



# Service Access

Easy English



Aspect is here to help you understand if you can access our services, support programs and schools. Everyone can talk to us about accessing our services.

We have individual programs and schools that are made to suit your needs. We can help you with your skills in many different parts of your life.

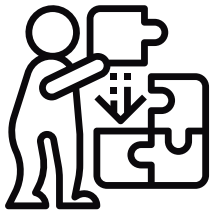
We can also provide support and information to your parents and carers, families and service providers.

## Our Service Entry

We will always:



- Make sure you can find information about the rules for who can use our services or supports, and join our schools;



- Find out about what you want and need, to match you to the right program or school;

# NDIS?

- Tell you if there will be a cost to you, or if it is free. You can use an NDIS package or other funding with us;



- Be respectful to people from different cultures, genders, abilities and backgrounds;



- Be fair when deciding if you meet the rules for entry to our programs or schools;



- Tell you why if you do not meet the rules for entry;



- Ask for your feedback, even if you choose not to use our services;



- Obey the law and rules from the government about who can use our services, supports and schools.

We will look at the information below to work out if we can help you

Your:



- Age and where you live



- Goals



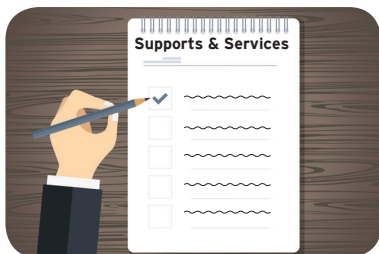
- Skills and needs



- Medical diagnosis



- Needs and home situation



- Supports and services that you already have



- Consent for referrals to other services

Our:



- Waiting times



- Fees and costs



- Ability and room to support new participants or students
- Reason for providing the program or school



- Rules to follow from the government or agency that pays for the program or school

## Leaving



You can choose to leave at any time. We will help and support you to do this.

We will work with everyone that is important to you, including other services in the community, to help you be ready to leave.



You may decide to leave because:

You:



- achieved your goals or got the skills you needed;
- finished all of the program;



- changed to a different provider;



- moved away;

- do not want to use the program or school anymore;



- have not paid your fees or
- do not have enough funding.

We changed the:



- rules for who can access the program or school;



- fees and costs;
- funding arrangements;



- program or school suitability; or



- availability of the program or school.

## Safety

We must keep all students / participants and staff safe. We have rules for this.

You will be told what:

- we want you to do to be safe
- we will do to keep you safe



We will write these safety rules down in a service or enrolment agreement when you start. If you do not have one, we will give you a copy of this policy.



If we think you are not being safe with other people, we will do the best we can to support you.

If you need more support, you may need to speak to the government or the NDIS to buy more support to develop your skills and be safe.

If you cannot be safe, you may be asked to leave. If this happens we will tell you why.

This document was adapted from the Aspect Service Access Policy that can be found on the Aspect website at [www.autismspectrum.org.au](http://www.autismspectrum.org.au).

This document was developed in consultation with a variety of individuals throughout Aspect.

Should you need support to understand Aspect's written information in a language other than English, please call TIS on 131 450 to request an interpreter in your preferred language, and ask for Autism Spectrum Australia (1800 277 328).