

# CORONAVIRUS (COVID-19) UPDATE



26 March 2020

## Aspire – Here to Support you

Dear Customers and Families,

There is a lot of information being circulated about COVID-19 but I just wanted to advise you that Aspire is still providing a full range of services to our customers. Disability Services are categorised as Essential Services so Aspire continues to support our Customers, Clients and Families. In some circumstances, we have had to adapt and change how we provide some services according to the Governments restrictions to reduce the spread of COVID-19 and we are looking at a range of options to do so.

We continue to offer a full range of Specialist Services including Support Co-ordination and Therapy Services. Our Lifestyle and Learning Programs continue to operate daily, our Short-term Accommodation facility is open, and our Plan Management Team continue to pay provider invoices on your behalf. Our Customer Service Team is on hand to provide you with any support or information you need during this difficult time.

We understand the importance of the services we provide to Customers and we are working hard in the current environment to deliver the services you need.

The current environment requires greater flexibility in service delivery options and should you find you need assistance please do not hesitate to contact our Customer Service Team on (02) 6058 4000 or via email at [CustomerService@aspire.com.au](mailto:CustomerService@aspire.com.au)

Nigel Stone  
CEO  
Aspire Support Services