



AUTISM ABILITIES

Empowering and supporting autistic people to live life well.



- **Positive Behaviour Support (PBS)**
- **Allied Health**
- **Support Workers - The Autism Site Workshops, Training, and Education**
-





AUTISM ABILITIES

Empowering and supporting autistic people to live life well.

CONTENTS

- 3 Welcome**
- 4 Our Values - What's Important to Us**
- 5 How to Make a Referral
Becoming a Participant**
- 6 Informed Consent
External Audits
Child Safe Organisation**
- 7 Use of Artificial Intelligence at Autism Abilities**
- 8 Positive Behaviour Support**
- 10 Allied Health Services
Occupational Therapy
Speech Pathology**
- 13 Other Services
The Autism Site
Workshops, Training, and Education**
- 14 Participant Rights - What You Should Expect**
- 15 Your Responsibilities as an Autism Abilities Client**
- 17 NDIS Code of Conduct**
- 18 Emergency Preparedness**
- 19 Conflict of Interest**
- 20 PACE**
- 21 Feedback & Complaints**
- 22 Important Contacts**
- 24 Contact Information
Acknowledgement**



Welcome to Autism Abilities

Thank you for choosing Autism Abilities. We are a team of dedicated and caring professionals who are passionate about empowering and supporting autistic people to live a personally meaningful life.

As an autism-specific service, we understand that the needs of each person on the spectrum are as individual as they are, and this knowledge informs and inspires us in our work every single day.

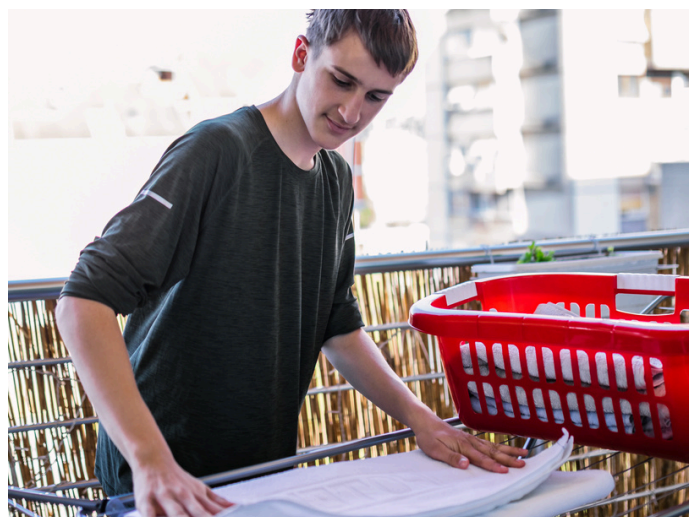
Autism Abilities is an inclusive, neurodiversity-affirming organisation. Diversity and inclusivity are important to us, and we are committed to ensuring our workplace and services reflect this.

Autism Abilities acknowledges the traditional owners of the land on which we live, work, and travel and pays respect to their Elders past, present, and future. We are committed to the cultural safety of children from culturally and/or linguistically diverse backgrounds and to providing a safe environment for children and young people with disabilities.

Everyone is welcome at Autism Abilities regardless of their background, race, culture, religion, gender identity, or sexual orientation.

OUR CURRENT SERVICES

- Positive Behaviour Support (PBS)
- Allied Health
- Support Workers - The Autism Site
- Workshops, Training, and Education



OUR VALUES (OR, WHAT'S IMPORTANT TO US)



Be knowledgeable

- We are an **autism-specific service**—autism is our thing.
- We **love learning** and enjoy exploring topics of interest through our passion projects.
- We share our knowledge and learning freely.
- We foster a culture of learning and development to keep our **skills and knowledge** current.



Be inspiring

- We strongly **value** the **unique perspectives** of autistic and neurodiverse people.
- We encourage everyone to be their authentic self.
- We see **ability**, not disability.
- We always ask, 'Why not?' And 'What if?'
- We strive for amazing outcomes.



Be memorable

- We do what we say we will.
- We **really listen**.
- We always ask, 'What else can I do?'
- We understand that the smallest thing on our to-do list may be the most important thing in someone else's life.
- We will always try to **go the extra mile**.



Make things happen

- We are **outcome-driven** people.
- We think outside the box.
- We **challenge assumptions**.
- We persevere and persist.
- We are problem-solving, solution-focused people.



Come from the heart

- We consider it a huge privilege to do the work we do.
- We love what we do and we **genuinely care**.
- We are **passionate** about empowering and supporting autistic people and their families.
- We bring empathy, compassion, and **respect** to every aspect of our work every single day...

HOW TO MAKE A REFERRAL

Making a referral is easy, you can do any of the following:



PHONE

1300 324 917 / 0481 112 928



REFERRAL FORM

autismabilities.com.au/make-a-referral



EMAIL

hello@autismabilities.com.au



If you need an interpreter, the Translating and Interpreting Service (TIS National) is available (24 hours, 7 days) for callers who speak other languages, just call 131 450.

Talk to your NDIS Planner or Local Area Coordinator (LAC)

If you would like to nominate Autism Abilities as your preferred provider, you can let your NDIS Planner or Local Area Coordinator (LAC) know, and they will send a Request for Service to us directly.

BECOMING A PARTICIPANT

Service Agreements



Before we start working with you, we will ask you to sign our Service Agreement. This is an important document that describes how we will work together, what services are required, and information about fees and costs, including travel, cancellation policy, and billable activities.

The Service Agreement will be sent to you by email and can be easily signed and returned electronically.

The service agreement must be returned before service can begin. If you have any questions about anything in your service agreement, please do not hesitate to ask; we will be happy to help.

INFORMED CONSENT

At the start of service we will ask you for your **written consent** to allow us to obtain and release information about you as may be necessary during the normal course of service.

This includes sharing information about you with other people such as other services you attend, your doctor, and your family or carer. Information can be written, spoken and can include recorded material, videos or photographs.

YOU CAN CHOOSE TO GIVE CONSENT FOR AUTISM ABILITIES TO SPEAK TO ALL RELEVANT PEOPLE, OR YOU CAN SPECIFY WHO YOU GIVE CONSENT FOR US TO OBTAIN/RECEIVE INFORMATION FROM/TO.

EXTERNAL AUDIT

As an NDIS registered service, Autism Abilities is **required** to undertake external audits. As part of this process we will provide your contact information to our external auditors, they may **contact you** while conducting the audit to ask you about your experience as a client of Autism Abilities.

Please tell us if you **do not** want to be included in the external audit.

CHILD SAFE ORGANISATION

Autism Abilities is proud to be a **child-safe organisation**.

We create a culture of child safety, implementing strategies and taking proactive steps to promote child well-being and prevent harm to children and young people.

Please refer to our website for our policy at www.autismabilities.com.au



USE OF ARTIFICIAL INTELLIGENCE AT AUTISM ABILITIES

Artificial Intelligence (AI) tools are used at times at Autism Abilities. This is to enhance our service delivery and reduce the time spent and charged for report writing. **AI will be used only to improve the grammatical accuracy and readability of reports produced.**

In line with OAIC (Office of the Australian Information Commissioner) recommendations, Autism Abilities **does not** enter any personal information, and particularly sensitive information, into publicly available generative AI tools, due to the significant and complex privacy risks involved.

In accordance with the Australian Health Practitioner Regulation Agency (AHPRA) guidelines, the use of artificial intelligence at Autism Abilities **aligns with the principles of safety, accountability, and evidence-based practice.** Any AI tools that are used are validated, reliable, and appropriate for clinical settings. The use of AI at Autism Abilities does not compromise professional judgement, patient consent, or confidentiality, all of which are prioritised, and our practitioners remain fully responsible for their clinical decisions based on evidence made with AI assistance.

All AI tools are **regularly reviewed** to ensure the use of AI is compliant, safe, and maintains high-quality standards of support.

POSITIVE BEHAVIOUR SUPPORT (PBS)

What is PBS?

Positive Behaviour Support (PBS) is a person-centred, evidence-informed approach that aims to increase quality of life and reduce restrictions for people with disabilities. At Autism Abilities, our service provides active support.

Your PBS Practitioner will work closely with you, your family, and your support team. They will develop a Positive Behaviour Support Plan (BSP) with you, including strategies that aim to improve quality of life and reduce restrictions while also safeguarding your rights and dignity.

NDIS Funding for Positive Behaviour Support

Funding for Positive Behaviour Support (PBS) services is now listed as Behaviour Support in your NDIS plan. (previously 'Improved Relationships')

If your NDIS plan doesn't include funding for behaviour support and you require this service, we can still assist. A funding request report can be completed. This involves a PBS Practitioner working with you, your family and support team, they will conduct observations to prepare a report and recommendations for the NDIS that will demonstrate the need for PBS funding. This work can be undertaken through the Capacity Building - Improved Daily Living budget in your NDIS plan and typically takes approximately 15 hours of funding.

More information about PBS can be found on our website

[Autism Abilities](https://www.autismabilities.com.au)



POSITIVE BEHAVIOUR SUPPORT (PBS)

What does a PBS Practitioner do?

Positive Behaviour Support (PBS) practitioners work closely with the person, their family and support network to determine why behaviours of concern happen and develop plans for positive change.



Our PBS practitioners will;

- Work to **build trust** with the participant, their family, and their support team.
- **Collect information**, through conversations and observations of the person and their team about the best way to support them.
- **Gather data about the behaviours of concern** to identify patterns and understand the function of the behaviour.
- **Work with the person and their multi-disciplinary teams** (that might include teachers, therapists, support workers, and medical practitioners) to develop meaningful goals.
- Work with the person and their team to develop an effective **Positive Behaviour Support Plan**.
- **Coach those supporting the person** to implement positive strategies effectively.
- Work towards **reducing and eliminating** the need for **restrictive practices**; and
- **Provide reports and letters of recommendation** to the **NDIS**.



Our PBS practitioners will never;

- Recommend or endorse punishment in any form;
- Recommend or endorse **unnecessary restrictive practices**;
- Attempt to make participants **mask autistic traits or suppress stimming behaviours** that help them stay regulated; or
- Assume that behaviours happen because of something 'wrong' with the person rather than because of things in their environment that can be changed.



ALLIED HEALTH - OCCUPATIONAL THERAPY AND SPEECH PATHOLOGY

What is Occupational Therapy?

Occupational Therapy (OT) is a client-centred practice aimed at supporting individuals in achieving independence and participating in meaningful activities across all areas of life. At Autism Abilities, our OT services focus on enhancing quality of life and increasing functional independence for individuals with disabilities.

Your Occupational Therapist will collaborate closely with you, your family, and your support network to develop a **customised therapy plan** that improves your everyday skills and helps you achieve **personal goals** while respecting your dignity and choices.

What is Speech Pathology?

Speech Pathology focuses on improving communication skills, including speech, language, reading, writing and social interactions, as well as supporting individuals with feeding and swallowing challenges. At Autism Abilities, our Speech Pathology service helps individuals express themselves and engage meaningfully with the world around them.

Your Speech Pathologist will work collaboratively with you, your family, and your support team to **create a personalized plan** that enhances communication skills, understanding, and interaction, while **respecting your unique communication preferences**.

NDIS Funding for Allied Health Services

Funding for Allied Health services is provided under the following NDIS line items:

15_617_0128_1_3 Assessment Recommendation Therapy or Training - Occupational Therapist **(\$193.99/hr)**

- 15_622_0128_1_3 Assessment Recommendation Therapy or Training - Speech Pathologist **(\$193.99/hr)**

The above rates are current as of 1/7/2025 and are subject to change.

Autism Abilities is an NDIS-registered service and can work with NDIA-, plan-, and self-managed budgets.

OCCUPATIONAL THERAPY

What does an Occupational Therapist do?



Our Therapists will;

- **Collaborate with participants,** families, and support teams to build trust.
- **Gather information** through assessments, observations, and discussions to understand strengths and areas for improvement.
- **Work with multidisciplinary teams** (e.g., teachers, support workers, medical professionals) to create meaningful, goal-oriented plans.
- **Develop strategies** to enhance independence in self-care, productivity, and leisure activities.
- **Create sensory regulation plans.**
- **Provide coaching to family members and support teams** to implement strategies effectively.
- **Prescribe assistive technology** and conduct home modifications.
- **Assist with SIL/SDA applications.**



Our Therapists will never;

- Use interventions that **restrict independence** or compromise safety.
- Recommend unnecessary equipment or services.
- Focus solely on deficits without recognising strengths and potential.



**More information about OT
can be found on our website**

[Autism Abilities](https://www.autismabilities.com.au)

SPEECH PATHOLOGY

What does a Speech Pathologist do?



Our Speech Pathologists will;

- **Build trust and rapport** with participants, families, and support teams.
- **Conduct assessments** to identify communication strengths and challenges.
- **Develop individualised communication plans** using verbal, non-verbal, or augmentative strategies.
- **Collaborate with multidisciplinary teams** to support communication goals in various environments (home, school, community).
- **Offer training and support** to families and support workers to implement communication strategies.
- **Provide ongoing support and adjustments** to communication plans as participants' needs evolve.



Our Speech Pathologists will never;

- Recommend interventions that are not evidence-based or suitable for the individual.
- Suppress communication methods that the participant finds helpful.
- Suggest unnecessary restrictive practices.



**More information about
Speech Pathology can be found
on our website**

[Autism Abilities](https://www.autismabilities.com.au)

OTHER SERVICES

The Autism Site

The Autism Site is a new online platform for autistic people and their loved ones to **find and connect with skilled support** from dedicated, caring people who **'get'** autism.

We offer services from talented and verified **Support Workers** who understand that the needs of each autistic person are as unique and individual as they are.

Register below with confidence knowing that every person listed on the site has professional and/or personal lived experience of autism.

www.theautismsite.com.au



Workshops, Training, and Education

Autism Abilities offers a range of workshops and training opportunities, including Positive Behaviour Support workshops for parents and carers. We also provide tailored training sessions for schools, organisations, and other stakeholders.

Please contact us to discuss your training needs – we'd love to support you.

Check our website for upcoming sessions:
www.autismabilities.com.au

PARTICIPANTS RIGHTS- WHAT YOU SHOULD EXPECT

Person-centred supports and practices:

- We work in partnership with you with a clear focus on your needs and preferences.
- The provision of supports is responsive to your needs and preferences.
- We engage with your family, friends, and communities as directed by you.

Dignity and privacy:

- Our service is delivered in a respectful way.
- We value your personal information and the information you share with us.
- We abide by our privacy policy to ensure your information is secure.
- We request your consent to share and/or obtain information from others.

Your individual values and beliefs:

- We have awareness and respect for your culture, diversity, values, and beliefs.
- We adapt our service to meet your needs in accordance with your values and beliefs.

Access supports free from violence, neglect, abuse or exploitation:

- We have policies, procedures, and practices to protect you from experiencing violence, neglect, abuse, or exploitation, including staff training and incident management procedures.
- We can provide information and support to find an advocate to help you if you are experiencing violence, abuse, neglect, or exploitation (refer to the Important Contacts page—the Disability Advocacy Finder).

Independence and informed choice:

- We provide information and answer any questions (in your preferred method of communication) to help you decide whether to use a service (including ours);
- We explain the benefits and risks of service options under consideration;
- We respect your autonomy and right to intimacy and sexual expression;
- We give you time to consider options before making decisions;
- We encourage you to have an advocate and support you to find one.

**REFER TO THE IMPORTANT
CONTACTS PAGE – FOR THE
NATIONAL DISABILITY ABUSE
AND NEGLECT HOTLINE
1800 880 052
& DISABILITY ADVOCACY FINDER**

YOUR RESPONSIBILITIES AS AN AUTISM ABILITIES CLIENT

Respect and Courtesy

Treat our staff the way you would like to be treated with kindness and respect. Any form of abuse towards staff will not be tolerated.

Clear Communication

- Let us know how our services can be delivered to best meet your needs.
- Talk to us if you have any concerns.
- Let us know if your needs or services change so we can adjust our services if necessary.
- Tell us promptly if there is a change in your circumstances (eg., you have a new address, contact details, or NDIS plan).

Respect Boundaries

Autism Abilities promotes work-life balance. Please respect our employees' working hours and refrain from requesting work or meetings outside of these times.

Reporting

As an NDIS registered provider, we are required to follow NDIS regulations. Please understand that some of the funding provided may be used for necessary NDIS reporting. We will always communicate this to you and strive to minimise the number of hours used.

Payment of Fees

If you are a self- or plan-managed participant, please do us the courtesy of paying our invoices on time. Our payment terms are 7 days.



YOUR RESPONSIBILITIES AS AN AUTISM ABILITIES CLIENT

Collaborate

Best outcomes occur when everyone works together as a team. Please provide necessary information in a timely manner.

Engage

Please be punctual and ready to engage with your practitioner or therapist during sessions/appointments.

Safety

Tell us if you see something or someone doing something that makes you feel uncomfortable or that you think is not safe.

Understand That Progress Can Sometimes Take Time

Our staff will always do their best to ensure they are providing the best possible support for you or your loved one. If you have any questions, don't hesitate to discuss this with your practitioner or therapist.

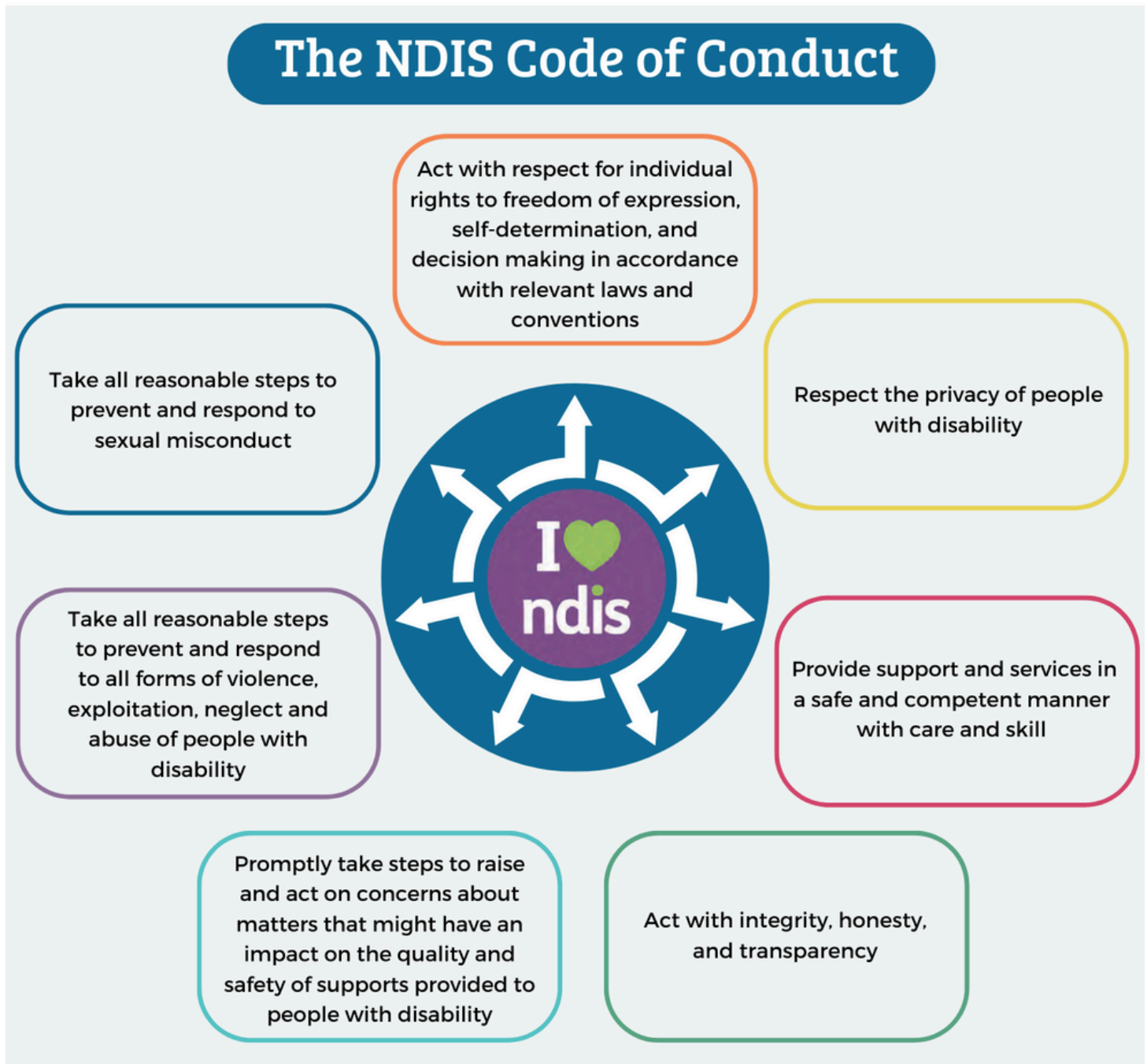
Acknowledgment and/or feedback

Brighten someone's day! If you're happy with the support you've received, let us know or share your feedback with us at hello@autismabilities.com.au. We truly appreciate all types of feedback!



NDIS CODE OF CONDUCT

THE NDIS CODE OF CONDUCT PROMOTES SAFE AND ETHICAL SERVICE DELIVERY BY SETTING OUT EXPECTATIONS FOR THE CONDUCT OF NDIS PROVIDERS AND WORKERS.



Autism Abilities is fully compliant with the NDIS Code of Conduct.

EMERGENCY PLANNING

As an NDIS registered service, Autism Abilities is required to:

1. Ensure continuity of your critical supports before, during, and after an emergency or disaster.
2. Work with you to undertake risk assessments and include preparedness strategies (NDIS Legislation Amendment [Quality Indicators] Guidelines 2021).

This means that as a client of Autism Abilities, we will work with you to:

1. Identify your strengths and support needs in everyday life.
2. Know your level of preparedness and learn about your disaster risk.
3. Make a plan for how you will manage your support needs in an emergency.
4. Communicate this plan with the people in your support network and address gaps through collaboration.

The amount of time and funding this process takes will vary according to your individual circumstances.

If you do not wish Autism Abilities to assist with emergency planning you can just let your therapist or PBS Practitioner know or you can email hello@autismabilities.com.au



CONFLICT OF INTEREST

Autism Abilities provides a range of services to NDIS participants, including Positive Behaviour Support Services, Allied Health Services, Support Workers, Workshops, training, and education programs.

Autism Abilities will always have clear, transparent communications with you and present a range of choices of service providers. We will not seek in any way to influence you to select a specific service provider, including Autism Abilities. Our Conflict of Interest policy can be found on our website: www.autismabilities.com.au.

AT AUTISM ABILITIES, WE WILL ALWAYS:

- Act in the best interest of each person we are privileged to work with.
- Ensure you are informed, empowered, and able to exercise genuine choice and control.
- Ensure we do not (by act or omission) constrain, influence, or direct your (or your family's) decision-making by limiting your access to information opportunities and choice and control.
- Ensure that advice given to you about support options, including those not delivered directly by Autism Abilities, is transparent and promotes choice and control.
- Ensure that in discussions about choice and control of service providers, it is made clear to you that you can choose any alternative service provider without any consequence to the service you receive from Autism Abilities.

All our clients are treated equally, and no one is given preferential treatment above another in the receipt or provision of supports.

Further information about Autism Abilities conflict of interest policy is available on our website and can be provided upon request.

PACE

PACE is the NDIA's new computer system where you can tell the NDIS about the service providers you regularly use. Adding a provider to PACE lets the NDIA know that this provider can claim against your NDIS plan when they provide you with support.

How to add Autism Abilities to 'My Providers'

You can add Autism Abilities to 'my providers' during your NDIS plan meeting or implementation meeting, or by contacting the NDIS National Contact Centre. Your Local Area Coordinator (LAC) can also assist you.

1



Contact the NDIS National Contact Centre on 1800 800 110

Here is a handy script that may assist you:

"My name is [Your Name], and I am a [participant / plan nominee] in the NDIS. The NDIS number is [NDIS number].

My NDIS plan is on the new PACE system and I would like to endorse my Positive Behaviour Support service by speaking with you."

Could you please endorse:

Legal name: Autism Abilities PTY LTD, trading as Autism Abilities

Registration number: 4050105798

Start date: From the date when your current plan commenced

Category Level: Behaviour Support (Positive Behaviour Support Services)

2



Please ask the NDIS representative to check:
Role start date matches the plan start date.

3



Please send an email to hello@autismabilities.com.au to let us know that we have been added to your plan.

Following these steps will allow us to request payment from your NDIS plan when we offer you support.

We look forward to empowering and supporting you to live a personally meaningful life.

If you should require assistance, please don't hesitate to reach out to us.



hello@autismabilities.com.au



+61 481 112 928



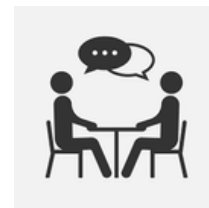
www.autismabilities.com.au

FEEDBACK AND COMPLAINTS

Autism Abilities values your feedback – in fact, we LOVE to hear from you

If you are not happy with any aspect of our service and would like to give us feedback or make a complaint, you can let us know by following the below steps.

COMPLAINT STEPS:



Step 1 Talk to the person involved—PBS Practitioner, Occupational Therapist, or Speech Pathologist.

If you cannot work it out together, go to the next step.

Step 2 Contact the leadership team



Claire Kilner
CEO

Phone: 0466 814 770
Email: info@autismabilities.com.au



Kylie Tahtalian
General Manager

Phone: 0411 159 778
Email: ктаhtalian@autismabilities.com.au



Dr. Rucha Joshi
PBS Clinical Lead

Phone: 0479 064 449
Email: rjosshi@autismabilities.com.au



Yuho Okita
Allied Health Services Manager

Phone: 0434 117 440
Email: yokita@autismabilities.com.au

If you cannot work it out together, go to the next step.

Step 3 Contact the NDIS Quality and Safeguards Commission

Should you not want to contact our office directly or if you are not happy with the outcome, you can contact the NDIS Quality and Safeguards Commission directly:

Telephone: 1800 035 544 (free from landlines, interpreters can be arranged)
National Relay Service and ask for 1800 035 544



www.ndiscommission.gov.au/about/complaints-feedback/complaints

Any complaints will be taken with the seriousness they deserve and dealt with in accordance with our complaints management policy. This means we will tell you what we will do and do so in a timely manner.

IMPORTANT CONTACTS



<p style="text-align: center;">AMAZE</p> <p>Peak body for ASD in Victoria.</p>	<p>Phone reception: 03 9657 1600 Autism Advisor Service: 1300 308 699 Email: info@amaze.org.au Fax: 03 9639 4955</p>
<p style="text-align: center;">Beyond Blue</p> <p>A helpline that can provide support and treatment advice to help manage depression.</p>	<p>Phone: 1300 22 4636</p>
<p style="text-align: center;">Carer Gateway</p> <p>Carer Gateway is an Australian government program providing free services and support for carers.</p>	<p>Phone: 1800 422 737</p>
<p style="text-align: center;">Disability Services Commissioner</p> <p>The Disability Services Commissioner is an independent agency that helps resolve complaints raised by, or on behalf of, people who receive disability services in Victoria.</p>	<p>Free call: 1800 677 342</p>
<p style="text-align: center;">Lifeline Australia</p> <p>A national charity providing all Australians experiencing emotional distress with access to 24 hour crisis support and suicide prevention services.</p>	<p>Phone: 13 11 14 Text: 0477 131 114</p>

IMPORTANT CONTACTS



<p>National Disability Insurance Scheme</p>	<ul style="list-style-type: none"> • National Disability Insurance Scheme Information Line: 1800 800 110 • NDIS Speak & Listen (hearing or speech loss): 1800 555 727 • NDIS Translating & Interpreting (free of charge translator or interpreter): 131 450 • National Relay Service: 1800 555 727 <i>then ask for</i> 1800 800 110.
<p>National Disability Abuse and Neglect Hotline Free, Australian-wide independent and confidential service for reporting abuse and neglect of people with disability.</p>	<p>Phone (free call): 1800 880 0529 9am to 9pm weekdays 10am to 4pm (weekends and public holidays)</p>
<p>NDIS Quality and Safeguards Commission National independent agency to improve the quality and safety of supports and services.</p>	<p>Phone: 1800 035 544 (free call from landlines) or TTY 133 677</p>
<p>The Disability Advocacy Finder People with disabilities who need someone to speak up for them can use Ask Izzy to search for independent disability advocacy providers in their area.</p>	<p>https://askizzy.org.au/disability-advocacy-finder</p>

If it's an emergency, don't wait—call 000 for police, fire and rescue, or ambulance.



AUTISM ABILITIES:

EMPOWERING AND SUPPORTING AUTISTIC PEOPLE TO LIVE A PERSONALLY MEANINGFUL LIFE.



0481 112 928 / 1300 324 917



WWW.AUTISMABILITIES.COM.AU



HELLO@AUTISMABILITIES.COM.AU



AUTISM ABILITIES | FACEBOOK

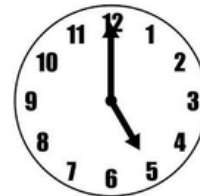


1/94 STATION ROAD DEER PARK, VIC 3023

OFFICE HOURS



9:00 AM

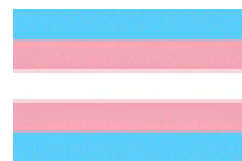


5:00 PM

Autism Abilities is an autistic and neurodiversity-affirming organisation. Diversity and inclusivity are important to us, and we are committed to ensuring our workplace and services reflect this.

Autism Abilities acknowledges the traditional owners of the land on which we live, work, and travel and pays our respects to Aboriginal and Torres Strait Islander people and their Elders past, present, and future. We are committed to the cultural safety of Aboriginal and Torres Strait Islander children, the cultural safety of children from a culturally and/or linguistically diverse background, and to providing a safe environment for children with a disability.

Everyone is welcome at Autism Abilities regardless of their background, race, culture, religion, gender identity, or sexual orientation.



REGISTERED NDIS PROVIDER

