

Terms and conditions

About these terms and conditions. These terms and conditions are for Victoria University of Wellington's Autism Clinic – Te Rāngai Takiwātanga. They contain important information about the supports we offer, and the terms and conditions of those supports. These terms and conditions, together with the specific information about your supports (see below), will apply to all supports and other services that we provide to you and your child, so it is important that you read and understand them.

About us. The Autism Clinic was established to develop and evaluate best practice support for autistic children and their whānau in Aotearoa New Zealand. We work with children under the age of 13 who are, or are suspected to be, autistic, their whānau, caregivers and teachers. We also work with therapists and other health professionals. We offer a range of supports for autistic children and their whānau including play-based supports and speech language therapy. We work with an advisory group of autistic adults, parents, and professionals to ensure that our supports are respectful and suited to the needs of the community.

The supports we offer. We provide a variety of supports to autistic children, their whānau, and other support people. These include:

- Speech Language Therapy (SLT)
- Paediatric Autism Communication Therapy (PACT)
- The Early Start Denver Model (ESDM)
- Raupī te Raupō

More specific information about these supports will be sent to you once you have registered.

Availability and continuation. Our supports are in high demand. We will do our best to accommodate you and your child, but places depend on availability. Most of our supports continue for blocks of 9-10 weeks, or one school term. We cannot guarantee continuation of support beyond the initial block of 9-10 weeks. Please contact us as early as possible to discuss availability of new supports or continuation of existing supports.

Cost contribution. We run as a not-for-profit service but require cost contributions from whānau for some supports to ensure the sustainability of our services. Your contributions go towards our coaches' wages, rooms and resources, and our other administration and overheads. Our current costs are available on our website. The total amount of your contribution will depend on the supports needed for your child.

Free Community Support. Thanks to the support of our generous funders, we are able to make some of our supports available at no charge to you. These non-charged supports are listed on our website charges sections as "Free Community Support". Please note that even though these supports are available at no charge to you, our normal terms and conditions still apply – for example, please still give us notice as soon as possible if you cannot make a session. It is generally not possible to reschedule sessions that are missed for reasons other than coach cancellations if you are accessing our Free Community Supports.

Payment. We will usually issue you an invoice at the end of each month which you can pay by internet banking using the details in the invoice. In some situations, we may ask you to pay for a term in advance. If an invoice is not paid for more than a calendar month, we reserve the right to charge a late payment fee of \$20, and/or to cancel your future bookings until the outstanding invoice is paid.

Bookings. You can book your weekly sessions using our online booking system. We will contact you with the link to the booking system prior to the start of each term.

Missed bookings. Please let us know as soon as possible if you and your child are no longer able to attend a scheduled session. We would appreciate you letting us know by 5pm on the day before your session, and missing no more than two sessions per term. While we do understand that sometimes rescheduling or missing bookings is unavoidable, due to the extremely high demand for our supports and our not-for-profit model, we

will invoice you for sessions that are missed without sufficient notice, or for missing more than two sessions in a term. You will not be charged for sessions which are cancelled by the coach, for example, due to sickness.

Rescheduling. If you or your coach needs to cancel a session, we will endeavour to reschedule the session, either within the term, or in the two following weeks. However, we may not always be able to accommodate rescheduling at your request. All rescheduled sessions are charged at the regular rate. As further outlined above, please note that missing more than two sessions in a term may result in charges and we are not able to reschedule sessions for our free supports.

Cancellation and withdrawals. If you decide our supports are not right for you or your child, you can cancel and withdraw from our supports by giving us at least two weeks' notice. If you cancel at least two weeks prior to the start of a term, you will not be charged. If you cancel during a term, we reserve the right to charge you for your sessions in the two-week cancellation period.

Whānau supervision. Most of our in-clinic supports will require a parent or caregiver to attend each session with your child and remain on-site for the duration of the session. Further information about how you can best support your child during the session will be set out in the specific information about your support.

You and your child's information. We will hold all your child's health information securely and in accordance with the Health Information Privacy Code and other applicable law:

- We will only collect and hold health information that is necessary for the supports we provide you and good health clinical practice;
- We will only **collect** health information directly from you or your child, or where you expressly authorise collecting from another source (e.g., incoming information from your GP or another health provider making a referral to us);
- We will only **share** health information where you expressly authorise that sharing (e.g., outgoing information shared with your GP or another health provider). We may also share information with other health providers when we have genuine concerns as to you or your child's health, safety or wellbeing;
- We will always tell you what health information we are collecting and why;
- We will hold health information securely on our systems, ensuring access is limited only to staff of the Autism Clinic that need access to provide supports to you;
- We will retain health information for as long as legally required, then securely destroy it. In most circumstances, this will be for 20 years after we last see your child, or until your child turns 25 (whichever is longer); and
- We will only disclose health information to you, or in the circumstances expressly permitted by the Health Information Privacy Code.

You may ask for copies of you or your child's health information at any time. If you consider any health information to be incorrect, you have the right to ask us to correct that information.

We will hold any non-health information (for example, your contact details) in accordance with the University's privacy statement, available online at <https://www.wgtn.ac.nz/site-info/privacy>.

Recordings. Many support sessions will be video recorded to ensure that we are delivering the support at a high quality, and to allow us to reflect back on the sessions. Unless you give us consent to retain them for longer (see below), all videos will be securely deleted within a month.

Additional uses of health information. The Autism Clinic is part of Te Herenga Waka – Victoria University of Wellington. In addition to the support we offer, we also carry out important research and education into autism and support services. We also train and support our staff to obtain clinical certifications.

With your agreement, we may use your child's specific health information to help in our research, education and training activities. You can withdraw this consent at any time.

We may also use some health-related information for statistical and research purposes, but only where that information is not identifiable (i.e., any personal information has been anonymised). We will only do this in accordance with the Health Information Privacy Code, good clinical practice and (where required) with appropriate ethical approval.

Complaints. You have the right to complain about any aspect of the supports we provide. You can make a complaint in person or at the contact details below. If you are not satisfied with our response to your complaint, you may ask us to escalate your complaint internally, or contact the Health and Disability Commissioner. For more information about the Health and Disability Commissioner and the Code of Health and Disability Services, please see the Health and Disability Commission website, online at <https://www.hdc.org.nz>.

Contact details. Our contact details are:

In person:

Te Herenga Waka – Victoria University of Wellington Autism Clinic c/-
Autism New Zealand Resource Centre
20 Sydney Street
Petone
Lower Hutt

By post:

Autism Clinic
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