Aspect Employment Services
A quick guide for participants, families and carers

a different brilliant understanding, engaging & celebrating the strengths, interests & aspirations of people on the autism spectrum

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Why we do what we do

We believe every person with autism can, and has the right to, be an active participant in the community and to make their own choices.

We celebrate differences and value the individual strengths and interests of all the people we work with.

We are passionate about people, about being positive, and about possibilities.

To learn more about our Vision, Mission and Values, visit: www.autismspectrum.org.au/content/about-aspect
How we work
We partner with you

Aspect exists to support and empower our participants to live the best life possible.

We work to understand people with autism, from their perspective.

Our focus is on the strengths and interests of people with autism.

Our solutions are evidence-informed.

Our services are designed around each person and family, for every stage of life - from early childhood to transition into adulthood.

We are dynamic, flexible and reliable.

We collaborate, respect and trust.

We work through solutions together.

We put your welfare and safety first.

We are engaged in the community.
How we work
Our comprehensive approach

The Aspect Comprehensive Approach (ACA) is our commitment to a consistent, evidence informed approach to service delivery.
Aspect service commitment

We work in partnership with you to achieve your goals and aspirations 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.
How we work
Help us help you...

✔ Tell us what we need to know about you, so we can 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.

✔ Provide Aspect with your funding details or payment for services in a timely manner.

✔ Act safely and respect Aspect staff, other people who use Aspect services and Aspect property.

✔ Listen to the instructions of Aspect staff when at our services, so that we can keep you and others safe whilst providing you with a quality service.

✔ Tell us if you see something or someone doing something that makes you feel uncomfortable or that you think is not safe.

✔ Give us feedback, so we know what we are doing well, and how we can improve.
Employment Services
What we offer

**Employment Mentoring Program**

The Employment Mentoring program is a 1:1 support framework that operates online via Healthdirect and face-to-face either at an Aspect centre or at participant’s workplace.

This program offers guidance and advice to support adults with autism move into the world of work with ease and confidence. Our Employment Mentors work with you to uncover your untapped potential and find meaningful employment.

**Employment Partnerships - External Training**

We work closely with various employers across NSW and Victoria to create employment opportunities for our participants.

One of our partnership goals is to create internships that lead to meaningful employment for our participants. We provide employer education workshops for managers and teams, as well as in-work support for employees and employers.
School Leaver / Employment Services (SLES)

The SLES program is for school leaver’s 16-23yo. The program is 24 workshops, one day a week for 24 weeks. This service can operate online or face-to-face and works on a 1:5 mentor to participant ratio.

This program is an early intervention approach for Year 12 school leavers. We help young people prepare, look for and gain employment. The program offers a high quality, person-centred approach in finding meaningful employment placements.

It is designed to support their transition from school to employment: we work with our participants to provide meaningful, individualised capacity building activities so they can achieve their employment goals.

Where we deliver services may include:

- Aspect Centre
- In the community
- In employment setting
You contact Aspect by email or by calling us on 1800 277 328.

We send you an email receipt within 48 hours.

Aspect contacts you within 10 to 14 working days.

You are eligible.

Your mentor is selected and appointed.

You are placed on our waitlist.

You sign a service agreement, and we work together to develop an Individual Support Plan.

Service begins.

We refer you to the most appropriate provider.
Accessing our services

About our waitlist

We value and understand your needs and desire to start with our support services as soon as possible.

We do our best to find and allocate the right Employment Services mentor for you within a reasonable timeframe.

This may take some time as a mentor may not be immediately available in your region.

We will be in touch through your preferred style of communication to keep you informed on how we are progressing, and may discuss alternative services while you are waiting.
Accessing our services

Aspect Employment Services locations

We provide face to face and teleservices in

Sydney Metro and Melbourne Metro
Accessing our services

Supporting you in your language

It is important to us that everyone can access information about what services Aspect provides, how we do our work, how you can access our services.

The information on our website and in our brochures is accessible both in:
- Standard English
- ‘plain English’ / Easy English, with pictures.

To support our non-English speakers who need assistance with interpreting our services information, we use the National Translating and Interpreting Service (TIS).

To learn more about accessing our information and how we work with you in your language, go to our website:
www.autismspectrum.org.au/accessibility
Standards and Policies

Good practice for providing supports and services

Aspect is committed to following the NDIS Practice Standards and the National Standards for Disability Services (NSDS).

Aspect complies with all the standards set by the Australian and state governments to make sure you receive a quality service from us.

These standards ensure:

• Individual rights are respected,
• Quality and safety,
• Services are delivered competently.

It includes things like:

• Risk management
• Expected qualifications and competencies for employees
• Complaints systems
• Effective and inclusive governance
• Specialist behaviour support
• Implementing behaviour support plans
• Early childhood supports

For an easy read version of the NDIS National Standards, you may visit: [https://www.ndiscommission.gov.au](https://www.ndiscommission.gov.au)
Standards and Policies

Your privacy & confidentiality

Aspect collects only the information we need to provide you with appropriate services and to do our work.

We will not provide your personal information to anyone else without your consent, except when we have to by law.

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

The support we give may be limited if you choose not to provide all the information we need to deliver a service.

We may also use your information to report to funding bodies and for research and evaluation without identifying you.

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

A copy of Aspect’s Privacy Statement is available at any Aspect office or on our website, or you may download our Easy English Privacy Statement.
Standards and Policies
Safeguarding the people we support

Aspect is committed to a culture of safety and wellbeing, providing an environment free from abuse, neglect and exploitation of the people we support.

Our staff considers the safety, protection and wellbeing of all people involved in Aspect services of fundamental importance.

Staff have a duty of care to ensure that reasonable steps are taken to prevent any harm and to promote the wellbeing of all individuals in our services.

This includes being safe online or when you use the internet so you have a positive experience. Information to keep yourself safe and make good decisions when using the internet can be found at: www.esafety.gov.au

Information in your language can be found at: www.esafety.gov.au/languages

Our Safeguarding the People We Support policy upholds Aspect’s intention to promote ethical, respectful and safe service delivery which meets legislative requirements and achieves positive outcomes for people we support across all Human Rights principles & conventions, as well as relevant state and national legislation.

For more information, see our Easy English Safeguarding the People we Support document.
How we handle incidents

While Aspect is committed to safeguarding the people we support at all times, there are occasions when an incident may occur.

An incident is an event where:

- an accident occurs that hurts, nearly hurts or causes distress to someone and/or
- someone hurts, nearly hurts or causes distress to another person.

If you are not satisfied with how Aspect handles an incident, the support given or if you have any other concerns, you can follow our feedback and complaints process or find further support using the List of Advocates.

If an incident does happen, we follow the following steps:

- **Communication and Support**
  We let you know what is happening, and who you can talk to or ask questions. We help you find help and support inside and outside of Aspect (including advocates).

- **Respond**
  We check everyone is okay and provide first aid if needed. We put in place support for all people involved.

- **Report**
  We write an incident report, and communicate with other people as required (e.g. police, government etc.)

- **Investigate**
  We look for why the incident happened and what we can do to stop it happening again.

- **Analyse**
  We act to fix any problems from the incident and put in place changes to make it better.

- **Check**
  We regularly check the changes or fixes are still working.
Standards and Policies

Feedback and complaints

Aspect treats complaints seriously, sensitively and in a timely manner, having due regard to procedural fairness, confidentiality, and privacy.

Your feedback is important to us and provides an opportunity for us to further refine and develop our practices.

We are committed to resolving the matter for the person or people concerned where practicable.

All feedback and complaints are treated with confidentiality and stored subject to applicable privacy laws.

For more information, see our feedback and complaints process.

How can I give Aspect my feedback?

There are many ways to give us feedback, including:

• talking in person directly to Aspect staff
• calling our main office on 1800 ASPECT (1800 277 328)
• emailing a particular Aspect staff member directly, or emailing Aspect’s Customer Service at: customerservice@autismspectrum.org.au
• writing or drawing a letter addressed to Aspect
• contacting us through our social media channels
• filling in a feedback or complaint form - available at your local school or service; or using the contact form on Aspect’s Contact Us page.
Advocacy for people with disability is acting, speaking or writing to promote, protect and defend the human rights of people with disability.

Advocacy ensures full and equal enjoyment of all human rights, enabling community participation by:

- acting in a partisan manner (being on their side and no one else),
- being primarily concerned with their fundamental needs,
- remaining loyal and accountable to them in a way which is empathic and vigorous (whilst respecting the rights of others),
- ensuring duty of care at all times.

Advocacy services are available through the Department of Social Services (DSS).

The *Disability Advocacy Finder* is a web-based application developed to assist people with disabilities, carers and families to search for government funded disability advocacy agencies.

More information about advocacy services on our website at: List of Advocates.
Aspect Employment Services Fees

NDIS and non-NDIS Fees For Services

Our Employment Services Fees guide is available online at:

Frequently Asked Questions

I don’t have NDIS funding... Can I still access your services?

Yes, our fees for service rates are priced in line with our NDIS fees. Our Aspect Employment Services Fees guide is available on Aspect’s website. You will be invoiced directly for non-NDIS services.

Why do I have to pay for reports or administration with my NDIS funding?

At Aspect, we believe a team oriented, holistic approach has greater benefits now and in the longer term for our clients. This is a core part of our philosophy and one that we are committed to. To achieve the best possible outcomes for our families and carers, we often need to collaborate with other parties. There are many things we do ‘behind the scenes’ to maintain our person-centred, family-focused approach, deliver best practice and meet NDIS service compliance requirements. Some of these requirements include completing reports on behalf of our participants.
Frequently Asked Questions

What if I am not sure about whether Aspect is able to meet my needs?

When you initially contact us, we will discuss your needs to determine if Aspect Employment Services is the best fit for you. Aspect provides a range of services to people with autism and we can have conversations with you about these. If we agree that Aspect is not the best fit, we will assist by referring you to the most suitable provider.

I can get the same service ‘around the corner’ for less... so why choose you?

There are many providers with different skills and experience. Rates will vary according to the duration and type of service you require. Our evidence informed, autism specific framework is built around knowledge and world wide research and best practice of over 50 years. Our Aspect Employment Services staff work alongside Aspect Practice that supports and guides us in our everyday work.
Frequently Asked Questions

If we give you all of our funding package, can we have a discount?

Unfortunately we can not offer a discount as we are not paid in advance by the NDIA, and we only claim funding after an appointment has been delivered.

Aspect does not earn any additional income or manage your funds in a way that could be returned to you as a discount.

Who can I contact about my service?

For general enquiries regarding our services you can contact our information line on 1800 227 328.

NDIS says there is no need to share my plan... So do I need to show it to you? What if I get a new NDIS plan?

There is no mandatory requirement to show us your plan or to tell us when you get a new plan.

However, for us to deliver an optimal service to you, it is useful for us to view your plan and be aware of any updates.

It allows us to ensure we are meeting your NDIS goals.
Can Aspect exit me?

Yes, as per the NDIS guidelines and outlined in your Service Agreement, should either Party wish to end the service relationship, we would prefer one months’ notice to support with transition to another service. If either Party seriously breaches the Service Agreement, the requirement of notice is waived.

How long will I have to wait for Aspect Employment Services?

Although Aspect has a high demand for our service, we do our best to allocate you an Aspect Employment Services mentor as quickly as possible. We understand that wait times can feel lengthy and we are committed to expanding our Aspect workforce to ensure that you can access the service with minimal delay.

What happens to my funds if I decide to change service providers?

Aspect sends an invoice once we have completed a session with you. If you choose to stop working with us at any time, we will release the remaining funds from the NDIS portal. These funds are then available for you to use with any another provider.
Frequently Asked Questions

What happens if I cancel an appointment?

If you cancel an appointment up to 48 hours prior to the agreed meeting time, or if you are not present at the agreed meeting time, cancellations rates apply. Aspect Employment Services claims 100% of the service fee for short notice cancellations. The short notice details are outlined in your service agreement.

Will I always have the same mentor? Can I be involved in selecting my mentor?

At Aspect, we are committed to building strong relationships with our participants, families, carers and guardians. We believe that working with a small team of workers helps to achieve this. Having a small team of workers to build your capacity also gives us flexibility to support your requests as we have more workers available to complete shifts. As part of our onboarding process, we make a strong effort to match you with right staff. However, there are times when the match does not work. In this instance, if you wish to change, we recommend you contact your assigned Team Leader or Regional Coordinator.

How do I pay? Will I be able to keep track of the use of my funding?

All information related to your NDIS funding can be accessed through the NDIS portal. This includes statements for services provided. Further information on the NDIS portal is outlined in your Service Agreement. You are invoiced directly by Aspect for all fee-for-service non-NDIS services.
Frequently Asked Questions

Can my mentor support me in my interview and in my workplace if needed?

Your Aspect Employment Mentor supports you throughout the whole process, both pre-employment and following your placement with an employer.

The type of support will vary and depend on how you choose to be supported.

The support may include interview preparation and/or assisting you with issues or challenges that may arise when you are in the workplace.

Once our service agreement with you has ended, you can re-engage at any time.

Can I access both Aspect Employment and Adult Community Services?

Yes. You may be enrolled to receive services from Aspect Adult Community Services and Aspect Employment Services at the same time. You can also access services from Aspect Therapy and Support Coordination.
Frequently Asked Questions

The type of work you will pursue and find will be based on the work we do together to explore what best suits your individual interests and capabilities.

Our Employment Mentors are experienced in offering specialist employment support, so we understand your unique strengths and the barriers faced when making the transition into employment. We work with you to uncover your untapped capabilities to fulfil your potential in the workplace and find meaningful employment.

Yes. Aspect Employment Services provides a number of employer workshops and support programs to help managers and teams within organisations understand the contribution employees on the autism spectrum can make to their workplace, and to learn best practice strategies for managing and supporting our participants once they begin employment.
We thank you for taking the time to read this guide and we look forward to working with you...