



## TANIA CAPTURES THE CARNIVAL OF FLOWERS IN FULL BLOOM

Now in its 71st year, the Toowoomba Carnival of Flowers is one of Queensland's biggest, brightest and most beloved events.

Despite changes to the programme this year in response to COVID-19, festivities did go ahead and 170,000 blooms were planted across the city to create a spectacular canvas of colour.

For Toowoomba local, Tania Ash, she has been visiting the gardens for some time and every year is swept up in the beauty of the displays. This year in particular, Tania was taken by the splash of colours and captured the power of flowers on her phone.

We asked Tania, to share her thoughts about the Carnival of Flowers. Here is what she had to say.

**What was your favourite display this year?** *Laurel Bank Park's main display.*

**What do you think makes a great display during Carnival?** *The different colours and varieties of flowers. I love the smell of some of the flowers.*

**What is your favourite flower?** *All of them. Especially the purple ones as that is my favourite colour.*

**What is your top tip when visiting the gardens?** *Take some water and enjoy yourself and the flowers.*

**What are you looking forward to at the 2021 Carnival of Flowers?** *Seeing the parade, different people and the gardens.*

*"The Carnival of Flowers brings people together." - Tania Ash*

## INSIDE THE ISSUE

### STORIES WE LOVE

Read good news stories about the people we support.

### BE KIND TO YOUR MIND

Let's celebrate Mental Health Month!

### UPDATES & NEWS

Find out the latest Magenta, NDIS & Aged Care updates.

### A MESSAGE FROM WENDY

Hear from Magenta CEO, Wendy in her October update.

### REGIONAL ROUND UP

Learn more about the regions we work in, our team and the services we provide.

## STORIES WE LOVE



### GONE FISHIN'

For many of us, 2020 has brought its challenges and for Lawson from Toowoomba, this sentiment most certainly rings true.

Recently, he was able to go on a camping trip with his family and one of his support workers.

Time away spent fishing, swimming, relaxing, soaking up some sunshine and cooking on the barbecue, was a welcome and treasured escape after the challenges of lockdown.

We hope you caught a big one, Lawson!



### TOGETHER WE THRIVE!

*"Thanks to my Magenta Support Coordinator.*

*They have supported me and my son, Kyle to navigate the NDIS and have worked hard so we have received the best supports and services to help my son reach his goals on his NDIS journey.*

*They also have ensured we receive the best possible team in the Northern Rivers. Magenta support coordination and service team, you rock!!"*  
**- Cheryl**

### BLUE OR PINK? WHAT DO YOU THINK?

A warm Magenta congratulations to Petica and her partner, Nathan from Gladstone who are expecting a beautiful baby in the coming months. Some of our team members attended their gender reveal party at the end of last month. To everyone's surprise, blue confetti showered the room when the balloon popped! Congratulations!



### ERIN REINS IN HER FEAR OF BIG ANIMALS

If you have ever attempted to overcome a fear, you will understand that it can be a complex, challenging and personal journey.

For Erin from Gladstone, she has been making brave strides to overcome her fear and anxiety of large animals, and specifically horses. Support Worker, Joe, snapped these photos last month when Erin brushed the tallest horse in the stables. Way to go, Erin!



## MORE STORIES WE LOVE

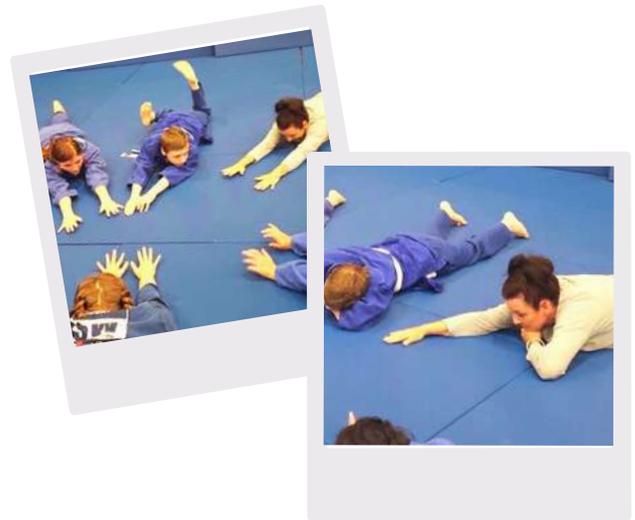
---

### SUPPORT TEAM JUMPS INTO JUDO

Northern Rivers Team Leader, Kate may be "the new kid on the Magenta block" but that didn't stop her from jumping straight into the Judo action with the Gaudry children during her first few weeks. As you can see in the photos, Kate has the Judo warm up moves down pat!

*"There was no better way to build trust and rapport than by getting on the mats and walking the talk."*

*- Kate, Magenta Team Leader*



## BE KIND TO YOUR MIND

---

### CELEBRATING MENTAL HEALTH

Across Queensland and New South Wales, October signifies a time to come together and take time for mental health. Collectively, the month-long celebration encourages people to talk about mental health issues, seek help if they need it, and connect with their community supports.

In Queensland, Mental Health Week runs from 10-18 October 2020 and due to COVID-19, has adopted an online approach to celebrations. With more than 60 online events registered, on offer is everything from online training sessions to mindfulness, colouring in and carer workshops. [Visit the Queensland Mental Health Week website](#) for details.

In New South Wales, the month long celebration has also opted to operate online, with an event scheduled for each day of the month. From forums and webinars, to a virtual mental health dinner - the opportunities to get involved are endless! [Visit the National Mental Health Month website](#) for details.

## WELLNESS APPS WE LOVE

Do you love Apps? We know that when it comes to self-help, Apps offer an accessible and convenient solution. We asked around the Magenta office to find out some of our team members' favourite mental wellness Apps.

#### **My QuitBuddy | FREE**

An initiative of QuitNow, it aims to help you reach your smoke free goal.

#### **Happify | FREE (in-App purchases)**

Science-based activities and games to help you overcome negative thoughts, stress and life's challenges.

#### **Recharge | FREE**

An initiative of ReachOut Australia, Recharge is a personalised, six-week program to help you improve your general health and wellbeing.

#### **SmilingMind | FREE**

A meditation App for all ages.

## INCLUSIVE COMMUNITY SPOTLIGHT

If you live or have visited the Gladstone region, you may have eaten at **Incredible Edibles**, a local social enterprise.

Operated by Gladstone Community Linking Agency, the feel-good cafe provides training and paid employment opportunities to people living with a disability.

With several awards under their culinary belt, the not-for-profit offers a variety of delicious food, coffee and beverages and catering. Our Area Manager, Tiffany says their breakfasts get top marks!

Incredible Edibles is located at Garnet Street, Tannum Sands and is open 6am to 1:30pm weekdays.

For more information about this Gladstone social enterprise, visit their [Facebook page](#).



## UPDATES & NEWS

### NEW HOME ON THE TOOWOOMBA HORIZON

They say, "home is where the heart is," and for our Toowoomba team, exponential growth over the past twelve months has meant that they have outgrown our former homes (aka office spaces).

From our Wilsonton Heights address to temporary office space in the Toowoomba CBD, our team has waited patiently during recent months for us to find "a heart-fit, forever home".

We are excited to share that we have finally secured a new premises, with a lease signed last month at 88 Russell Street, Toowoomba.

The former, Endeavour Foundation building will serve as a permanent office space for our Toowoomba team and hub for our participants and families.

While we haven't yet moved in, it is anticipated that we will relocate at the

end of the month. Once a date is confirmed, we will let you know.

Watch this space for details about our grand opening in November/December! We look forward to sharing more details soon.



### SUPPORT COORDINATION SERVICE CHANGES EXTENDED INDEFINITELY

Last month, we shared news about temporary changes made to support coordination services in response to COVID-19. We are pleased to tell you that these changes have now been extended indefinitely by the the National Disability Insurance Agency (NDIA).

We believe this permanent change will encourage more people to utilise support coordination when and if they need it, helping them to better navigate the NDIS and get the most from their supports.

#### So, what exactly does this change mean?

People are no longer required to have funding in their Plan for support coordination. If you have an NDIS Plan, you can now utilise flexibility in your core funding to access this service, if you want to.

#### I have a NDIS Plan. What is support coordination and how can it help me?

Support Coordination can help you to navigate the NDIS network and provide practical support to engage the supports you need. There is even potential to help you apply for increased funding.

#### Who can I contact for more information about support coordination services at Magenta?

For more information about our Support Coordination services, get in touch with Nathan Rose, Lead Support Coordinator on 0427 065 840 or [cos@mcsnsw.com.au](mailto:cos@mcsnsw.com.au).

### GOVERNMENT PROMISES ADDITIONAL FUNDS TO THE NDIS

On the 7th October 2020, the Australian Government announced that an additional \$3.9 billion will be provided to the NDIS. The extra funding aims to ensure that Australians eligible for the NDIS have access to the supports they need now and into the future.

In addition, the Government has also promised the NDIS Quality and Safeguards Commission an extra \$92.9 million over the next four years, to ensure it has the resources required to carry out its vital role in regulating NDIS providers and improving the quality and safety of supports received by NDIS participants.

With more than 400,00 Australians living with a disability now receiving NDIS support, these measures are

intended to support the improvement of flexibility, consistency and certainty for NDIS participants.

For more information about this announcement, [visit the NDIS website](#).





## A MESSAGE FROM WENDY

Hello there! Another month has whizzed by and it is only 10 weeks until Christmas! Hard to believe we are most of the way through 2020!

We have had another month of exciting stories of growth and learning right across the organisation, for both our participants and team. There are so many more stories than the ones we have shared in this newsletter and we live to celebrate our participants achieving goals, big and small!

We exist to support people to live their best life and I was beside myself last week when I was told of a recent success for one of our staff in Gladstone. Trevor, our relatively new Central Qld Support Coordinator, shared that he had supported a participant to a plan review that had resulted in them receiving a plan five times bigger (they went from a \$20,000 plan to one a touch below \$100,000)!

WOW!!! We were hopping around with excitement for that participant and their family!!!

With the borders sort of open, our leadership team are meeting in Lismore this week to share our successes, work through some challenges, and plan for the next three months. We want to be focused on continual improvement so that we keep on providing quality services that are absolutely focused on meeting your (or your loved ones) needs!

Until next month, stay safe, and take care.

Wendy



## REGIONAL ROUND UP

Magenta is proud to work across communities in Queensland and New South Wales, supporting people of all ages. Read the updates from our regions below to find out the latest Magenta news. Have a question or service enquiry? Visit the [contact page](#) on our website or flick to the last page of our newsletter for our contact details!

## SUPPORT COORDINATION

It's an exciting time for support coordination at Magenta, with more than 80 participants now accessing our service across three regions and six support coordinators! Looking back to 2018 when I joined the team, we continue to experience accelerated growth.

To support participants as we grow and expand, the team and I are undertaking regular training and planning so we can make sure our service continues to be truly person-centred.

This month, I would like to welcome Shona and Harry to the Support Coordination Team - it's great to have you on board!



**Nathan Rose**  
Lead Support Coordinator

## MEET OUR NEW SUPPORT COORDINATORS!

Demand for our support coordination services continues to grow and in the Northern Rivers region, we have welcomed TWO new team members recently. Please join us in welcoming Harry and Shona to the Magenta Team!



## NORTHERN RIVERS

If you have contacted our office in past weeks, you may have chatted with Mansi. Mansi is our new Service Support Officer and is helping our team and families with a variety of administrative functions. It is great to have you on board, Mansi! Also new to the team this month is Brett, Greg, Maria and Nicoletta. Welcome team!

On the service front, the expansion of the border bubble to include Lismore, Byron Bay and Ballina, has brought welcome change, with travel into Queensland now available for STAs and other activities. We are excited to share that in the coming months we are planning to introduce an ONCALL phone. Currently being trialled by our Central Queensland region, the ONCALL phone will make it easier to contact our team.



**Erin Thomas**  
Regional Manager

## SOUTHERN QLD

As you may be aware, our office will be relocating towards the end of the month to its new premises in Toowoomba. The long-awaited move will provide a centralised home for our growing team and a premises where participants can visit and access more services. We cannot wait to share more with you and look forward to the official opening later in the year!

The past month has continued to move at a fast-pace, with demand for our services growing.

New team members I would like to welcome include, Emmanuel, Mollie, Tobias, Emma, Melissa, Destene and Michael. Welcome everyone!



**Jessica Doyle**  
Regional Manager

## CENTRAL QLD

This month we welcomed four new support workers to our growing Central Queensland team. Welcome, Antoinette, Amanda, Janelle and Ian!

Plans for our first monthly morning tea are coming together, with a revised date set for Wednesday, 21st October. We are looking forward to catching up with participants and families, and providing a regular opportunity to get together. Stay tuned for a November morning tea date in the coming weeks as we finalise the details.

Like other regions, we continue to grow at a fast-pace. We are working in consultation with our Quality Leader, Simone, to ensure our services remain of the highest standard as we grow, that participants remain at the centre of everything we do, and that we continue to place a high value on continuous improvement. If you have any feedback about our services, please don't hesitate to get in touch with me.



**Tiffany Smith**  
Regional Manager

## OUT & ABOUT IN THE COMMUNITY

Take a look at some of the FUN activities people accessing our services and Magenta support workers have gotten up to lately!



Having a bang-up time riding bumper cars!



A scenic walk along the esplanade in Hervey Bay.



A game of croquet at West Toowoomba Croquet Club.

## NEW ENGLAND

Referrals in Armidale have been growing during past months and we are excited to share that we are currently recruiting new team members to meet the demand.

As Magenta's newest region, we are continuing to adapt to a changing environment as we grow and expand. A big thank you to my team for their patience and resilience, and passion for providing high-quality services across an ever-expanding geographical footprint.

I am pleased to announce that former Support Worker, Trudi has moved into the role of Team Leader. Congratulations, Trudi!

The past month has been a whirlwind with lots of work happening behind-the-scenes to support our growing services. Because of this, I haven't gotten out and about as much as I would have liked. My door is always open, so if you have any questions or would like to chat, please contact me.



**Jason Reed**  
Regional  
Development  
Manager

## INTRODUCING OUR SERVICE SUPPORT OFFICERS!

Playing a pivotal role as our services expand are our new Service Support Officers (SSOs). Currently on board in Central Queensland and the Northern Rivers, our SSOs work alongside our Area Managers, participants and families providing administrative and service support. Please give a warm Magenta welcome to Tanya and Mansi!



**Tanya** has a strong background in sales, administration and customer service. She is an experienced Account Manager and Business Specialist and thrives in a fast-paced environment.



**Mansi** has worked for disability and Government organisations providing a high level of administrative support. She loves working as part of a team and has exemplar time management skills.

## PLAN MANAGEMENT UPDATE

The National Disability Insurance Agency (NDIA) has announced a number of changes to plan management services, with new guidelines coming into effect from 1 October 2020. So, what do you need to know about the new guidelines? We have put together some key changes below.



If your plan is coming to an end or if you are running low on funds allocated in your plan, your Plan Manager will alert you. However, it is your responsibility to inform your service providers. If funds allocated in your plan become depleted and you continue to receive services, you may be liable to pay out-of-pocket expenses. Your Plan Manager will inform you if this occurs.



If you are having an early plan review, you are required to communicate this with your Plan Manager before it occurs, as-well-as getting in touch afterwards. If your plan ends, your Plan Manager is unable to pay your service providers.



If your support coordinator changes, you need to advise your Plan Manager as soon as practically possible. And if you are planning to change Plan Managers, you need to advise your current Plan Manager in advance, so they can assist with a smooth transition and ensure your service providers are paid during the transition.

In the event you are under or over utilising the funds allocated in your plan, your Plan Manager will alert you.



Payment processes will be changing for service providers to a five-day turn around from approval.

Do you have a question about Plan Management or the new guidelines from the NDIA and how this impacts your plan management services with Magenta? Get in touch with our team on 0447 299 078 or [planmanager@mcsnsw.com.au](mailto:planmanager@mcsnsw.com.au)

## SAVE THE DATE

Need a friendly reminder about what's on in the coming weeks? Take a look at our calendar for important Magenta dates, general reminders, local events and unusual celebrations you may not of even heard of.

Is there an upcoming date or event you think we should include? Tell us about it by emailing [info@mcsnsw.com.au](mailto:info@mcsnsw.com.au) and use the subject line "Magenta Newsletter".

## OCTOBER 2020

This month is Dyslexia Awareness Month, Mental Health Month and Lupus Awareness Month - just to name a few.

<b>10-18th</b> <b>Queensland Mental Health Week</b>	<b>11-17th</b> <b>National Carer's Week</b> <i>Celebrate, recognise and thank the 2.65 million Australians who provide care and support to a family member or friend.</i>	<b>16th</b> <b>Developmental Language Disorder (DLD) Awareness Day</b>	<b>18th</b> <i>Need an excuse to indulge today?</i> <b>It's Chocolate Cupcake Day!</b>
<b>17-23rd</b> <b>Book Week</b>	<b>19-25th</b> <b>Aussie Backyard Bird Count</b>	<b>21st</b> <b>Magenta Monthly Morning Tea in Gladstone. Contact our Central Qld office for details.</b>	<b>30th</b> <b>Day for Daniel</b> <i>Don't forget to wear red today!</i>

## NOVEMBER 2020

This month is Movember, Lung health Awareness Month and National Novel Writing Month - just to name a few.

<b>8-15th</b> <b>National NAIDOC Week</b> <i>Join in local events and activities during NAIDOC Week. The National theme for 2020 is 'Always was, Always will be'.</i>	<b>9-15th</b> <b>National Recycling Week</b>	<b>13th</b> <b>Kindness Day</b>	<b>21-22nd</b> <i>Do you like Garage Sales?</i> <b>It's the Garage Sale Trail!</b>
---	---	------------------------------------	--

## STAY TUNED FOR UPDATES!

For the latest NDIS and Magenta news, stay tuned each month for Magenta Mail.

To receive our newsletter straight to your inbox, make sure you **subscribe** - visit our website for details. Alternatively, visit our website or Facebook page where the latest edition will be published for viewing or chat with your Team Leader for a printed copy.

## WE WANT TO HEAR FROM YOU!

Magenta Mail is about more than news and updates, it's about inclusivity, diversity and good-news stories. Contribute to upcoming issues by submitting:



### Photos & Stories

Whether it's a photo of your Best Day Out or a story about reaching a goal - we love good news stories!

*\*Please ensure you have permission to use photos you send us if it is not yours and/or you have consent from anyone who is identifiable in the picture.*



### Questions

Do you have a question about the NDIS or aged care? Send it through for us to answer!



### Community Insights

We place a high value on community. Help us shine the spotlight on inclusive businesses in our communities, share events and give a voice to other local initiatives doing great things!

To send your photos, stories and questions for consideration in upcoming newsletters, email [info@mcsnsw.com.au](mailto:info@mcsnsw.com.au) and use the subject line "Magenta Newsletter".



**CENTRAL QLD**

0407 172 213



[info@mcsnsw.com.au](mailto:info@mcsnsw.com.au)

**NEW ENGLAND**

0429 455 532

**NORTHERN RIVERS**

0499 028 882

**SOUTHERN QLD**

0407 111 036



[www.mcsnsw.com.au](http://www.mcsnsw.com.au)