Client Service Charter

This Client Service Charter outlines your rights, how you will be treated and what you can expect from Autism Queensland (AQ). It also sets out your responsibilities and how you can give us feedback on any aspect of our service. Clients will be made aware of this Charter upon contracting AQ's services.

About Us

Autism Queensland is a not-for-profit organisation with a vision for a life of participation, opportunity and choice for people on the autism spectrum.

We provide specialised education, therapy and support for autistic people of all ages and their families, and are Queensland's longest serving and most experienced agency in the delivery of early childhood intervention, education and training, therapy and accommodation services.

You can find information about our services on our website: *autismqld.com.au.*

We deliver services state-wide from centres in Brisbane, Cairns, Gladstone, Gold Coast, Mackay, Rockhampton and Sunshine Coast.

Our commitment to you

Autism Queensland is committed to providing high quality information and services that are evidence-informed, meet current criteria for best practice, are supportive and responsive to the needs of clients and their carers.

What you can expect from us

When you are in contact with our organisation, we will:

- Treat you with respect at all times.
- Treat you fairly and without discrimination.
- Provide you with sufficient information about the service and its terms of use.
- Inform you of your rights and responsibilities.
- Provide a safe and healthy environment.

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- Respect your privacy and confidentiality.
- Ensure you don't face physical, sexual, emotional or verbal abuse.
- Protect your personal information and only use it for the right reasons.
- Involve you in decisions about the services you access and support you to have a say.
- Support you to connect with other services if needed.
- Respond to you promptly and efficiently.
- Tell you how to provide us with feedback on our service and how to make a complaint.
- Ensure your complaints are dealt with fairly and promptly.

What we expect from you

Our staff want to help you and we require you to treat every one of them with dignity and respect. AQ will not tolerate aggressive or abusive behaviour towards our staff.

How you can help us

You can help us provide a quality service if you or your support person:

- Provide us with complete and accurate information about yourself and your situation.
- Tell us if things change or you cannot keep an appointment or commitment.
- Act respectfully and safely towards all other people when accessing AQ services.
- Provide us with feedback about our service and how we can work better.

How you can participate in your services

We encourage our clients to participate in, and exercise choice over service decisions. We will ensure you are aware of and understand the services we provide. We are committed to supporting clients to make choices and participate in decisions by using interpreters, advocates and culturally appropriate service strategies, where needed.

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How you can provide feedback

We value your feedback on a positive experience you have had with us and/or in letting us know how we can improve AQ services.

We also want to know if you are not happy with the service you have received or believe you have not been treated fairly and reasonably by us or by someone delivering services on our behalf.

You can give us this feedback by:



Talking directly to a staff member, or

Asking to speak to a more senior staff member



Calling us on **(07) 3273 0000**

We are available **Monday to Friday** from **8:30am to 4:30pm**



Email *css@autismqld.com.au*



Visit *autismqld.com.au/provide-feedback/*

For further **feedback assistance**, email *feedback@autismqld.com.au*



Write to us at:

PO Box 354, Sunnybank Hills, QLD 4109

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How we manage complaints

We want to resolve complaints openly, honestly and quickly.

We will acknowledge your complaint and respond within 5 working days.

We will aim to promptly resolve your complaint, usually within 30 days. In some situations, this may take longer.

If you are not satisfied with our resolution of your complaint, you may contact an independent body such as the ***NDIS Commission***, Office of the Queensland Ombudsman, the Non-State Schools Accreditation Board (NSSAB) or the Department of Families, Seniors, Disability Services and Child Safety.

You can also find an easy-read ***Complaints & Feedback Management*** resource and our full ***Privacy Policy*** on our ***website***.