



NDIS

Newsletter

Spring 2024



uLaunch

Putting You First



Dear Reader,

uLaunch NDIS partners with people living with disability, illness, and injury to co-create new pathways to fulling and meaningful employment. We believe that people living with a disability deserve every opportunity to live a self-determined life of confidence and pride, thriving in their community.

To drive innovation and a person-centred approach, uLaunch brings together a leadership team and Board of Directors assembled for their expertise and lived experience of disability. More than 62% of uLaunch staff identify as living with a disability, chronic illness, or injury, bringing an unparalleled level of insight, understanding and connection to the service we offer our participants. We run an evidence-based model called 'Discovery' that is specifically designed to meet the unique needs of each individual.

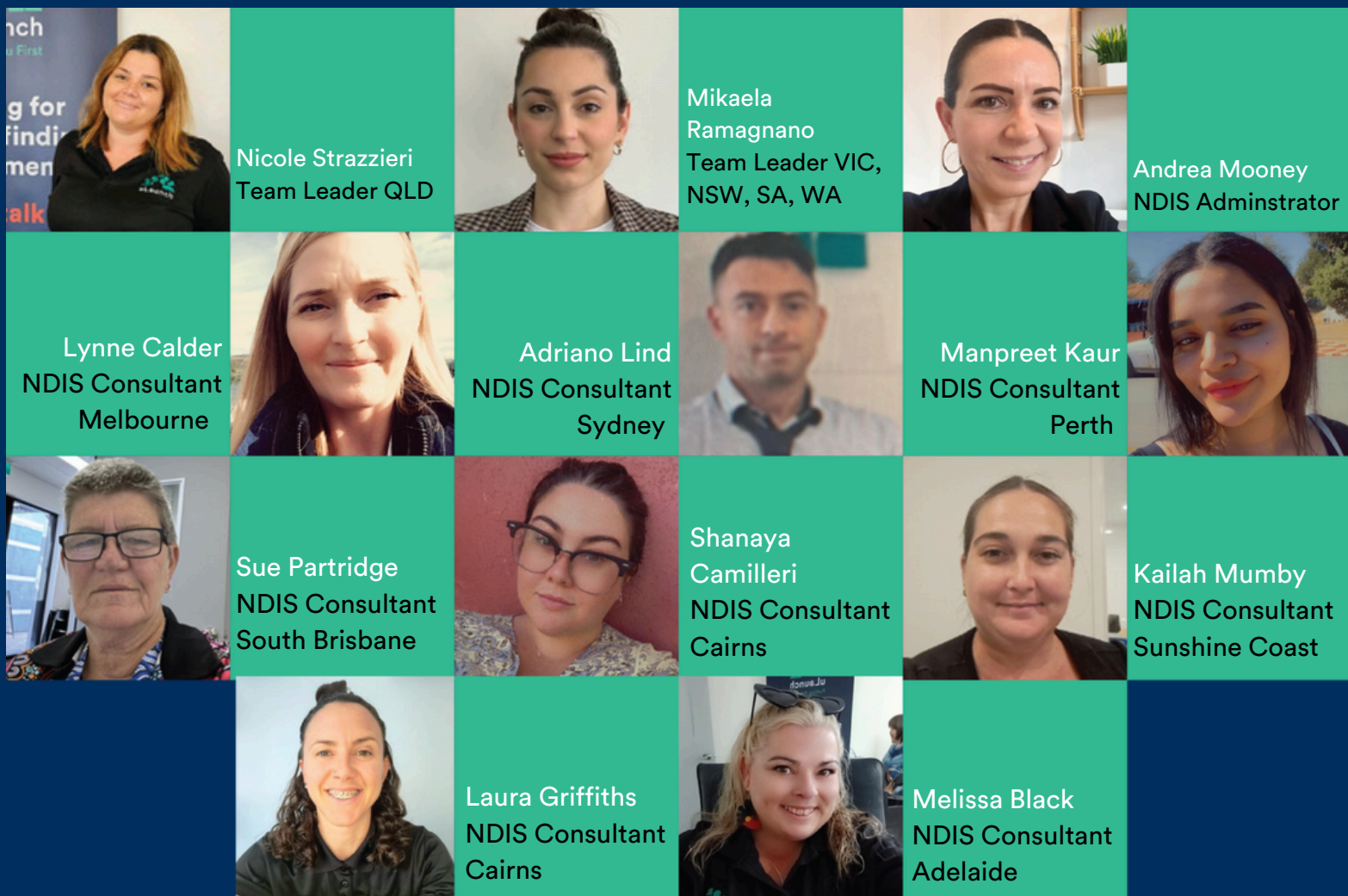
We take pride in the fact that 70% of our program participants have successfully secured employment or engaged in employment related activities as a direct result of using this model.

uLaunch delivers NDIS Employment services, support coordination and core supports in remote communities in the Northern Territory and North Queensland.

We place a strong emphasis on tailoring the program to each individual's specific needs, with an ultimate goal of achieving positive outcomes in both employment, education and daily goals.



Our NDIS Employment Team



We can help you find work

-  School Leaver Employment Supports (SLES)
-  Employment related assessment and counselling
-  Specialised employment supports
-  Help finding and keeping a job



uLaunch
Putting You First

NDIS PROVIDER

Our dedicated team has received training in the customised employment 'Discovery Model' from the Centre for Disability Employment Research (CDERP). The collaboration between uLaunch and CDERP marks a significant advancement towards a more inclusive society, ensuring that individuals with disabilities have equal access to meaningful employment opportunities. Through this partnership, uLaunch's personalised employment programs will integrate with CDERP's Work First employment counseling services, empowering participants to confidently pursue their career aspirations. This initiative aims to extend the reach of disability employment services to more individuals, families, and schools, offering tailored support for everyone to realise their unique employment goals and advance their careers.



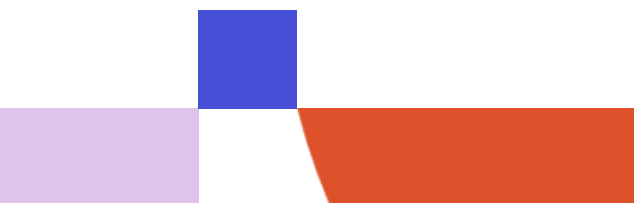
If you would like more information about the NDIS in your area, please visit the NDIS website [ndis.gov.au](https://www.ndis.gov.au)



uLaunch NDIS now offering Therapeutic Supports!

uLaunch has partnered with Healthfind to offer NDIS Therapeutic Supports, focusing on independence, well-being and community participation through specialised therapies like exercise physiology, rehabilitative therapy, speech therapy and dietetics.

These supports aim to enhance daily living, health, well-being and relationships, empowering NDIS participants to access tailored interventions for their needs.





Celebrating NAIDOC

Kowanyama, QLD

uLaunch NDIS team in far North Queensland ran a competition in Kowanyama community alongside partners RISE Ventures and Kowanyama Council for a NAIDOC design t-shirt.



With over 25 entries, a Year 5 student from Kowanyama State School created the beautiful winning design. uLaunch, RISE Ventures and Kowanyama Council have commissioned 200 shirts with the winning design to be presented to Kowanyama State School next month.





uLaunch Updates...

Throughout our NDIS locations across the country, we now have 70% of our participants in work or employment activities.



uLaunch NDIS Locations

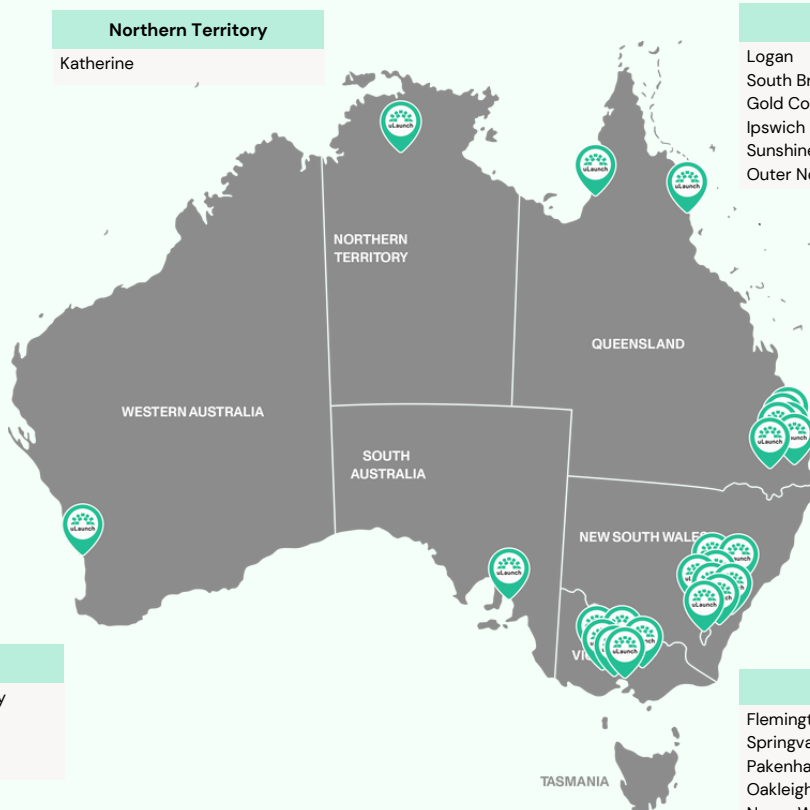
Northern Territory
Katherine

Queensland	
Logan	Cairns
South Brisbane	Kowanyama
Gold Coast	
Ipswich	
Sunshine Coast	
Outer North Brisbane	

New South Wales	
Sydney	Liverpool
Fairfield	Auburn
Parramatta	Newcastle

South Australia	
St Agnes	Salisbury
Brooklyn Park	
Seaton	

Victoria	
Flemington	Glen Waverley
Springvale	Dandenong
Pakenham	Cranbourne
Oakleigh	Cheltenham
Narre-Warren	Camberwell



70% of our participants are now in work or employment from uLaunch activities including NDIS participants from remote communities!



Partnerships



Pilot Program

Monday 9th of September marked a significant milestone for the Year 10, 11, and 12 students who participated in the Get Up and Goal program. Co-designed and co-delivered by uLaunch and the Purple Hands Foundation, this initiative saw a remarkable group of students from two schools graduate after 10 weeks of participation.

Throughout the program, these students explored pathways to employment, learned about work opportunities, and gained valuable insights into maintaining good physical and mental health. They developed essential skills such as interview preparation and workplace etiquette, all within a supportive environment that fostered choice and resilience.



Our Country Manager and MD, Mark Burns, had the honour of welcoming and congratulating the students on their progress. Following his inspiring words, the students were presented with certificates and enjoyed a special tour of the Dockers Headquarters.

A huge congratulations to all the graduates for their hard work and thank you to everyone involved for making this program a success!



Background

The Purple Hands Foundation was born out of the Freemantle Dockers' desire to have an impact on disadvantaged youth. It is a not-for-profit foundation helping young people overcome barriers to unlock their true potential, instilling important life skills using the power of sport.

In 2023 AKG sponsored the Purple Hands Foundation:

- The Freemantle Dockers Sensory Room
- A pilot focusing on harnessing sport and community to make a positive impact on youth unemployment

Current Pilot is "Get up and Goal" which has a disability focus. The program development was funded by a donation from AKG to Purple Hands. Participant future funding provided through DES and NDIS supports.



NDIS Remote Update

The past six months have been a rollercoaster for our remote team in Katherine. We've been tirelessly working to spread awareness about NDIS and how we can assist the people in the remote community.

Our outreach efforts have been extensive. We've been travelling to the remote community, meeting with community member's and educating them about the life-changing benefits of the NDIS. It's been a challenging task, but we've remained steadfast in our mission.

Through our diligent work, we've managed to submit 27 NDIS Access Request forms, along with the necessary consent forms, to the authorities. This has been a significant achievement, as it means we've been able to help these individuals take the first crucial step towards accessing the NDIS.

And the results have been truly rewarding. Out of those 27 applications, we've been able to secure NDIS plans for nine participants. This is reflective of the impact we're making and the difference we're bringing to the lives of these individuals.

It's had its ups and downs, successes and setbacks. But through it all, our team has remained committed, driven and determined to make a lasting difference. We know that the work we're doing is vital, and we're not going to stop until we've reached every single person in this community who can benefit from the NDIS.

The road ahead may be long and winding, but with each NDIS plan we secure we're one step closer to our goal of empowering this community and transforming lives. This is what keeps us going, and this is what will continue to drive us forward.

Meet The Team

Mikey Smiler

What motivated you to join the uLaunch team?

I am from Timber Creek and my tribe Ngaliwurrwuli. As a Navigator I want to educate the community ensuring they have the right information and access to NDIS Services. I will be operating in Katherine, Kybrook, Pine Creek location alongside the uLaunch and RISE Ventures team.

About the role

uLaunch NDIS Navigator is a crucial part of our team to engage, inform and assist people living in remote communities to connect with services and pathways into National Disability Insurance Schemes (NDIS). The role is to operate in and around communities in Katherine NT providing culturally appropriate activities and information on the NDIS services available for peoples living with a disability

Get in touch ...

☎ 0483 003 690

✉ mikey.smiler@ulaunch.com.au

Located?

Katherine, Kybrook, Pine Rivers, Northern Territory

Role?

NDIS Navigator

Quote ?

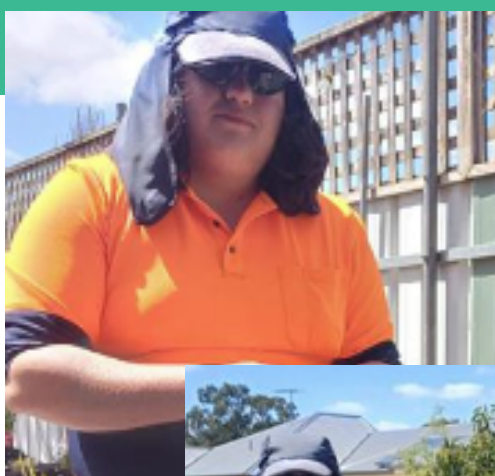
Those who stop dreaming are lost

Introducing NAVIGATORS TO KATHERINE NT

uLaunch NDIS Navigator is a crucial part of our team to engage, inform and assist people living in remote communities to connect with services and pathways into National Disability Insurance Schemes (NDIS). The role is to operate in and around communities in Katherine NT providing culturally appropriate activities and information on the NDIS services available for peoples living with disability

Good News Story

Luke, hailing from the picturesque city of Adelaide, recently embarked on an exciting journey of work experience at the renowned McLaren Vale Garden Centre. Nestled in the heart of South Australia's wine country, the garden centre is a haven for horticulture enthusiasts. During his time there, Luke is delving into the vibrant world of plants, learning the intricacies of garden maintenance, and discovering the delicate balance required to nurture a thriving garden. This hands-on experience not only allows him to cultivate a deep appreciation for nature but also equips him with valuable skills that will serve him well in any future endeavor. The McLaren Vale Garden Centre, with its rich variety of flora and expert staff, provides the perfect backdrop for Luke's growth and learning.



Luke is supported by Melissa Black, our NDIS Consultant based in South Australia.

***For more details about the Discovery Program, contact:
melissa.black@ulaunch.com.au***



Business Updates...

NDIS Price Guide Changes

Pricing Updates for 2024-2025: Changes in Pricing Arrangements and Limits

1. Short Notice Cancellations

- Non-DSW supports: 2 clear business days
- DSW supports: 7 clear business days
- Therapeutic Supports and Support Coordination revert to 2 clear business days

2. SLES Transitional Arrangements

- Eligible to claim using the support item for Employment Assistance starting from 01 July 2024.
- Can claim the current weekly rate until 30 June 2027 pending results of the blended payment trial.
- Anticipate that new plans will exclude SLES, replacing it with a budget for Employment Assistance.

3. Pricing

- Most prices have risen, with the temporary 1% loading removed.
- Most Therapy Supports remain unchanged, while Support Coordination levels 2 and 3 remain the same. Support Connection (and Psychosocial Recovery Coaching) rates have increased.
- Price caps for psychology and behavior supports have been raised.

4. TTP Discontinued

- Line items have been eliminated from the Support Catalogue.

5. Covid Loading Removed

- 1% has been removed from many Core items.

6. Plans Will Be Indexed

- All plans will be adjusted to reflect the new price caps, but only for supports with an increase.

7. PACE

No adjustments in the updated Pricing Arrangements to accommodate changes in Support Categories with PACE.



Spotlight on our People

Susan Telford

Susan Telford plays a crucial role at uLaunch as the Customer Engagement Consultant.

She is the first point of contact for new clients, providing a warm welcome and essential information about the services offered.

Susan's expertise lies in guiding clients through the array of programs available, ensuring they find the one that best fits their unique needs.

Whether it's Disability Employment Services or a NDIS program, Susan is there to support clients every step of the way, from initial enquiry to successful registration.

Her dedication to customer service ensures that every interaction is handled with care and professionalism, making the journey into uLaunch's services as smooth and beneficial as possible.



Contact Susan at:
susan.telford@ulaunch.com.au

Good News Story



Patrick, our client from QLD, commenced work as a Trainee in Horticulture using the Discovery Program

Patrick began his journey as a Trainee in Horticulture after being referred to our service by his support coordinator, who aimed to help him achieve his employment goals. Since leaving school, Patrick had not yet entered the workforce. With the assistance of his consultant Nicole and the discovery model, he developed essential capacity-building skills, including travel training. Today, Patrick is successfully navigating his way into employment. uLaunch also supported him in obtaining his driver's license. Congratulations, Patrick!

Patrick is supported by Nicole Strazzieri, our NDIS Team Leader based in North Brisbane.

For more details about the Discovery Program, contact: nicole.strazzieri@ulaunch.com.au.





Service Comparison Chart

At uLaunch we specialise in delivering bespoke employment services to NDIS participants.

All of our services are delivered by qualified Employment Consultants, in partnership with the College of Disability Employment Research and Practice.

Feature	Finding Keeping a Job	Employment related Counseling	School Leaver Employment Scheme
Personalised Support Plan	✓	✓	✓
Work 1:1 with a qualified consultant	✓	✓	✓
Support with your resume, cover letters, and job search	✓	✓	✓
Support with job searching	✓	✓	✓
Specialised support overcoming barriers to employment	✗	✓	✓
Career counselling and job carving	✗	✓	✓
Paid training and equipment *	✗	✗	✓



Employment Related Counseling

uLaunch is proud to announce that from January 2024, we will offer Employment Related Counseling! The counselling from our NDIS Health Consultants will help build social capacity, address behaviours associated with employment and provide support to feel empowered in the workplace. Our qualified Health Consultants can provide this counselling Australia wide through remote servicing. Contact the uLaunch NDIS team at ndisulaunch@angusknight.com.au for more information.

Meet the Team

NDIS Administration Consultant



Hi there, I am Andrea. I have recently started with uLaunch as a NDIS Administration Coordinator. My role supports the team with administration and compliance.

I really enjoy working in the NDIS space and seeing the amazing work that is done helping people to achieve their goals and make positive changes in their lives.

I completed a Bachelor of Arts in Psychology and Bachelor of Business in my younger days and now have over 20 years' experience working in the Disability sector. I have worked the past 5 years as an NDIS Coordinator, and prior to that in Disability Employment Services (DES), the NSW Transition to Work Program and as an Assessor for the National Panel of Assessors completing Supported Wage Assessments and Ongoing Support Assessments.

I call myself a social introvert, I very much like to be organised, and absolutely love a good spreadsheet!

I am often running my 2 teenage daughters around so I don't have a lot of spare time, however when I do, you would find me walking on the beach with hubby and my favourite child (a mini dachshund cross), listening to music or having a lovely long lunch with friends.





NDIS Remote Update



We welcome Tarati Ratana to the Kowanyama Community as the Business Hub Manager.

Tarati has several years experience working in very remote communities across Northern Territory and Far North Queensland in NDIS and Aged Care.

The uLaunch team are very excited to have Tarati onboard with us and working with the colleagues in Kowanyama.

Welcome



Feedback



Your feedback is essential for us to improve our services; we eagerly welcome your input. We value your insights on various aspects like care quality, service consistency, support worker performance, and beyond.

You can share your feedback anonymously at:



<https://ulaunch.com.au/ndis/>



ndisulaunch@angusknight.com.au



Speak to National Manager, Sarah Hanson:
0458 480 315.