



THE COMMUNICATION CLINIC

SPEECH PATHOLOGY SERVICES

Your Rights and Responsibilities

Your rights – Participants:

Whilst accessing services as a client of The Communication Clinic, I:

- Have the right to nominate, in writing, an advocate or guardian, who will act in my interests and accept the responsibilities imposed under this agreement.
- Have the right to be treated with dignity and respect and to have my choices and aspirations supported as far as is reasonably possible.
- Have the right to receive information in a format that is clear and that makes sense to me.
- Have the right to determine the type and range of services that I wish to participate in.
- Have the right to request services in accordance with my NDIS plan, provided the request is also in accordance with all applicable legislation.
- Have the right to participate in the development of my support plan acknowledging that the cost of supports arising from that plan must be able to be met within the funding available for this support (unless I have other income sources). Any support plan will be reviewed annually or can be reviewed upon request by me or The Communication Clinic at any time.
- Have the right to change the way we are providing your supports or to change to a different service provider if you are not satisfied with our services.
- Have the right to privacy and confidentiality and in keeping with the Health Records Act2001, to request access to any health information kept by The Communication Clinic.
- Have the right to provide feedback, raise issues or complaints about my services, the policies or operations of The Communication Clinic. (see management of complaints policy at www.thecommclinic.com.au).

Your Responsibilities:

- Have open communication with The Communication clinic to develop a plan for the delivery of your needs and provide information necessary for the safe and efficient delivery of your supports.
- Respect and treat staff and others well and encouraging your friends, visitors, guests and other family members to treat workers with respect, courtesy and consideration at all times.
- Inform The Communication Clinic as soon as possible of any problems, concerns or complaints with staffing, supports and /or activities provided.
- Keep The Communication Clinic informed of any changes in my personal life such as where I live and any changes in medication.
- Notify The Communication Clinic of who will be accompanying you to the appointments and inform of any changes if being accompanied by another person to the appointments.
- Inform The Communication Clinic if your NDIS Plan is suspended or replaced with a new NDIS Plan, if your plan payment method changes or if you stop being a participant in the NDIS.
- Pay all fees owing within 7 days of service.

- Adhere to the budgetary requirements of my NDIS plan.
- Read and follow the cancellation policy for The Communication Clinic, including providing notice if unable to attend appointments.
- Provide The Communication Clinic with 2 months advance notice of intention to leave the service.
- Participate in the development and regular review of my support plan.
- Be liable for any costs or fees incurred, for any services or resources approved and provided, that are above the NDIS funding available. (while we endeavor to track finances it is the participants, or their representatives, responsibility to track finances).
- Refrain from offering gifts to staff members.
- Abide by The Communication Clinic's policy on smoking and not smoking near staff or within 4 meters of the clinic.
- Taking reasonable care to not damage property or assets of The Communication Clinic.

The Communication Clinic will:

- Provide appointment reminders via text message and email.
- Inform clients if a therapist is unable to attend, with as much notice as possible, and where possible reschedule this appointment.
- Provide written or verbal feedback e.g. home practice sheet, at the completion of each appointment to track progress with goals.
- Provide a review assessment and report at an agreed date.
- Provide a safe and comfortable environment to learn in.
- Provide evidence-based practice.
- Have available our policy and procedures.
- Handle any complaints in a timely and appropriate manner, as per our policies and procedures.
- Respect the rights of the client to determine the range and types of activities they wish to participate in.
- Work cooperatively and in line with the principle of least restrictive alternative with the client and the activities they have chosen to undertake.
- Prepare a support plan with the client that outlines the goals, supports to be provided by The Communication Clinic and activities to achieve the goals. A copy of the support plan will be provided to the client (and his or her guardian or advocate where applicable).
- Treat information about the client and their activities as private and confidential in line with the client's wishes and with privacy legislation.
- Respect the right of the client to determine the range and type of supports they wish to participate in.
- Advise the client of any sector wide or The Communication Clinic, changes or developments that may affect the way support is provided.
- Provide 2 months advance notice of intention of The Communication Clinic to discontinue services.

WITHDRAWAL OR TRANSITION OF SERVICES

The Communication clinic prides itself on working with clients in a professional and respect full manner however circumstances may arise where clients may need to transition to another service, or The Communication Clinic may need to withdraw services due to the following reasons outlined below. In cases involving 'Dignity of Risk' The Communication Clinic will not withdraw services.

- Refer to The Communication Clinic's Cancellation Policy regarding 'Did not attend'.
- Lack of participant engagement/motivation, eg. Not completing home practice or parents / caregivers not attending clinic-based appointments.
- Violent or aggressive behaviour towards staff.
- A conflict of interest arises.
- May be out of clinical scope for The Communication Clinic.
- Travel distance.
- If the participant has at risk behaviours that are impacting on their capacity to participate in Speech Pathology interventions and achieve the Speech Pathology goals identified within their individual support plan. Support will be provided to transition to an appropriate service, to provide ongoing strategies and supports, to assist the participant to effectively reengage with Speech Pathology services in the future.