

## Aspect works in partnership with you to achieve your goals and aspirations.

### We do this 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 service.



**Providing services** that are welcoming and safe.



**Employing staff who are knowledgeable, friendly, respectful and trustworthy.**



**Providing you with easy to understand information** about services available to you.



**Keeping your information private** and only use it for things you have agreed to.



**Giving you information** about fees and charges before you use our services.



**Welcoming your suggestions** and feedback and take any complaints you make seriously.

For more information about Aspect's policies, including our Privacy of Personal Information and Data policy, please visit [www.autismspectrum.org.au/about-aspect/policies](http://www.autismspectrum.org.au/about-aspect/policies).

### Please...

- ✓ let us know when your needs or circumstances change, so we can adjust your service if necessary.
- ✓ tell us if you see something or someone doing something that makes you feel uncomfortable or that you think is not safe.
- ✓ Let us know when we do well and when we need to improve. We welcome and appreciate feedback and will respond to you kindly, while doing our best to improve anything you tell us about. Feedback can be made in person, by emailing - [customerservice@autismspectrum.org.au](mailto:customerservice@autismspectrum.org.au) or by calling **1800 277 328**. Feedback can also be made anonymously.

For information about how to give Aspect feedback or make a complaint, including raising any safety concerns, please visit [www.autismspectrum.org.au/feedback-and-complaints](http://www.autismspectrum.org.au/feedback-and-complaints).