

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**
-  Via email **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