

**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!

"Every end is a new beginning."



**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.

## October - December 2019 Update from the Manager



Hi and welcome to another edition of the Bravo Brief.

This year has gone far too quickly and as we get closer to the end of the year we start organising the next lot of events to follow.

With the end of year celebration descending on us for some people it is time to relax with family and friends and enjoy life.

For many people sadly, it highlights isolation, financial issues, employment stresses or it can be a tough time for your mental health. With all these stresses upon us, remember a simple act of kindness like asking, are you ok, can change the whole perspective of a persons day.

In reflection of this year, Bravo has sustained continuous growth with requests for support in the new areas of service provision Direct Support (DS), Plan Management (PM), Support Coordination (SC) and the increased continued service of Brokerage (BO). From this growth we have grown the size of our workforce and continued to adapt to the changing environment of the disability sector in Australia.

As well as the introduction of the NDIS Quality Safeguards Commission, we now have the Royal Commission into Violence, Abuse, Neglect and exploitation of people with disabilities. Key links for the Disability Royal Commission: <https://disability.royalcommission.gov.au/Pages/default.aspx>

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

*"All our dreams can come true if we have the courage to pursue them."*

- Walt Disney



**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)

## Options Brokerage

Bravo Options (brokerage) has been around for many years, and still going strong. The support Bravo Options offer allows Individuals and Families support during times of crisis, for the prevention of a crisis, and ongoing periods of support to address unmet needs. It can be difficult to know where to start when you are in need of support, and the Options team are happy to assist you navigate your way.

Call the office on 07 5482 5336 or email [options@bravo.org.au](mailto:options@bravo.org.au)

Cindy & Marley



## International Day Of People with a Disability

International Day of People with Disability is a day that promotes inclusivity and celebrates the achievements and contributions of people with disability.

By gathering to celebrate this day, we can help break down barriers for the 4.3 million Australians living with disability and contribute to positive change in our community.

For more information about the event, head to:

<https://www.idpwd.com.au/>



## NDIS Update

### NDIS Plan Management

Is going tremendously! We would like to thank everyone who helps by responding to emails regarding invoices. This is a massive time saver and ensures your invoices are paid on time!

Please note, due to public holidays coming up, Invoices will be processed early due to the upcoming public holidays on:

- ♦ Wed. 25th December, please submit before 20th December
- ♦ Wed. 1st January, please submit before 27th December

Participants, if you haven't yet accessed the Careview app to see your budget, let us know and we can set you up. Till next time, take care, Sandi, Debbie, Christine



### NDIS Direct Support

It has been an exciting time and particularly fast paced here in Direct Support. Requests for Support Workers has increased substantially due to new Participants to Bravo, and existing Bravo Participants having vastly increased hours.

We are currently working with Participants and their Families, Plan Managers and Support Coordinators from other organisations and Support Workers to ensure we are providing the high quality support that helps to achieve each Participant's goals. Direct Support at Bravo is currently supporting approximately 140 Participants and requests are coming in weekly.

Over the Christmas holidays, support will continue as normal or at the request of Participants. During the Public Holidays the Extended Hours phone will be manned during the hours of 6am—8 pm. If the matter is urgent please text after these hours. Rachel, Jess & Susie



### NDIS Support Coordination

At this time of year we like to reflect on the year that was and WOW! What a journey it has been. The roll out of NDIS saw this role specially created and Bravo certainly jumped in head first to meet the needs of our participants. From our end we have shared the ups and the downs of navigating the new system of support and all that comes with it and we truly feel very privileged to walk by your sides through this journey.

We currently have 47 participants that we support with more request coming in every week. The team has grown and will continue to grow to sustain the level of support our participants needs. After this very busy year the Support Coordination team are taking some time off to rest and recharge over the Christmas and New Year period so we can come back in 2020 ready and energised to continue our service.

We hope you all have a wonderful festive season. Sherryn & Mel

"If you are BRAVE enough to start,  
You're STRONG enough to finish". Gary Ryan Blair



## 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.*

**25 Nov - 8 Dec DUE 09 Dec**  
**09 Dec - 22 Dec DUE 23 Dec**  
**23 Dec - 05 Jan DUE 06 Jan**  
**06 Jan - 19 Jan DUE 20 Jan**  
**20 Jan - 02 Feb DUE 03 Feb**  
**03 Feb - 16 Feb DUE 17 Feb**

## Public Holidays

Date	Holiday
25 Dec	Christmas Day
26 Dec	Boxing Day
1 Jan	New Years Day
27 Jan	Australia Day

## Fundraising Events

### Bunnings Sausage Sizzle

**Thank you** to all our amazing  
Volunteers.

**Bravo's next BBQ :**

♦ **SATURDAY 28 Dec 2019**

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

## Returning the Bravo Team

Hi everyone, my name is Shayla  
Moxham and I've recently  
joined the Bravo Team again in  
October. I was with Bravo  
about 3 years ago doing an  
administration traineeship.  
I love spending time with  
friends and family, I have a  
nearly two year old son. I love  
all animals, I have two pet  
snakes. I am enjoying being  
back in the Bravo Team.



## Bravo Team

Thank you to all the Team  
Members that attended the last  
Training Day and End of Year  
Celebration. Some feedback  
received via Survey Monkey  
from this meeting was:

- ♦ Any NDIS info is good
- ♦ Everything was great!
- ♦ training information, a guide for new staff about where to take clients in the Gympie region
- ♦ I found the talk and video regarding advocacy to be excellent .... something everyone need to hear and see.
- ♦ I know this has been covered previously yet I think it's important to review support for clients acceptance and respect for clients as support workers we are not to try and change the people we support. Confidentiality
- ♦ How to help the careers of our clients,, sometimes they will take up an hour or more, of your time talking when you have to look after your client.



We would like to thank for their presentations:

- ♦ Dianne from the Governance Board for providing information to staff
- ♦ Wayne Westlake from Cooloola Fire Protection
- ♦ Donna Duncan from Sunshine Coast Citizen Advocacy

**The next Team Meeting is Wednesday 20/05//2020**

**We would like to introduce some more new staff in the office!**

Hi, My name is Marley and I joined the Bravo team in October. I have done a little bit of everything over the years - training, executive assistance, finance, and admissions. Originally hailing from Melbourne, my husband and I along with our 2 children moved to the beautiful township of Gympie 2 years ago. Our weekends are spent outside, in the garden & paddocks, with the dogs, chooks, and bees. I like to try new hobbies regularly, with my current being obstacle course racing!



Hi, my name is Susie and after many years working in the disability sector, I decided that 2019 was a great year to begin a full-time uni degree. I have just completed my first year of a Bachelor of Counselling/Bachelor of Social Science (Psychology) at the University of the Sunshine Coast (1 down, 3 to go!) and I'm absolutely loving it. University is fun and challenging, and these days you will

often find me huddled over textbooks and assignments in my pretty renovated home office when I'm not attending classes. I have a labradoodle named Cherry, I am teaching myself (very slowly) to play the guitar and recently macramé has become my new obsession. It's lovely to be part of the Bravo team and I look forward to seeing many familiar faces & meeting new ones.

*"The end of the year is always a good time to decide on what you've learned and play that knowledge going forward. " - Phil Cook*



### **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

## **An update from the Governance Board**

Hello everyone,

Gee Christmas isn't very far away so we hope you are ready for it.

### **Restructure Update**

At Strategic Planning in 2018 the GB committed Bravo to an NDIS Transition Response that:

- ◆ Set aside a financial reserve to support the organisation during the transition period; and approved the employment of additional staff as needed; as well as adopting a new financial recording and reporting process to cope with the changing structure of the organisation.
- ◆ The Finance Team is led by the Finance Administrator and is supported by the Wages Assistant and includes the Bravo Plan Management Team which currently assists more than 170 NDIS Participants.
- ◆ The Support Coordination Team has 2 Supports Coordinators who are being snowed under with new requests for support coordination.
- ◆ The Direct Support Team has 2 Service Administrators.
- ◆ Keeping the old with the new, the Bravo Options Team of Options Administrator and Options Assistant.
- ◆ The 2018/2019 surplus although down on previous years was just short of \$300,000.

### **AGM Update**

Board positions were returned to 2018/2019 Board Members.

### **Annual Surveys**

The Board is currently working on gathering questions for the survey. If you would like to offer questions to be considered for inclusion, please submit them to the board prior to the end of December to allow us time to reflect on them and their inclusion.

Look out for the survey coming around in early January.

Here's a **few facts** for you to consider. Bravo

- ◆ contributes annually more than \$3,000,000 to the local economy in wages alone;
- ◆ supported more than 500 individuals in 2018/2019
- ◆ assisted with 345 initial enquiries
- ◆ logged more than 3,600 volunteer hours across the organisation
- ◆ employed more than 100 support workers; more than 22 Home Hosts/Contractors and more than 12 Office Staff

### **Bravo!**

We wish everyone the best for a safe and happy Christmas and New Year!

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.