

We are passionate about people, about being positive and about what's possible.

Our commitment to the people who use Aspect's services and their families and carers

Aspect will provide high quality services to achieve outcomes that are important to you. We will consult with you to understand what you want and need, offer choice and value and support you to make decisions. We will not discriminate and we will welcome your suggestions and feedback and take any complaints you make seriously.

Our services are based on the unique Aspect Comprehensive Approach

The Aspect Comprehensive Approach addresses the whole autism spectrum. Our services are person-centred and family-focused and we use evidence-informed, autism-specific tools and approaches.

Your privacy

Aspect only collects information we need to provide you with appropriate services and to do our work. Unfortunately, the support we provide may be limited if you choose not to provide this information.

With your consent, Aspect may use the information you provide to refer you to other services.

We may also use your information to report to funding bodies and for research and evaluation without identifying you. We will not provide your personal information to anyone else without your consent except when we have to by law.

You can review information Aspect keeps about you by requesting an Aspect staff member, the manager of the Aspect service you use or the principal of your Aspect school to show it to you.

A copy of Aspect's Privacy Statement is available at any Aspect office or on our website, www.autismspectrum.org.au.

What you can expect from Aspect



Choice

You can choose which Aspect services best suit you.



Participation

Aspect will listen to you and jointly develop a plan for your service with you. We will consult with you about decisions that affect your service.



Convenience

Aspect services are easy to find and use.



Welcome

Aspect services are welcoming and safe.



Your concerns will be heard

Aspect will treat any concerns you have seriously and respond promptly to them.



Information

Aspect will provide you with easy to understand information about services available to you.



Respectful and capable staff

Aspect staff are knowledgeable, friendly and trustworthy. They will treat you fairly and respectfully regardless who you are and where you come from.



Privacy

Aspect will keep your information private and only use it for things you have agreed to.



Fees

Aspect will provide you with information about fees and charges before you use our services.

To help us to meet our commitment to you:

- **Tell us what we need to know** to provide you with the best possible support and assistance.
- **Keep us informed** when your needs or circumstances change so we can adjust your service if necessary.
- **Respect** Aspect staff and other people who use Aspect services.
- Provide us with **feedback** so we know what we are doing well and how we can improve.

Tell us what you think

Feedback and complaints help us know what we do well and how we can improve so we welcome them.

We try to resolve complaints quickly. We will contact you with an initial response and let you know how we will deal with the complaint. You

may appeal if you are not happy with the way we have handled your complaint or the outcome. You can find out more about making a complaint on our website www.autismspectrum.org.au.

You can give us feedback by:

- Speaking with the Aspect staff member you have regular contact with, the manager of the Aspect service you use or the principal of your Aspect school.
- Completing an Aspect feedback form and leaving it at any Aspect office, completing the on-line complaints and feedback form on the Aspect website www.autismspectrum.org.au.
- Emailing us at customerservice@autismspectrum.org.au
- Writing or speaking to our CEO.

May 2014