

# Aspect Individual and Community Services

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## A quick guide

for participants, families,  
carers and their supporters



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## **Aspect (Autism Spectrum Australia)**

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Chatswood, NSW 2057

**[aspect.org.au](http://aspect.org.au)**

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ABN 12 000 637 26

# About Aspect

**Aspect (Autism Spectrum Australia) is one of Australia's largest autism-specific providers, and an approved NDIS service provider.\***

NDIS My Provider Number: 405000353

\* For information on what being a registered provider means, please visit the [NDIS commission website](https://www.ndis.gov.au/ndis-commission-website).

**a different  
brilliant®**

Understanding,  
engaging and celebrating  
the strengths, interests  
and aspirations of people  
on the autism spectrum.

A not-for-profit organisation, we work in partnership with people of all ages on the autism spectrum, and their families to deliver evidence-informed solutions that are person-centred, family-focused and customer driven.

Our services provide people on the autism spectrum with the opportunity to realise their unique potential, as well as providing much-needed support to their families, carers, friends and colleagues. Aspect's vision is to provide the best possible opportunities for Autistic people.

We believe people on the autism spectrum are ***a different brilliant®***.

## **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.

See more about our **Vision, Mission and Values** at: [aspect.org.au/about-aspect/our-vision-values-and-purpose](https://aspect.org.au/about-aspect/our-vision-values-and-purpose)

# Our Individual and Community Services

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## Aspect Assessments

Our clinicians offer face-to-face autism, ADHD and cognitive diagnostic autism assessments at our clinics located in **NSW (Chatswood, Baulkham Hills and Alstonville)**.

We also provide autism and ADHD assessments via Telehealth **across Australia**.

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## Aspect Adult Community Services

We offer a variety of fun group activities and individualised programs for adult participants at our **Melbourne** and **Sydney** Adult Community Service centres.

Our Programs of Support are designed to give participants the confidence and skills to meet their goals and live successfully on their own terms.

## Aspect Therapy

We offer speech pathology, occupational therapy, psychology, social work, positive behaviour support and early childhood support services.


Our practitioners provide supports across **NSW, ACT, Melbourne and Adelaide**, and our Teletherapy services provide access to therapy supports **across Australia**.

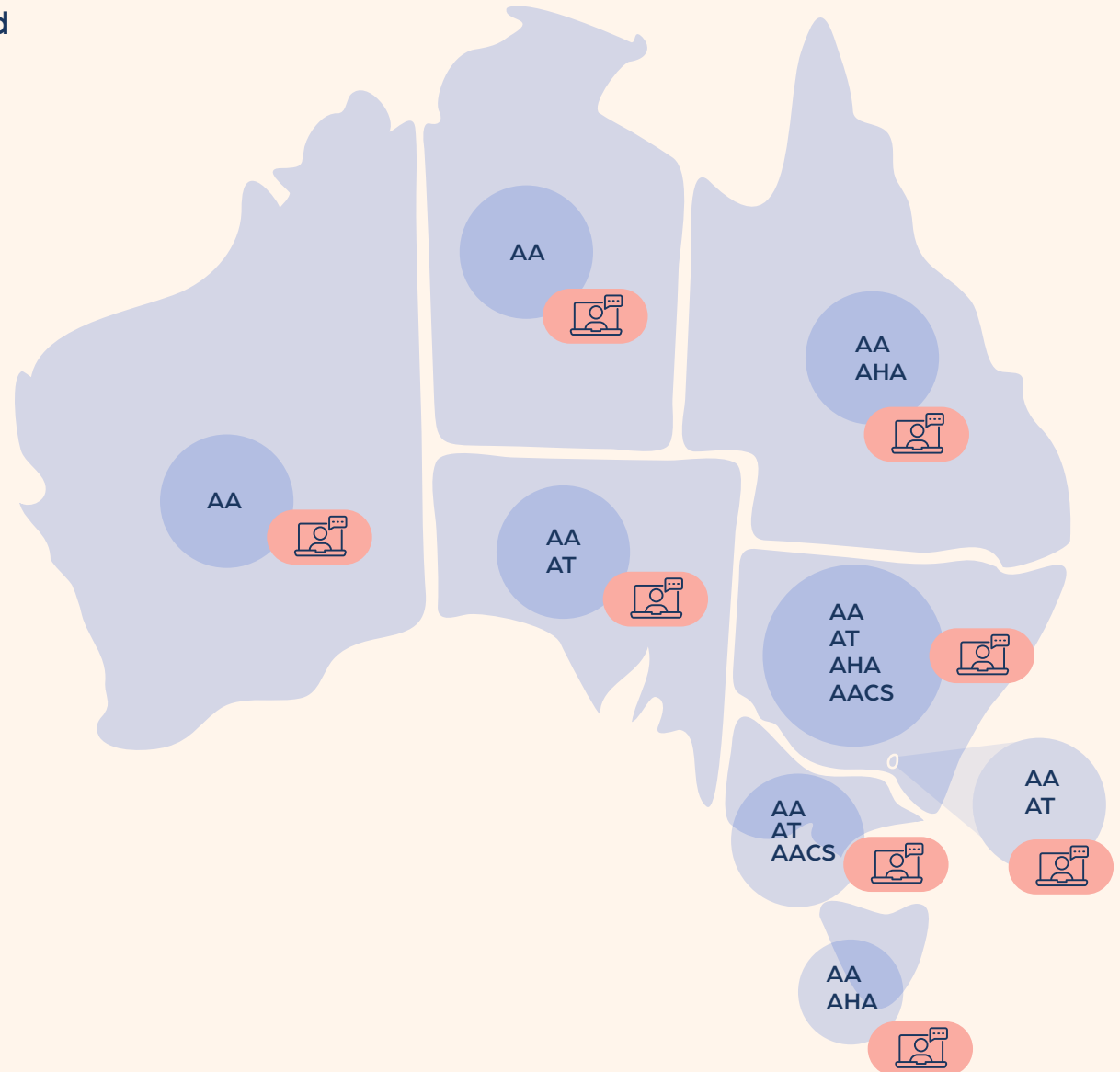
In conjunction with Aspect therapists, our Allied Health Assistants also provides face-to-face assistance in **Deniliquin NSW, Maryborough QLD and North-West Tasmania**.

# Our Individual and Community Services

Aspect has offices in NSW, ACT, Melbourne and Adelaide, and offers services across Australia.

- AA: Aspect Assessments
- AT: Aspect Therapy
- AHA: Allied Health Assistance
- AACS: Aspect Adult Community Services

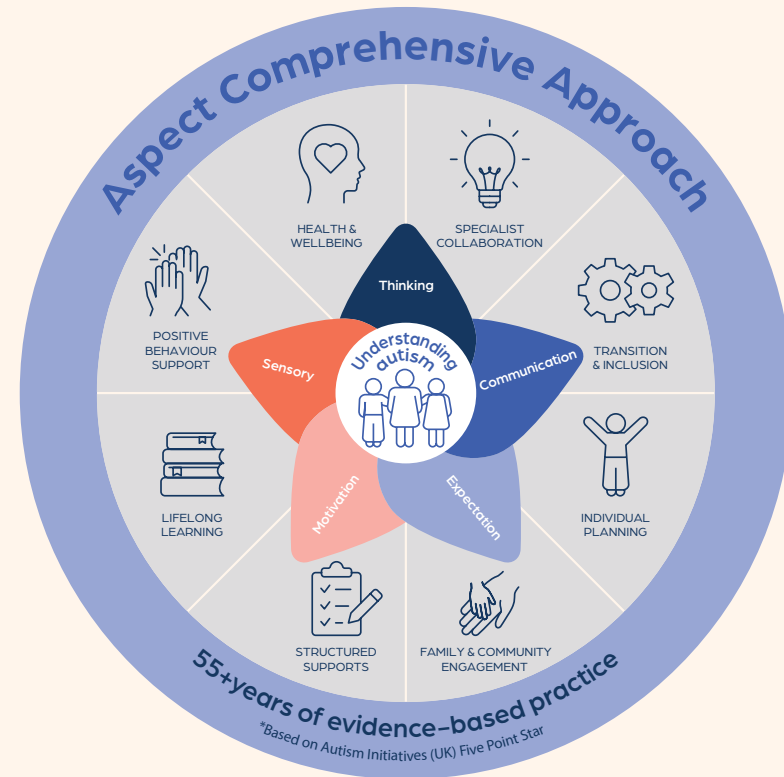
 Our Telehealth services can be accessed from anywhere in Australia.



# Our approach

The Aspect Comprehensive Approach has been developed to provide guidance not only to our participants, families, carers and staff, but also to the wider community.

Aspect's Comprehensive Approach (ACA) encapsulates more than 55 years of Aspect's expertise in providing services to children, young people and adults on the autism spectrum.



**We are dynamic,  
flexible and reliable.**

**We collaborate,  
respect and trust.**

**We work through  
solutions together.**

To ensure our participants receive the latest evidenced-based supports, all Aspect staff are trained in the ACA and undergo:

- an extensive induction program;
- **Positive Behaviour Support (PBS) training** and depending on the needs of the participants they support, they receive extensive additional PBS training;
- **annual safeguarding and child protection training;** and
- **regular clinical support and supervision.**

# Aspect's service commitment

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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 **welcoming and safe services**

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

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

**Welcoming your suggestions**

and feedback, and taking any complaint seriously

# Aspect's service commitment

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## Help us help you

- ✓ Tell us what we need to know about you, so we can provide you with the best possible supports and assistance.
- ✓ Keep us informed when your needs or circumstances change, so we can adjust your service if necessary.
- ✓ Provide 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 attending 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 service commitment

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## Aspect is committed to *NDIS Practice Standards*.

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

Practice Standards ensure:

- **Individual rights are respected**
- **Quality and Safety are prioritised**
- **Supports are delivered competently**

Practice standards include 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 'easy read' information, please visit:

- [NDIS Practice Standards](#)
- [National Standards for Disability Services \(NSDS\)](#)

# Standards and policies

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## Privacy and confidentiality

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

Aspect's **Privacy Statement** is available at any Aspect office and [on our website](#)

[Easy English version](#)



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.

# Standards and policies

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## 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 and 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](http://www.esafety.gov.au)

Information in your language can be found at: [www.esafety.gov.au/languages](http://www.esafety.gov.au/languages).

If you receive a service via telehealth, a parent or guardian must be present for participants under the age of 18 years.

## 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 and 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 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](#).

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

- **Communication and support**  
We let you know what is happening, who you can talk to, and who to approach if you have 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

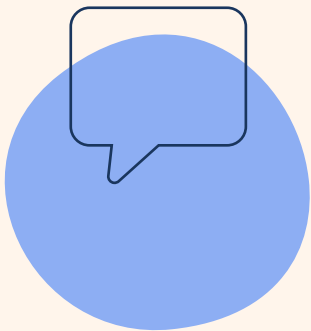
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## Feedback and complaints

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

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

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



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 277 328**;
- emailing an Aspect staff member directly or Aspect's Customer Service at: [customerservice@aspect.org.au](mailto:customerservice@aspect.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 Aspect school or service; or
- using Aspect's Contact page.

For more information, please visit:

[www.aspect.org.au/feedback-and-complaints](http://www.aspect.org.au/feedback-and-complaints)



# Standards and policies

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## 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 disabilities.

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); and
- **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.

