

# The Ripple

Edition 19

## Welcome to your latest edition of The Ripple

Hello from Aspire's Board of Directors,

As time goes on, we as a Board are able to collect a broad range of information about what is happening across the NDIS in Australia and the effect it is having at Aspire.

We are constantly reading information that is provided to us from a range of sources and in particular our peak body, National Disability Services (NDS). One of the reports that came from NDS recently and was prepared by the Centre for Social Impact at the University of NSW which provided some alarming information about service providers experience in the NDIS in 2018.

In the lead up to the federal election, the Government has spoken about certain price rises that they plan to implement. We will wait until the formal release of these changes in the July 2019 Price Guide, but the information the NDIA has given to Providers thus far would indicate this will not bring the relief needed to remedy the situation. The full report can be found via the Aspire website, [www.aspiress.com.au](http://www.aspiress.com.au).

Some of the key findings in the report are:

- 75% of the service providers that responded are operating at a loss
- Over 70% of small to large providers are worried that they won't be able to provide NDIS services at the current prices
- 69% said that they are receiving requests for services that they are not able to provide
- 42% of providers said that direct staffing costs will increase faster than service volume growth
- 50% of providers said that they expected administrative costs to also rise.

At Aspire we have heavily invested in our IT Systems to achieve efficiencies in the administrative and service delivery areas. We have also found that the cost to administer the NDIS is far greater than first expected and more importantly we have found that some of the prices set by the NDIA for some services remain too low.

While all of this may sound very doom and gloom the Aspire Board of Directors are committed to providing quality services to people with a disability in the local area. As such we will be continually reviewing the types of services Aspire will offer to ensure that we are able to remain viable and competitive. This may mean the reduction or ceasing of some services and the expansion and broadening of others. In doing so we believe that we will be able to focus on quality services by specialising in certain areas rather than having a wide variety of offerings.

As we work through these challenges we will continue to communicate with you and keep you informed along the way.

**The Aspire Board of Directors**

# Accreditation Update & Aspire Customer Information

## NDIS Transport Allowance

Every year Aspire is required to undertake an external audit to ensure we are compliant to our Industry Service Standards.

This year we will be assessed against the new NDIS Quality Practice Standards as set out by the NDIS Commission.

The date of the audit this year is Tuesday 16 April to Thursday 18 April 2019.

The audit team comes in to Aspire and have a look at the way we do things across the organisation. They assess us to see how we measure up to the Standards. As part of this, they will request to talk to some of our customers and also look at a selection of files.

It is your choice if we can use your information as part of the audit.

Please let us know if you do not wish for your information to be used in the audit, or if you do not wish to be contacted by the audit team.

If you do not wish for your information to be used as part of the audit, please let us know by phoning 02 6058 4000 or by emailing [reception@aspiress.com.au](mailto:reception@aspiress.com.au), before the commencement of the audit.

## Introducing Aspire Customer Information

Based on feedback received from you, our customers, we are introducing a new monthly article to The Ripple.

Aspire Customer Information will share updates and information on different policies and procedures, and services that you need to know, as an Aspire customer.

We are kicking off with Intake, Service Delivery and Exit.

If there is information about our policies and procedures that you would like us to share, email [customerservice@aspiress.com.au](mailto:customerservice@aspiress.com.au).

## Intake, Service Delivery and Exit

Keeping our customers informed and updated with all things Aspire and NDIS is important. Therefore, throughout 2019 we will be sharing updates and information on different policies and procedures that you need to know, as an Aspire Customer. We will also highlight some of the services available to you.

This information aims to help you understand how Aspire works alongside people with disabilities and their families to achieve their goals and aspirations.

# Aspire Customer Information

## Customer Intake

When choosing Aspire to provide your services there are several ways you may contact us.

Phone: 02 60584000 Email: [customerservice@aspiress.com.au](mailto:customerservice@aspiress.com.au) Visit our Office: 220 Borella Road East Albury

Once you have made contact with a Customer Service Team member they will then discuss with you your goals and how we can best support you to achieve your desired outcomes as detailed in your NDIS plan.

The Customer Service Team will then assist you to complete your required paperwork, answer any questions you may have regarding opportunities at Aspire and work with you to ensure the transition into your Aspire Service is as smooth as possible.

## Service Delivery

We have a large number of people who will be involved in providing the services you require.

Our staff have access to a broad range of training and development opportunities which aims to continually improve their ability to deliver high quality, professional service.

If at any time you feel your needs are not being met, we ask that you please let us know, so that we can address your concerns.

## Service Exit

Customers have the right to terminate their services and their association with Aspire as per their service agreement.

You have the responsibility to notify Aspire if you no longer require a service.

Files will be archived according to legislation and Aspire's policies and procedures.

### Reasons for customer Exit

- When participants leave our services, this is referred to as exiting and can happen for a number of reasons, such as:
- Relocation to an area outside Aspire's area of service delivery
- When Aspire's support schedule and service is no longer able to meet the participant's needs or assist in achieving chosen goals
- Transfer to another service provider
- A lack of available resources or funding
- The death of a participant using Aspire's services
- The participant is unwilling to meet the reasonable conditions required in their support plan affecting the safe delivery of services and the health and safety of Aspire's staff
- There are changes in the participant's condition resulting in support needs above what Aspire can deliver
- The participant and/or family member/carer engages in behaviour which is unacceptable towards Aspire's staff, such as violence, abuse, aggression, theft or property damage
- There is continued non-payment of service delivery fees incurred from supports and services provided.

**If, at any time, you have questions about the services Aspire offers, please feel free to contact our friendly Customer Service Team, email [customerservice@aspiress.com.au](mailto:customerservice@aspiress.com.au), or phone 02 6058 4000.**

# NDIS Update

## Getting younger people with disabilities out of aged care homes



The NDIS newsletter included a Federal government announcement regarding a national action plan to reduce the number of younger people with disabilities living in aged care facilities.

Every year Aspire is required to undertake an external audit to ensure we are compliant to our Industry Service Standards.

This year we will be assessed against the new NDIS Quality Practice Standards as set out by the NDIS Commission.

**Below is an excerpt from the article.**

*Minister Fletcher said the Government has been working with key stakeholders to set ambitious but achievable goals to get younger people out of residential aged care.*

*Under the national action plan, the Federal Government is committing to:*

- *support those already living in aged care aged under 45 to find alternative, age-appropriate housing and supports by 2022, if this is their goal;*
- *support those already living in aged care aged under 65 to find alternative, age-appropriate housing and supports by 2025, if this is their goal; and*
- *halve the number of younger people aged under 65 entering aged care by 2025.*

*"This practical plan with concrete actions is designed to dramatically reduce the number of younger people aged under 65 needing to live in aged care," Mr Fletcher said.*

**You can read the entire article at <https://www.ndis.gov.au/news/1939-federal-government-takes-action-get-younger-people-out-aged-care-homes/>**



# Aspire Events and Activities



## Easter BBQ

Tuesday 16 April 2019  
3:00pm to 6:00pm

Hovell Tree Park  
South Albury

Price - Free

Activities include:

- BBQ (Dietary requirements catered for)
- Face Painting
- Easter Craft
- Easter Egg Hunt
- Games

### Bookings essential

Please provide your children's details and any dietary requirements when booking.

Phone Aspire reception T 0260 584000 or  
Email [customerservice@aspiress.com.au](mailto:customerservice@aspiress.com.au)

Aspire staff and volunteers will be attending on the day.

**Please note:** supervision of children attending is the responsibility of parents/carers.

For detailed information on upcoming Aspire events and activities, go to the online Calendar,  
[www.aspiress.com.au/calendar-of-events/](http://www.aspiress.com.au/calendar-of-events/)

# Aspire Support Group Events



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

**What:** Aspire Easter BBQ

**When:** 3:00pm to 6:00pm, Tuesday 16 April 2019

**Location:** Hovell Tree Park, South Albury

**Group:** Autism/Asperger's Family Network Group

**What:** Aspire Easter BBQ

**When:** 3:00pm to 6:00pm, Tuesday 16 April 2019

**Location:** Hovell Tree Park, South Albury

**Group:** Caring Grandparents Group

**What:** Aspire Easter BBQ

**When:** 3:00pm to 6:00pm, Tuesday 16 April 2019

**Location:** Hovell Tree Park, South Albury

**Group:** Carers Victoria NDIS Support Group

**What:** There is no meeting in April due to the school holidays.

**When:** You are invited to join us back at La Maison Cafe in May.

**Location:** La Maison Cafe, Lincoln Causeway, Wodonga

**Group:** Dads Group

**What:** Movies (New release - Hellboy) and catch up

**When:** Sunday 14 April 2019, time to be decided by the group

**Location:** Regent Cinemas, Dean Street Albury

Expressions of Interest are welcomed for the 2019 Melbourne Dads Weekend.

Staying again at the Pegasus Hotel with 2 or 3 night options, this weekend is in planning for Friday 3 to Monday 6 May 2019.

Email your expression of interest to [customerservice@aspiress.com.au](mailto:customerservice@aspiress.com.au).

**Group:** Down Syndrome Family Network Group

**What:** Aspire Easter BBQ

**When:** 3:00pm to 6:00pm, Tuesday 16 April 2019

**Location:** Hovell Tree Park, South Albury

## Bookings essential

Contact your Customer Service Team.

T 02 6058 4000

E [customerservice@aspiress.com.au](mailto:customerservice@aspiress.com.au)

[www.aspiress.com.au](http://www.aspiress.com.au)



# Aspire Support Group Events



<b>Group:</b>	Family Network Group
<b>What:</b>	Lunch and shared support
<b>When:</b>	12:00pm to 2:00pm, Tuesday 31 April 2019
<b>Location:</b>	SS&A Club, 570-582 Olive Street, Albury
<b>Group:</b>	Healthy Mothers Healthy Families Support Group
<b>What:</b>	Aspire Easter BBQ
<b>When:</b>	3:00pm to 6:00pm, Tuesday 16 April 2019
<b>Location:</b>	Hovell Tree Park, South Albury
<b>Groups:</b>	Home Schooling Family Network Group
<b>What:</b>	Aspire Easter BBQ
<b>When:</b>	3:00pm to 6:00pm, Tuesday 16 April 2019
<b>Location:</b>	Hovell Tree Park, South Albury
<b>Group:</b>	Solo Parent All-ability Support Group
<b>What:</b>	Aspire Easter BBQ
<b>When:</b>	3:00pm to 6:00pm, Tuesday 16 April 2019
<b>Location:</b>	Hovell Tree Park, South Albury

## Bookings essential


Contact your Customer Service Team.

T 02 6058 4000

E [customerservice@aspiress.com.au](mailto:customerservice@aspiress.com.au)

[www.aspiress.com.au](http://www.aspiress.com.au)





220 Borella Road  
Albury  
PO Box 7374  
East Albury NSW 2640

Tel 02 6058 4000  
Fax 02 6058 4050  
[www.aspiress.com.au](http://www.aspiress.com.au)  
[reception@aspiress.com.au](mailto:reception@aspiress.com.au)

***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.*