



MAGENTA MAIL



A WARM MAGENTA FAREWELL

Support Coordinator, Barb has been part of the Magenta team since the beginning and later this month, she will be retiring. We sat down with Barb to reflect on her time with the organisation and wish her all the best in her new and exciting life chapter.

"I have been at Magenta since the beginning after Jonny lured me in! As a support worker, I spent time meeting and greeting new participants, and then BAM! Before I knew it, I moved into a Support Coordinator role, where I have been for three years.

I have thoroughly enjoyed my role - supporting participants and their families to receive the support that makes a difference to their daily lives.

Most of all, I love the trust and relationships created within my role to

support participants. I am proud of our approach, as a team, and the change we make for participants.

During my time with the organisation, I have watched the continued growth. It has been great to be part of the support coordination team - its development and new beginnings.

Moving forward, I am looking forward to spending more time with my grandkids, catching up with family and spending time in the garden!"

"Barbara, thank you for your continued dedication and person centred approach. Remember, your retirement isn't the end of the road, rather the start of an open highway. Enjoy! - Nathan, Support Coordination Leader

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A MESSAGE FROM WENDY

Hear from Magenta CEO, Wendy.

REGIONAL ROUND UP

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

STORIES WE LOVE

CONGRATULATIONS LIZZY!

You may remember our article from last year sharing Lizzy's inspiring story and congratulating her on getting her red P Plates. Well, this story is beginning a new chapter, and we are beyond thrilled for Lizzy and her family! Congratulations, Lizzy, on progressing to your green P Plates!

"With help, after four years of learning the road rules and how to drive, Lizzy amazed everyone and achieved getting her red P Plates. Recently, after a safe driving record for the last year, Lizzy progressed to her green P Plates. This is a huge achievement for Lizzy! She is going great driving carefully! Keep driving safely, Liz, no matter what some other drivers may do on the roads! We, her family, are very proud of our Lizzy. Keep up the good work!"

- Dad, Mum, Kathleen & Bee



HAPPY RETIREMENT, DESLEY!

This month, we are saying a warm Magenta farewell to not one, but two retiring team members! In Toowoomba, Administration Assistant, Desley is also embarking on a new and exciting chapter. We recently asked her a few questions about her time with the organisation. Here is what she had to say.

When did you start working at Magenta? How did it come about?

"I commenced in March 2018 as a Support Worker and started helping out in the office a few months later in May. I met with Co-Founder, Jonny and Area Manager, Jess to discuss services for our daughter Claudia and mentioned I had worked in administrative roles previously. I said if ever they needed any assistance in the office, I would be happy to help out."

What have you most enjoyed during your time working at Magenta? And what has changed over the years?

"Meeting lots of new people, participants and staff members (past and present). I have also learned lots of new computer skills! A lot has changed, including the growth of the organisation."

What is your most memorable moment?

"There are too many to list!"

What are your plans for the future and retirement?

"I am looking forward to spending more quality time with family, my husband, our adult kids and grandchildren, and elderly mother. Also, impromptu getaways over long weekends will be nice!"

"Desley, you will be greatly missed at Magenta - your awe-inspiring, positive outlook and your smile! We wish you all the very best with your next adventure. Happy retirement - enjoy every minute! - Jess, Toowoomba Area Manager



LICENSED TO DRIVE!

Nick has been working with the Magenta team in Central Queensland since 2019, and his goal has been to get his licence. His journey started with taking steps to get his learner's permit, including sitting with his support team to read the Learner's Guide.

Recently, Nick was successful in obtaining his provisional licence. Congratulations, Nick!

Nick hopes his story might help someone else working towards their licence.



MORE STORIES WE LOVE

TIM CELEBRATES A BRIGHT START TO THE NEW YEAR

It may only be February, but for Tim, there is already plenty to celebrate in 2021. Looking back only three months ago, he was struggling with addiction and experiencing serious health complications.

Tim's journey to reclaim his life has been no easy feat, and the last few months is only part of his story.

Tim began accessing support services through Magenta in August last year, working alongside his support team to manage medication, overcome practical challenges and begin to live the life of his choice.

Fast-forward to today and Tim's serious health complications have subsided, and he is managing his addiction. Tim is seeing his son regularly, and for the first time, he is taking steps to establish a formal visitation schedule. Tim is working towards new goals, which includes seeing allied health specialists to address general health issues.



"It has been incredible to walk beside Tim on his path of self improvement. We are excited to be supporting him into a positive and successful future."

- Jason, Magenta Regional Development Manager

CELEBRATING THE WINS!

There is nothing like a good news story to make our hearts sing and last month Support Coordinator, Sari, couldn't help but belt out a celebratory tune!

After working with a participant and their family during their transition from the Early Childhood and Early Intervention (ECEI) to the NDIS, they succeeded in increasing their plan from \$12,000 to \$90,000! What a terrific outcome!

The family's support coordination journey started last year when they utilised the flexibility of their core funding. Sari hit the ground running, gathering reports and engaging with other professionals needed to support their transition.

Helping individuals and families coordinate the supports they need, including guiding their transition to the NDIS, lies at the heart of what we do. Thank you for allowing us to be part of your journey.



INTRODUCING

our new Area Managers

Areas Managers, Tiffany and Erin, will be heading off on maternity leave soon. Please join us in welcoming Acting Area Managers, Joe and Kate, who will be stepping into their new roles for a 12-month term.



Introducing Joelene Willis Acting Area Manager for Central Queensland

Magenta Team Leader, Joe, will begin acting in the role of Area Manager from the 19th of March.

Joe has an experienced background in support work. She joined the Magenta team in 2018 and a year later, moved into the role of Team Leader. Joe has also been a Team Leader for our Multiple SIL houses in Gladstone.



Introducing Kate Higgins Acting Area Manager for the Northern Rivers

Magenta Team Leader, Kate, will begin acting in the role of Area Manager from the 1st of March. Her background includes almost 20 years working in community services, including Aged Care, Disability, Homelessness and Early Intervention.

A former Lifeline Volunteer Crisis Telephone Counsellor, Kate says, her experience has taught her the value of humility and reignited her passion for being open, leading by example and working from a heart space with boundaries.

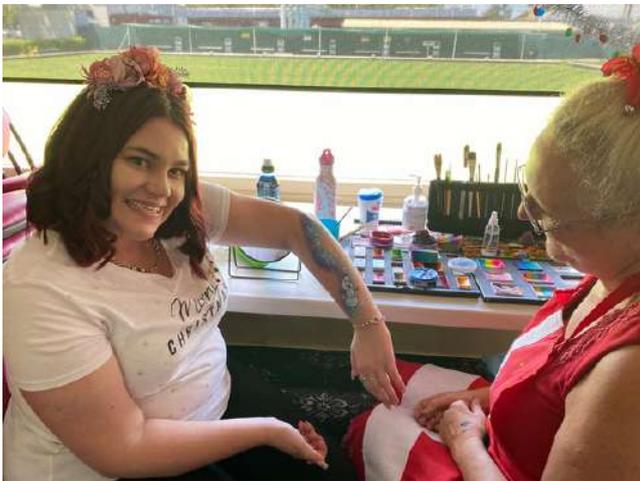
MAGENTA CHRISTMAS MAGIC

spreads across New South Wales

Christmas celebrations were in full swing in the New England and Northern Rivers region in the week leading up to Christmas. Good food and great company proved to be the perfect end to 2020. A big thank you to our staff for organising every detail and our participants and families who were able to join us!

NEW ENGLAND

Everyone in the New England region had a very Aussie Magenta Christmas Party with snags on the barbie and a relaxing picnic. Staff also enjoyed getting together for a few games of lawn bowls. The tropical theme was lots of fun!



NORTHERN RIVERS

There was lots of fun, laughter, great food, and crazy Christmas hats at our Northern Rivers festivities. Face painting was a hit with all ages, and everyone enjoyed catching up one last time before the New Year. Thank you to everyone who attended!





NDIS EVENTS IN QUEENSLAND

In February, Carer's Queensland in partnership with the National Disability Insurance Scheme (NDIS) will be hosting a number of community events across Queensland.

Locations include Oakey, Yeppoon, Rockhampton and North Lakes. For more information, visit <https://www.ndis.gov.au/news/events>.

FREE SIGN LANGUAGE INTERPRETING SERVICE FOR OLDER AUSTRALIANS

The Department of Health has announced a new service for Australians over the age of 65 who are deaf, blind or hard of hearing.

Commencing in November last year, the service assists older Australians who don't have access to interpreting services through aged care programs or the NDIS. Eligible persons can access up to 40 hours* of services, per year, through Auslan Connections.

The face-to-face (in person or on a video call) interpreting service can be used for contacting services like My Aged Care, family/social events, banking, moving/selling house or dealing with agencies/advisors.

Services are available in:

- Auslan.
- American Sign Language.
- International Sign Language.
- Signed English for deaf consumers or consumers who are hard of hearing, and tactile signing and hand over hand for deafblind consumers.

You don't need an assessment to access this service. If you'd like to register, call Auslan Connections on (07) 3892 8552.

**Note: there is currently no cap on individual service use. However, to remain within budget, average use must not exceed 40 hours per person per year. Over the next six months, usage will be monitored by the Department of Health to determine whether an individual cap on service hours is needed.*



CHANGES TO

early childhood supports

The NDIS is considering making changes to early childhood early intervention (ECEI) supports to improve support to children under nine with developmental delay or disability.

The **proposed changes** aim to address feedback from parents, families and carers. They include:

- Extending ECEI supports to children under nine years of age (currently available only to children under seven years of age).
- Independent assessments for children over 12 months of age will be conducted by early childhood partners to determine eligibility and budgets.
- Short term early intervention (STEI) will be enhanced. The early support to be offered regardless of whether a child is eligible for the NDIS.
- Changes to the ECEI model underpinned by a family-centred approach, so children receive the right level and mix of support for the right period of time.
- Planning and implementation to be more clearly based on best practice supports.
- Help to transition from NDIS supports into the next stage of the child's life.

The release of new guidance is also likely for what is considered 'reasonable and necessary' when making decisions on supports for children on the autism spectrum.

Remember, these changes have not yet come into effect. If the NDIS adopts the changes, the new approach will likely take effect later this year. If you would like to have your say about the proposed changes, you can respond before the 23rd February 2021. [Click here](#) or visit <https://www.ndis.gov.au/community/have-your-say>.

For more information about ECEI or transitioning to the NDIS, please contact your local Magenta office or service.



A MESSAGE FROM WENDY

Welcome to our first newsletter for 2021! We have started the year with a bang and some really exciting changes.

One of the most important changes

has been kick-starting our major training initiative - the Magenta Meets.

Your Support Team will be attending four Meets over the course of the year and may have already been to their first one (Lismore and Toowoomba have been completed).

The purpose of these training days is to learn, listen and share ideas. The first day includes an opportunity to hear the Magenta story from Co-Founder, Jonny. Furthermore, it includes training on what it means to work with the 'Magenta heart', and covers professional boundaries, self care, mental wellness and note writing. It also provides an opportunity to share, debate and solve any issues tabled.

Feedback we have received from staff who attended indicates they

appreciate the learning (with 95.1% of our Toowoomba team rating the day as great or excellent). In addition, they are looking forward to specific training sessions to cover topics such as mental health, autism, diabetes, downs syndrome and skills such as communication and conflict resolution. We look forward to providing sessions to address these.

We are investing heavily in getting this training to our people in each region, so that we continue to provide the best possible services for you!

Personally I am so excited to be meeting everyone!

Until next month please stay safe,
Wendy



SHARING THE

Magenta story

We are excited to share that we are working on a very, special project bursting with heart! Over the coming months, stay tuned on our Facebook page as we chat with some of the people who have been a part of the Magenta story so far. We look forward to sharing more with you soon!

PULLING TOGETHER TO

support Chronic Spinal Cord Injury

If you live in-and-around the Toowoomba region, you can donate your ring-pulls (the tiny piece of aluminium you use to open a can) to the Toowoomba Lions Club via the Magenta office.

The initiative is helping to fund research and wheelchairs for Chronic Spinal Cord Injury (CSI). Approximately 15,000 Aussies live with CSI, and there are around 300-400 new cases each year.

If you would like to support this cause, please collect your ring-pulls and drop them into our Toowoomba office. Once we have collected enough, we will pass them on to the Lions Club.





REGIONAL ROUNDUP

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!

SUPPORT COORDINATION

With the New Year well and truly underway, it has been all systems go in the Support Coordination team since we returned in January. From the first week back - we have been part of so many terrific outcomes. It's great to see participants reaching their goals!

The number of participants accessing our services continues to grow, and we are increasing our geographical footprint across the New England region, especially in-and-around Glen Innes.

Don't forget that you are no longer required to have funding in your 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. Contact me on 0427 065 840 or cos@mcsnsw.com.au for a chat.



Nathan Rose,
Support
Coordination
Leader

NORTHERN RIVERS

Happy New Year everyone! As many of you will know, I will be heading off on maternity leave later this month. I am pleased to share that Team Leader, Kate Higgins will be stepping into the Area Manager role. Congratulations, Kate! Kate will officially take over the reins on Monday, 1st March for a 12-month period.

In other news, I am excited to announce that we have started trialling an on-call phone service. The after-hours service is for urgent matters only and can be accessed by phoning your Team Leader

If you have any questions or concerns, including about staffing changes, please do not hesitate to get in touch with me.



Erin Thomas,
Regional
Manager

IMPROVING HOW

we work with you

Earlier this month, CEO, Wendy, and Co-Founder, Jonny and other members of our Leadership Team headed to Lismore to catch up with the team. It was an excellent opportunity for our Northern Rivers and New England staff to get together, have some fun and participate in some professional development.

There were lots of laughs and lots of learning from a range of presenters. Topics discussed centred around leadership, self-care and mental wellness, Magenta systems and processes - to name a few!

A big thank you to our team for coming along, and for their enthusiasm and passion! We appreciate all that you do! Take a look at a few of the snaps taken across the three days!



SOUTHERN QLD

Happy New Year! The year is already flying by, and it's been great seeing so many friendly faces dropping by our new premises on Russell Street. If you are keen to have a sticky beak at the new office, please don't hesitate to drop by and say hello to the team during business hours. We would love to show you around.

Our team has been busy planning for the year ahead, and we are looking forward to continuing our commitment to training and professional development. We hope our ongoing efforts to improve how we work with you continue to shine through our services.

If there is anything you would like to chat to me about, please don't hesitate to contact me.



Jessica Doyle,
Regional
Manager

CENTRAL QLD

There is something in the water in our Central Queensland office! Team Leader, Sam commenced maternity leave at the end of last month, and I plan to follow suit in mid-March.

Support Worker, Brooke has stepped into the role of Team Leader and Team Leader, Joe, will be the Acting Regional Manager from the 19th March. Please join me in congratulating Brooke and Joe!

Since the beginning of the year, we have welcomed Debra, Latu, Emily, Vicki, Denise, Kerrilee and Susan to our support team, plus Taren came on board as our Nurse. It's great to have you all on board!

A lot is happening in the region already this year, including our hunt for bigger premises. Stay tuned for official details soon!



Tiffany Smith,
Regional
Manager

NEW ENGLAND

I hope you have all had a terrific start to the New Year! It's been an exciting time already for our team with moving to new premises. We are now all settled in at Suite 2, 454 Peel Street, Tamworth. If you would like to drop in, say hello to the team and look around, come on by on a Monday, Tuesday or Thursday - I would be happy to give you a tour.

Our support services continue to grow across the region, and you may be aware that we are now offering support coordination in the New England region. If you would like to know more about this service including utilising flexible funding in your core, please contact Nathan on 0427 065 840 or cos@mcsnsw.com.au for a chat.



Jason Reed,
Regional
Development
Manager

UPDATE FROM

plan management

As many of you may know, our plan management team has been working towards several improvements this year. Thank you for your continued patience with the rollout.

These changes aim to keep you, the participant, at the heart of what we do, and maintain a respectful relationship between you, our staff and suppliers. Furthermore, they strive to help you get to know your Plan Manager and vice-versa!

This year, we have been working on two exciting developments. They include:

- Our new Plan Management system, Brevity. While we are still implementing this system's full capabilities, Brevity is much more efficient than our old system.
- Our new App is complementary of Brevity, and will show you in real-time, invoices paid, budget balances and more.

If you access our plan management service, you will have heard about these two changes already. Please stay tuned as the implementation continues to roll out.

In other news, we have welcomed several new faces to our growing team in recent months. If you call and speak to someone new, please join us in welcoming them to our close-knit team.

Lastly, a reminder that processing times are seven-days from receipt of a complete and accurate invoice. While we aim to have invoices paid within this timeframe, if they are rejected from PRODA (the online payment portal managed by the NDIS), this may not occur. Thank you for your understanding.

COVID-19 VACCINATIONS

You may have heard the Australian Government's announcement that the first round of COVID-19 vaccinations is due to start this month. While more information about the roll-out is still to be released, we have included some details about what we know so far.

Key facts about the vaccine

- The COVID-19 vaccination will consist of two doses and while confirmation has not been provided about the length of time between doses, it is likely to be three or four weeks - depending on which vaccine you receive.
- Across Australia, there will be more than 1,000 locations where the vaccine will be administered.
- The vaccine may be required in certain situations. E.g. health care workers or travelling overseas.

Receiving the vaccine

The vaccine roll-out will be a staged approach, with those people most in need of protection, receiving it first. The order of receipt will be as follows:

GROUP ONE

- Quarantine & border workers.
- Frontline health care workers.
- Aged care & disability care staff.
- Aged care & disability care residents.

GROUP THREE

- Adults aged 60-69 years.
- Adults aged 50-59 years.
- Aboriginal & Torres Strait Islander people 18-54.
- Other critical and high-risk workers.

GROUP TWO

- Adults aged 80 years & over.
- Adults aged 70-79 years.
- Other health care workers.
- Aboriginal & Torres Strait Islander people over 55.
- Younger adults with an underlying medical condition, including those with a disability.
- Critical & high risk workers.

GROUP FOUR

- Other adults.
- Any unvaccinated people from previous phases.

Children under the age of 16 years who are not a member of any of the above groups, will only be vaccinated if it is recommended.

Remember, public information about the vaccine roll-out is still ongoing. For more information, visit the [Government COVID-19 Vaccination web page](#). For questions about the vaccine and your disability or health conditions, chat with your Doctor.

CONTRIBUTE

to our newsletter

Magenta Mail is about more than news and updates. It's about inclusivity, diversity and good-news stories.

Contribute to upcoming issues by submitting any of the following for consideration: photos, stories, questions and things in your community that you love (or anything else).

To get involved, send an email info@mcsnsw.com.au and use the subject line "Magenta Newsletter".

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