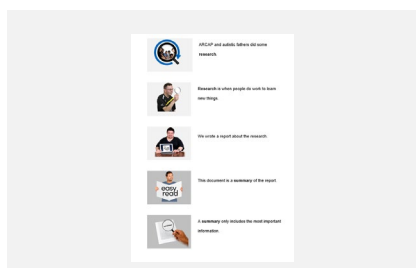


What it is like for Autistic people to use services in Australia

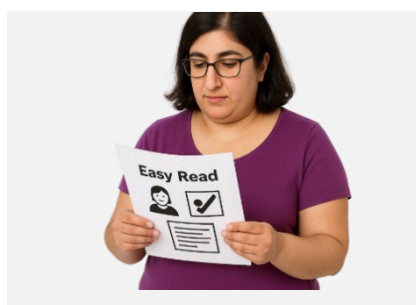
**Aspect Research Centre
for Autism Practice**



Bold words

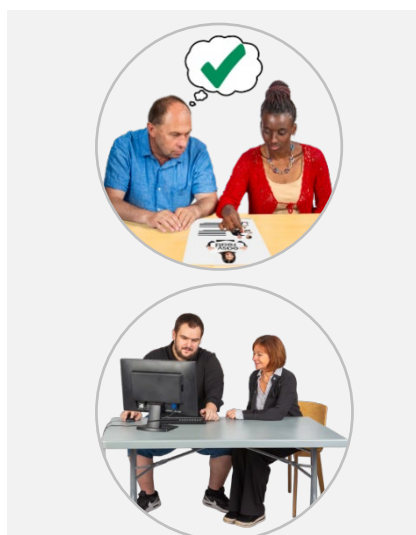


Some words in this document are **bold**.



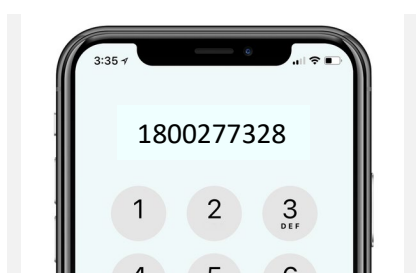
We write what the bold words mean.

Help with this document



You can get someone to help you

- understand this document
- find more information.



Contact information is at the end of this document.

About this document



This document is from the Aspect Research Centre for Autism Practice.

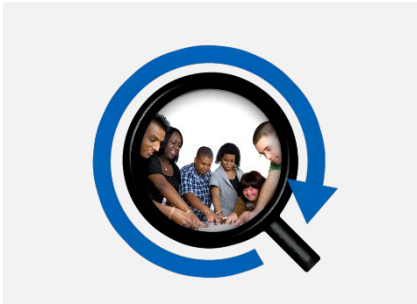


We are called ARCAP for short.



When you see the word 'we' it means ARCAP.

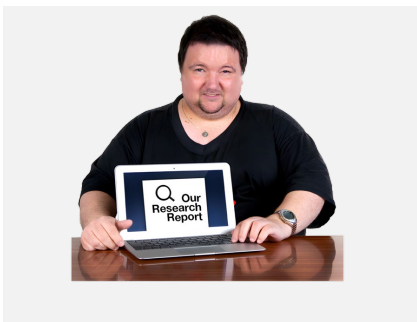
About the research



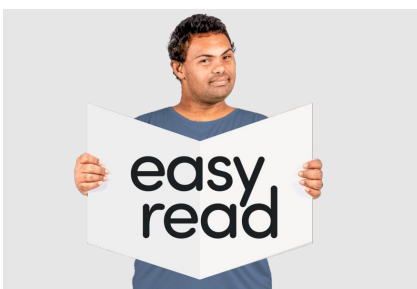
ARCAP did some **research**.



Research is when people do work to learn new things.



We wrote a report about the research.



This document is a **summary** of the report.

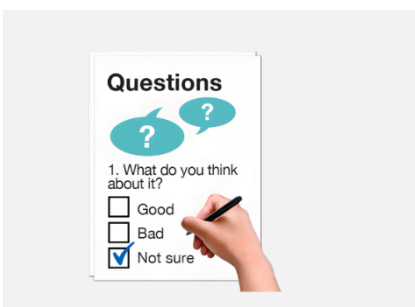


A **summary** only includes the most important information.

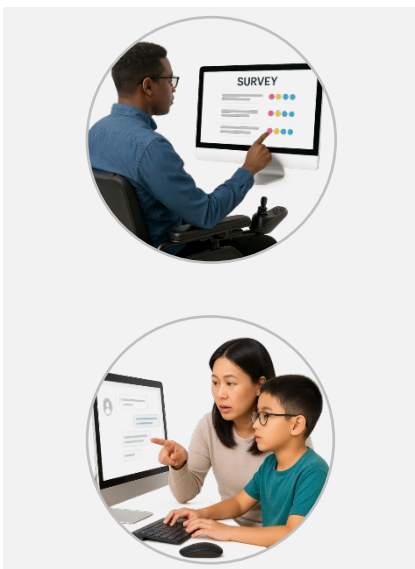
How we did the research



We made a **survey** to find out what it is like for Autistic people to use services in Australia.



A **survey** is a list of questions to find out what people think.



We gave the survey to

- Autistic adults
- parents of Autistic people.

What the research is about



We wanted to find out about

- healthcare



- jobs



- transport like bus train and ferry



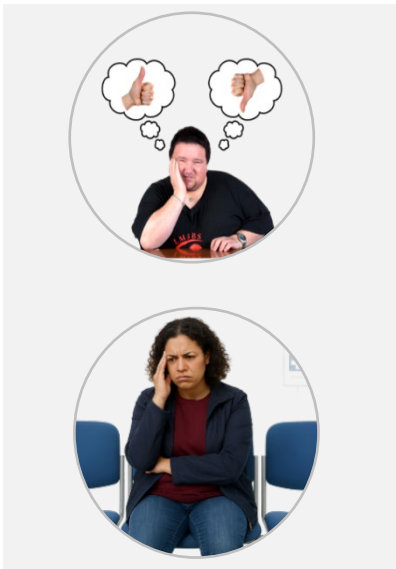
- shopping



- education



- things to do like sports and going to movies.



We wanted to find out

- what makes services hard for Autistic people to use
- how Autistic people feel when services are hard to use.

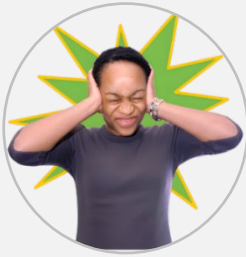
What did the research show?



All types of services were hard for Autistic people to use.

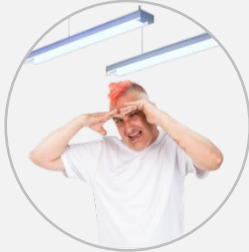


Autistic people often had a hard time using services.

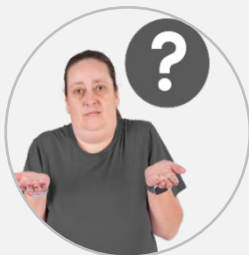


It was hard for Autistic people to use services because of

- loud noises



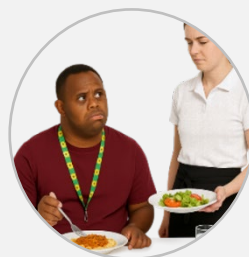
- bright lights



- unclear steps



- hard communication



- staff not understanding



- long wait times



- things costing a lot of money.



Services that were hard to use made

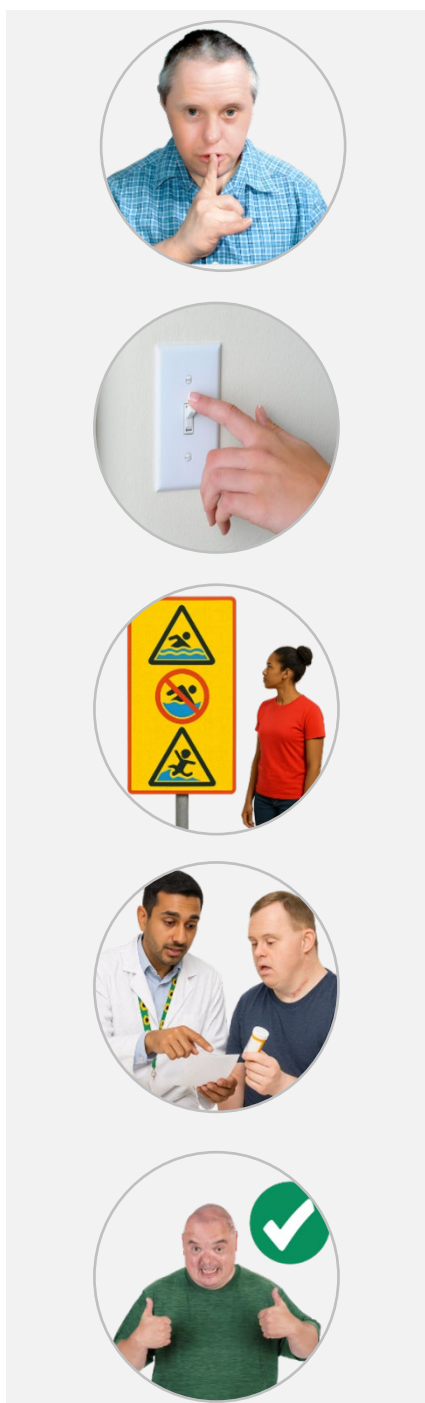
Autistic people feel

- tired
- unsure
- they did not want to go out and do things.

What services need to change



Services need to be easier for Autistic people to use.



Services can be improved by

- making places quiet
- turning down the lights
- making services easier to understand
- training staff to understand and help Autistic people
- letting changes be made so services work better for Autistic people.



Services should be planned and made so that everyone can use them



Services need to work with Autistic people to find ways to make it easier to

- learn
- work
- travel
- shop
- get health care
- do things with other people.

Contact us



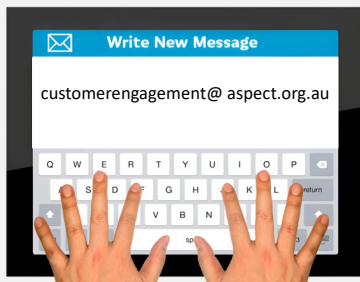
If you want more information contact ARCAP.



You can call 1800 277 328 and ask for ARCAP.



You can go to our website [aspect.org.au](https://www.aspect.org.au).



You can email customerengagement@aspect.org.au.