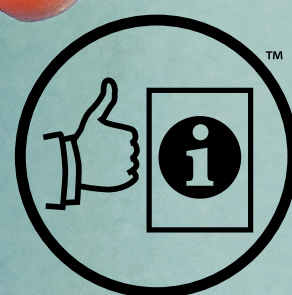




Autism
Association of **WESTERN AUSTRALIA**

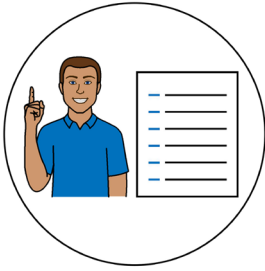


Easy English

Service Charter

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

Hard words



This book has some hard words.

The first time we write a hard word

- the word is in **blue**
- we write what the hard word means.

You can get help with this book



You can get someone to help you

- read this book
- know what this book is about
- find more information.

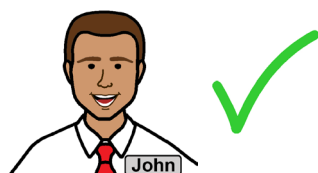


About this book



This book is written by the
Autism Association of Western Australia.

This book is our **service charter**.



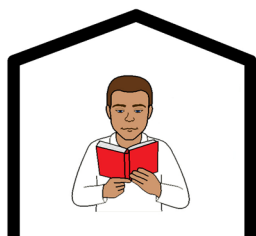
Our service charter is about

- what we will do to give good services
- how you can help us give good services.



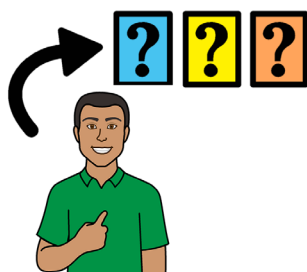
About our services

We support people with Autism to live the life they want.



For example, help people with Autism

- get a good education
- be a part of the community
- make their own choices
- find a job
- live in their own home.



We help the community better understand people with Autism.



We work with families and carers too.



Our values

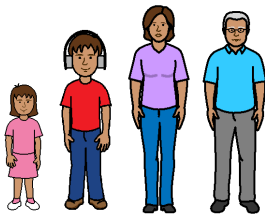
Values are

- things we think and feel are important
- our rules for how we support you.



Passion

Passion means we care a lot about the people we support.



Respect

Respect means we

- understand everyone is different
- understand everyone is important
- treat you the way you want to be treated.



Commitment

We show **commitment** to treat everyone in a kind way.

Commitment means a promise to keep trying to do something until you are happy.



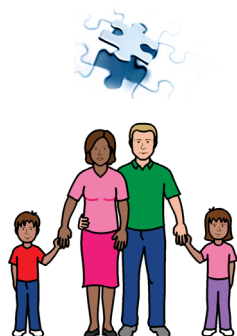
Excellence

Excellence means we always give the best services we can.



Innovation

Innovation means we always look for new ways to help with your goals.



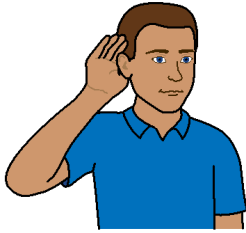
Courage

Courage means we stand up for people with Autism and their families in the community.



What we will do for you

We will be open and honest with you.



We will treat you with respect.

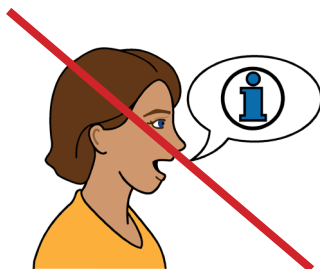
For example

- listen to you
- put your needs first.



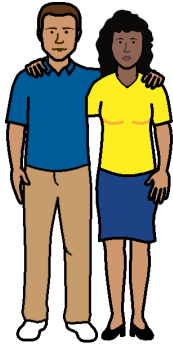
We will respect your cultural background and needs.

We will respect your rights.



We will respect your **privacy**.

Privacy means we do **not** tell other people your information.



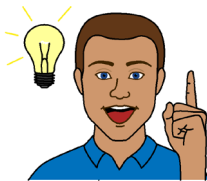
We will make sure you get along with people who support you.

We will listen to the things you tell us.



You can tell us about

- things we do well
- things we can do better.



We will always look for new ways to make our services better.



What you can do for us

You can treat our staff with respect.

You can help us know the best way to support you.

For example, tell us

- your goals
- how we can help with your goals
- the best way to communicate with you.



You can give us feedback.

We will reply to your feedback in less than
2 business days.



More information

For more information contact the
Autism Association of Western Australia.



If you live in the city, call

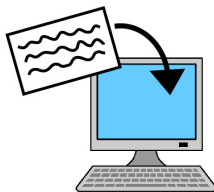
08 9489 8900

If you live out of the city, call

1800 636 427



Go to www.autism.org.au



Email feedback@autism.org.au



Post a letter to

Locked Bag 2

Subiaco

Western Australia

6904



If you need help to speak or listen

Contact the Autism Association of Western Australia through the National Relay Service or NRS.

Call the NRS help desk

1800 555 660

Go to the NRS website

communications.gov.au/accesshub/nrs

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