

The Ripple

March 2018

Welcome to your March edition of The Ripple

Hello again,

Happy Easter to all and I hope everyone takes time out to enjoy the long weekend which is fast approaching.

So far Aspire has seen over 300 customers make the transition from the old State based funding models to the new NDIS model. This still leaves a large amount of customers still to make the transition but I would expect this to occur over the next 6 months.

At Aspire we are very keen to receive your feedback on what is working well and where there are opportunities for improvement both in service delivery and the NDIS generally.

We have a number of facilities to provide this feedback such as:

- our website feedback page
- our website make a complaint page
- a monthly feedback link in the electronic version of The Ripple
- through your Aspire Customer Service Team

We need to continue to work together as we all move towards transitioning to the full implementation of the NDIS in this region.

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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NDIS UPDATE



How to get ready for your NDIS pre-planning meeting

One of the most common queries we get at Aspire is about your first NDIS pre-planning meeting and understanding what happens at the meeting and what you need to do to prepare for it.

The NDIS pre-planning meeting can cause a mixture of happiness, fear, excitement, and nervousness. Your experience of NDIS planning can really vary depending on the pre-planning support you receive.

The NDIS requires you and your families to think about disability supports in a whole new way. Good pre-planning is crucial to getting you the best possible outcome. Without appropriate support, the NDIS can be overwhelming and confusing.

How can you pre-plan to get the most out of your NDIS experience?

The questionnaire used in NDIS Planning meetings asks you a series of questions about how your disability affects your life.

The NDIS provides a checklist to help you get ready for your planning conversation.

In a nutshell, this checklist covers:

- What support you currently receive
- How you manage everyday activities
- Areas of your life where you may feel unsafe
- Your goals – for the next twelve months and your long-term goals
- How you want to manage your plan

NDIS UPDATE (CONT'')

So, you will need to consider your whole life.

Think about things like:

- What types of support do you need in your daily life?
 - At home
 - In the community
 - At work
- Do you need any equipment or aids, for example, mobility, communication or continence aids?
- Do you need assistance with transport or vehicle modifications?
- Do you need any housing or housing modifications?
- Do you need any allied health services, for example, an occupational health therapist or speech therapist?

Think about any informal supports you may have. Who are the important people are in your life and how do they support you? This is where you might highlight any safety concerns.

Your Goals

The really important thing to think about is your goals. Think about:

- Who you want to provide Support Coordination for your plan?
- What do you want to do with your life?
- What are your dreams, interests or things you love doing?
- What currently works well with your supports? And what doesn't?

Aspire can provide you with a pre-planning preparation booklet that is designed to help you gather all the information you need in one spot. They are free - simply contact your Aspire Customer Service Team to ask for one to be sent to you.

Attending the meeting

If you feel you need assistance at your pre-planning meeting, a Customer Service Team member will be available to attend your meeting with you.

At the meeting, the NDIA Planner or Local Area Coordinator (LAC) will ask you a series of questions to understand how much support you may need over the life of your plan.

This means you need to have the information with you, be able to discuss it, and have evidence.

When you attend your pre-planning meeting you will need.

- your completed booklet (refer above)
- evidence of additional support, for example, speech therapist reports, physiotherapy reports
- supporting letters from health professionals, for example, psychologists or behaviour specialists
- how you want your funds managed. This could be self-managing your plan finances or using a Plan Manager or have the NDIA manage your plan finances

We recommend that you understand and decide your options prior to the pre-planning meeting.

NDIS UPDATE (CONT’)

How Aspire helps

Understanding the NDIS for your family member can be a challenging process. Across the country families, organisations, the government, and the community are taking this journey and all learning the new processes involved.

At Aspire we are aiming to support our customers to take this journey as informed and supported as possible. We know that not all NDIS outcomes are suitable at the beginning and that for some customers it takes time to get this right and meeting family members needs.

We have been able to bring a range of speakers on the NDIS to Albury/Wodonga over the past two years and have an increasing amount of support material available to assist you in your journey.

For some families, we are seeing difficulty having family members accepted into the scheme and have information available to assist health professionals who are writing supporting reports and letters to better understand what is required.

The Customer Service Team staff members are available to meet with you and assist you in preparing for your NDIS pre-planning meeting and are also available to support you in your meeting if required.

Contact your Customer Service Team, T 02 6058 4000

E customerservice@aspiress.com.au

After your first pre-planning meeting

After the meeting, the Planner will take the information supplied and forward to the NDIS to develop the plan based on what you discussed in the meeting.

That’s why it important to make sure you provide as much written evidence as possible. It is just as important that this evidence is easy to understand and clearly shows what supports you need.

Generally, you will receive a paper copy of your plan in the mail. You should also an activation code to link your myGov to the NDIS Portal.

It is important that you check that your plan has the things discussed in your meeting.

If you are unhappy with your plan, you can request a review within 3 months. Refer to the February edition of The Ripple for our previous article for more information on what to do if you are unhappy with your NDIS Plan.

GENERAL INFORMATION



Aspiring Lifestyles

Staff training and closure dates

Aspiring Lifestyles will be closed on 26 and 27 April have two closure dates in April for staff training.

Staff will be training in Managing Actual and Potential Aggression (MAPA) as well as Medication training.

Keeping staffing skills up to date is an important aspect of Aspire as it means we can provide the best possible support for our customers.

Please feel free to contact your Aspire Customer Service Team if you have any questions.

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

UPCOMING EVENTS

Due to the NSW and Victorian School holidays taking up the month of April, the following support groups will be taking a break or this month.

- Autism/Aspergers Family Network Group
- Dads Group
- Solo Parent All-ability Support Group
- Healthy Mothers Healthy Families Support Group - Walking Group

Support Group Events



Down Syndrome Family Network Group

Where: Albury Botanic Gardens Childrens Garden

When: Sunday 15 April, 2.00pm to 4.00pm

What: A catch up with other families in the group and afternoon tea. Please bring something to share for afternoon tea.



Family Network Group

Where: Public House, 491 Dean St, Albury

When: Thursday 19 April, 6.30pm to 8.30pm

What: Join us for a relaxing dinner. Please note that this is a child free event.



Healthy Mothers Healthy Families Support Group - Swimming Group

Where: Edge Aquatics, 2 Sage Court, Baranduda

When: Monday Mornings, 16 and 23 April and Thursday 19 April, 11.45am to 12.45pm

What: A leisurely swim in the new magnesium pool. Please note Edge Aquatics is closed during the Victorian School Holidays

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')

Expressions of Interest

Home Schooling Family Network Group

What: Expression of Interest for a Mothers Movie Session. Please note that this is a child free event.
Friday 13 April
[Contact your Aspire Customer Service Team](#)

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

What: Expression of Interest for a Sunday Kids Flix Movie Session
[Contact your Aspire Customer Service Team](#)

Dads Group

What: Expression of Interest 2018 Dads Weekend to Melbourne
1-4 June
[Contact your Aspire Customer Service Team](#)

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Community Events

NDIS & Community Expo

Aspire will be at the upcoming NDIS & Community Expo being held in Albury in May.

The Expo will feature service provider and local business information stands, workshops, demonstrations and Q&A sessions.

Charity Luncheon

A fundraising luncheon for Belvoir School at the Jack Maher Classic being held on 19 May 2018.

See over the page for further detail of the Community Events

COMMUNITY EVENTS

NDIS & Community Expo

**Do you have questions about the
National Disability Insurance Scheme (NDIS)?**

**Do you want to meet and chat with
service providers from your area?**

**Would you like to know what is available
within your community to achieve your goals?**

Then the **NDIS & Community Expo** is for you. This free, fun and informative event will help you connect with local service providers and local businesses and find out all you need to know about the NDIS.

**Tuesday 1 May 2018 from 1 pm to 6 pm,
Commercial Club, 618 Dean Street, Albury.**

The Expo will feature service provider and local business information stands, workshops, demonstrations and Q&A sessions. Community entertainment and lucky door prizes will also take place on the day.

The Expo is organised by Plan Management Partners – a leading, independent expert in NDIS plan management and support coordination, who have helped many people all over Australia to get more out of the NDIS.

Entrance is free and everyone is welcome.

Just register to receive your tickets by going to
www.facebook.com or **www.eventbrite.com.au** and
search for Plan Management Partners.

More information: www.planpartners.com.au or give us a call on 1300 333 700.



COMMUNITY EVENTS (CONT')



BLACKLOCKS ISUZU TRUCKS

Jack Maher

CLASSIC

SATURDAY 19TH MAY 2018

INCORPORATING THE BELVOIR SPECIAL SCHOOL

CHARITY LUNCHEON



RAISING MONEY FOR KIDS WITH A DISABILITY



TABLES OF 8 INCLUDES:
\$125 PP RACEDAY ENTRY
2 COURSE MEAL
& 4.5HR DRINKS PACKAGE

WITH GUEST SPEAKER MICHELLE BRIDGES



**FOR TICKETS PLEASE PHONE 02 6056 1214
OR VISIT WWW.COUNTRY.RACING.COM/WODONGA**



PRE-PURCHASE
your raceday tickets at
country.racing.com/wodonga





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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.

Aspire Support Services ABN 26 154 156 215, accepts no liability whatsoever for reliance on it.