

## Your Rights and Responsibilities

### Privacy

La Trobe University respects the privacy of your personal information and health information. Information collected by La Trobe Communication Clinic will be used according to the University's privacy policies.

The clinic's privacy collection notice is available at:

[www.latrobe.edu.au/communication-clinic/your-rights-and-responsibilities](http://www.latrobe.edu.au/communication-clinic/your-rights-and-responsibilities)

La Trobe University Communication Clinic collects personal information about you so we can keep up-to-date details about your needs and care for you in the best possible way.

We also use this information to better manage and plan this service.

Your information can only be seen by the service providers in this clinic involved in your care. We may also give this information to referring and/or external agencies with your consent, or if required by law.

If your personal information is not provided to us, we may not be able to give you the services you ask for.

You may have the right to access the personal information we hold about you subject to any exemptions in relevant laws, by contacting the La Trobe Communication Clinic by telephone on (+61) 03 9479 1921 or email at [communication.clinic@latrobe.edu.au](mailto:communication.clinic@latrobe.edu.au)

### Respect

You have the right to be treated with respect and sensitivity regardless of your culture, religion or language.

### Interpreter

You are entitled to an interpreter, if needed, to help you understand and access services.

### Advocate

You have the right to use an advocate on your behalf.

### Information

You have the right to information about the range of services available to you and information that will enable you to make informed choices.

You have the right to access certain information held about you according to the University's privacy policies and under the *Freedom of Information Act (Vic)*.

### Participation

You have the right to be involved in decision making about your care, including the right to refuse services, without fear of retribution. This includes the right to refuse student participation in the session.

You have also the right to express your views regarding the planning, management and evaluation of La Trobe Communication Clinic services.

### Complaints

You have the right to make a complaint about the service or the treatment you receive and to have this complaint dealt with fairly, confidentially and without fear of retribution.

## What Are Your Responsibilities?

- All children under the age of 18 must be supervised at all times by a parent or carer whilst attending the clinic
- Abide by the clinic's attendance requirements and cancellation policy
- Give at least 24 hours' notice of cancellations. Cancellations with less than 24 hours' notice incur a charge of 50% of session fee
- Full session fees will be charged if you don't let us know that you will not be attending
- Trans and Gender Diverse Clinic - failure to attend a session without notice or cancelling with less than 24 hours' notice will incur a \$10 cancellation charge
- Multiple cancellations or failure to attend may result in discharge from the clinic
- Actively seek information about your care
- Actively participate in decision making about your care
- Respect the privacy of others
- Acknowledge responsibility for the consequences of any decision to accept or reject advice or treatment
- Follow the rules and directions of the clinic and respect staff and clinic property

## Do you want to make a compliment, comment or complaint?

La Trobe Communication Clinic encourages clients to provide feedback about their experiences of the services provided. This helps us to improve the clinic, so that we may better serve you and the community.

You can provide this feedback in a number of ways:

- Communicate directly to the staff member who provided the service.
- Place written feedback in the 'suggestions' box at reception.
- Communicate to the Clinic Manager either directly or through written correspondence. The manager will ensure that all complaints are investigated and responded to promptly and confidentially.
- Provide formal, anonymous feedback through a Client Satisfaction Survey (CSS) which is distributed in October.

## How to contact us

La Trobe Communication Clinic  
Level 4, Health Sciences Building 1  
La Trobe University VIC 3086

T: +61 3 9479 1921

E: [communication.clinic@latrobe.edu.au](mailto:communication.clinic@latrobe.edu.au)

F: +61 3 9479 5033

W: [latrobe.edu.au/communication-clinic](http://latrobe.edu.au/communication-clinic)

If you prefer to comment or complain to an outside authority, you can telephone or write to the contacts listed below:

### Health Complaints Commissioner

Level 26, 570 Bourke St

Melbourne, VIC 3000

T: 1300 582 113

W: [www.hcc.vic.gov.au](http://www.hcc.vic.gov.au)

### Health Issues Centre

Level 1, 255 Bourke St

Melbourne, Vic 3000

T: 8676 9050

F: 9654 2873

E: [info@healthissuescentre.org.au](mailto:info@healthissuescentre.org.au)

### Office of the Public Advocate

T: 1300 309 337

W: [www.publicadvocate.vic.gov.au](http://www.publicadvocate.vic.gov.au)