



Autism  
Association of WESTERN AUSTRALIA

# Service Charter

Supporting people with Autism, their families and carers to live the life they choose.



# About us

At the Autism Association we support people with Autism, their families and carers to live the life they choose.

- We believe all children with Autism should have a great start in life and receive the education they need.
- We strive to ensure all adults with Autism receive the support they need to lead an ordinary life.
- We see the importance of a community where people with Autism are understood, accepted and celebrated and we are striving to achieve this in Western Australia.

## Our values

- **Passion** to make the greatest difference
- **Respect** for the uniqueness of each person
- **Commitment** to treat individuals and families as we ourselves would like to be treated
- **Excellence** in all that we undertake
- **Innovation** to fulfill dreams and aspirations
- **Courage** to strenuously advocate for people with Autism and their families

## Our service commitments to you

- We are open and honest in all that we do
- We respect your individual rights and your privacy
- We place you at the centre of everything we do
- We embrace your cultural background and needs
- We listen to you and your family and value your feedback
- We will work together to ensure you are happy with the people who work closely with you
- We continually evaluate and improve our services
- We are committed to providing quality services
- We are committed to a culture of safety and wellbeing for everyone

## How you can help us

- Tell us how you would like to be communicated with
- Treat our staff with respect and courtesy
- Assist our staff to clearly understand your needs and aspirations

# Help us to support you

- Give us your feedback so we can continue to evaluate and improve our services
- Let us know when we are doing well and when we can do better
- We will respond to you within 24 hours

## Our contact information

You can contact us:



On our website **[www.autism.org.au](http://www.autism.org.au)**



Via email **[feedback@autism.org.au](mailto:feedback@autism.org.au)**



On the phone on **(08) 9489 8900** for metro areas or **1800 636 427** for regional families



In the post at **Locked Bag 2 Subiaco, WA 6904**



# The Autism Association of Western Australia

*Advancing the personal development, equality of opportunity and community participation of people with Autism.*



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