



A quick Guide

for participants,
families, carers
and their supporters

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Autism Spectrum Australia (Aspect)

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ABN 12 000 637 26

About Aspect

At Aspect, we exist to support and empower our participants to live the best life possible.

We work to understand people on the autism spectrum from their perspective.

Our focus is on the strengths and interests of people on the autism spectrum.

Our solutions are evidence-informed, and our supports are designed around each person and family, for every stage of life - from early childhood to transition into adulthood.



a different brilliant®

understanding, engaging & celebrating the strengths, interests & aspirations of people on the spectrum

To learn more about our Vision, Mission and Values, visit:

www.autismspectrum.org.au/about-aspect

We believe

every person on the autism spectrum can, and has the right to, be an active participant in the community and to make their own choices.

We celebrate

differences and value the individual strengths and interests of all the people we work with.

We are passionate

about people, about being positive, and about possibilities.

Our Individual and Community Services

Aspect is an approved NDIS service provider.

For information on what being a registered provider means, please visit the [NDIS commission website](#).

Aspect Assessments

Our clinicians offer face-to-face diagnostic autism assessments at our clinics located in **NSW (Chatswood, Baulkham Hills and Coffs Harbour)**.

We also provide autism assessments via Telehealth **across Australia**.

Aspect Therapy

Our mobile therapists provide supports across **NSW, ACT, VIC and SA**, and our Teletherapy services grant access to therapy supports **across Australia**.

In conjunction with Aspect therapists, our Allied Health Assistants also provides face-to-face assistance in **Deniliquin NSW, Hervey Bay and Maryborough QLD, and North West Tasmania**.

Aspect Adult Community Services

We offer a broad variety of activities and fun day programs for adults participants at our **Melbourne** and **Sydney** Adult Community hubs.

Our Programs of Support are designed to give participants the confidence and skills to live successfully on their own terms.

Support Coordination

Our Support Coordinators can help you choose the right supports and refer you to the best possible service, whether or not it is an Aspect service.

We currently offer Support Coordination services to NDIS participants across **NSW, ACT, VIC, QLD** and have capacity to provide support coordination in **SA and NT**.

Our Individual and Community Services

Where we provide supports

AA: Aspect Assessments

TT: Teletherapy / Telehealth
(available across Australia)

AT: Aspect Therapy

AHA: Allied Health Assistance

AACS: Aspect Adult
Community Services

SC: Support Coordination



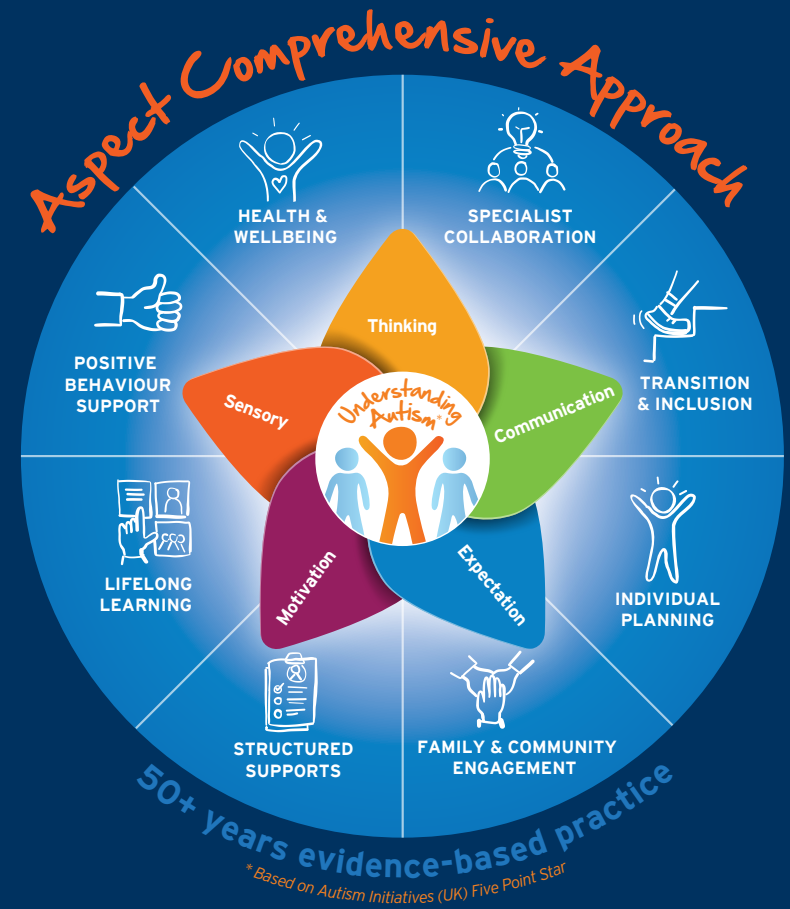
How we work

Our approach

The Aspect Comprehensive Approach (ACA) is our commitment to delivering best practice, evidence-informed services, and keeping the people we support at the centre of everything we do.

All Aspect staff are trained in the ACA and undergo

- **an extensive induction program**
- **Positive Behaviour Support (PBS) training**, and depending on the needs of the participants they support, they receive extensive additional PBS training
- **annual safeguarding and child protection training**
- **regular clinical support and supervision** to ensure our participants receive the latest evidence-based supports.



**We are dynamic,
flexible and
reliable.**



**We collaborate,
respect and
trust.**



**We work
through
solutions
together.**

Aspect's service commitment

We work in partnership with you to achieve your goals and aspirations by...



Listening to you

to understand what you want and need, offer you choice, and support you to make decisions



Consulting with you

about decisions that affect your supports



Providing you with services that are welcoming and safe



Employing knowledgeable staff,

who are friendly, respectful and trustworthy



Providing you clear, easy to understand information

about the supports available to you



Keeping your information private and only use it for things you have agreed on



Showing you fees and charges

before you use our supports



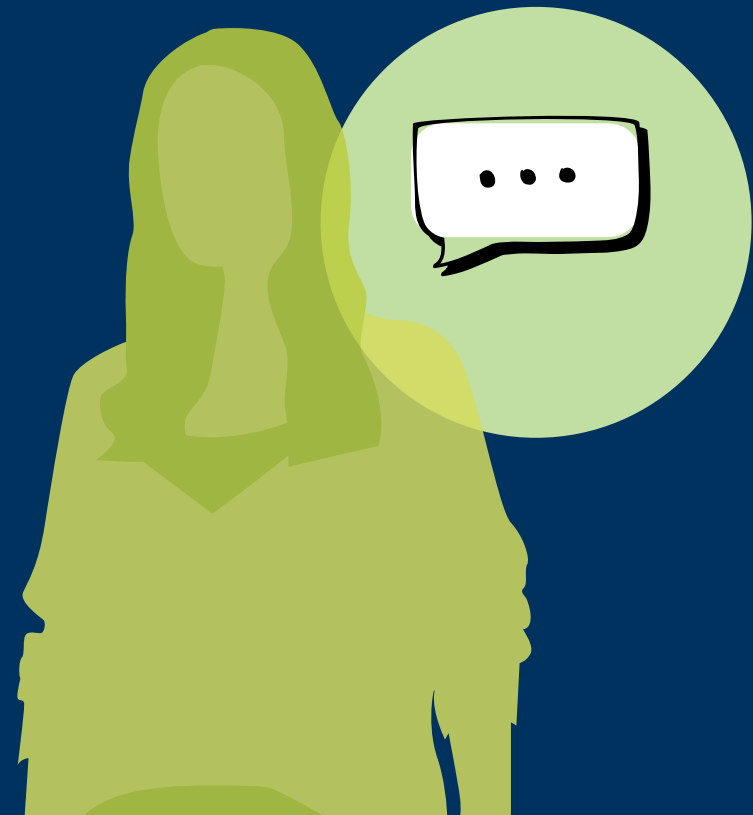
Welcoming your suggestions

and feedback, and taking any complaint seriously

Aspect's service commitment

Help us help you...

- ✓ Tell us what we need to know about you, so we can provide you with the best possible supports and assistance.
- ✓ Keep us informed when your needs or circumstances change, so we can adjust your service if necessary.
- ✓ Provide Aspect with your funding details or payment for services in a timely manner.
- ✓ Act safely and respect Aspect staff, other people who use Aspect services, and Aspect property.
- ✓ Listen to the instructions of Aspect staff when attending our services, so we can keep you and others safe while providing you with a quality service.
- ✓ Tell us if you see anything or anyone doing something that makes you feel uncomfortable, or that you think is not safe.
- ✓ Share your feedback with us, so we know what we are doing well, and where we can improve.



Standards & Policies

Good practice for providing supports and services

Aspect is committed to following the NDIS Practice Standards.

Aspect complies with all the standards set by the Australian and State governments to ensure you receive a quality service from us.

These standards ensure:

- **Individual rights are respected,**
- **Quality & Safety are prioritised, and**
- **Supports are delivered competently.**

It includes things like:

- **Risk management**
- **Expected qualifications and competencies for employees**
- **Complaints systems**
- **Effective and inclusive governance**
- **Specialist behaviour support**
- **Implementing behaviour support plans**
- **Early childhood supports**

For more 'easy read' information, please visit:

- [NDIS Practice Standards](#)
- [National Standards for Disability Services \(NSDS\)](#)

Standards & Policies

Your privacy & confidentiality

Aspect collects only the information we need to provide you with appropriate supports and to do our work.

We will not provide your personal information to anyone without your consent, except when we have to by law.

With your consent, we may use the information you provide to refer you to other supports.

The support we provide may be limited if you choose not to give all the information we need to deliver a service.

We may also use your information to report to funding bodies and for research and evaluation without identifying you.

We may be legally required to make a report to the delegated state, territory or national authority if they consider a participant to be at risk of harm.

We also comply with the **NDIS Quality and Safeguarding Commission** and their reporting requirement.

For more information, see: [ndiscommission.gov.au/sites/default/files/2022-05/welcome-ndis-commission-jan2021.pdf](https://www.ndiscommission.gov.au/sites/default/files/2022-05/welcome-ndis-commission-jan2021.pdf).

You can review the information Aspect keeps about you by requesting an Aspect staff member or manager to show it to you.

Aspect's Privacy Statement is available at any Aspect office, [on our website](#), and as Easy English version [here](#).

Standards & Policies

Safeguarding the people we support

Aspect is committed to promoting an organisational culture that provides a safe and secure environment for the people we support.

Our [Safeguarding the People We Support](#) policy upholds Aspect's intention to promote ethical, respectful and safe service delivery, which meets legislative requirements and achieves positive outcomes for people we support across all Human Rights principles & conventions, as well as relevant state and national legislation.

Aspect's Safeguarding the People We Support

Easy English version of our policy is also available [here](#).

This includes being safe online or when you use the internet so you have a positive experience.

Information to keep yourself safe and make good decisions when using the internet can be found at: www.esafety.gov.au

Information in your language can be found at: www.esafety.gov.au/languages.

Where you are receiving a service via Telehealth, a parent or guardian must be present for participants under the age of 18 years.

Emergency planning

In the event of an emergency or disaster, we will agree to a plan with you. The plan will focus on how to keep providing you with supports while keeping you safe and healthy, and also meeting government guidelines.

Standards & Policies

How we handle incidents

While Aspect is committed to safeguarding the people we support at all times, there are occasions when an incident may occur.

An incident is an event where:

- an accident occurs that hurts, nearly hurts or causes distress to someone and/or
- someone hurts, nearly hurts or causes distress to another person.

If you are not satisfied with how Aspect handles an incident, with any of our support, or if you have other concerns, you may follow [our feedback and complaints process](#) or seek further support using '[AskIzzy](#)' [Advocacy Services finder](#).

If an incident does happen, we follow the following steps:

- **Communication and Support**
We let you know what is happening, and who you can talk to or ask questions. We help you find help and support inside and outside of Aspect (including advocates).
- **Respond**
We check everyone is okay and provide first aid if needed. We put in place support for all people involved.
- **Report**
We write an *incident report*, and communicate with other people as required (e.g. police, government, etc.)
- **Investigate**
We look for why the incident happened and what we can do to stop it happening again.
- **Analyse**
We act to fix any problems from the incident and put in place changes to make it better.
- **Check**
We regularly check the changes or fixes are still working.

Standards & Policies

Feedback and complaints

Aspect treats complaints seriously, sensitively and in a timely manner, having due regard to procedural fairness, confidentiality, and privacy.

Your feedback is important to us and provides an opportunity for us to further refine and develop our practices.

We are committed to resolving the matter for the person or people concerned where practicable.

All feedback and complaints are treated with confidentiality and stored subject to applicable privacy laws.

There are many ways to give us feedback, including:

- talking in person directly to Aspect staff;
- calling our main office on **1800 277 328**;
- emailing a Aspect staff member directly or Aspect's Customer Service at:
customerservice@autismspectrum.org.au;
- writing or drawing a letter addressed to Aspect;
- contacting us through our social media channels;
- filling in a feedback or complaint form
 - available at your local school or service; or
- using [Aspect's Contact page](#).

For more information, please visit
[Aspect's Feedback and Complaints page](#).

Standards & Policies

Protecting your rights

Advocacy

Advocacy for people with disability is acting, speaking or writing to promote, protect and defend the human rights of people with disability.

Advocacy ensures full and equal enjoyment of all human rights, enabling community participation by:

- acting in a partisan manner (being on your side and no one else),
- being primarily concerned with your fundamental needs,
- remaining loyal and accountable to you in an empathic and vigorous way (whilst respecting the rights of others),
- ensuring duty of care at all times.

Find independent advocacy services near you:
['AskIzzy' Advocacy Services finder.](#)

Conflict of Interest

All Aspect staff must

- avoid any activity that may result in a conflict of interest or a potential conflict and any activity that may give rise to the appearance of a conflict of interest.
- under no circumstances accept any offer of money, gifts, services or benefits that would cause them to act in a manner contrary to the interests of the participant or Aspect.

Reporting

We may be legally required to make a report to the delegated state, territory or national authority if they consider any participant to be at risk of harm.

We also comply with the **NDIS Quality and Safeguarding Commission** and their reporting requirements.



Thank you
for taking the time to read this guide.
We look forward to working with you...