

**SPEECH AND
HEARING CLINIC**

*Faculty of Medicine,
Health and Human
Sciences*

Speech and Hearing Clinic

INFORMATION BOOKLET

Australian Hearing Hub, Wallumattagal campus, North Ryde



OUR HISTORY

The Macquarie University Audiology Clinic first opened in 1988. In 2013, the speech pathology service and the audiology clinic relocated to the current purpose-built facilities within the Australian Hearing Hub, marking a significant phase in their development. This move enabled expanded clinical capacity, enhanced interdisciplinary collaboration, and closer alignment with leading hearing and communication research and clinical organisations.

The clinic has evolved in response to community need, advances in clinical practice, and strong partnerships across the health, education, and disability sectors. A defining strength of the clinic is its contribution to workforce development: students who complete clinical placements at the clinic are well prepared for professional practice, with strong clinical reasoning skills, practical competence, and a commitment to evidence-based care. Each year, the clinic hosts approximately 200 clinical placements, in addition to provision of casual teaching and support for the academic programs.

TEACHING, TRAINING AND SUPERVISION

The clinic is a teaching and training facility for students enrolled in Macquarie University's:

- Master of Speech and Language Pathology (accredited by Speech Pathology Australia)
- Master of Clinical Audiology (accredited by Audiology Australia)

Sessions may be provided by a student clinician under the supervision of a qualified clinical educator, or by a qualified clinician directly. Clinical educators may attend sessions and provide guidance before, during or after appointments to ensure safe, high-quality care.

Some services operate without students. These may have reduced capacity and may not always be available. We will aim to accommodate your preferences where possible.

PROSPECTIVE STUDENTS AND VISITORS

Prospective students may observe sessions. Observers are carefully selected, must comply with University policies, and may not record or discuss sessions outside supervision.

RECORDING

Intervention sessions may be captured by audio or video recording for the purpose of:

- client healthcare
- the clinical education of students
- our safety, quality assurance and improvement activities.

Some sessions must be recorded and securely stored within some services to assist with data collection (for example, speech pathology speech assessments). Any audio or video recording of a session does not form part of the medical record, unless explicitly requested. The recordings will be erased on a regular basis.

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

AI HEALTH TRANSCRIPTION TECHNOLOGY

To support accurate clinical documentation and allow clinicians to focus more fully on your care, our clinic may use AI-assisted health transcription software during sessions. This technology securely converts spoken clinical discussions into written notes, helping to ensure your health record is clear, complete, and up to date.

AI transcription is used as a support tool only. All notes are reviewed, edited and finalised by your clinician to ensure accuracy and clinical appropriateness. The technology does not replace clinical judgement and does not make any decisions about your care.

Your privacy and confidentiality are important. There is no audio recorded or stored. Our software does not sell or use patient data for training, and information is handled in accordance with Australian Privacy

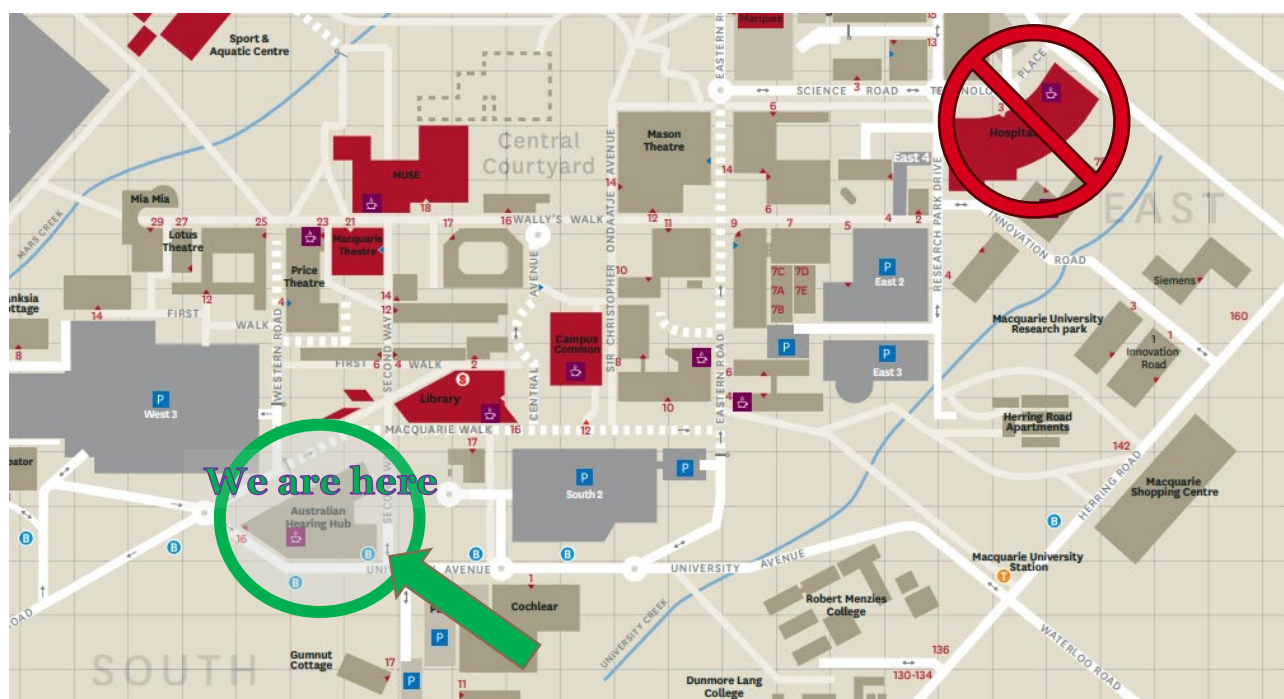
Principles (APPs) and Macquarie University policies. If you have any questions or prefer not to use AI-assisted transcription during your appointment, this will not affect your care. You will be asked for your consent to use this at the beginning of each session and can stop using the software at any time.

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. Clients may be contacted by the clinic and its representatives (staff of Macquarie University and Macquarie University Health) and invited to participate in specific research activities, which may involve audio or video recordings of sessions, completing questionnaires or other assessments before and after intervention, or undertaking specialised testing. Participation in any research activity requires consent and is voluntary. If clients do not wish to participate in research activities, their healthcare at the clinic will not be compromised.

LOCATION

The Clinic is on the ground floor of the **Australian Hearing Hub**, 16 University Avenue, Macquarie University, NSW 2109 Australia. We are **not** at the hospital.



PARKING

Free parking is available in the building.

Enter via University Avenue and proceed to the boom gate (the green arrow on the map). Use the access code provided in your confirmation email.

- Accessible parking is available on Level B1
- Visitor parking is located on Level B2

If the boom gate is closed and you do not have the code, use the intercom and advise security you are attending the Speech and Hearing Clinic.

FEES AND PAYMENTS

Fees are payable at or before the time of your appointment

- Telehealth appointments must be paid the day before the session
- Payment methods accepted: EFTPOS, credit card or online payments (no cash or cheques)

Some services may be partly claimable through Medicare or private health insurance; clients are responsible for paying the full fee and where possible we will process applicable Medicare claims. Clients are responsible for ensuring that they have a valid and acceptable referral before their appointment, preferably received by us ahead of time. Our staff cannot follow up with your doctor or request that the referral be edited on your behalf.

For NDIA-managed plans, the clinic claims payment directly through the NDIA portal. To do this, we require your NDIS number, date of birth, and name. Further information about the NDIS is available at **ndis.gov.au**. For third-party-managed plans, the clinic invoices the third-party-provider who pays the clinic. Self-managed participants pay the clinic directly and later seek reimbursement themselves from the NDIS.

CANCELLATIONS

Cancellations or non-attendance (unless adequate notice provided) may incur a charge of up to 100% of the session fee. In some cases, a non-refundable deposit may be required for future bookings.

- Audiology requires 2 full business days' notice for appointment cancellations. Speech pathology requires 1 full business days' notice for appointment cancellations.
- If we need to cancel your appointment due to unforeseen situations, such as staff illness, we will always try to reschedule your appointment with another clinician, if possible, or rebook the appointment as soon as practicable. If you have paid the non-refundable deposit to secure a booking, this will not be affected.

COMMUNICATION

Communication at the clinic will be via email or phone. By commencing services at the clinic, you accept that information will be sent via email to you regarding you/your child's care.

- Assessment or test results for clients referred by their medical practitioner must be sent directly to the referring medical practitioner. In some instances, correspondence is sent by post or email; this may depend upon the service you've accessed.
- Assessments results for pre-employment or occupational purposes may be disclosed to your employer or potential employer.
- If you request it, we can contact additional professionals to support your care (eg. Classroom teacher, allied health, support workers). We will not contact anyone without discussing this with you in the first instance.

CONFIRMATION MESSAGES

Clients and caregivers are responsible for noting their appointments and should not rely on text messages. Appointment reminders are a courtesy. Clients who do not receive a text message and do not present for their appointment will still be charged a cancellation fee.

PRIVACY

The clinic respects the privacy of every individual and is committed to protecting the personal and health information we collect. 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 personal information including name, address, date of birth, contact details, emergency contacts, GP contact details, 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 client care. We may also collect Medicare, private health insurance, NDIS, third party, workers' compensation, Health Care Card, and pension card details.

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 the client or guardian directly (eg in person or via audio or video recording, when clients complete paperwork, by email, over the telephone or via our website) or from another person such as referring doctors (or their practice staff), other healthcare professionals involved in the client's care, Medicare, the client's private health insurer, or the client's partner/relatives/next of kin.

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

USES AND DISCLOSURES

Macquarie University Health Speech and Hearing Clinic is owned and operated by Macquarie University ABN 90 09520 801 237 (the Clinic). The Clinic is located at the Australian Hearing Hub, Macquarie University campus.

The Clinic collects, holds, uses and discloses personal and health information (as defined in applicable legislation) about the client for the primary purpose of providing speech pathology or audiology services and activities associated with the delivery of those (Services).

Where 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 the client's intervention by the clinic.
- for our safety and quality assurance and improvement activities.
- to contact the client for feedback on the services received.
- administering billing (including administration of Medicare benefits, private health insurance benefits and other third-party payment arrangements) and debt recovery.
- the Hearing Services Program (HSP) for assessing client eligibility for hearing services, processing voucher applications or for audit purposes.
- disclosure to relevant state and commonwealth government agencies (e.g., 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 researchers for public interest research projects as approved by a Human Research Ethics Committee (deidentified data only).
- to law enforcement agencies, such as the police, if the client provides 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 the client's health information is required as evidence in court.
- to inform referring medical practitioners as required by Medicare.

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

- to consult with other treating medical practitioners, allied health professionals, including details about intervention at the clinic or to provide them with results of any assessments.
- to discuss intervention/assessment with a child's teacher at their school.
- to discuss intervention/assessment with a client's parent, guardian or other family member where legally required.
- for the training and clinical education of students.
- to provide information about services and products that the clinic believes may be of interest to the client.

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

ACCESS TO YOUR INFORMATION

Clients are entitled to request access to their health information. If requested, clients will be asked to apply for access in writing and provide identification. Clients be charged a fee if they request copies of their 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 information may be declined in special circumstances, such as where giving access would put the client or another person at risk of mental or physical harm.

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

Requests for access to health records should be addressed to or emailed to the Macquarie University 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. Clients may contact the clinic at any time with any questions or concerns about how personal information has been handled or to access, update or correct personal information. The contact details of the clinic are set out in this booklet. If a question or concern has not been resolved, clients may also make a complaint to the Macquarie University Privacy Officer by sending an email to privacyofficer@mq.edu.au

HEALTHCARE RIGHTS, CLIENT FEEDBACK AND COMPLAINTS

The clinic follows the Australian Charter of Healthcare Rights, which outlines your rights to access, safety, respect, communication, participation, privacy and feedback. Clients are encouraged to read the charter, or have it explained to them by their healthcare provider, family member or carer.

All clients have the right to provide feedback about services, and it is best to try to resolve complaints with us first. Feedback can be provided in person, by phone, email or via the clinic's feedback form. If a concern cannot be resolved with the clinic, complaints can be escalated to:

- NSW Health Care Complaints Commission www.hccc.nsw.gov.au
- NDIS Quality and Safeguards Commission (for NDIS participants) ndiscommission.gov.au/contact-us/makeacomplaint
- Audiology: the Ethics Officer ethics@auderc.org.au
- Speech pathology: raise your concerns at speechpathologyaustralia.org.au/Public/Public/About-Us/Ethics-and-standards/Ethics/Ethics-Complaint-Form.aspx
- Clients and members of the public can provide feedback to Macquarie University, with reference to the University procedures, found here: mq.edu.au/about/about-the-university/structure-governance



Macquarie University is a vibrant hub of intellectual thinkers, all working towards a brighter future for our communities and our planet.

A PLACE OF INSPIRATION

Macquarie is uniquely located in the heart of Australia's largest high-tech precinct, a thriving locale which is predicted to double in size in the next 20 years to become the fourth largest CBD in Australia.

Our campus spans 126 hectares, with open green space that gives our community the freedom to think and grow. We are home to fantastic facilities with excellent transport links to the city and suburbs, supported by an on-campus train station.

RENOWNED FOR EXCELLENCE

We are ranked among the top two per cent of universities in the world, and with a 5-star QS rating, we are renowned for producing graduates that are among the most sought after professionals in the world.

A PROUD TRADITION OF DISCOVERY

Our enviable research efforts are brought to life by renowned researchers whose audacious solutions to issues of global significance are benefiting the world we live in.

BUILDING SUCCESSFUL GRADUATES

Our pioneering approach to teaching and learning is built around a connected learning community: our students are considered partners and co-creators in their learning experience.

FIND OUT MORE

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mq.edu.au

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