

Customers may choose to participate in an activity that incurs additional costs such as entry to a pool, movie ticket cost, meal cost etc.

These additional costs are at customers own expense. This may also include a 15% administration fee in some circumstances

These fees will be invoiced to the customer.

The fees may be increased periodically to allow for any changes in the cost of delivering the service.

Our Customer Service Team will develop a quote in line with the service the customer wishes to purchase. This quote will be based on the customer's goals and outcomes.

Cancellation of service by the customer:

If you are unable to attend your scheduled service Aspire's cancellation policy will apply. Please refer to your service agreement.

Where possible you are required to give Aspire four weeks notice to cancel service. Fees will continue to be charged in line with the required notice periods as determined by the NDIS.

Contacting Aspire

For further information please contact the Aspire Customer Service Team.

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Lifestyle and Learning



Lifestyle and Learning

Lifestyle and Learning provides a vibrant and flexible opportunity for adults with disability to assist them to develop life skills in a small group, or one-on-one.

Lifestyle and Learning provides goal focused outcomes for each person who attends.

Lifestyle and Learning Objectives

The main objectives of Lifestyle and Learning are:

- Implementing plans based on individual needs and a person-centered approach, with a focus on skill development.
- Maintaining and enhancing existing skills.
- Maximizing choices and options — encouraging decision-making skills.
- Providing a flexible service.
- Encouraging and promoting independence.
- Accessing services within the community.
- Providing support based on individual needs.

Operating Hours

Aspire offers a very flexible service to best meet the needs of the individual.

Aspiring Lifestyles support is provided between the hours of 6.00am to 8.00pm Monday to Friday. Other times can be arranged by agreement.

Support services include one to one support, group support, in-home support, support to access services of their choice, evening and weekend support.

Support can be provided for accessing community and in-home support for independent living skills training, eg. cleaning and cooking, weekend support for a trip to the football or support to access a course at TAFE.

Each person will have an individual timetable of activities that is implemented each day with the assistance of a support worker.

Volunteer Programs

We recognise the valuable skills which the people we support have that can make a difference in the community.

We support our customers to engage in volunteer programs. This can assist them to increase and maintain existing skills, while being inclusive and a valued member of the community.

Some of our volunteer programs include:

- Meals on Wheels
- Assist at the Aspire Op Shop
- Gardening and lawn maintenance for local community venues

Fee Structure

The National Disability Insurance Scheme (NDIS) commenced in the Albury/Wodonga Region in 2017.

Aspire continually reviews all areas of its business to ensure the organisation can provide continuity of service during and beyond the NDIS implementation phase.

It is the responsibility of the customers' family/carer/guardian to organise and pay for transport to and from Day Programs.

