



ELLIEB'S QUARTERLY NEWSLETTER | SPRING EDITION - NOVEMBER 2023

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*Watch  
me smile*

# Wrap up & Thank You

As we get closer to wrapping up another year, we wanted to say thank you for being a treasured member of EllieB's community. We value you so much!

This year has seen many developments, notably the redevelopment of our state-of-the-art Davoren Park respite centre. It has been an incredible feat and we are so grateful to all involved for helping to bring our vision to life.

With that in mind, we can't wait to share many more milestones with you as the new year unfolds!

In the meantime, our annual Christmas party is being held on Saturday, 16th December at 11.30am.

Guests can expect entertainment by The Amazing Drumming Monkeys, along with a face painter, magician and balloon artist working their magic in the crowd and all-provided gourmet BBQ lunch, including drinks and ice cream!

To RSVP to the Christmas show, send an email to us at: [admin@elliebs.org.au](mailto:admin@elliebs.org.au) by 2nd Dec 2023. We hope to see you there!

Aside from that, thanks again for being here and part of our cherished community.

From our heart to yours, wishing you a Merry Christmas and a prosperous New Year!

**The team at EllieB's X**



# Farwell Sue!

This edition of the newsletter marks the end of an era as we say farewell to our out-going Chair, Sue Chapman.

Over the last 4 years, Sue has been an integral part of EllieB's community. From guiding the Board through some of the biggest milestones to some of the most challenging times throughout the pandemic, Sue's unwavering dedication and commitment to participants, staff and the community alike, has been exceptional, and something we are all extremely grateful for.

Sue, from everyone at EllieB's, thank you for everything you have done and the support you have provided. We wish you nothing but the best for your next endeavours.



## A Word from Wendy

The complex NDIS environment has continued to be both challenging and significant over the past year, as we progress to become a simpler, stronger organisation. Hence, our focus has remained on innovation and building resilience across all services.

On a more positive note, we are delighted with the new Davoren Park redevelopment and excited for the opportunities that the respite centre creates for participants.

Throughout the year, we continued to focus on service improvement. Whilst we acknowledge that we are not perfect, we never stop striving for perfection in the context of safeguarding and support for those people who place their trust in us. We are not afraid to make mistakes and learn from them as we constantly look for leaner and smarter ways to support our work. In fact, we see our mistakes and challenges as opportunities to do better.

As EllieB's CEO, I am blessed to be supported by a carer-led board of directors who allows us to innovate without fear of reprisal which has further increased the capacity of the organisation to adapt and change as the environment requires. This year we have increased our focus on automating and outsourcing administrative functions. All of this means that we remain focused on what's important – that is ensuring we are treating everyone as we would like to be treated.

As we get closer to year end, we set our sights on celebrating the year that was and year to come at EllieB's Annual Christmas Party on Saturday 16th November, 2023. Everything kicks off at 11.30am and guests can expect entertainment by The Amazing Drumming Monkeys, along with a face painter, magician and balloon artist working their magic in the crowd and all-provided gourmet BBQ lunch, including drinks and ice cream! It is set to be a magical day – I look forward to seeing you there!

As always, we acknowledge and thank our loyal staff members and are grateful for their service and dedication to those we support. On a personal note, I wish to acknowledge and thank Sue Chapman as our out-going Chair for her backing and patience in supporting me and the organisation through what has been a very challenging and tumultuous period.

On behalf of myself and the Board we wish you a Merry Christmas and Happy New Year from EllieB's. May the year ahead be full of joy, blessings and happiness.

*Wendy Warren*

Wendy Warren  
Chief Executive | EllieB's





## EllieB's Carer Advisory Group

EllieB's Carer Advisory Group (CAG) comprises parents and guardians with experience in using EllieB's services across respite, day options, accommodation, social and community participation and other services such as plan management.

EllieB's Carer Group (CAG) had to put aside our chance to socialise with other carers due to Covid. However, as we adjust to life without restrictions, we look forward to opportunities to get together socially over a morning tea or lunch and sharing good and sometimes not so good news.

NDIS continues to be one topic that is frequently discussed.

A Carer survey was carried out this year with the results published in our Spring Newsletter.

You said:

1. We want more choice of activities in day ops and respite.
2. We want better communication from day ops and respite.
3. Better communication around future SIL opportunities.
4. Try to retain regular support workers.

Please be reassured that the survey is confidential and is returned to the CAG group who will then forward the results to the Board and the Management team to assist improvements for participants. This year it was comforting to speak with some parents who offered suggestions for improvements. As a result of those conversations, we have been able to work with the management team to implement a number of improvements across respite and day options.

This year the Davoren Park build was finalised and we are very pleased with the result. Especially knowing the difference it will make for many participants in the future.

On behalf of the CAG members, we wish you a Merry Christmas and Happy New Year.

**My phone number is: 0411 483 976**

**Email: 7982726d@tpg.com.au**

*Dawn Brodie*

**Dawn Brodie**

Convenor | EllieB's Carer Advisory Group



## Celebrating Leanne Banks

It isn't often that someone can say they've worked somewhere for 18 years (and counting)! For treasured EllieB's staff member, Leanne Banks, though, this is absolutely the case.

At 60 years young, Leanne began her career at EllieB's at a time where there were just 2 homes and 11 staff in total. And for 8.5 years of that time, Leanne was the House Manager for a beautiful group of girls who affectionally call her, "Mama Bear".

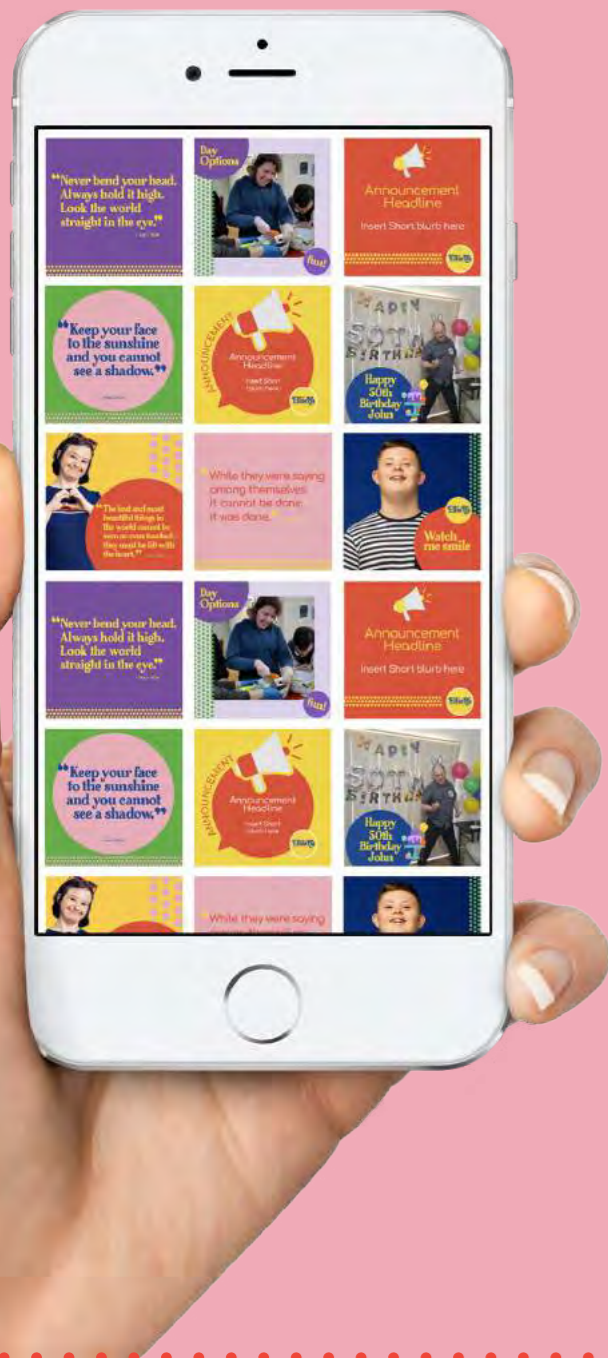
When we spoke to Leanne about her time at EllieB's to date, there were a number of things that stood out for her. From feeling incredibly blessed to be part of a family and having a job that rarely ever feels like work, to reminiscing about the magical trip to Sydney her and the girls went on one year where they visited theme parks and rubbed shoulders with celebrities like Taylor Swift in the wax museum.

Leanne also reflected upon when Wendy and Peter joined the organisation and how much fun they all had celebrating EllieB's 30 year anniversary at West Beach for what was a holiday filled with food, fun, laughter and dancing.

Through it all, Leanne is just so grateful for the beautiful relationships forged and the many laughs and good times shared with the girls. Not to mention deeply thankful to have the opportunity to do such meaningful work at an organisation she loves.

From here, Leanne continues to work with EllieB's as a support worker connecting with the girls and doing what lights her up each day.

On behalf of all of the team at EllieB's, thank you Leanne (aka. Mama Bear), we are so grateful for you and all that you do!



# FOLLOW US ON OUR SOCIALS!

Both EllieB's and Enable Plan Management are on Facebook and Instagram!

Simply search EllieB's Disability Services and Enable Plan Management to follow, share and keep up with the latest!

Alternatively, use the QR Codes below to be taken through to each page! Paste EllieB's and Enable's QR codes here 😊

## EllieB's Disability Services

Scan the code to connect to our socials



## Enable Plan Management

Scan the code to connect to our socials



# Congratulations on 12 Years Wendy



This year marked an incredible milestone for our treasured CEO, Wendy Warren, whose unwavering commitment and visionary leadership has propelled EllieB's to unparalleled heights over the past 12 years.

From the very beginning, Wendy's vision was clear: to establish a service that not only provided essential support but also fostered an environment of dignity, respect, and boundless possibilities. With her relentless dedication, she breathed life into this vision, transforming EllieB's into a beacon of hope and a safe haven for countless participants and their families—just as she continues to do to this day.

Over the years, Wendy has seen many changes. From navigating the introduction of the NDIS and keeping up with the ever-changing landscape of the disability sector, to playing an integral role in bringing to life of the redevelopment of our state-of-the-art Davoren Park Respite Centre not to mention developing many individualised and highly successful programs and initiatives not seen anywhere else.

These feats are, of course, just the tip of the iceberg.

Wendy knows that true empowerment comes from fostering an environment where individuals are encouraged to thrive, where their unique talents are recognised and dreams nurtured. Her unwavering commitment to placing participants at the forefront of all decision-making processes, tirelessly advocating for their rights and championing their dreams is well and truly felt and sewn into every fibre of the organisation.

While it is impossible to highlight everything Wendy has done for EllieB's over the last 12 years, it is with heartfelt gratitude, we honour and acknowledge the lasting impact she has made on the organisation and look forward to many more years to come.

From everyone at EllieB's, Happy Anniversary Wendy! 🎉

# Around the Traps

Tony's Gold Coast Trip



# Friday Lunch Fun

AMAZING



# Unity Disco Knowles Road



Join us!

**EllieB's**  
WATCH ME SMILE

# Christmas party

SATURDAY 16 DEC 2023 at **11:30AM**

**EllieB's Clients, Staff and Carers Only**

**Come along and join in the fun**

**6 Yarnbrook Drive, Davoren Park**

Entertainment by  
The Amazing Drumming  
Monkeys

Face Painter, Magician,  
Balloon Artist!

**Father Christmas  
will be there!**

**Gourmet BBQ  
Lunch, Drinks and  
Ice Cream Provided**



## NDIS UPDATES

The National Disability Insurance Agency (NDIA) continues to have a positive impact on the lives of participants, their families and carers with recent data highlighting greater community inclusion and participation.

The NDIS is now supporting more than 630,000 participants, including 23,803 who entered in the previous quarter (to 30 September 2023), with participant outcomes data in the latest Quarterly Report demonstrating the positive impacts being delivered by the Scheme:

- Over three quarters of all participants aged over 15 years reported greater choice and control in their lives, exceeding the 2023-24 target.
- 42% of participants aged 15 years and older reported increased participation in community and social activities – a relative increase of 7%.
- Participation in work has more than doubled from 10% to 22% for participants aged 15 to 24.
- Half of all parents and carers are now reporting paid employment, reaching the 2023-24 target of 50%. This is a relative increase of over 8% since last quarter.

NDIA CEO Rebecca Falkingham acknowledged the progress the Scheme continues to make, and the need for constant improvement, in consultation with the disability community.

“This participant data reinforces the significant impact the Scheme is having on people with disability every day, in allowing them to

participate in their community in more ways than ever before – whether that be through education, work or daily activities,” Ms Falkingham said.

The Agency remains committed to improving the Scheme experience, and is seeing encouraging results from work undertaken in recent quarters. Other highlights from the recent quarter include:

- Improved hospital discharge timelines and outcomes:
- The NDIA target of contacting NDIS participants within 4 days of the NDIA being notified of a participant's admission remains high at 92% for the September 2023 quarter, an increase from 89% in the June 2023 quarter.
- The average days between a NDIS participant being medically ready for discharge and being discharged was 24 days in the September 2023 quarter, this has reduced from 27 days in the June 2023 quarter, and 30 days in the March 2023 quarter.
- An increase in the number of First Nations people accessing the Scheme, with 2,378 new participants joining in the last quarter. First Nations peoples now represent 10% of the total number of NDIS participants, an increase from 9.9% last quarter.
- The NDIA has reduced the number of participants waiting for an external review through the implementation of an alternative resolution process, which has also reduced the number of new cases going to the Administrative Appeals Tribunal (AAT).
- 90% of the 4,501 legacy cases waiting to be heard by the AAT by May 2022 have now been resolved.

Source: <https://www.ndis.gov.au/news/9705-employment-participation-doubles-young-ndis-participants>



## EllieB's Disability Services

Scan the code to  
save all our contact details  
and don't forget to follow  
our social media pages!



**Watch  
me smile**



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[elliebs.org.au](http://elliebs.org.au)

