

The Ripple

Edition 20

Welcome to your latest edition of The Ripple

What a great achievement!

Two weeks ago saw Aspire undertake its first Quality and Safeguarding audit under the National Disability Insurance Scheme's new accreditation framework.

This new framework is very different from those previously set by state governments and is of a much higher standard, which is good for everyone involved.

It gives me great pleasure to convey to everyone that Aspire has successfully passed our first audit.

This means that our Auditors, BSI, will be recommending to Quality and Safeguarding Commission that Aspire receives its accreditation so that we can continue to provide great services to people with a disability and their families across the community.

My sincerest congratulations go to all Aspire staff members and in particular those that worked so hard for many weeks and even months in preparation for this vital event.

Also my thanks to all of our customers and families that were interviewed by the audit team to provide their feedback.

This outcome is recognition of the progress that Aspire has made to meet the new framework. We now need to embed this work in our day to day activities in preparation for future accreditations.

Once again, thank you all and congratulations



Nigel Stone
CEO

Aspire Customer Information

Your Rights and Responsibilities

Each month, the Aspire Customer Information section provides updates and information on different policies and procedures, and services that you, as an Aspire customer, should be aware of.

This month we are focusing on your Rights and Responsibilities.

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

Rights

- To be treated with dignity and respect and in a manner that is sensitive to your social and cultural beliefs
- To access a staff member of your own gender
- To have access to an independent advocate or support person and an interpreter, if required
- To have your privacy and confidential information respected and protected
- To decide who can see your information
- To access any information about you that Aspire has recorded
- To be protected and free from physical, sexual, verbal, emotional or financial abuse and exploitation
- To have access to a responsive and fair complaints process and to provide feedback in confidence
- To choose who else (other than an Aspire support worker) you want to have involved in your support, as long as your choice poses no risk to yourself or others
- To have an individual support plan which documents your relevant history, assessment, support needs, progress towards goals and other outcomes
- To be involved in every facet of the development of your individual support plan, including exit from Aspire
- To decline any support, as long as your choice poses no risk to yourself or others

Aspire Customer Information



Responsibilities

As well as the rights listed above, as a customer of Aspire, you also have certain responsibilities. These responsibilities are:

- To respect the rights and needs of others at Aspire
- To respect the rights of staff at Aspire
- To provide all information that may assist Aspire to identify and access the support you require
- Provide Aspire with a copy of your goals as detailed in your NDIS plan
- Agree to comply with Aspire's cancellation policy
- To co-operate with Aspire assessment, review and support processes
- To attend and be punctual for pre-arranged appointments and programs
- To act in a lawful manner whilst using Aspire programs, activities and supports
- Let Aspire know immediately if the customer's NDIS plan is suspended or replaced by a new NDIS plan, or a customer stops being a customer in the NDIS

If, at any time, you have questions about the services Aspire offers, or your Rights and Responsibilities, please feel free to contact our friendly Customer Service Team, email customerservice@aspiress.com.au, or phone 02 6058 4000.

NDIS Update

Pricing update and more support for participant control



The NDIS newsletter included an article on pricing updates and more support for NDIS participants

Below is an excerpt from the article.

We understand the important role of pricing

We have seen the market step up to the challenge created by the pace of the NDIS' expansion. Since NDIS transition to full Scheme commenced, the provider market has grown from around 3,500 service providers in June 2016 to more than 19,000 in December 2018 - an increase of over 450 per cent. As at 31 December 2018, over 45 per cent of these providers were sole providers.

Given what is at stake, we take our market stewardship role seriously. We want to support the development of a vibrant and sustainable disability provider market, because we know it will improve economic and social outcomes for participants.

To support this objective, in June 2017 the Board commissioned the Independent Pricing Review (IPR) to investigate the appropriateness of the NDIA's pricing strategy and approach, and the suitability of current price levels for supports and services.

The IPR report was released in early 2018 and the Agency accepted all 25 recommendations. Of the 25 recommendations in the IPR, 20 were implemented in the following six to twelve months,

To read the full article go to:

www.ndis.gov.au/news/1997-pricing-update-and-more-support-participant-choice-and-control

Community Events and Activities

Feel the VIBE

*Roadtrip -
Wagga Wagga and Albury*

FREE EVENT

Over 18s

Lifting the lid on sexuality and disability!

In 2019 we've been taking our popular sexuality and disability event Feel the Vibe on the road – and this time we're heading south west!

We will be hosting free two-hour sexuality and disability workshops for adults with disability and their support networks (e.g. families and carers).

These are fun and interactive nights where participants will learn all about sexuality and sexual health in a welcoming and supportive environment.

There will be two sessions on each night and the sessions will run simultaneously.

Dates and locations:

Thursday 9 May 2019

Wagga RSL
Corner Kincaid and Dobbs Street
Wagga Wagga NSW 2650

Friday 10 May 2019

Atura Albury
648 Dean Street
Albury NSW 2640

Session 1 – For adults with disability

Time: 5:30pm - 7:30pm

Session 2 – For families and carers

Time: 5:30pm - 7:30pm

RSVP and enquiries:

RSVP by Thursday 2 May 2019 to sexuality@northcott.com.au or phone 0456 957 409. Please advise which session you are attending (adult with disability session or family/carer session) and if you are bringing a support worker to the session.



📞 1800 818 286

✉ northcott@northcott.com.au

🌐 northcott.com.au

The Northcott Society | ACN: 000 022 971 | ABN: 87 302 064 152



Northcott
Let's see what you can do

Aspire Support Group Events



Group:	Attention Deficit Hyperactivity Disorder and/or Oppositional Defiant Disorder and Related Conditions Support Group
What:	Morning tea and the opportunity to meet and share in discussion
When:	10:00am to 12:00pm, Wednesday 29 May 2019
Location:	Riverdeck Cafe, 48 Noreuil Parade, South Albury
Group:	Autism/Asperger's Family Network Group
What:	Exploring ways to care for yourself as you care for a family member who has an Autism Spectrum Disorder
When:	10:00am to 12:00pm, Thursday 9 May 2019
Location:	La Maison Cafe, 40 Lincoln Causeway, Gateway Island
Group:	Caring Grandparents Group
What:	Morning tea and a chance to relax with shared friendship and discussion
When:	10:00am to 12:00pm, Friday 17 May 2019
Location:	Cafe Borellas, 117 Borella Road, East Albury
Group:	Carers Victoria NDIS Support Group
What:	We are welcoming Pamela Gatos from AMAZE who has a wealth of NDIS knowledge. Pamela is the Team Lead of the Peer Support & NDIS Community Engagement Project at AMAZE. Please forward any areas of information or queries that you would like Pamela to address in order for her to plan for this meeting. Autism/Asperger's Family Network Group are invited to attend.
When:	12:30pm to 2:30pm, Wednesday 22 May 2019
Location:	La Maison Cafe, 40 Lincoln Causeway, Wodonga
Group:	Dads Group
What:	May - Melbourne Dads Weekend Away
When:	The next meeting will occur in June Regent Cinemas, Dean Street Albury
Group:	Down Syndrome Family Network Group
What:	Playtime and afternoon tea. Entry at own cost. Afternoon tea provided.
When:	1:00pm to 3:00pm, Saturday 25 May 2019
Location:	Rumble Timbles, 1/919 Calimo Street, Albury

Bookings essential

Contact your Customer Service Team.
T 02 6058 4000
E customerservice@aspiress.com.au

www.aspiress.com.au



Aspire Support Group Events



Group:	Family Network Group
What:	Morning tea and shared support
When:	10:00am to 12:00pm, Friday 31 May 2019
Location:	Geoffrey Michael Patisserie, 669 Dean Street, Albury
Group:	Healthy Mothers Healthy Families Support Group
What:	Morning tea and a walk (weather permitting)
When:	10:00am to 12:00pm, Tuesday 21 May 2019
Location:	Riverdeck Cafe, 48 Noreuil Parade, South Albury
Groups:	Home Schooling Family Network Group
What:	Da Vinci Machines Exhibition. Further details to be provided.
When:	10:00am to 12:00pm, Thursday 16 May 2019
Location:	Albury Library Museum, Cnr Kiewa and Swift Streets, Albury
Group:	Solo Parent All-ability Support Group
What:	No meeting this month.

Bookings essential

Contact your Customer Service Team.

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For detailed information on upcoming Aspire events and activities, go to the online Calendar, www.aspiress.com.au/calendar-of-events/ or contact your friendly Customer Service Team.

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



Aspire Support Group Events

Aspire Family Fun Day

The Aspire Family Fun Day was held at Lake Hume Resort in March. One of our customers, Matthew, had a fun filled day and his mum has sent us some photos.

Thanks Matthew for sharing your photo's. We're so glad you had a wonderful time.

If you have any photos you would like to share with us and the Aspire community, please send them to customerservice@aspiress.com.au with a signed permission form, and we'll include them in upcoming editions of The Ripple. You can obtain a copy of the permission form from customerservice@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.

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