

**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

Do you have a story?

We would love to hear from you!



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



July - Sept 2019 — Update from the Manager

Hi and welcome to another edition of the Bravo Brief.

After a mild winter we welcome Spring with the expectation of rain and relief from the recent fires. We hope that you were not affected by the fires and if you were that assistance has been provided. Fire preparedness information can be found at:
<http://disaster.gympie.qld.gov.au/>

Our newsletter theme is **Stabilising Growth**.

An update of Bravo's transition to the NDIS:

- ♦ All Individuals that were funded with Disability Services Qld funding either Block, Individual or Host Provider funded have all transitioned to the NDIS as of 30.6.2019
 - ♦ Bravo NDIS services are separated. This means that at Bravo if you receive services for eg Support Coordination (SC) or Plan Management (PM) or Direct Support (DS) these Teams are separate and communication within the office is often only by email unless you have provided authorisation. Also some of these teams have commenced working remotely as we no longer have enough office space to house the current teams.
 - ♦ Bravo has received many requests from Participants and or their Representatives for 1, 2 or 3 services from Bravo. These services are either Direct Support, Plan Management or Support Coordination. Bravo currently supports in excess of 300 Participants.
 - ♦ Bravo has increased our Direct Support Worker Team from approximately 50 Support Workers to over 100 Support Workers.
 - ♦ Office Team has grown from July 2018 = 7 to September 2019 = 14
- Thank you for your patience during our transition to the NDIS. Bravo is working on upgrading IT systems to cope with the continued growth.

Bravo continued with many activities including:

- ♦ Movies in the Park event
- ♦ Bravo Promotional Video
- ♦ Disability Awareness Week events
- ♦ Bunnings Sausage Sizzle fundraisers
- ♦ Promoting Bravo through our Facebook page
- ♦ Updates to the Bravo website
- ♦ Chamber of Commerce events and nomination to the Awards

SUCCESS

We would love to hear from you, email, phone or write to us if you want something in a future edition. Your feedback is important. Until next edition, take care, stay safe. Patricia

7 Alma Street, Gympie Q 4570

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

Support Coordination

Support Coordination is a new role made possible by the NDIS and is not the same as the previous, historically funded Case Management.

If Support Coordination has been included in your NDIS Plan, a Support Coordinator can assist you with and strengthen your abilities to implement and coordinate the support you require in your everyday life.

These supports include:

- Informal supports
- Mainstream and community supports
- NDIS funded supports

Support Coordination is time-limited and aims to support you to participate more fully in the community. Support Coordination is funded from the Capacity Building section of NDIS Plans.

There are three separate line items that Support Coordination can be funded from, these include:

- Support Connection
- Coordination of Supports
- Specialist Support Coordination – supporting coordination for people with complex needs.

When you meet with NDIA for your planning conversation make sure you ask for Support Coordination to be included in your plan and request 'Bravo Disability Support Network Inc' to assist you with coordinating your supports and services.

NDIA will then contact us and we can start the process of identifying services and support that best meet your needs and goals.

Sherryn & Mel

supportcoordination@bravo.org.au



Plan Management

The Bravo Plan Management Team has grown due to the requests from Participants for the financial services of managing their NDIS Plan.

The Bravo Plan Management Team over the past three months have been working hard to get Careview up and running. Careview is a software program that provides Participants access to their plan balances and streamlines the provision of end on month statements. We really appreciate your patience whilst we develop our Plan Management systems.

If you have any queries we are here to assist you!

Christine, Debbie & Sandi

planmanagement@bravo.org.au



Direct Support

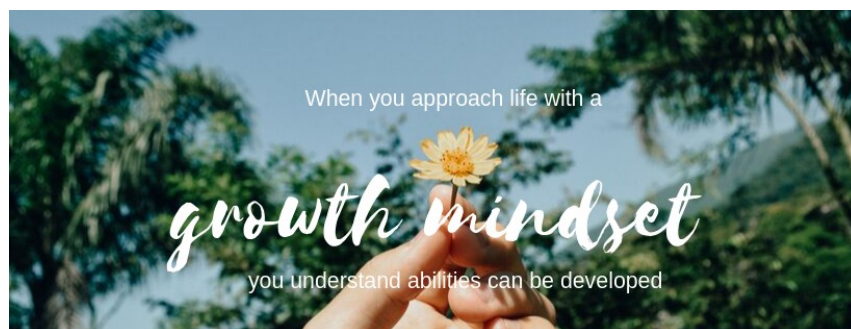
The Direct support Team has been learning about and preparing the new system of support through the NDIS for a number of years now. Even so, since the rollout in our area this year, we are still learning new things and refining our processes each and every day.

There are a myriad of positive stories resulting from Participants receiving their NDIS Plans. It is a privilege to welcome so many new Individuals and their families to Bravo. We all work together to provide a service that best suits the needs and interests of each Participant, supporting them to embrace their vision for a good life.

It is very pleasing to see that families who have not received funding in the past have accepted Bravo Support Workers and can see massive benefits from the provision of quality support services.

Judy, Rachel & Jess

directsupport@bravo.org.au



Brokerage (Bravo Options)

Bravo Brokerage is a fee for service contract arrangement.

Brokerage support has supported many Individuals and Carers to assist them with their urgent and crisis care requests. Brokerage also provides ongoing supports with a contract arrangement. Individuals that haven't accessed formal paid supports before often are not sure where to start.

Bravo is able to offer and assist with Initial Enquiries to relieve Carer fatigue and respond to any unmet need.

Please call and speak with Cindy if looking for assistance.

options@bravo.org.au

*"My mission in life is not merely to survive, but to thrive;
and to do so with some passion, some compassion, some humor, and some style."
Maya Angelou*

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.*

30 Sept - 13 Oct **DUE 14 Oct**
14 Oct - 27 Oct **DUE 28 Oct**
28 Oct - 10 Nov **DUE 11 Nov**
11 Nov - 24 Nov **DUE 25 Nov**
25 Nov - 8 Dec **DUE 9 Dec**
9 Dec - 22 Dec **DUE 23 Dec**

Public Holidays

Date	Holiday
7 Oct	Queen's B'day

Fundraising Events Bunnings Sausage Sizzle

Thank you to all our amazing
Volunteers.

Bravo's next BBQ :

♦ **Thursday 7th November**

If you wish to be part of the
Volunteer team please
contact the office.

FAREWELL

This quarter we farewelled
Andrew & Kesaia.

Bravo wishes you both all the
best for your future
endeavours.



Bravo Team

Bravo has had exceptional team growth during our transition to the NDIS. We have welcomed 14 x Support Workers & 1x Homestay Host this financial year.

If you've visited the office lately you may have seen some new faces around. We would like to officially welcome the following office staff:

♦ **Mel Travanion** - Support Coordinator

"Hey Everyone, my name is Mel. I live down on the Sunshine Coast and look forward to one day living closer this way with my fiancé and 2 cats. I love spending time with my family and love to travel. I have thoroughly enjoyed my time at Bravo, so far, and I look forward to what being a part of this team will bring."



♦ **Chris Cadogan** - Finance Assistant

"Hello, my name is Chris and I started with Bravo in June 2019. My background is in finance and bookkeeping but I also have worked in Aged Care.

My relaxation time is spent on woodworking, my animals, my property and of course, my 2 adult daughters. I am really enjoying the challenge of working for a large team in such a worthwhile establishment."



♦ **Sam Finlay** - Finance Assistant

"Hi, my name is Sammy Finlay and I recently joined the beautiful Bravo family in September. I have a background in Finance, Disability and Aged Care and thoroughly love working with people. My husband and I moved to Gympie from Brisbane in October 2018 and have a 4 year old son and another one on the way, due in December. We currently have 2 guinea pigs, 2 dogs and roughly 10,000 native bees. You'll often find us out in the garden amongst our fruit trees and flowers kicking a ball around with our son. I enjoy meditation, gardening and spending time with family and friends."



BRAVO PROMO VIDEO

Be sure to head to our Facebook page and check out our new video.

Many thanks go to Leeroy Todd of LEEROY TODD PHOTOGRAPHY for his exceptional service provided at the last minute.

Special mention goes to Craig & Family, Jye, Cindy, Roxanne, Mac & Bec for their contribution.

We are super proud of the end result, with not a dry eye in the office upon first viewing.



The next Team Meeting is Wednesday 20/11/2019

"Strive not to be a success, but rather to be of value."

Albert Einstein



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

Mail to

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



An update from the Governance Board

Hello everyone,

We hope you do get to enjoy some lovely spring weather and each day is a day closer to rain.

Movies in the Park.

We hope everyone who attended the Movies in the Park enjoyed the night and felt connected to the theme. Thanks to Cindy Buchan and Roxanne MacGregor who networked on behalf of Bravo and connected with the Gympie-Cooloola Rotary Club that provided their support on the night and the Gympie Regional Council – Community Engagement Team for the organisation of the event. The support of Jobmatch, Baker's Delight and Coles was much appreciated. Thanks also to a small number of dedicated Volunteers, you know who you are, and to the video maker Leeroy Todd who did a great job of the Bravo advertisement. Bravo to all!!

AGM

Bravo Governance Board invites you to its Annual General Meeting on the 25th October in the Fossickers Room at the Civic Centre in Mellor Street Gympie, 9.30 am for a 10.00am start. A Special General Meeting will be held at the start of the morning to ratify proposed changes to the Constitution. Morning tea will be provided, and we look forward to seeing you there.



Transitioning.

Bravo's work in transitioning to the NDIS continues making progress and the organisation is keeping pace with the growth in support required by Participants.

The Board remains proactive; seeking information from all areas - the Community, Consultants, Other Organisations, Philanthropists, Feedback from Members and Service Users, to ensure positive decisions. The Bravo Annual Survey will be coming your way in November so please send in your thoughts for use by the Board at the next Strategic Planning meeting. All correspondence to the Governance Board is private and confidential.

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.