

**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

July - September 2018 — Update from the Manager

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.

"Computers are magnificent tools for the realization of our dreams, but no machine can replace the human spark of spirit, compassion, love, and understanding."

Louis V. Gerstner, Jr.

Hi and welcome to another edition of the Bravo Brief.

We are now into Spring when the weather becomes a little warmer, hopefully some rain and we experience new growth across the landscape.

Our newsletter theme is **Top Up Your Toolkit**. This follows the theme from our Team Meeting in August.

Wow, this quarter we all topped up our toolkit and found our unique packing skills making every minute count for the office move to Alma Street. Thanks to everyone for your patience during our office move.

Over the last three months a few of the activities carried out by the Bravo Team were:

- ◆ Bunnings Sausage Sizzle fundraisers
 - ◆ Promoting Bravo through our Facebook page
 - ◆ Attending NDIS workshops and providing information to the Team
 - ◆ Accepting referrals with an increase of NDIS referrals
 - ◆ Planning another free community NDIS session—A Q & A Forum on 8.9.2018. This was well attended with over 50 people. Great feedback!
 - ◆ Completing an Annual Financial Audit and preparing the AGM Report
 - ◆ Preparing and completing our Quality Assurance Maintenance Audit
- Bravo received a glowing report, with only a number of observations from Bravo's Quality Assurance Audit held on 8 & 9 August. Well done Team! Thank you to everyone involved.

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



 Quotes Wiki

If you give people tools, and they use their natural abilities and their curiosity, they will develop things in ways that will surprise you very much beyond what you might have expected.

Bill Gates



NEW ADDRESS: 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

NDIS Transition Facilitator Update by Katie Macdivitt

Within the last 3 months I have commenced planning with over 50 families and individuals, providing assistance with all aspects of transitioning to the NDIS. This has most commonly been in the form of face to face meetings in a location that is most suited to the individual i.e. your own home, the Bravo office, a local park or coffee shop.

This work has seen families and individuals significantly increase their knowledge and confidence in navigating the new system and also a greater understanding of what 'the new world' means for themselves or a loved one. We have also witnessed many individuals who have never received funding or supports in the past, be accepted and deemed eligible by the NDIS simply by providing some guidance around submitting an Access Request Form.

Everyone is unique in their level of knowledge, understanding and readiness for this process. Just as they are unique in their personal circumstances and needs. This person centred approach ensures that all planning and assistance provided is individualised, needs based and focused purely on you or your loved one. This is designed to maximise your future plan and have the very best chance of receiving the supports that you deserve.

If you require assistance at any stages of your planning, even to ask a simple question, please do not hesitate to contact me on:

Phone: 0439 472 888
E-mail: ndis@bravo.org.au



Bravo NDIS Q & A Forum held Saturday 8 September 2018

Thank you to everyone who attended and assisted with this event.

Lots of questions were asked via Eventbrite or by phoning / emailing the office.

Thank you to our Panellists - Ian NDS, Sid NDIA, Katie Bravo, Emma BUSHkids



NDIS Update

Q and A — 3 September 2018

What is support coordination?

There are three levels of support coordination that can be included in your plan:

- **Support connection:** This support is to build your ability to connect with informal, community and funded supports enabling you to get the most out of your plan and achieve your goals.
- **Support coordination – coordination of supports:** This support will assist you to build the skills you need to understand, implement and use your plan. A support coordinator will work with you to ensure a mix of supports are used to increase your capacity to maintain relationships, manage service delivery tasks, live more independently and be included in your community.
- **Specialist support coordination:** This is a higher level of support coordination. It is for people whose situations are more complex and who need specialist support. A specialist support coordinator will assist you to manage challenges in your support environment and ensuring consistent delivery of service.

Depending on your individual goals, plan objectives and aspirations you may receive funding for these supports in your plan.

How can a support coordinator help me?

A support coordinator will support you to understand and implement the funded supports in your plan and link you to community, mainstream and other government services. A support coordinator will focus on supporting you to build skills and direct your life as well as connect you to providers. Your support coordinator will assist you to negotiate with providers about what they will offer you and how much it will cost out of your plan. Support coordinators will ensure service agreements and service bookings are completed. They will help build your ability to exercise choice and control, to coordinate supports and access your local community. They can also assist you in planning ahead to prepare for your plan review.

Support coordinators will assist you to 'optimise' your plan ensuring that you are getting the most out of your funded supports.

More Q & A can be found at <https://www.ndis.gov.au/news/qanda-3sep.html>

"The most important persuasion tool you have in your entire arsenal is integrity".
Zig Ziglar

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.

17 Sep — 30 Sep **DUE 01 Oct**
01 Oct — 14 Oct **DUE 15 Oct**
15 Oct — 28 Oct **DUE 29 Oct**
29 Oct — 11 Nov **DUE 12 Nov**
12 Nov — 25 Nov **DUE 26 Nov**
26 Nov — 09 Dec **DUE 10 Dec**
10 Dec — 23 Dec **DUE 24 Dec**

Public Holidays

Date	Holiday
01 Oct	Queen's B'day

Fundraising Events

Bunnings Sausage Sizzle

Thank you to all our amazing Volunteers.

Bravo's next BBQ :

- ◆ **Saturday 17th November**

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



Chamber of Commerce Awards 2018

Bravo was a Finalist in the Gympie Chamber of Commerce Not For Profit Business of the Year Awards. Thank you to all the Team for their efforts. The night was a success and was a great opportunity to celebrate the work of our great Team.
Cindy & Jess

Bravo Team

Thank you to everyone involved in the annual reviews. These are now completed and annual contract will be issued accordingly.

It was a cold morning when we all met at our latest quarterly Team Meeting on 14 August 2018 at the Albert Park Bowls Club.

We would like to thank:

- ◆ Dianne and Roxanne from the Governance Board for providing information to staff about the direction of the organisation.
- ◆ Nikhia Griffin | Manager Clinical Service Disability Services for providing invaluable Restrictive Practices information.

This event was well attended and included strengthening our work practices on:

- ◆ What's in your Toolkit
- ◆ Restrictive Practices
- ◆ HSQS - Standard 1 Governance and Management
- ◆ NDIS Transition Planning
- ◆ TimeOnline Training

The next Team Meeting is Tuesday 13 November 2018

This Meeting will also include our End of Year Celebration



"I believe you learn social skills by mixing with people." - Joe Morgan

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

*"The only thing to do
with good advice is to
pass it on.
It is never of any use
to oneself."
— Oscar Wilde*

An update from the Governance Board

Hello everyone,

We are writing to you from the new premises. It is fresh and new, and the Board is liking the space.

The Board is again inviting you to the Bravo AGM.

This year it is being held at the Gympie Civic Centre so plenty of room for all and we would love to see you there.

All ordinary members are

eligible to vote so please return your membership renewals as soon as you can. You can find the information about the day within this copy of the Bravo Brief.



The Board understands that Individuals and Families will be receiving their NDIS Communication about their future funding and takes this opportunity to wish you well with successful outcomes.

If you have visited Bravo in Alma Street you will note that there is still work to be done. Bravo's Stage 2 application has been submitted to Council for the future works so look out for changes happening.

It's getting close to survey time again so please watch out for the correspondence, however you receive it, to arrive in November.

Regards from the
Governance Board,

Lesley N,
Barbara K,
Dave C,
Roxanne M,
Jackie H &
Dianne M.

"The most powerful
leadership tool you
have is your own
personal example."

John Wooden

[Facebook.com/LeadershipDynamics](https://www.facebook.com/LeadershipDynamics)

[@LdshpDynamics](https://www.instagram.com/LdshpDynamics)

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.

