

The Ripple

January 2018

Welcome to your February edition of The Ripple

Hello again,

With many of our customers now receiving their NDIS plans, some families are finding that the contents of the plan are not adequate to fully meet their goals and aspirations. In this month's edition of The Ripple, we have provided some information on what to do if you would like a review of your current NDIS plan. If you're not sure about your plan please contact our Customer Service team for advice. They're here to help you.

Over the last 12 months, I've had a number of discussions with the management team of Albury Taxi's who are keen to find ways to assist people with NDIS packages to engage in the community and attend various programs with service providers. Albury Taxi's are well aware of some of the constraints around funding for transport so they are looking to work with people to assist where possible. Albury Taxi's has been preparing for the introduction of the NDIS for quite some time and they are also a registered transport provider.

If you have any questions about any of the information provided in The Ripple, please feel free to contact us. We are here to support you.



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What to do if you want to review your NDIS Plan

If you have been through your initial transition to the NDIS, received your first NDIS plan and think that it doesn't meet your goals and needs, you can do something about it.

When the NDIA make a decision, on things like whether you are eligible, or what supports are in your plan you have THREE months from the date of your plan to ask them to reconsider. This is called an Internal Review, which is different from a Plan Review, which is a scheduled annual review of your plan.

There are a few steps to follow to request an Internal Review and the NDIS website provides guidance on this.

If you don't feel confident in requesting an Internal Review you can seek support from different service providers.

What do I need to do when I have requested an Internal review?

Once you have requested an Internal Review, there are a number of things you can do to prepare for it.

This includes having relevant information at hand to prove why you need the changes you want.

The following list provides some guidance on what type of information you will need to provide.

Your life now:

- What are your goals?
- Why does your plan not meet your goals?
- Which supports and services are working well?
- Which supports and services are not going so well?
- Are there any supports and services in your plan that you are not yet receiving? If so why? What are the barriers?

Has anything changed since your NDIS plan was approved?

- Your independence goals.
- Are you achieving your goals and do you have any new goals?
- Informal supports, social and family connection.
- Living arrangements.
- Health and well being.
- Access to mainstream supports and services.

If you have support coordination as part of your plan, your support coordinator can complete, in consultation with you, the Internal Review request.

Alternatively you can request assistance through your Aspire Customer Service Team to help you.

NDIS UPDATE (CONT’)



The support we can offer includes:

- Collation of relevant information regarding the services you receive from Aspire.
- Providing supporting documentation to assist your application.
- Provide guidance on additional documentation for you to obtain to assist with your application.
- Provide additional support by offering to attend the review meeting with you.

What happens after I request a review?

A request is made to the NDIS – either by the person, their family or the support coordination.

Once consent is given by the NDIS that a request is approved, a reviewable decision form is completed and submitted with supporting documents to VICNORTH, E VICNORTH@ndis.gov.au.

NDIS will then review the application and decide how the review will be processed.

A review will be conducted by an NDIA staff member who was not involved in the original decision making.

They re-consider the facts, law and policy aspects of a decision and determine if the original decision was accurate. The reviewer is also able to consider any new information available. A decision is made by the NDIA regarding changes to your NDIS Plan.

If you still don't agree with the Internal Review decision you can apply to the Administrative Appeals Tribunal to conduct an independent assessment of the NDIA decision. [Click here for further information](#)

For further information about requesting an Internal Review or support in preparing for your Internal Review, contact your Aspire Customer Service Team.

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

GENERAL INFORMATION

Are you making the most of the NDIS?

Over the last two years, Carers Victoria has facilitated information sessions on preparing for the NDIS. These sessions have been hosted by Aspire.

There is now an opportunity to host another NDIS Information Program of four sessions for families who have their NDIS Plan in place.

These sessions will again be facilitated by Carers Victoria and will run for three hours each.

The focus will be on “Are you making the most of the NDIS?” and will cover:

- post plan implementation
- reviews
- issues and complaints

The program aims to provide:

- an opportunity to reflect on your first experience with the NDIS
- address challenges with the NDIA, services, and the person that you care for
- identify & build on skills required to re-engage with the NDIS
- approaches to prepare for your forthcoming & future review meetings.

We are currently gauging interest in this Program.

If you are interested in attending any of the “Are you making the most of the NDIS?” sessions, please contact our Customer Service Team, E customerservice@aspire.com.au, T 02 6058 4000



GENERAL INFORMATION (CONT')

Invitation to participate in Information Workshops

Contraceptive choices for young women with disability.

Aspire will be hosting a workshop facilitated by True, in partnership with Family Planning Victoria, Family Planning Tasmania, and Sexual Health & Family Planning ACT.

This workshop will support the development of resources for women and girls with disability who request access to contraceptive choices.



True, in partnership with Family Planning Victoria, Family Planning Tasmania and Sexual Health & Family Planning ACT, is developing resources for women and girls with disability who request access to contraceptive choices.

The resources will provide accurate and useful information to empower women and girls to reclaim agency, enhance reproductive autonomy and increase access to contraceptive choices.

The resources will include topics such as:

- Contraceptives and how they work
 - Different types of relations and what consent looks like
 - Sexually transmitted infections and prevention
 - Pregnancy options
- Sexual health checks

Workshops

Workshops will be held with young women with disability to ensure that the content and design of the resources meets their needs.

During the workshops the draft resources will be shared and feedback from the participants will be sought.

There will be discussion on sexual relationships, reproductive systems and contraceptive types.

When: 16 April 10.30-12.30 or 1.30-3.30 **Where:** Aspire Support Services, Albury

Register your interest by contacting your Aspire Customer Service Team,
E customerservice@aspiress.com.au, T 02 6058 4000

UPCOMING EVENTS (CONT')



Down Syndrome Family Network Group

Aspire Family Network

Attention Deficit Hyperactivity Disorder and/or Oppositional Defiant Disorder and Related Conditions Support Group

Where: Wood Fired Oven, Hovel Tree Park, Albury

When: Wednesday 28 March, 4.00pm to 6.30pm

What: Aspire Easter BBQ.



Home Schooling Family Network Group

Where: The Sustainable Activity Centre, Gateway Island, Vic.3691

When: Thursday 22 March, 1.00pm to 3.00pm

What: A program based on Aboriginal Culture; Heritage and the Environment.



Home Schooling Family Network Group

Where: Edge Aquatics, 2 Sage Court, Baranduda

When: Thursday 8 March, 12.00pm to 1.00pm

What: Swim session in the new magnesium pool.



Autism/Aspergers Family Network Group

Where: La Maison, 40 Lincoln Causeway, Wodonga

When: Thursday 15 March, 10.00am to 12.00pm

What: Guest speaker, Trevor Elliott, Counsellor. General discussion on improving relationships with the person you care for and motivating change including Amanda Dunn, speaking from a parent perspective.

For detailed information on upcoming Aspire events and activities, go to the online calendar on the Aspire website, www.aspiress.com.au, or contact your friendly customer service team.

T 02 6058 4000, E customerservice@aspiress.com.au, W www.aspiress.com.au

These activities are partially subsidised by the *TogetherProgram*

UPCOMING EVENTS (CONT')



Dads Group

Where: Electra Café, 441 Dean St, Albury

When: Sunday 18 March, 9.00am to 11.00am

What: Join us for a relaxing breakfast and catch up.



Healthy Mothers Healthy Families Support Group - Walking Group

Where: Wood Fired Oven, Hovell Tree Park, Albury

When: Wednesday Mornings, 1,7,14,21,28 March 9.00am to 10am

What: Take time as a group to go for a walk and talk. New mothers welcome. Join us for tea/coffee afterwards.



Healthy Mothers Healthy Families Support Group - Swimming Group

Where: Edge Aquatics, 2 Sage Court, Baranduda

When: Monday Mornings, 5,19,26 March and Thursday 15 March, 11.30am to 12.30pm

What: A leisurely swim in the new magnesium pool.



Sole Parents Network

Where: Garden Gallery Café, Wodonga Plant Farm Beechworth Road, Wodonga

When: Tuesday 20 March, 10.00am to 12.00pm

What: An opportunity to relax and catch up.

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Disclaimer

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

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