

The Ripple

Edition 25

Welcome to your latest edition of The Ripple

Hello Everyone,

Supported Independent Living

Aspire has identified that there is real demand from people and families wanting to live in the community independently and with people of their own age and similar interests. For that reason, Aspire is now offering the opportunity to support people to test their eligibility through the National Disability Insurance Agency. We see ourselves as an organisation that will commence offering Supported Independent Living well into the future and that process is starting now by inviting people to register their interest with Aspire and to discuss the possible options with our Customer Service Team.

To register your interest simply speak to one of our Customer Service Team officers and we will begin to explore the process with you. This is an exciting opportunity and we are extremely pleased to be in a position to be offering this accommodation option to families.

Respite

Over the last few months Aspire has seen a downturn in the number of people utilising our respite service or as it is now known Short Term Accommodation (STA). Respite is such an important part of supporting carers and families to have a break from their caring role and at Aspire we understand how much people value this service. So when we see that there is a downturn in demand we need to understand why this has occurred. In the coming months, we have many vacancies in our respite facility so we would like to make you aware that there are ample opportunities to book in and to have a break from your caring role.

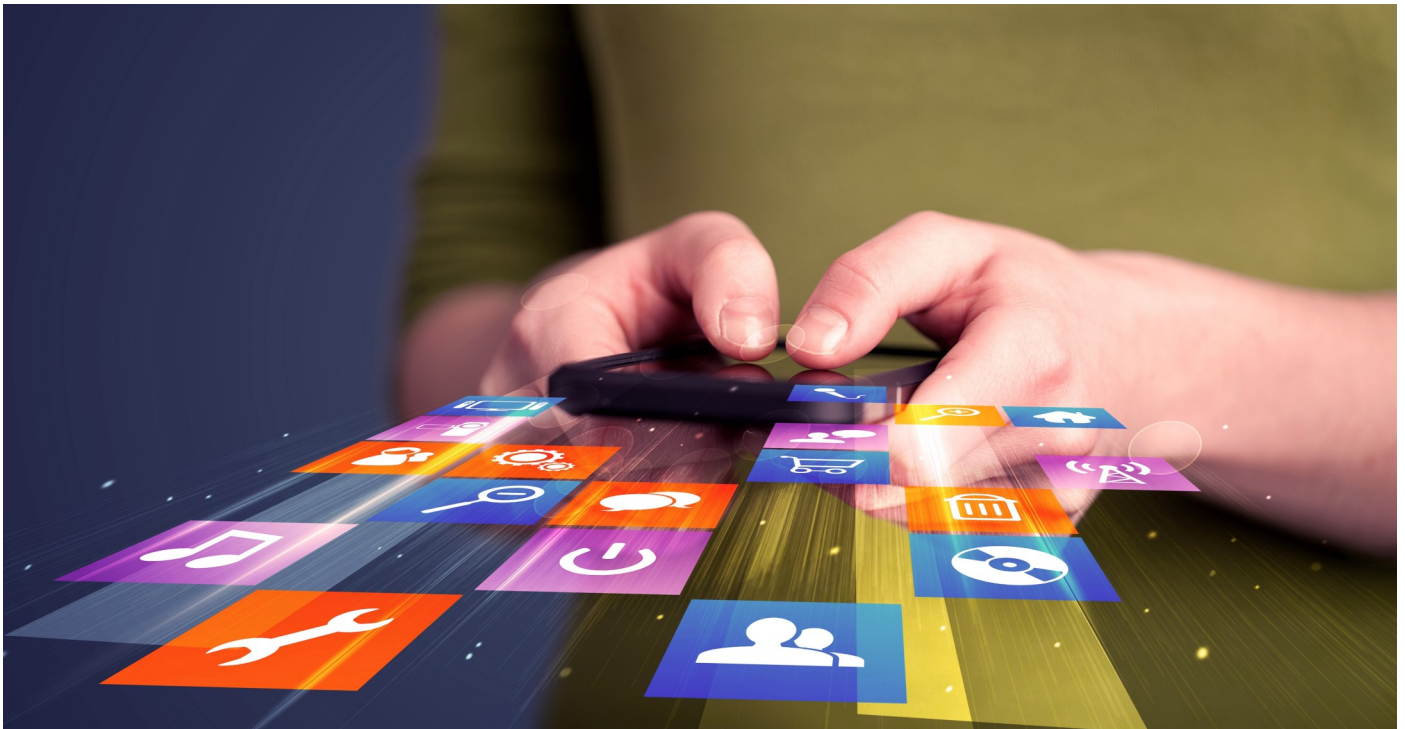
If you are looking to make a booking into our respite facility please contact our Customer Service Team on 02 6058 4000 to discuss further.

Kind regards,



Nigel Stone
CEO

Operations Update



Aspire Staff Mobile Phone Usage

As you may be aware, Aspire Support Services has spent the last 12 months implementing an organisational customer relationship management (CRM) system named Procura. This new system went live on 9th September 2019.

One major benefit of Procura is the systems mobility app which provides our staff with direct access to critical information about the customers we are supporting via mobile devices such as smartphones, iPads, tablets, etc.

The mobility app enables our staff to have up to date information about each individual customer we are supporting at their fingertips. It is used to ensure that we provide services to meet the customers' needs and to record how customers are achieving their goals and outcomes in a timely manner.

From time to time, you will see our staff accessing the mobility app through their smartphones, iPad or tablets while providing support to customers. This will in no way put our customers at risk or limit the interactions our staff have in supporting our customers.

We believe that it is important for customers, families, and carers to be aware of this new process so that it is understood why staff would be accessing their mobile devices during shifts.

In the next 6 to 12 months, as we further develop the CRM system, a customer/family portal will be introduced to provide a variety of information that will be easily accessible through a secure log on process for customers/ carers and acting as an online interaction point.

If you have any queries regarding this, please do not hesitate to contact our friendly Customer Service Team on 02 6058 4000 and customerservice@aspiress.com.au

NDIS Update



How ECEI works - step by step process

The Early Childhood Early Intervention (ECEI) approach is available to all children aged under 7 with a developmental delay or disability.

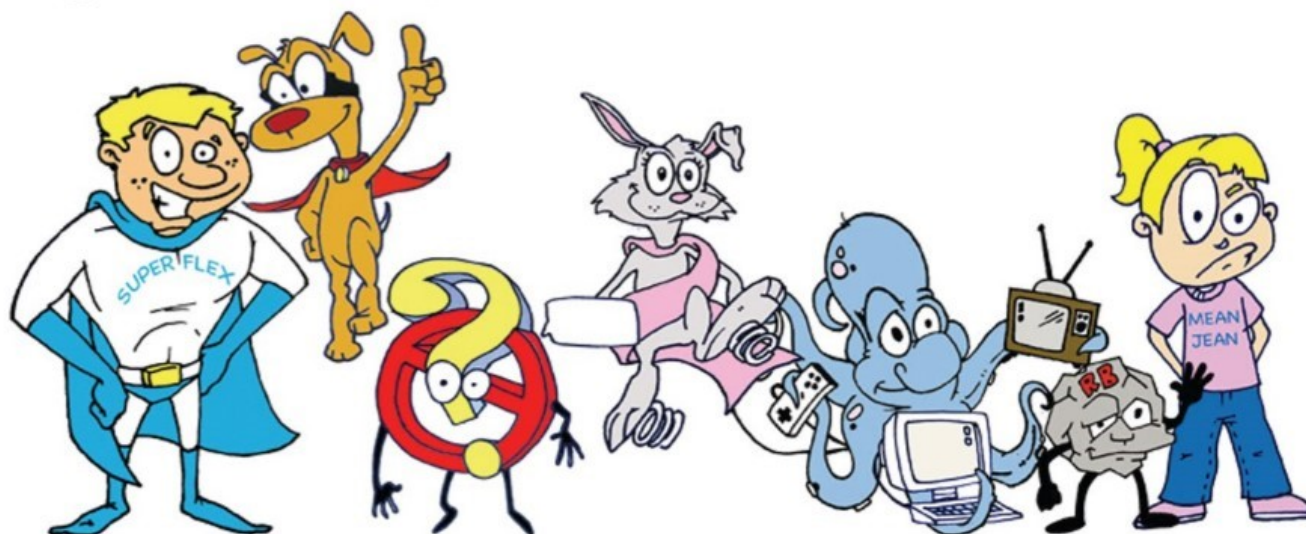
The NDIS website provides step by step information on how to:

- Contact an Early Childhood Partner - You can contact an Early Childhood Partner if concerns about your child's development have been identified.
- Get some helpful information - As every child is different, your Early Childhood Partner will tailor support to your child's individual needs and circumstances.
- Work out your child's support needs - Your Early Childhood Partner will connect you and your child with the most appropriate supports in your area, such as the community health centre, educational setting and playgroup. Some short-term early intervention will be provided where it has been identified as the most appropriate support.
- Referral services and supports - Your Early Childhood Partner will provide you with information about the supports and services available in your local community to help your child achieve their goals.
- Monitor your child's progress - The Early Childhood Partner will monitor and review your child's progress against the goals you have set. Your Early Childhood Partner and service providers will support your family to improve your child's independence and participation in everyday activities.

To read more about how the NDIS can help visit:

www.ndis.gov.au/understanding/families-and-carers/how-ecei-works-step-step-process

Specialist Services Update



Aspire Early Intervention Social Skills Group

What is a social skills group?

This group is suitable for children aged 7+ years who would benefit from learning to be more flexible in their social communication skills. This group will be based on programs developed by Social Thinking, concepts will be introduced through “You are a Social Detective” and reinforced through the “Superflex” curriculum.

When will the group run?

The social skills group will run for 8 weeks, on Tuesday afternoons from 3:30-4:30pm, commencing on the 22nd of October. The group can be purchased through your National Disability Insurance Scheme (NDIS) plan at a group rate.

Group approach and recommendations

The group will have six children and will have a parent involvement and education approach. This approach is supportive of families developing goal-based specific skills to continually support their child within their everyday connections with family and their community. A written information report will be completed at the end of the program to address how the groups have supported your NDIS goals and to provide further information about the group goal intention and suggested approaches.

What should I do if I'm interested?

- Talk to your keyworker
- Email Jayemin Dowie, Speech Pathologist (Monday – Wednesday) at jayemin.dowie@aspiress.com.au or Sharna Lamont, Speech Pathologist (Monday – Friday) at sharna.lamont@aspiress.com.au
- Contact the Customer Service Team on (02) 6058 4000 or customerservices@aspiress.com.au

Community Events & Activities



ADHD & Demand Avoidance Seminar

Join renowned experts Rebecca Perkins and Christina Keeble in this incredible opportunity to learn valuable information and strategies for ADHD and Demand Avoidance. This one-day seminar is perfect for parents, carers, educators and professionals who have or work with a child with ADHD, Demand Avoidance or Oppositional Behaviour.

Bookings essential

Date: Friday 9 November 2019
Registration: 9:30am
Workshop: 10am - 3pm (luncheon included)
Venue: Commercial Club Albury, 618 Dean Street, Albury
Cost: Parents/Carers - \$25.00, Professionals - \$60.00
Bookings: Aspire Customer Service Team, 02 6058 4000 or customerservice@aspiress.com.au
Enquiries: Sue Pringle, Family Support Coordinator, sue.pringle@aspiress.com.au
Please include any personal/dietary requirements when booking.



Mothers and Daughters High Tea

For Grandmothers, Mothers and Daughters of any age to share some personal time together.

When: Sunday 17 November 2019
Arrival from 11:15am
Commences 11:30am and concludes at 2:30pm
Includes craft activities for children
Location: Commercial Club, Dean Street, Albury
Price: Adults \$15.00 per person
Children 12-under 18 years \$10.00 per person
Children under 12 years \$5.00 per person

Payment prior to the High Tea would be appreciated.
Cash or cheque at Aspire Reception
EFT to Hume Bank
Account name: Aspire Support Services
BSB: 640 000
Account number: 111 179 316
Reference: Your Name / High Tea



Community Events & Activities



‘World Festival of Magic’ is a world-class magic and comedy live theatre production.

Created and performed by the internationally recognised magician, Michael Boyd,
and comedian, Marty Putz.

Kids will revel in its youthful style of physical comedy, and be enthralled with cutting edge illusions and dramatic presentations of classic magic acts from ages past. This show is fun and enjoyable for the whole family.

Thanks to the generous support & sponsorship from the business communities of the Albury/Wodonga region, **Tickets are COMPLIMENTARY for children with disabilities, severe, chronic & mental illnesses, and for children in less fortunate & vulnerable circumstances. *Tickets for family members, carers, teachers, etc. are also complimentary.** We hope it provides a wonderful day of respite & fun that otherwise may not be possible.

When & Where

Wednesday 20th November 2019 @ 10.30am & 4.30pm

**Show duration approx. 90 minutes including an interval.*

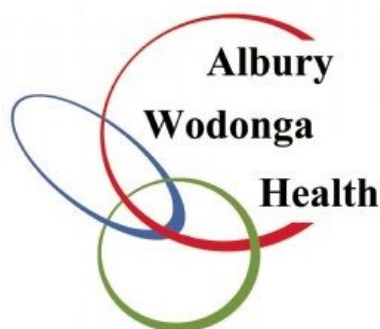
Albury Entertainment Centre – 525 Swift Street, Albury NSW

How to Book Tickets *(Terms & Conditions)*

- One Ticket per Person is required for Admission. Please only order tickets that you intend to use.
- Please book your tickets ASAP. Tickets are distributed on a ‘first come-first served’ basis. Tickets are limited. Availability is not guaranteed.

**Please contact Aspire Customer Service Team on 02 6058 4000 or
customerservice@aspiress.com.au with your contact details, name, number of tickets
and time of the show.**

Community Events & Activities



Morning Tea / Planning and Feedback Session with Albury Wodonga Health

Thursday 31 October at 10.00am

La Maison Café, 40 Lincoln Causeway, Gateway Island Vic. 3690

All support groups are invited to join guest speaker Rhiannon Memery, Service Development Officer, Albury Wodonga Health, to discuss the development of a Disability Action Plan by Albury Wodonga Health. The Disability Action Plan is being developed to ensure that all of the community has equal access to quality healthcare.

The action plan will assist us to:

- ensure that we better meet the needs of people with a disability who access services at Albury Wodonga Health
- foster and create a health care service where people with a disability are afforded the same opportunities as the broader community
- promote and increase awareness about the specific rights and needs of people with a disability and their carers to Albury Wodonga Health's employees and the broader community
- focus on practical, achievable and deliverable initiatives to improve equitable accessibility to the physical and visual environment
- enhance communication and reduce barriers including attitudes, that may discourage people with a disability from using or providing the organisations services
- reduce barriers to people with a disability obtaining and maintaining employment at AWH

To ensure that we meet the diverse needs of people with a disability, we need your help to understand the key areas where we can improve our service. If you have experience accessing our services or have ideas of areas for development, please come and give your feedback at our morning tea.

Bookings essential

Aspire Customer Service on 02 6058 4000 or customerservice@aspiress.com.au

Community Events & Activities

Border Carers Reference Group presents...

The 2019 Annual Carers Week Lunch

Commercial Club Albury

Thursday 17 October

11am – 3pm

Registration 11.00am–11.30am,

Relax, chat, lunch and prizes

Entertainment, guest speaker and MC Steve Bowen

BOOKINGS ESSENTIAL

RSVP Tuesday 8 OCTOBER

follow the link <https://bit.ly/2migbgV>

or 02 60558000

**Need Respite? Contact your usual provider or call Commonwealth
Respite and Carelink Centre 1800 052 222**



liveBetter



Community Events & Activities



National Carers Week

From 13 to 19 October 2019, it is National Carers Week, where we take the time to recognise and celebrate the outstanding contribution that unpaid carers make to our nation.

There are over 2.7 million family and friend carers in Australia providing 36 million hours of care and support every week* to a family member or friend who has a disability, mental illness, drug and/or alcohol dependency, chronic condition, terminal illness or who is frail. The replacement value of that unpaid care is \$1.1 billion per week.

Anyone at any time can become a carer. National Carers Week is an opportunity to educate and raise awareness among all Australians about the diversity of carers and their caring roles.

As part of National Carers Week, our support groups are holding a number of events to acknowledge and celebrate the support carers provide. See the next page for a full list of activities and events for our support groups during National Carers Week.

Aspire Support Group Events

Aspire Support Services Carer's Week Events

Sunday 13 to Saturday 19 October 2019

You are invited to join our Support Groups in celebrating Carers and acknowledging the significant support that Carers provide. Our October activities celebrate Carers and acknowledge the significant support Carers provide. This year's carer activities are proudly supported by Carers NSW and Carers Victoria.



Group:	Attention Deficit Hyperactivity Disorder and/or Oppositional Defiant Disorder and Related Conditions Support Group
What:	Combined Celebratory Luncheon with the Aspire Family Network Group and the Autism/Asperger's Family Network Group – Children welcome activities provided.
Where:	Commercial Golf Club, 530 North Street, Albury 2640
When:	Tuesday 15 October, 12.00pm
Group:	Autism/Asperger's Family Network Group
What:	Combined Celebratory Luncheon with the Aspire Family Network Group and the Attention Deficit Hyperactivity Disorder and/or Oppositional Defiant Disorder and Related Conditions Support Group.
Where:	Commercial Golf Club, 530 North Street, Albury 2640
When:	Tuesday 15 October, 12.00pm
Group:	Carers Victoria NDIS Support Group
What:	We will be taking a break due to the school holidays and Carers Week occurring in October.
Group:	Caring Grandparents Network
What:	Carers Week Pampering Session
Where:	Endota Spa Albury, 550 Kiewa Street, Albury 2640
When:	Friday 18 October
Group:	Dads Group
What:	This month join us for a Carers Week Weekend Away (transport available)
Where:	Yarrawonga-Mulwala
When:	Friday 25 October to Sunday 27 October – option of 1 or 2 nights

Aspire Support Group Events

Group: Albury Wodonga Down Syndrome Family Network Group

What: Carers Week Celebratory Dinner.

Where: The River Deck, 48 Noreuil Parade, Albury

When: Saturday 19 October, 6.30pm

Group: Aspire Family Network Group

What: Combined Celebratory Luncheon with the Attention Deficit Hyperactivity Disorder and/or Oppositional Defiant Disorder and Related Conditions Support Group and the Autism/Asperger's Family Network Group – Children welcome activities provided.

Where: Commercial Golf Club, 530 North Street, Albury 2640

When: Tuesday 15 October, 12.00pm

Group: Albury Wodonga Home Schooling Family Network Group

What: Carers Week Pampering Session

Where: BASQ Beauty Spa and Wellness, 323 Wodonga Place, Albury

When: Tuesday 15 October

Group: Healthy Mothers Healthy Families Support Group – Albury Wodonga

What: Celebrating Carers Week with a pampering session.

Where: Zen Day Spa Albury, 452 Swift Street, Albury

When: Tuesday 15 October

Group: Solo Parent All-ability Support Group

What: Celebrating Carers - Weekend Away to the Upper Murray

Where: Upper Murray Region

When: 4.00pm Friday 18 October to - 10.00am Sunday 20 October

Bookings essential

Contact your Customer Service Team on 02 6058 4000 or customerservice@aspiress.com.au
For detailed information on upcoming Aspire events and activities, go to the online Calendar,
www.aspiress.com.au/calendar-of-events/

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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.