<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Why we do what we do</td>
<td>4</td>
</tr>
<tr>
<td>What Aspect Therapy offers</td>
<td>10</td>
</tr>
<tr>
<td>Accessing our services</td>
<td>11</td>
</tr>
<tr>
<td>Our standards and policies</td>
<td>16</td>
</tr>
<tr>
<td>Our fees</td>
<td>23</td>
</tr>
<tr>
<td>Frequently Asked Questions</td>
<td>24</td>
</tr>
</tbody>
</table>
01 - 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.
01 - Why we do what we do

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 work in partnership with you.
01 - Why we do what we do

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

Learn more about our Vision, Mission and Values at:
https://www.autismspectrum.org.au/content/about-aspect
01 - Why we do what we do

Our approach

The Aspect Comprehensive Approach (ACA) is our commitment to a consistent, evidence informed approach to service delivery.
01 - Why we do what we do

We see our work with you as a partnership

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

We are
dynamic,
flexible
and reliable

We collaborate,
respect and
trust

We work through
solutions
together
01 - Why we do what we do

Our commitment to you

- We will listen to you so that we can provide the best outcomes for you.

- We know that the NDIS can be complex and we will take the time to help you understand.

- We will always deliver supports that best fit your individual needs to achieve your goals.

- We will support you on your terms - via email, over the phone, in writing, or in person (through interpreters, if required).

- We will work with you to review progress, using your feedback to help us improve the quality of the service we provide.

- We will communicate any updates and changes to you.

- If there is anything we can’t do, we will explain why.

- We will help you access and understand other resources available to you.
02 - What Aspect Therapy offers

Our services

**Speech Pathology**
Helps develop language, communication and social skills.

**Psychology**
Helps understand and manage emotions, behaviour and social skills.

**Occupational Therapy**
Helps develop physical skills, support sensory preferences, and improve participation in everyday activities.

**Education & Skill Development**
Provides information, guidance and resources to maximise engagement, learning and meaningful participation in day-to-day activities and opportunities. Supports transition into and between education settings.

**Positive Behaviour Support**
Helps parents, carers and families of those with autism manage behaviours of concern.

**Parent Training**
Training programs and workshops that help families and carers increase their understanding of autism and the impact that an individual’s autism has upon his/her learning, development and behaviour.

**Assessments**
Provides therapy assessments for autism across the lifespan. A comprehensive assessment can identify strengths and functional abilities to help determine what strategies and supports will assist someone to reach their potential.

**Where**
- At home
- Tele-Therapy and Online via video conferencing
- In educational setting
- In the community
- In a clinic setting

**How**
- Individually
- In small groups
03 - Accessing our services

You contact Aspect Therapy by email or phone

You receive an email receipt from Aspect Therapy

Aspect Therapy contacts you within 10-14 days

You are eligible

Yes

You are placed on our waitlist

Your Therapist is appointed

No

We refer you to the most appropriate provider

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

Therapy starts
03 - 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 therapy 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 therapy 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: https://www.autismspectrum.org.au/accessibility
03 - Accessing our services

About our waitlist

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

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

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

Aspect Therapy 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.
03 - Accessing our services

Locations in New South Wales and ACT

ACT/ Southern NSW
Canberra, Cooma-Monaro, Queanbeyan, Yass Valley, Goulburn

Northern Sydney
Hornsby, Hunters Hill, Ku-ring-gai, Lane Cove, Manly, Mosman, North Sydney, Pittwater, Ryde City, Warringah, Willoughby

Sydney/South Eastern Sydney
Ashfield, Burwood, Canada Bay, Canterbury, Leichhardt, Marrickville, Strathfield Botany Bay, Sydney, Kogarah, Hurstville, Randwick, Rockdale, Sutherland Shire, Waverley, Woollahra, Georges River

South Western Sydney
Camden, Campbelltown, Bankstown, Fairfield, Liverpool, Wingecarribee, Wollondilly

Western Sydney
Auburn, Holroyd, Blacktown, Cumberland, Parramatta, The Hills Shire

Blue Mountains/ Nepean
Blue Mountains, Hawkesbury, Penrith, Lithgow

Central Coast
Wyong, Gosford

Hunter
Cessnock, Dungog, Lake Macquarie, Maitland, Muswellbrook, Singleton, Newcastle, Port Stephens

Illawarra/Shoalhaven
Kiama, Wollongong, Shellharbour

Mid North Coast
Port Macquarie-Hastings, Kempsey, Nambucca, Bellingen and Coffs Harbour

Murrumbidgee
Albury, Coolaman, Corowa, , Greater Hume, Jerilderie, Junee, Lockhart, Murray, Murrumbidgee, Narrandera, Temora, Tumbarumba, Urana, NSW Edward River

Northern NSW
Ballina, Byron, Lismore, Tweed, Tweed Heads, Richmond Valley, Kyogle, Clarence Valley
03 - Accessing our services

Locations in Victoria and South Australia

Adelaide
City of Charles Sturt, City of West Torrens, City of Port Adelaide, Enfield (West)

Bayside Peninsula
Bayside, Frankston, Glen Eira, Kingston, Mornington Peninsula, Port Phillip, Stonnington

North Eastern Melbourne
Banyule, Darebin, Nillumbik, Whittlesea, Yarra

Inner Eastern Melbourne
Boroondara, Manningham, Monash, Whitehorse

Outer Eastern Melbourne
Knox, Maroondah, Yarra Ranges

Southern Melbourne
Cardinia, Casey, Greater Dandenong

Western Melbourne
Hobsons Bay, Maribyrnong, Melbourne, Moonee Valley, Wyndham

Hume Moreland
Hume, Moreland

Inner Gippsland
Bass Coast, Baw Baw, Latrobe, South Gippsland

Brimbank Melton
Brimbank, Melton

Ovens Murray
Alpine, Benalla, Indigo, Mansfield, Towong, Wangaratta, Wodonga
03 - Accessing our services

Tele-Therapy Locations

We deliver NDIS funded Tele-Therapy services to any location in NSW, ACT, VIC and SA.

We also deliver Tele-Therapy services across Australia in locations where technical access is available.
Aspect Therapy is committed to following the NDIS Practice Standards and the National Standards for Disability Services (NSDS).

Aspect Therapy 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)
Aspect Therapy 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 Therapy 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 Therapy keeps about you by requesting an Aspect Therapy staff member or manager of the Aspect Therapy service you use, to show it to you.

A copy of Aspect Therapy’s Privacy Statement is available at any Aspect Therapy office or on our website, or you may download our Easy English Privacy Statement.
Aspect Therapy is committed to 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 Therapy’s 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.

Our Safeguarding the People We Support policy upholds Aspect Therapy’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.
04 – Our Standards and Policies
How we handle incidents

While Aspect Therapy 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 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 Therapy (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.

If you are not satisfied with how Aspect Therapy 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.
Aspect Therapy 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 Therapy my feedback?

There are many ways to give us feedback, including:

- talking in person directly to Aspect Therapy staff
- calling our main office on 1800 ASPECT (1800 277 328)
- emailing a particular Aspect Therapy staff member directly, or emailing Aspect Therapy’s Customer Service at: customerservice@autismspectrum.org.au
- writing or drawing in a letter addressed to Aspect Therapy
- 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 Therapy’s Contact Us page.
04 – Our Standards and Policies

Advocacy

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’s),
- 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) Finder.

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.

You can find more information about advocacy services via the Aspect Therapy website: [List of Advocates](#).
05 – Our Fees

Therapy Services

For information on our NDIS and non NDIS fees and charges, please refer to our pricing document on the website:

06 – Frequently Asked Questions

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

Yes, you can access the services listed on our NDIS/Non NDIS price list. You will be invoiced directly for these services.

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

At Aspect Therapy, 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 Aspect Therapy’s philosophy and one that we are committed to.

For Aspect Therapy to maintain our person-centred, family-focussed approach, and to always deliver best practice and meet our NDIS service compliance requirements, there are many things we do ‘behind the scenes’.

Our main purpose is to provide intervention, support and coaching services directly to you. To achieve the best possible outcomes for our families and carers, we often need to collaborate with other parties.

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

When you make initial contact with us, the Aspect Therapy Operations Leader will discuss your needs to determine if Aspect Therapy is the best fit for you. Aspect Therapy provides a range of adult and children’s services to people on the spectrum and we have conversations with you about this.

If we agree that Aspect Therapy is not the best fit, we will assist by referring you to the most suitable provider.
How long will I have to wait for an Aspect Therapy service?

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

What would happen to my funds if I decide to change service providers?

Aspect Therapy invoices once we have completed a session with you. If you choose to cease 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.

What happens if I cancel an appointment?

Cancellation rates apply if you cancel an appointment less than 48 hours prior to the agreed meeting time, or if you are not present at the agreed meeting time. Aspect Therapy cancellation rates are outlined in your service agreement.

What if I want my service at school?

If your child’s goals are best supported in a school setting, Aspect Therapy may be able to provide services at the school. Prior to commencing the service, you will need to negotiate with the school principal and the teacher.
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 location, duration and type of service you require.

Aspect Therapy rates are based on best practice delivery, our comprehensive approach and our 50 years of autism expertise.

Aspect Therapy staff also receive ongoing professional development and supervision. They work in a collaborative team environment and provide best practice therapeutic services.

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 Therapy doesn’t earn any additional income or manage your funds in a way that can be returned to you as a discount.
If you don’t need to travel far to see us, do we still need to pay for travel?

We take into account travel time to your appointment, not travel distance. As an NDIS provider, our prices are in line with the travel guidelines outlined. All travel is negotiated as part of the service agreement.

Could we choose not to pay for a certain part of the service (for example, an Assessment Report or correspondence with other service providers)?

Under the NDIS, participants have choice and control over their service provision. Aspect Therapy will work with you to determine the best possible plan to meet your therapeutic needs. The details of the plan are outlined in your service agreement. Your service agreement acts as a future NDIS planning tool. Aspect Therapy will often collaborate with others in order to consistently deliver best practice and maintain NDIS requirements. We strongly encourage you to support the NDIS related service activities.
We thank you for taking the time to read this guide and look forward to working with you...