

[Subscribe](#)

[Past Issues](#)

[Translate](#) ▼

[RSS](#) 📡



Welcome to your October edition of The Ripple

This month we are focusing on helping you understand the difference between Support Coordination, Plan Management, and Local Area Coordinators.

The Aspire Support Services includes updates from Aspiring Lifestyles and Accommodation Services. And we share some details from the Albury Wodonga Volunteer Resource Bureau, who are organising assistance with using the MyGov website and Centrelink apps.

We understand that the changes being implemented as the NDIS rolls out can be difficult and we are here to help. We encourage you to contact our Customer Service team, who are here to assist you to work through those changes.

We hope you find The Ripple of value and would appreciate any feedback on this new format of keeping you updated. Feel free to [email us](#) with your comments.



Mardi Weber
Acting CEO



NDIS Update

What is the difference between Support Coordination, Plan Management, and LAC?

We have been getting asked about the differences between Support Coordination, Plan Management, and Local Area Coordination, so this month we try to clarify that for you.

Support Coordination

According to the NDIS, support coordination is “a capacity building support to implement all supports in a participant’s plan, including informal, mainstream, community and funded supports”.

This means that Support Coordination can help you to implement your plan, and find services and supports in your region.

What do Support Coordinators do?

Support coordinators work with participants to:

- Choose preferred options or providers
- Arrange assessments
- Work out your budget
- Talk with the plan manager to allocate funds

- Link to mainstream and community services
- Resolve problems or issues
- Understand service agreements
- Change or end a service agreement
- Help you to get ready for a plan review

Aspire is registered with the NDIA to provide Support Coordination, so please contact our Customer Service team if you would like further information.

Plan Management

There are three ways that you can manage your NDIS funds:

- Manage your own funds (self-management)
- Get a professional to do it (plan-management)
- Let the NDIA do it (agency-management)

Or you can choose a combination of the above.

You need to think about how you would like to manage your funds so that you can tell the NDIA what you want at your planning meeting.

If you decide to get a professional to help you with your plan management, A Plan Manager can help you with the financial tasks of your plan. They may organise providers and their payments, process claims and invoices and track budgets.

Like Support Coordinators, they are paid separately in your NDIS plan and they must be a registered provider.

Aspire is registered with the NDIA to provide plan management, so please contact our Customer Service team if you would like further information.

Local Area Coordinators

Local Area Coordinators (LACs) gather data and information from people in their planning meetings and pass the information onto the NDIA to be turned into a plan.

LACs do not work for the NDIA – they are organisations that receive funding to have planning meetings with NDIS participants. In our region, the LAC's are Intereach and Latrobe Community Health Service.

After your planning meeting with the LAC, they will give the information to the NDIA to develop your plan.

You can ask a friend or someone who knows you well to go with you to your planning meeting. If you would like someone from Aspire to go with you to your planning meeting, please give our Customer Service Team a call.

Please contact our Customer Service team at Aspire if you require further information.

T 02 6058 4000 E customerservice@aspire.com.au

Support Services Updates



Aspiring Lifestyles

Vacancies

Our Aspiring Lifestyles Day Programs currently has availability in some of the programs. These programs are focused on developing life skills.

Monday

- Baking
- In house sensory
- Music
- Tasty Treats
- Ten Pin Bowling

Tuesday

- Dance Lesson
- Meals on Wheels and cooking

Wednesday

- Independent Living Skills

- Young Endeavours

Friday

- In house sensory

Please contact the customer service team for further details.

If you have any questions about Aspiring Lifestyles programs and activities, feel free to contact your friendly customer service team.

T 02 6058 4000 or E customerservice@aspiress.com.au



Aspire Accommodation Services

Short term accommodation (Respite) now accessible to Victorian carers

A lot of carers recognise respite as having a break for two to three hours, however short term accommodation can provide longer periods of respite from caring.

Prior to the NDIS, short term accommodation was known as centre based respite for adults and children.

Respite from caring is important because it gives carers and families the opportunity to rest and rejuvenate so they can recharge the batteries and return to their caregiving refreshed.

Under the NDIS, short term accommodation is available in addition to respite care. You

simply need to specifically request short term accommodation as it is a separate service within the NDIS system.

While short term accommodation is separate to core support, you can nominate to use your core supports as short term accommodation during your service agreement stage with Aspire.

The NDIS commenced rolling out in Victoria from 1 October 2017. Prior to this, there were limited short term accommodation services available in Victoria locally. Victorians are now able to access short term accommodation facilities in NSW, which is great for our Victorian customers.

The NDIS means people with disability will transition from block funding to NDIS funding, and this allows us to welcome more customers to our short term accommodation facilities.

At Aspire we provide centre based services for adults, children, and young people. Our locations offer five beds, with two staff available. Having these facilities staffed by qualified and capable staff means we can offer a variety of community and in-home activities that support our customers to live the life they choose.

If you have any questions about Accommodation Services, feel free to contact your friendly customer service team.

T 02 6058 4000 or E customerservice@aspire.com.au.

GENERAL INFORMATION

Did you know that to access the NDIS you need to be linked to MyGov

If you need help using the MyGov website or Centrelink apps assistance is available

Through the Albury Wodonga Volunteer Resource Bureau, a student volunteer, with support from Centrelink staff, can help you to:

- set up Centrelink apps
- learn how to navigate the app
- learn how to report online
- learn about what you can report

Where:

Albury Wodonga Volunteer Resource Bureau
2/432 Townsend Street, Albury (next to McDonalds)

When:

1 November 2017, 1:45pm to 2:45pm
8 November 2017, 1:45pm to 2:45pm
15 November 2017, 1:45pm to 2:45pm
22 November 2017, 1:45pm to 2:45pm
29 November 2017, 1:45pm to 2:45pm
6 December 2017, 1:45pm to 2:45pm

Cost:

Gold coin donation

**To book your spot, please contact the Albury Wodonga Volunteer Resource Bureau
T 02 6021 0990.**

For information on upcoming Aspire events and activities, view our online [Calendar](#), or contact your friendly customer service team.

T 02 6058 4000, E customerservice@aspire.com.au.

We also share an events newsletter on a monthly basis for support groups, [click here](#).



Christmas closures

Aspire will be closed over the Christmas period. For further information regarding our Christmas closures, contact our friendly customer service team, E customerservice@aspire.com.au, T 02 6058 4000

[Aspire Borella Road Office](#)

Closed - 5:00pm, Friday, 22 December 2017 until 9:00am, Tuesday, 2 January 2018

[Aspire Respite Options](#)

Closed - Friday, 22 December 2017 until Tuesday, 2 January 2018

[Aspire Adult Respite House](#)

Not closing

[Aspiring Lifestyles](#)

Last day of service, Thursday, 21 December 2017

Recommencing service, Tuesday, 2 January 2018

[Aspire Supported Accommodation](#)

Services as normal

[Aspire Children's Respite House](#)

Closed - 9.00am Sunday, 24 December 2017 until 3.00pm Sunday 31 December 2017

[Aspire Early Childhood Intervention](#)

Closed - 5:00pm, Friday, 22 December 2017 until 9:00am, Tuesday, 2 January 2018

We always welcome feedback on how we are doing. It helps us to improve our services and focus on continuing doing what we do well.

Please feel free to answer two simple questions to help us continue to improve.

How are we doing?

Disclaimer

Any information in this communication has been prepared without taking into account your personal circumstances. You should seek professional advice before acting on any material.

While reasonable care is taken in the preparation of this information to the extent allowed by legislation, Aspire Support Services ABN 26 154 156 215, accepts no liability whatsoever for reliance on it.

Security Statement

The information contained in this electronic mail message is privileged and confidential, and is intended only for use of the addressee. If you are not the intended recipient, you are hereby notified that any disclosure, reproduction, distribution or other use of this communication is strictly prohibited. Confidentiality and legal privilege attached to this communication are not waived or lost by reason of mistaken delivery to you. If you have received this communication in error, please notify the sender by reply transmission and delete the message without copying or disclosing it.



Copyright © 2017 Aspire Support Services, All rights reserved.

Want to change how you receive these emails?
You can [update your preferences](#) or [unsubscribe from this list](#).

MailChimp