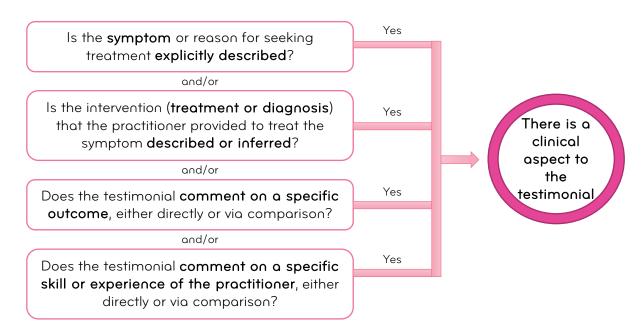


Decision tool: Can I use this testimonial? A testimonial is a statement, review, view or feedback about a If you have purchased service received or the material/domain, provided. then it is considered in your control. Material developed by another organisation (e.g. a hearing device No Is the testimonial about you or your hearing It's not okay to solicit manufacturer) or by part of the service? or otherwise organisation where you work but have encourage your clients no opportunity to provide input into is to provide out of your control. However, you Yes testimonials about a should consider whether you think it clinical aspect of care is appropriate and accurate before No Is the testimonial on a website, printed material, on another public sharing it with clients and promote signage or other public domain controlled by you? domain (e.g. a review evidence-based patient-/familywebsite). centred care. Yes No Is the testimonial about a clinical aspect of care? The Ethics Officer can provide guidance and Yes support to you and/or your employer to understand the requirements for advertising and the use See HPCCB Decision tool: Allowed of testimonials under the Is this testimonial about a Code of Conduct for allowed clinical aspect of care? It's okay to use a audiologists and testimonial about a nonaudiometrists. clinical aspect of your service, e.g. your building's accessibility or how professional your front-of-

house staff are.



Decision tool: Is this testimonial about a clinical aspect of care?



It is acknowledged this tool is developed, with modification, based on the Australian Health Practitioner Regulation Agency (AHPRA), 2019 Testimonial tool.