

Client Safety Commitment

Autism Queensland (AQ) is committed to the safety, wellbeing, and inclusion of all clients.



We have zero tolerance for any form of harm or abuse, including physical, sexual and psychological abuse, as well as neglect. We recognise and respect the diverse backgrounds and experiences of the children and families we support. We are committed to:

- ▶ Fostering a culture of inclusion, equity, and respect for all clients, including those with disability, from culturally and linguistically diverse backgrounds, and who identify as LGBTQIA+.
- ▶ Ensuring cultural safety and responsiveness in our engagement with Aboriginal and Torres Strait Islander clients, families, and communities, recognising their enduring connection to land, culture, and community.

All AQ staff, volunteers, carers, and community members who attend AQ sites are expected to:

- ▶ Act in the best interests of clients at all times.
- ▶ Encourage and support clients and their families to have a voice and participate in decisions that affect them.
- ▶ Respond promptly and appropriately to any concerns, suspicions, or allegations of harm.

AQ has made a commitment to client safety and wellbeing by:

- 1 Ensuring client safety and wellbeing is embedded in organisational leadership, governance and culture.
- 2 Families and communities are informed and involved in promoting client safety and wellbeing.
- 3 Equity is upheld and diverse needs respected in policy and practice.
- 4 Clients are informed about their rights, participate in decisions affecting them and are taken seriously.
- 5 People working with Autism Queensland are suitable and supported to reflect client safety and wellbeing values in practice.
- 6 Processes to respond to complaints and concerns are client focused.
- 7 Staff and volunteers are equipped with the knowledge, skills and awareness to keep clients safe through ongoing education and training.
- 8 Physical and online environments promote safety and wellbeing while minimising the opportunity for clients to be harmed.

If you suspect a client is at immediate risk of harm/abuse, call Triple Zero (000).

Contact us if you have a concern at AQ:

✉ **Email:** css@autismqld.com.au

☎ **Phone:** (07) 3273 0000