

## Communication Policy

Autism Consultancy Services (**ACS, we, us**) believes that open, honest and respectful communication is vital between its clients, their families. We believe this is achieved by establishing a safe and non-judgemental space:

- to discuss in a frank and cooperative manner how the Services will be delivered to best meet our client's and their family's needs;
- that expects all participants in our services to treat each other with courtesy and respect; and
- to promptly provide any feedback or raise any concerns about the Services being provided.

We do this by consulting with our clients to identify their preferred communication methods by offering services in various formats, including in person, online, phone or via text or email.

Communication which is deemed inappropriate may lead to the immediate termination of the Services. This includes:

- abusive or disrespectful language, actions or behaviour that results in the receiver feeling bullied, offended, or threatened;
- any behaviour of a discriminatory, sexual, racist or of a similarly inappropriate nature;
- publicly posted content intended to negatively affect ACS' business, reputation or that of any individual employees, contractors or personnel associated with ACS.

Communication via text or phone call should be between 8.30am to 5.30pm (**Business Hours**), Monday to Saturday (**Business Days**), except in an emergency.

ACS will take reasonable steps to respond to any communication:

- within 24 hours during Business Hours on Business Days;
- on the next Business Day after a weekend or Victorian public holiday; and
- within 72 hours during the Victorian school holidays, where possible.

ACS will always discuss with you if extra communication via phone calls or email will result in further charges for our time.

General enquiries and bookings can be made by:

**Phone:** 0458 858 878

**Email:** [hello@autismconsultancy.com.au](mailto:hello@autismconsultancy.com.au)

Feedback and concerns can be made by contacting Sarah Hampton (director):

**Phone:** 0458 858 878

**Email:** [sarah@autismconsultancy.com.au](mailto:sarah@autismconsultancy.com.au)

Further information can be found by contacting the NDIS Commission:

**Phone:** 1800 035 544

**Website:** [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au); or

This policy applies to all clients, families or care givers, service support suppliers, employees, contractors, volunteers and other personnel associated with ACS.

Policy effective as of: March 2023