



# Autism Advisory and Support Service

ABN 63 073 684 085

"Empowering children and adults with autism and their families through knowledge and support"

## Service User Code of Conduct

Autism Advisory & Support Service (AASS) are committed to delivering a high quality, safe and respectful service provision for everyone that accesses services from our organisation. Our Board members, staff and volunteers follow a code of conduct when working with participants and in meeting operational requirements when delivering services under the National Disability Insurance Scheme (NDIS).

The United Nations' "**Universal Declaration of Human Rights**" affirms that all individuals must be treated with equal respect. At AASS, we work with and support participants and their families with Autism Spectrum Disorder (ASD). We understand and respect the individual's choice and control over what services they would like to access. It is therefore important that the individual, their families, caregivers and advocates interact with AASS staff in a manner that is positive and collaborative.

### Our expectation when working with you;

- All AASS staff needs to be treated with courtesy and respect.
- Discuss with AASS staff if you have any concerns about the supports being provided. If you are not happy with the outcome, you can go through the organisational feedback / complaints process.
- Inform AASS staff if a Behaviour Support Plan (BSP) is in place, in particular if there is a Restricted Practice in place so staff have the necessary training from the organisation that prepared the BSP.
- It is required that all parents and caregivers;
  - **supervise participants while waiting for centre-based sessions.**
  - **remain on the premises for all centre- based services and attend sessions with the participant or as discussed with the therapist.**
- The participants, their families and caregivers have a responsibility for the decisions made when working in partnership with AASS staff.

As an organisation, AASS will not tolerate aggressive or bullying behaviours that impact on staff well-being and service delivery. These include:

- swearing/offensive and language that is insulting to staff.
- aggression
- violence
- harassment
- discrimination
- vilification
- bullying
- defamation



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### What you can expect from AASS:

- Provide the appropriate quality services that you have asked for and we have agreed to provide.
- Work in partnership with you to accomplish the goals that are important to you and your family.
- Respect your privacy and protect your confidentiality.
- Be open and honest about the work that we do.
- Explaining things clearly to you and your family.
- Treat you politely and with respect.
- Include you in all decisions about your supports.
- Let you know what to do if you have a problem or want to complain.
- Listen to your feedback and rectify any problems quickly.
- Tell you if we want to end the Agreement.
- Make sure your information is correct and up to date.
- Store your information carefully and make sure it is kept private.
- Obey all the rules and laws that apply. This includes the *National Disability Insurance Scheme Act 2013* and the *National Disability Insurance Scheme Rules*.
- Check that the Agreement is working well.

AASS reserves the right to cease services and exit a participant if the participant and / or their families breach this Service User Code of Conduct.

The Chief Executive Office (CEO) will be informed of any breach of the Service User Code of Conduct.

Policies and Procedures that relate to AASS Service Delivery, Risk Management and WHS will be followed accordingly.