A quick Guide
for participants, families and carers
Why we do what we do

We believe
every person on the autism spectrum 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

At Aspect, we exist to support and empower our participants to live the best life possible.

We work to understand people on the autism spectrum, from their perspective.

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

Our solutions are evidence-informed.

Our supports 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.
How we work

Our comprehensive approach

The Aspect Comprehensive Approach (ACA) is our commitment to a consistent, evidence informed approach to service delivery.
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 we can keep you and others safe while providing you with a quality service.

- ✅ Tell us if you see anything or anyone doing something that makes you feel uncomfortable, or that you think is not safe.

- ✅ Share your feedback with us, so we know what we are doing well, and where we can improve.
Aspect's commitment to participants

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 supports.
- **Providing you with services that are welcoming and safe**.
- **Providing you clear, easy to understand information** about the supports available to you.
- **Keeping your information private** and only use it for things you have agreed on.
- **Showing you fees and charges** before you use our supports.
- **Employing knowledgeable staff**, who are friendly, respectful and trustworthy.
- **Welcoming your suggestions** and feedback, and taking any complaint seriously.
Aspect’s commitment to staff
We believe in up-skilling our people

We support and provide our therapists with extensive and ongoing learning and development.

All Aspect therapists undergo
• **an extensive induction program** when they join the Aspect Therapy team;
• **Positive Behavior Support (PBS) training**, and depending on the needs of the participants they support, our therapists receive additional Positive Behavior Support training;
• **annual mandatory training**;
• **regular clinical support and supervision** to ensure our participants receive the latest evidence-based interventions.
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.

Speech Pathology

Helps develop language, communication and social skills.

Psychology

Helps understand and manage emotions, behaviour and social skills.

Positive Behaviour Support

Helps parents, carers and families of people on the autism spectrum manage behaviours of concern.

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.
About Aspect Therapy supports

Assessments

Provides therapy assessments for people on the autism spectrum 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.

Allied Heath Assistants

Aspect Therapy provides a broad range of therapy supports from locations across Australia provided by Allied Health Professionals as speech pathologists, social workers, occupational therapists, psychologists and educators.

Supports are structured to provide a range of activities and programs to inform, empower and resource participants and their families.

All programs have a strong focus on community participation with the aim of developing individually tailored programs that enable participants to reach their potential.

Our therapy supports are delivered individually or in small groups in an environment that best suits the individual, family, and goals for intervention. This may be...

in the home / group home
out in the community
in educational settings
online, via teletherapy
in clinic
Accessing our supports

Steps before therapy starts

1. You contact Aspect Therapy by email or by calling us on 1800 277

2. You receive an email acknowledging your enquiry

3. A member of our Customer Experience team contacts you to talk about your eligibility for accessing our supports

4. Are you eligible?
   - Yes: You are placed on our waitlist and are in the queue for a Support Call from Aspect Therapy
   - No: We refer you to the most appropriate provider

5. You receive a Support Call from Aspect Therapy

6. You are placed on our waitlist and are in the queue for a Support Call from Aspect Therapy

7. Your therapist is appointed

8. You sign a Service Agreement, and we work together to develop your Individual Support Plan

9. Your Aspect Therapy supports start
About our waitlist

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

However, demand for our supports is very high and a therapist may not be immediately available in your area.

We do our best to find and allocate a therapist who is right for you within a reasonable timeframe, and we take into account exceptional circumstances.

While you are on our waitlist, Aspect Therapy will keep in touch with you through your preferred style of communication so you know how things are progressing, and we may discuss alternative supports for the meantime.

To reduce waiting times and ensure Aspect Positive Behaviour Supports (PBS) are provided to the appropriate participants/individuals, Aspect Therapy has established a teletherapy PBS Screener Clinic.

This PBS Screener clinic helps Aspect Therapy undertake thorough data collection and analysis before referring you to Aspect PBS.

If you require behaviour support funding through NDIS, our clinic will provide behavioural assessment and help ensure you have appropriate evidence to support your application.
Accessing our supports
Supporting you in your language

It is important to us that everyone can find information about our supports, how we do our work and our policies.

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

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

To learn more about accessing our information in your language, visit: www.autismspectrum.org.au/accessibility.
Accessing our supports

Locations

Face-to-face and Teletherapy NDIS-funded supports:
NSW, ACT, VIC and SA

Some face-to-face supports:
South East QLD

Allied Health Assistant & Teletherapy supports:
Broken Hill NSW, Deniliquin NSW, Hervey Bay QLD, Maryborough QLD, NSW, Tasmania, and exploring additional locations across Metro and regions.

Teletherapy supports:
QLD and NT
Standards & Policies

Good practice for providing supports and services

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

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

These standards ensure:

- **Individual rights are respected,**
- **Quality & Safety are prioritised,** and
- **Supports 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 more ‘easy read’ information, please visit:
Standards & Policies

Your privacy & confidentiality

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

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

With your consent, we may use the information you provide to refer you to other supports.

The support we provide may be limited if you choose not to give 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.

We may be legally required to make a report to the delegated state, territory or national authority if they consider a participant to be at risk of harm.

We also comply with the NDIS Quality and Safeguarding Commission and their reporting requirement.


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

Aspect’s Privacy Statement is available at any Aspect office, on our website, and as Easy English version here.
Standards & Policies
Safeguarding the people we support

Aspect is committed to promoting an organisational culture that provides a safe and secure environment for the people we support.

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.

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.

Emergency planning

In the event of an emergency or disaster, we will agree to a plan with you. The plan will focus on how to keep providing you with supports while keeping you safe and healthy, and also meeting government guidelines.
Standards & Policies

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 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 handles an incident, with any of our support, or if you have other concerns, you may follow our feedback and complaints process or seek further support using 'AskIzzy' Advocacy Services finder.
Standards & 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.

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 form on Aspect’s Contact us page.

For more information, please visit Aspect’s Feedback and Complaints page.
Standards & Policies

Protecting your rights

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 your side and no one else),
- being primarily concerned with your fundamental needs,
- remaining loyal and accountable to you in an empathic and vigorous way (whilst respecting the rights of others),
- ensuring duty of care at all times.

Find independent advocacy services near you: 'AskIzzy' Advocacy Services finder.

Conflict of Interest

All Aspect staff must

- avoid any activity that may result in a conflict of interest or a potential conflict and any activity that may give rise to the appearance of a conflict of interest.
- under no circumstances accept any offer of money, gifts, services or benefits that would cause them to act in a manner contrary to the interests of the participant or Aspect.

Reporting

We may be legally required to make a report to the delegated state, territory or national authority if they consider any participant to be at risk of harm.

We also comply with the NDIS Quality and Safeguarding Commission and their reporting requirements.
Aspect Therapy fees

Our Aspect Therapy fees guide is available online at:

www.autismspectrum.org.au/Aspect-Therapy-Fees
Frequently Asked Questions

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 participants. 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.

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

When you first contact us, an Aspect Therapy Operations Leader will discuss your needs to determine if Aspect Therapy is the best fit for you. Aspect provides a range of adult and children supports to people on the spectrum and we will 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.
**Frequently Asked Questions**

**How long will I have to wait for an Aspect Therapy service?**

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

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

Aspect Therapy sends 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 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 supports at the school. You will need to negotiate with the school principal and teacher prior to commencing the service.
Frequently Asked Questions

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

Can I see an Allied Health Assistant and not the therapist?

The therapist is your main point of contact to create and implement your service plan, and collaborates with the Allied Health Assistant to provide the service to you. While you may see them less regularly, the therapist is very much involved through the Allied Health Assistant, and has ultimate responsibility for best practice delivery.
Frequently Asked Questions

Can we reduce therapist hours and increase Allied Health Assistant hours?

The therapist guides the program and works collaboratively with the Allied Health Assistant on all aspects of your service delivery. Our best practice guidelines stipulate the minimum amount of visits for the therapist, and we ensure that we comply with what is required.

Can the Allied Health Assistant drop my child home after session?

Participant-related travel to an Aspect Therapy session is the responsibility of the family/carer. The Allied Health Assistant’s responsibility is to conduct the session with you at your chosen location. It does not include travel to and from the location.
We thank you for taking the time to read this guide and we look forward to working with you...