

## Aspire Support Services: Customer Update, May 2017.

This newsletter has been sent to update you on some changes happening here at Aspire, as well as some opportunities to help you get ready for the NDIS.

We will be sending this newsletter every three months to keep you in the loop as we continue to improve our organisation to provide the best service we possibly can to our customers.



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### NSW NDIS information sessions—Local Area Coordinators

To help people learn about and transition to the NDIS, the National Disability Insurance Agency has what it calls 'Local Area Coordinators'.

Local Area Coordinators are usually organisations that already exist within the community. Local Area Coordinators have three key roles:

1. They can link you to the NDIS.
2. They can link you to information and support in your community.
3. They work with the local community to make sure it is more welcoming and inclusive for people with disability.

Click [here](#) to find out more about Local Area Coordination. For our customers in NSW the Local Area Coordinator is Intereach. We recently had a meeting with some of the team from Intereach, where they told us about some of their plans to support local people in the transition to the NDIS. One of the ways they are doing this is by holding some public information sessions. These sessions are mainly for people with disability and their family and friends, who live in NSW. However, anyone is welcome to come, ask questions and learn more about what the NDIS will mean for people in our region.



#### Local Area Coordinator information sessions

**Who:** Local Area Coordinator Team

**When:** Wednesday the 24th of May

10.00am session

6.00pm session

**Where:** Aspire Head Office 220 Borella Road

**RSVP:** To reception on 02 6058 4000 or [reception@aspire.com.au](mailto:reception@aspire.com.au). Please let our team know which session you would like to attend.

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### The role of our Customer Service Team

In our February update we introduced our Customer Service Team. This team is responsible for managing all enquiries, including those that you used to ask your planner. Because of the way the NDIS will work, Aspire no longer has specific planners for each of our customers—which means you can talk to anyone in the Customer Service Team and they will answer any questions and help you with any other concerns or matters you may wish to discuss. You can reach the team between 9:00am—5:00pm from Monday to Friday on 02 6058 4000, or call in and see us at 220 Borella Rd, Albury.



## The NDIS process for children aged 0—6

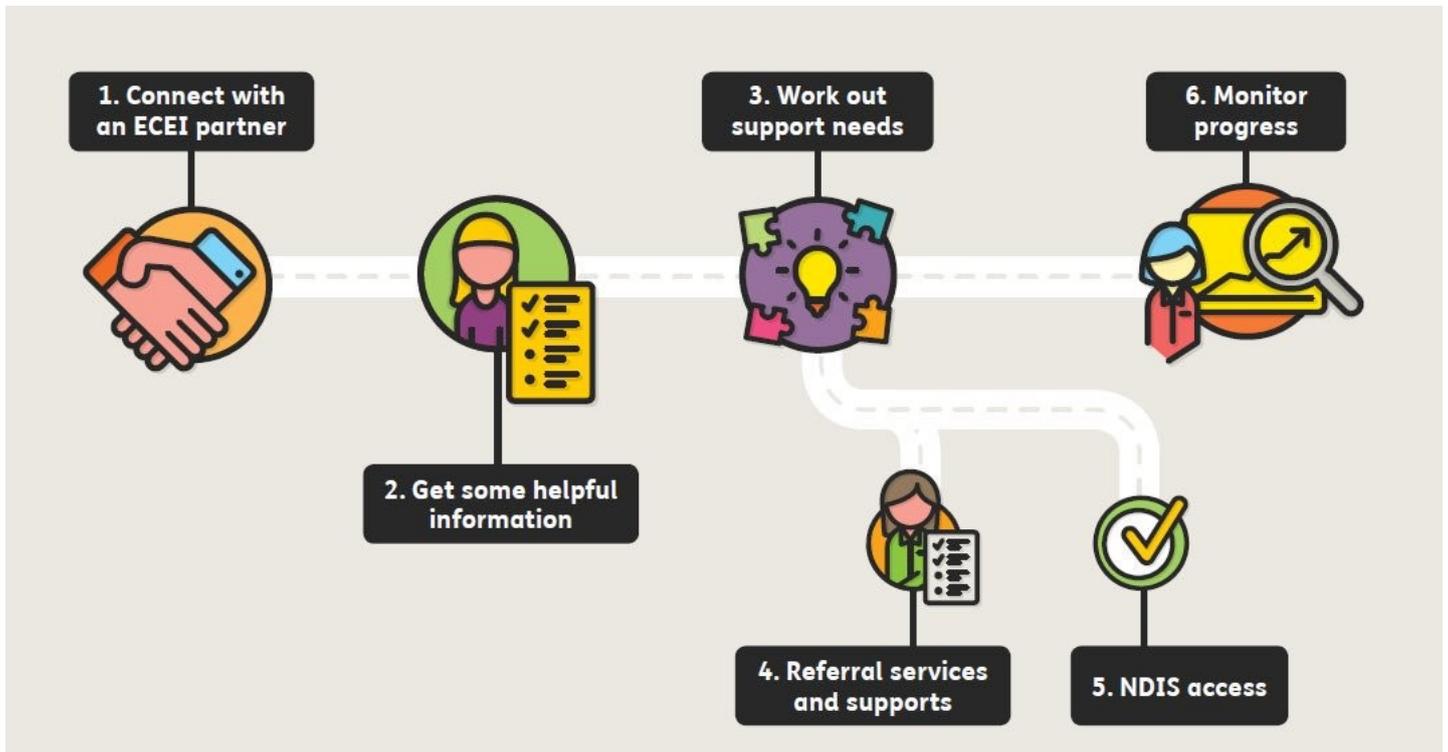
We are pleased to announce that Aspire has been named as an 'early childhood partner' under the NDIS.

This means that if your child is aged between 0 and 6, and they are eligible for the NDIS, our Early Childhood Intervention team will work with you to figure out the best supports and services to suit your family.

This means that, rather than talking to the NDIA, you'll be talking to someone at Aspire about what support you get and what you will need under the NDIS to continue to support your child to work towards their goals.

Click [here](#) for a useful video and further information on how this approach will work for your family.

The picture below will also give you an idea of how Aspire's Early Childhood Intervention team (the ECEI partner) will work with families to achieve the best outcomes for their child under the NDIS.



## Thank you

Thank you for taking the time to read this update. We will be sending a similar newsletter again via email in August. In the meantime, please don't hesitate to call our Customer Service Team on 02 6058 4000 with any questions or concerns.