

Your Rights

At Hunter Speech Pathology, we want you and your family to feel safe, respected and heard. You have rights when you work with us. This is written in Easy Read.



You have the right to feel safe

We will work hard to make sure you feel physically safe, emotionally safe, respected and supported.

No one should make you feel scared, unsafe, pressured or uncomfortable.



You have the right to be treated with respect

We will listen to you.

We will speak kindly.

We will respect your communication style, your family, and your identity, culture and differences.



You have the right to communicate in your own way

Communication looks different for everyone.

You can use talking, gestures, visuals, behaviour, AAC or communication devices, facial expressions, or body language.

We will do our best to understand you.



You have the right to make choices

You can ask questions.

You can say yes.

You can say no.

You can ask for a break.

You can tell us if something does not feel right.

You can help choose your goals.

Your voice matters.



You have the right to understand what is happening

We will explain things in ways that make sense.

We will explain what we are doing and why.

We will explain what therapy might help with, costs and appointments, and who we may talk to.



You have the right to privacy

Your information is private and we keep it safe.

Sometimes we may need to share information to keep someone safe, or if the law requires it.

If this happens, we will explain where we can.



You have the right to quality support

You have the right to support that is safe, respectful, professional and matched to your needs.

If we are not the right service for you, we will help you find the right support.



You have the right to be free from harm

You have the right to be protected from abuse, neglect, bullying, exploitation, unsafe treatment and discrimination.



You have the right to take part in your community

You can take part in the activities, relationships and communities that matter to you.

You choose how and when the people who support you are involved.



You have the right to tell us if something is wrong

If you are worried or unhappy, you can tell us.

You can talk to your therapist.

You can talk to Nikki.

You can ask a family member to help.

You can send an email.

You can make a complaint.

You will be taken seriously, and it will not affect your support.



You can bring support

You can have support from family, carers, trusted people or an advocate.

An advocate is someone independent who can help you understand your rights and speak up.

You do not need our permission to get an advocate.



Who can I talk to?

Hunter Speech Pathology

The Colonial Centre, Units 9-10 / 420 High Street,
Maitland NSW

Practice Director: Nikki Stambolie

Phone: (02) 40 867 211

Email: nikki.stambolie@hunterspeechpathology.com



If you are not happy with our response

You can contact the NDIS Quality and Safeguards
Commission on 1800 035 544, or an independent disability
advocacy service.

We can help you contact them if you would like.