with speech and hearing difficulties. We offer diagnosis and intervention across audiology and speech pathology.

We work with you and your family and focus on shared goal setting to meet your needs. Our services are directed towards maximising your ability to participate in everyday life –at home, at school, at work or socially.

The University is an inclusive community, and we welcome, value and support people with disability in our clinic. As a National Disability Insurance Scheme (NDIS) provider, we see our role as sharing the responsibility to help people with disability achieve their goals, objectives and aspirations as part of their NDIS plan.

TEACHING, TRAINING AND SUPERVISION

Teaching and clinical education are provided to students who are enrolled in Macquarie's Master of Speech and Language Pathology or the Master of Clinical Audiology. Both courses are accredited by their respective governing bodies: Speech Pathology Australia and Audiology Australia.

Speech pathology and audiology sessions may be provided by, or observed by, either students or clinical staff (clinical educators). Clinical educators may attend clinical sessions and provide guidance to a student before or after the session, which ensures quality client care.

With your consent, prospective students may observe a session. These students are typically interested in undertaking study in speech pathology or audiology. Student observers are carefully selected by the clinic and must agree to comply with the University's policies and procedures. Student observers are located outside the intervention room and will observe the session. They may not make notes, record the session or discuss the session with anyone other than the clinical educator.

AUDIO OR VIDEO RECORDING

If you consent and at the discretion of clinical staff, some or all your intervention sessions may be captured by audio or video recording for the purpose of:

- your ongoing healthcare
- the clinical education of students
- our safety, quality assurance and improving activities.

Any audio or video recording of your session will be kept with your client file for the retention period required by law.

Your session may be provided at locations other than the Speech and Hearing Clinic, such as at a different clinic or hospital. If your session is provided by a student at another location, it may be recorded and streamed live for viewing and observation by clinical staff at the clinic, for the purpose of providing supervision.

As these recordings will include your personal and health information, see our section on 'Privacy' for details about how we handle your personal and health information.

RESEARCH

As the clinic is a teaching and training facility, research aimed at improving understanding of communication and swallowing difficulties or hearing difficulties may be undertaken. You may be contacted by the clinic and invited to participate in specific research activities, which may involve, for example, making audio or video recordings of your sessions, completing questionnaires or other assessments before and after intervention, or undertaking specialised testing. Your participation in any research activity requires your consent and is voluntary. If you do not wish to participate in research activities, your healthcare at the clinic will not be compromised in any way.

FEES AND PURCHASES

All fees must be settled at the time of your appointment. For safety reasons, only EFTPOS, credit cards or bank cheques are accepted by the clinic. No cash is held at the clinic. Some of the services we offer in our clinic can be claimed through Medicare, and through some private insurers.

ASSESSMENT AND INTERVENTION

BENEFITS AND RISKS OF ASSESSMENT AND INTERVENTION

Assessment and intervention provided at the clinic aims to assist with the management of communication, swallowing and hearing difficulties. Clinicians and students will explain your assessment and intervention options and any associated risks.

No assessment and/or intervention will be provided without your consent. You always have the right to refuse a certain intervention approach or withdraw from intervention at any time. Should you have any concerns about your service, discuss this with your clinician or contact the clinic on (02) 9850 2900.

ROLES AND RESPONSIBILITIES

You and your clinician share responsibilities for your ongoing care. In order for intervention to be successful, all parties must fulfil their responsibilities. Your clinician will collaborate with you in developing intervention plans and goals. They will also define clear roles and responsibilities for your healthcare. Should you be unable to fulfil your agreed responsibilities (eg regularly attend sessions), your clinician may recommend that you discontinue your current intervention plan and recommence at a later time.

Some intervention plans will require regular, ongoing contact between you and your speech pathologist/audiologist. Clients who choose not to maintain regular contact (eg who do not attend when there are no students on placement) may be placed on a waiting list for services.

You can choose to withdraw from intervention and stop attending sessions at the clinic at any time.

COMMUNICATING ASSESSMENT RESULTS

Some clients may be referred to the clinic for speech pathology and/or audiology assessments by their medical practitioner. The results of these assessments are sent directly to the referring medical practitioner. Assessments may also be required for pre-employment or occupational purposes. In the case of occupational or pre-employment hearing tests, the results may be disclosed to your employer or potential employer.

The results of other assessments undertaken at the clinic will be interpreted by the clinician and the results explained to you in reports and/or feedback sessions at the clinic. Reports relating to your assessments can be provided to you on request following feedback.

NDIS PARTICIPANTS

If you are on an NDIA-managed funding plan, the clinic will claim payment for the services it provides to you electronically from the NDIA portal. To do this, the clinic will make a service booking on your behalf and will ask you to provide your NDIS number, date of birth and surname for the purpose of claiming payment for the services provided to you.

More information about the NDIS is available at <https://www.ndis.gov.au/>

PRIVACY

The clinic respects the privacy of every individual and is committed to protecting the personal and health information we collect.

When you become a client of the clinic, we collect personal information including health information such as your name, address, date of birth, contact details, emergency contacts, GP contact details, your medical history and test results, investigations, intervention history and advice, medical images, family medical history, health services that have been or will be provided, school reports and other information relevant to your care. We also collect your Medicare, private health insurance and pension card details.

The clinic will only collect personal and health information where it is necessary to provide services to you, your parent or relative, or your child.

We collect and handle this information in accordance with the Macquarie University Privacy Management Plan, which is accessible at mq.edu.au/privacy.

We may collect personal information from you directly (eg when we interact with you in person or via audio or video recording, when you complete paperwork we give you, by email, over the telephone or via our website) or from another person such as your referring doctor (or their practice staff), other healthcare professionals involved in your care, Medicare, your private health insurer, your partner, your relatives or next of kin.

If you are unable to provide us with your personal information, including your health information, the clinic may not be able to provide you with health services, including speech pathology and audiology interventions.

USES AND DISCLOSURES

Where your personal information, including health information, has been collected by the clinic, the clinic may use or disclose that information in the following ways:

- to plan and provide your intervention by the clinic
- for our safety and quality assurance and improvement activities
- to contact you for feedback on the services you have received
- administering billing (including administration of Medicare benefits, private health insurance benefits and other third-party payment arrangements) and debt recovery
- the Office of Hearing Services for assessing your eligibility for hearing services, processing your voucher application or for audit purposes
- disclosure to relevant state and commonwealth government agencies (eg Medicare, National Insurance Disability Agency (NDIA))
- to manage a threat to someone's life, health or welfare, such as in an emergency
- responding to complaints, legal claims or enquiries regarding health services provided by us to you.
- to researchers for public interest research projects as approved by a Human Research Ethics Committee
- to law enforcement agencies, such as the police, if you provide us with information relating to a serious crime, including domestic violence or child abuse.
- to other agencies where the information relates to the safety, welfare or wellbeing of a child or young person.
- to comply with a subpoena if your health information is required as evidence in court.

With your express consent, we may use and disclose your personal and health information for the following purposes:

- to tell your referring medical practitioner
- to consult with your other treating medical practitioners, allied health professionals, including details about your

- intervention at the clinic or to provide them with results of any assessments
- to discuss your child's intervention/assessment with your child's teacher at their school
- to discuss your intervention/assessment with your parent, guardian or other family member where legally required
- for the training and clinical education of students
- to provide you with information about services and products that the clinic believes may be of interest to you

We will not disclose your personal and health information to anyone else without your permission, unless the disclosure is in accordance with the Privacy Management Plan or required or authorised by law.

ACCESS TO YOUR INFORMATION

You are entitled to request access to your health information. Normally you will be asked to apply for access in writing and provide identification.

You may be charged a fee if you request copies of your health record. Requests for access to information will be responded to as soon as possible, or in most cases no later than 28 days.

Access to your information may be declined in special circumstances, such as where giving access would put you or another person at risk of mental or physical harm.

If you believe the information we hold about you is incorrect or an error has been made, please let us know and we will correct it or add a notation to your health record.

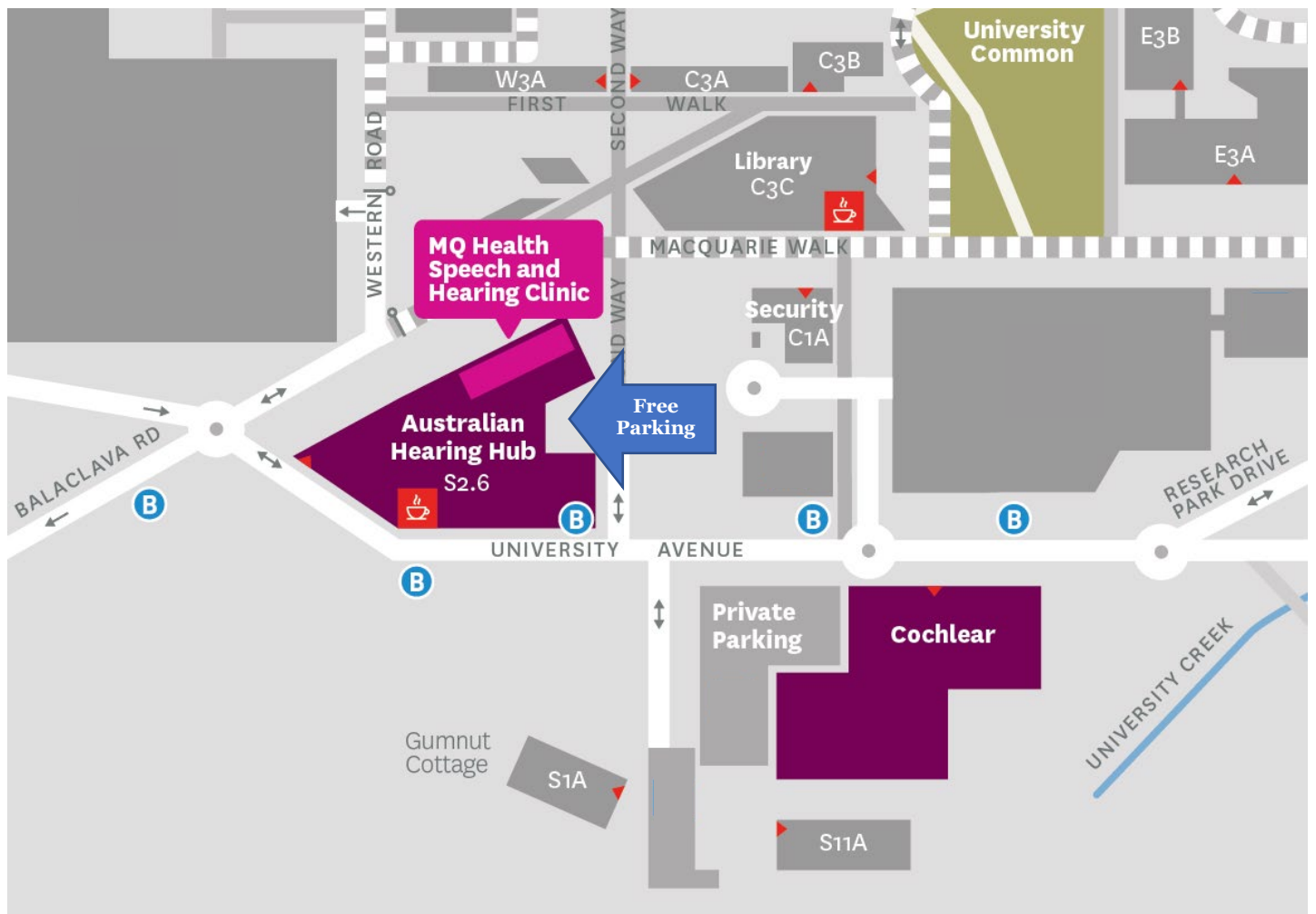
Requests for access to your health record should be addressed to or emailed to the MQ Health Speech and Hearing Clinic, Ground Floor, Australian Hearing Hub, 16 University Avenue, Macquarie Park, NSW, 2119

PRIVACY MANAGEMENT PLAN

The Macquarie University Privacy Management Plan contains more detailed information about the way your personal and health information are used and disclosed by the clinic. You may contact the clinic at any time if you have any questions or concerns about how your personal information has been handled or if you wish to access, update or correct your personal information. The contact details of the clinic are set out on the back page of this booklet. If you have contacted us and your question or concern has not been able to be resolved to your satisfaction, you may also make a complaint to the Macquarie University Privacy Officer by sending an email to privacyofficer@mq.edu.au.

LOCATION

Ground Floor, Australian Hearing Hub
16 University Avenue
Macquarie University
NSW 2109 Australia



Free parking is available in the building and can be accessed via University Avenue.

Enter the driveway under the building, proceed through the boom gate on the right. Press the bell button if the boom gate is closed and tell security you are here for the Speech and Hearing Clinic. Visitor parking spots are clearly marked and are located on level B2.

Accessible parking is available on B1. Enter the driveway and the spots are clearly marked ahead to your left

FIND OUT MORE

MQ Health Speech and Hearing Clinic
 Australian Hearing Hub
 Ground Floor, 16 University Avenue
 Macquarie University NSW 2109
 T: +61 2 9850 2900
 F: +61 2 9850 1470
 E: shc@mqhealth.org.au

mqhealth.org.au/speech-hearing



MQ Health
 MACQUARIE UNIVERSITY
 HEALTH SCIENCES CENTRE