

It is thanks to support Aspect receives from the members of community that Aspect can provide the range and scope of services for people on the autism spectrum and their families. We want our supporters to know how grateful we are for that support and by fostering trust and confidence ensure they continue to be with us as we work to make a difference.

What you can expect from Aspect

- We will thank you and acknowledge your donation with a receipt either within five business days of receiving a single gift or, for those who make a regular giving commitment, as part of a consolidated tax receipt at the end of each financial year.
- We will keep you informed about our work and how your donation is making a difference through our newsletters and fundraising communications.
- We will tailor the amount of information and the way you receive that information at your request. We can change the frequency of updates and you can specify if, and how, you would like to hear from us.
- We understand that circumstances change and we respect the right of our donors to choose to alter or suspend donations to Aspect at any time.
- Information about your donations and financial and personal information will be securely handled with respect and confidentiality. On occasions, and where appropriate, we will publically recognise the contribution of particular supporters unless you have requested to remain anonymous.
- We will respect and protect your privacy. Aspect's privacy statement is available on our website www.autismspectrum.org.au/privacy
- We will listen to and treat any concerns you have seriously and respond promptly to them.
- We will make every endeavour to use your gift in accordance with your intentions where this is possible in line with our constitution and current programs.

To help us meet our commitment to you

- Let us know if your details or circumstances change so we can respect your wishes in terms of how we contact you.
- 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. We will acknowledge your feedback or complaint within 2 working days and attempt to resolve any complaint within ten days. We will keep you updated and always let you know what we have done as a result of your feedback.

You can give us your feedback by:

- Calling 1800 AUTISM (288 476)
- Emailing us at fundraising@autismspectrum.org.au
- Completing an online comments form on our website www.autismspectrum.org.au
- Or by writing to Aspect Fundraising, PO Box 361, Forestville, NSW, 2087