

**BRAVO DISABILITY  
SUPPORT NETWORK INC.**

Bravo works with individuals and families to plan and implement flexible, individualised options for natural and funded supports.

# BRAVO Brief

Find us on 

**Bravo's on Facebook!**

Like our page to keep up to date on everything Bravo



**Compliments,  
Suggestions and  
Complaints**

We welcome your suggestions for improvement in any of our programs.

This ensures that you can receive the highest possible standard of service from our organisation.

All complaints, compliments & suggestions are treated confidentially.

Bravo has forms available to assist you with your complaints / compliment system or you can also give us a call on 5482 5336.



Thank you to **PHN** for the provision of Face masks

Thank you to **Bunnings** for the free hand wipes

**August 2020 — Update  
from the Manager**

Hi and welcome to another edition of the Bravo Brief.

Over the last 5 months there have been considerable changes to our lives that impacted when, where and how we conduct daily activities and interactions. In our previous Bravo Brief, we talked about the changes that may occur due to the pandemic at that time. Little did we know, how significant the impact would be, and the effects it will have on our lives into the future.

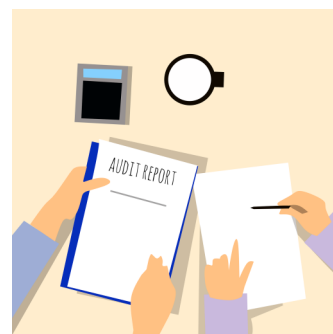


Bravo business growth continued throughout the Government restrictions due to our services being considered, an essential service. Individuals / Participants were supported as little or as requested to suit their requirements. The Governance Board and the Bravo Office worked remotely as much as possible whilst taking the necessary precautions. Bravo's frontline team of Support Workers and Home Hosts / Volunteers remained resilient throughout the crisis period, with many completing shifts for other team members who had to self isolate. A big shout out and thank you for our team of Support Workers and Home Hosts. I found a recent report by the University of Melbourne, July 2020 called Disability Support Workers: The forgotten Workforce in



COVID 19. This article can be found at—[https://mspgh.unimelb.edu.au/\\_data/assets/pdf\\_file/0003/3454347/DSWCOVID19ReportJuly2020FINAL.pdf?\\_ke=eyJrbF9lbWFpbCl6lCJwYXRyaWNpYS53aWxz25AYnJhdm8ub3JnLmF1IiwglmtsX2NvbXBhbnlfaWQiOiAiWDhlUnNKln0%3D](https://mspgh.unimelb.edu.au/_data/assets/pdf_file/0003/3454347/DSWCOVID19ReportJuly2020FINAL.pdf?_ke=eyJrbF9lbWFpbCl6lCJwYXRyaWNpYS53aWxz25AYnJhdm8ub3JnLmF1IiwglmtsX2NvbXBhbnlfaWQiOiAiWDhlUnNKln0%3D)

Bravo completed Stage 1 of our NDIS Quality Assurance Audit in July 2020. The next stage of our Audit will be the 7, 8 & 9 September 2020. A letter will be going out this month to advise you of your participation with the Audit. This year under the NDIS Safeguards Quality Commission we will have our very first audit with this new system and it is an Opt In (this means that all Participants are automatically included unless they choose to not partake).



We would love to hear from you, email, phone or write to us. Your feedback is important.

Until next edition, take care, stay safe. Patricia

**7 Alma Street, Gympie**

**Office Hours** are: Monday to Friday **8.30 am - 4.30 pm.**

PO Box 935, Gympie QLD 4570, Ph: (07) 5482 5336, Email: [info@bravo.org.au](mailto:info@bravo.org.au)



### Brokerage

Bravo has been presented with a plaque in appreciation for helping an individual receive Bravo Altruistic funding. The individual, required support to access the NDIS and received the funding to address an unmet need.

Due to some barriers, Bravo assisted with support to engage in the community. Bravo Support Worker, helped with planning for his financial independence in partnership with Community Action.

When his NDIS was approved, he phoned to thank Bravo for everything Bravo assisted him with and the support Bravo gave him. He said it was "unbelievable" and having the assistance of a Support Worker to create a plan to reduce all of his bills has enabled him to save money monthly.

He also said Bravo had helped restore his trust and faith in humanity. He wanted to show his appreciation by coming into the Bravo Office to present the plaque which Bravo was thrilled to receive. - *Cindy Buchan*

### Human Resources

Our Team of Support Workers now stands at 130 and continues to grow! We welcomed Caroline G, Ethlenn D, Vicky D, Steve L, Angela H, Sonia W, Naomi R, Patricia S, Dylan B, Lyn P, Amber B, Evette S, Rochelle C, Chris S, Charmaine N, Kristy L and Kevin O.

If you know of anyone interested in lodging a resume with Bravo, please direct them to [careres@bravo.org.au](mailto:careres@bravo.org.au)

HR Administrator is here to manage ongoing recruitment and people management processes as our workforce grows.

—Sonia B

## Bravo Office Team Updates

### Support Coordination:

Hi Everyone, it has been a very hectic couple months! Bravo Support Coordination team hopes that you have all stayed safe and well, possibly even finding some new fun hobbies during lock down. With restrictions easing now, we would like to remind everyone to please let us know straight away if you develop any flu-like symptoms so that we can postpone non-essential supports and services. This is very important to the ongoing safety of everyone in our community. If required, we can assist you to undergo testing for Covid-19.

The Support Coordination team has experienced quite a few changes over the past few months and we would like to apologise for any inconvenience this may have caused. Please be assured we are working hard to minimise any disruptions or delays to your service. If you are having difficulty contacting your Support Coordinator, please call 5482 5336, or email [supportcoordination@bravo.org.au](mailto:supportcoordination@bravo.org.au) and a member of our team will respond as soon as possible.

Support Coordination have some more exciting months ahead of us with additional staff joining the team and a location change! We look forward to continuing to work with you and assisting you to reach your goals! - *Susie Ma*

### Plan Management:

Hi from the Plan Management Team. The service is growing fast and we thank you for your support during change whilst some are still working remotely.

Bravo has recruited more staff to assist all Participants.

There is Christine F, Debbie W, Deb S, Lynette, Judy and April. With more to come as we cater for the growing demand! My role is to oversee the Plan Management Team.

We strongly encourage phone calls or emails or visits to the office, with any questions. No question too small and if we don't have the answer, we will find the answer for you! As we grow, we will implement some changes to ensure the service stays functional and personal for you. Feedback is always welcome! We look forward to seeing you all hopefully soon! - *Sandi Smith*



### Direct Support

Hi everyone, over the past few months, we have been able to overcome many hurdles regarding COVID by listening to our Participants / Representatives and Support Workers. Ensuring everyone receives continuity of supports with the least disruption has been our priority.

Our Support Workers have gone over and above to provide the necessary supports. They really put the Participants first by using initiative to provide supports in the safest environment possible eg using the correct PPE's, using hand sanitizer and being supportive about the COVID restrictions, checking for safe activities during lockdown, providing ways to be supportive when situations were difficult, but most of all being creative and flexible at the times needed.

—Rachel H

*"Optimism is the one quality more associated with success and happiness than any other."*

—Brian Tracy



Experiencing any of these symptoms? **Get tested.**



### Pay Periods

**Employee TimeOnline due  
BY 10AM - MONDAY of  
pay week including  
\*Public Holidays\***

*If your roster is incorrect  
please contact the office  
BEFORE you submit.*

24 July—2 Aug **DUE 3 Aug**  
3 Aug—16 Aug **DUE 17 Aug**  
17 Aug—30 Aug **DUE 31 Aug**  
31 Aug—13 Sep **DUE 14 Sep**

**Public Holidays—N/A**

**Fundraising Events**

**Bunnings Sausage Sizzle**

**Thank you** to all  
Volunteers.

**Bravo's next BBQ :**

♦ **Has been cancelled  
due to COVID 19**

### Incident Reporting

**What is an incident in the  
workplace?**

An incident in the workplace  
is an unplanned event that  
doesn't result in injury, but  
does cause damage to  
property, or has enough  
significant risk to merit  
recording.

**What is considered an  
Incident?**

Generally, an incident is  
defined as any event,  
condition or situation which:  
Causes disruption or interfer-  
ence to an organization;  
Causes significant risks that  
could affect members within  
an organization; Impacts on  
the systems and operation of  
workplaces.

## **Bravo Team Update**

Due to the growth of Bravo we are always  
looking for staff especially Support Workers to join  
the team.

Refer to Seek.com.au for more details.  
If you know of anyone interested in applying  
please refer them to Seek.com.au.

**Next Team  
Meeting Wed  
2 September,  
11—3 details  
to follow**



Hi, my name is Sonia. I've started with Bravo in a new  
role of Human Resources Administrator. While I'm new  
to this sector, I've been working in general HR roles  
across several different industries for more than 20  
years. From South London originally, I've been in  
Australia more than 25 years, and in Gympie for 12.  
Outside of work I enjoy walking, and studying yoga  
and related practices.  
I look forward to meeting you all.



Hi, my name is Jacquie Kendall and I am joining the  
Bravo team as a Service Administrator. I enjoy  
Weightlifting (competitive), Spinning, knitting and  
crotchet (and all other crafting), dancing and music  
just to name a few. My time is spent with my husband  
and three children, dogs and cats, and we love  
camping, cooking and exploring the outdoors and  
learning new activities alongside our kids.



Hi, my name is Lynette and I have recently joined the  
Bravo as a Plan Management Assistant and I am really  
enjoying it. I've had almost 19 years' experience in  
administration and finance roles and continue to learn  
new things every day. I have two active teenage boys  
who keep me on my toes. I enjoy Parkrun, rock painting  
and I'm currently attempting to crochet a scarf. It's  
lovely to be part of the Bravo Team and I look forward  
to meeting you at the office, when all the craziness of  
Covid-19 goes. Stay safe till then.



Hi, my name is Deb Saunders and I have just joined  
Bravo as the part-time Plan Management Assistant.  
My husband and I have two awesome teenage boys  
and we moved to Gympie 8 years ago. I am owned  
by 3 Rottweilers and a Bichon/Mini Poodle called  
Snitzel. At home, I can be found in the garden or  
making mosaics.



Hi, my name is Judy and I am excited to be part of the  
Bravo team. I recently joined Bravo in June and moved  
up from Bundaberg. Gympie is hilly, yet Bundaberg is  
flat. The variation of the regions is an excellent experi-  
ence for me. I love taking walks in the park, watching  
movies, cooking different cuisines and spending time  
with friends over barbecues and wine. I graduated with  
Masters in Accounting and I have a vast experience in  
Finance and love working with numbers. I hope to be  
part of the Gympie community and enjoy my time  
here. Who knows, I will be here forever, love it already.

*"There is no way to happiness. Happiness is the way." — Thich Nhat Hanh*

## Governance Board

Meets every third Friday of the month.

### Members

President:

*Dianne Melnyk*

Vice President:

*Roxanne MacGregor*

Treasurer:

*David Cohen*

Secretary:

*Jackie Harding*

Board Members:

*Lesley Nissen*

*Barbara Kingston*



### Contact the Governance Board by:

Email

[governance@bravo.org.au](mailto:governance@bravo.org.au)

Mail to

Governance Board  
c/o Bravo Disability  
Support Network Inc  
PO Box 935  
GYMPIE QLD 4570

"Life is like riding a  
bicycle. To keep your  
balance, you must keep  
moving."

Albert Einstein



**Coronavirus (COVID-19)**  
**Feeling sick?**  
**Stay home.**  
**Get tested**

## An update from the Governance Board

Hello everyone,

In spite of all the upheaval and restrictions, Bravo has endeavoured to fulfil all requests for support for those who wanted support during these uncertain times.

We are looking on the positive side and planning for the **AGM on the 23<sup>rd</sup> October 2020**. More information will follow.

It's that time of year again. The membership renewal forms will be on their way to you so please complete these by the 18<sup>th</sup> September and return to the Office.



### General News

As most of you know Bravo has continued to grow over the last year and now has a continually increasing workforce and the need for more room to house them.

The Board spent many hours looking at what was available to extend and accommodate Bravo Office Staff and decided the best option was to purchase another building. Alma Street will remain the first port of call for everyone. Some office staff will be making the move to the new premises in August 2020. The new building will allow Bravo more space for training and meetings and will certainly hold an increasing workforce.

### New Staff

If you are visiting Alma Street you may notice new staff from time to time, feel welcome to introduce yourself. Bravo is in the process of creating a new office structure which we will have on display in the office, a "Who's who?" board to let you put names to new faces.

### Alma Street

The renovation of the office and grounds is nearing completion with improved access and parking. It won't be long, and Bravo will be looking for gardeners to come help get the garden started and make Bravo beautiful again.

Stay warm and cosy,

Regards from the  
Governance Board,  
Lesley N,  
Barbara K,  
Dave C,  
Roxanne M,  
Jackie H,  
Dianne M.



### **DISCLAIMER**

The inclusion of information contained in this newsletter or attached about services provided by any organisation does not imply a recommendation by Bravo Disability Support Network Inc.