

The Ripple

Edition 16

Welcome to your latest edition of The Ripple



MAY YOU ALL HAVE
**A HOLLY
JOLLY
HOLIDAY!**

Warm wishes from
your team at
Aspire Support Services

Seasons greetings to everyone.

As another busy year comes to a close planning is well underway for an even bigger 2019. With the recent Customer and Staff surveys, we have collated all of the responses and will be using this information to inform our decision making for next year and beyond.

Throughout 2018 we have seen some wonderful outcomes for individuals and families through the implementation of the NDIS and we want to continue to support everyone to achieve their goals and outcomes.

I hope everyone has a Merry Xmas and a Happy New Year and we look forward to supporting you and your family in 2019.



Nigel Stone
CEO

December/January Office Hours



Aspire will be closed over the festive period as per the times below:

For further information regarding our Christmas closures, contact our friendly customer service team, E customerservice@aspiress.com.au, T 02 6058 4000

Aspire Borella Road Office

Closed from 5:00pm, Friday 21 December 2018 until 9:00am, Wednesday 2 January 2019

Aspire Early Childhood Intervention

Closed from 5:00pm, Friday 21 December 2018 until 9:00am, Wednesday 2 January 2019

Aspire Short-term Accommodation

Closed from 10:00am, Monday 24 December 2018 until 3:00pm, Sunday 30 December 2018

Aspire Lifestyle and Learning

Closed from 5:00pm, Friday 21 December 2019 until 9:00am, Thursday 3 January 2019

Aspire Supported Accommodation

Services as normal

What you said



Survey Results

As you may be aware, earlier this year we asked for your feedback to help us to improve our organisation by telling us about your experience with Aspire and by providing suggestions for our range of services on offer.

The survey was particularly focused on the needs of our customers through your feedback and through our staff.

The results are in and we would like to share them with you. The following pages provide a summary and comparison of both your responses and our staff responses.

Please continue to provide us with your feedback as its important that we understand what is working for you and what isn't, so that we can support you to achieve your goals and outcomes.

From here we will be working on the opportunities for improvements. There will be another customer and staff survey conducted towards the end of 2019 and we look forward to receiving your feedback between now and then.

Survey Results

Aspire Community Engagement

Customer and Staff Survey Results



Staff invitations

249 invited (All Users)

2018 - 82 total responses (32%)

2015 – 48 total responses

Customer invitations

531 total invitations

306 via email – 67 responses (22%)

225 via post – 15 responses (7%)

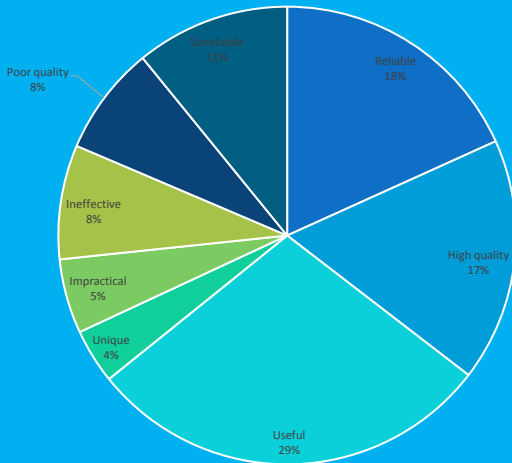
2018 - 82 total responses (15%)

2015 – 66 total responses

Survey Results

How would you describe Aspire Services

How would you describe Aspire Services?



Combined results

- 64% positive results
- 32% negative
- 4% unique

Customer results

- 72% positive results
- 24% negative
- 4% unique

Staff results

- 57% positive results
- 39% negative
- 4% unique

How would you rate the overall quality of Aspires Services

Combined results

- 87% Very High, High or Average
- 13% Low or Very Low

Customer results

- 86% Very high, high or average
- 14% Low or very low

Staff results

- 87% Very high, high or average
- 13% Low or very low

Survey Results

How would you rate the overall quality of Aspires Services

Combined results

- 87% Very High, High or Average
- 13% Low or Very Low

Customer results

- 86% Very high, high or average
- 14% Low or very low

Staff results

- 87% Very high, high or average
- 13% Low or very low

The most important thing

Q8 What is the most important thing that Aspire can do for you?

Customer

- Support
- Respite
- Information
- Education

Staff

- Listen
- Be reliable
- Provide quality services

Survey Results

Current issues

Q9 What are the current issues you are facing in the NDIS?

Customer

- Lack of NDIS funding
- Lack of NDIS understanding and education

Staff

- Understanding NDIS
- Staffing levels
- Communication

Challenges foreseen

Q10 What challenges do you foresee that may affect our industry?

Customer

- Lack of staff
- Lack of funding
- Meeting growing demand

Staff

- Lack of funding
- Lack of staff

Survey Results

Suggestions

Q11 Can you suggest any particular activity or service you would like to see incorporated into Aspire's programs?

Customer

- Education
- Social activities
- School holiday program
- Gym, massages, swimming
- Relationship building
- Music

Staff

- Art, Theatre, Drama
- Social activities
- School holiday program
- Relationship building
- Camps

Implementation

Q12 Referring to Q11, how do you suggest those activities or services be best implemented?

Customer

- Understand customer's goals and outcomes

Staff

- Understand customer's goals and outcomes

Survey Results

Benefit

Q13 Referring again to question 11, how do you believe this would benefit Aspire's customers

Customer

- Help to meet goals and outcomes



Thank you for your
feedback

Aspire Support Group Events



Aspire Christmas Party

The traditional Aspire Christmas Party isn't being held this year and will be replaced by a Family Day in February or March 2019. We hope to see you then.

Groups: Attention Deficit Hyperactivity Disorder and/or Oppositional Defiant Disorder and Related Conditions Support Group
Autism/Asperger's Family Network Group
Caring Grandparents Network
Family Network Group
Healthy Mothers Healthy Families Support Group
Home Schooling Family Network Group
Solo Parent All-ability Support Group

What: Combined end of year lunch

When: 12:00pm to 2:00pm, Tuesday 18 December 2018

Location: Commercial Club Golf Club, 530 North Street, Albury

Group: Carers Victoria NDIS Support Group

What: Morning tea and discussion

When: 10:00am to 12:00pm, Wednesday 19 December 2018

Location: La Maison Cafe, Lincoln Causeway, Wodonga

Group: Dads Group

What: Dinner and catch up

When: 6:30pm to 8:30pm, Wednesday 19 December 2018

Location: Albion Hotel, 593 Dean Street, Albury

Group: Down Syndrome Family Network

What: Morning tea and family get-together

When: 9:30am to 11:30am, Friday 16 November 2018

Location: Childrens Garden, Albury Botanical Gardens, Wodonga Place, Albury

Bookings essential

Contact your Customer Service Team.

T 02 6058 4000

E customerservice@aspiress.com.au

www.aspiress.com.au



Aspire Events

Early Childhood Intervention Workshop

It Takes Two to Talk—Hanen Program

Language delay is the most common developmental disorder in young children.

Approximately 5-8% of preschool children experience a delay in their language development that continues into adulthood.

As such, training parents and guardians to be more responsive to their children's communicative attempts and helping them fine-tune their language input so that it facilitates expressive and receptive language development, represents a critical component of any intervention offered for young children with language delay.

As a family-centred intervention, It Takes Two to Talk empowers caregivers to act as primary language facilitators, as well as promoting their competence and confidence to assume this role.

- It Takes Two to Talk reflects the following aspects of family-centred practice:
- Recognises the family as the constant in child's life
- Promotes family-professional collaboration/partnership versus clinician-directed intervention
- Provides resources and supports in ways that strengthen families' capabilities
- Respects families' diversity, strengths and individuality
- Encourages family-to-family support

Workshop details


When: Dependent upon majority – 10:30am to 12:30pm Mondays or 4:00pm to 6:00pm Wednesdays. Commencing the week of 21 January 2019

Price: \$2,117.00 plus travel to home, includes six centre-based parent/guardian groups and four home-based individual sessions). This can be charged to your child's NDIS plan under Improved Daily Living.

Location: Centre-based groups – Aspire Support Services, Early Childhood Intervention Centre, Building 711, Charles Sturt University, Elizabeth Mitchell Drive, Thurgoona

Bookings essential.

Bookings close 19 December 2018. Contact Reception at Aspire to reserve your spot. T 02 6058 4000. E reception@aspiress.com.au.



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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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