



WAVERLEY NEWSLETTER

2024 Autumn Edition



Catering, Packaging, Grounds Maintenance, Assembly, On Site Labour



wavind.org



(03) 9544 7222



Notting Hill



Hallam



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ACKNOWLEDGEMENTS

Acknowledgement of Country

We acknowledge the traditional custodians of Australia and the lands upon which we live and work and pay our respects to Elders past and present.

We acknowledge the stories, traditions, and living cultures of Aboriginal and Torres Strait Islander peoples on this land, moving towards a shared direction of reconciliation to build a stronger future together.

Acknowledgement of people with Disabilities.

We extend our deepest gratitude and appreciation to all individuals with disabilities who enrich our lives and contribute immeasurably to the diversity of our community. Your strength, resilience, and unique perspectives inspire us daily.

We acknowledge the challenges you may face and recognise the importance of creating an inclusive and accessible environment for everyone. Your experiences serve as a reminder that diversity is a source of strength and that every person, regardless of ability, has valuable contributions to make not just to our organisation, but our valued clients and wider community.

Consent has been given by those pictured throughout this publication.

A MESSAGE FROM OUR CHIEF EXECUTIVE OFFICER



Nick Williamson | Chief Executive Officer

Hi Waverley Family,

Welcome to Autumn, and welcome to this 2024 Autumn Edition Waverley Newsletter!

It has been a period of much excitement and activity to the start of the year. In addition to the known changes, what might have fallen between have been the efforts to get better work for everyone.

From our production group to our commercial group, we have been working hard to get better, more fun work, and more evenly spread across both sites. At the same time, we've been getting more people onto the floor to ensure all of us are working together.

With the inclusion of Sarah Exton our Chief Experience Officer, who introduces herself on the next page, to the building of a really exciting future strategy for Waverley, I'm really excited about what's ahead of us all! Not the least of these is the fact we are turning 40 this year, so a birthday party is in order later in the year.

A final note, and I say it all the time, thank you to everyone who works at Waverley! Thank you to everyone who contributed to the fine output that Waverley provides, and thank you for making our site such a fun place to be.

Keep smiling!

Nick Williamson

Chief Executive Officer (CEO).

A MESSAGE FROM OUR CHIEF EXPERIENCE OFFICER



Sarah Exton | Chief Experience Officer

Hi Waverley Family,

I am thrilled to embark on this journey with each of you as the new Chief Experience Officer here at Waverley.

Since starting this role just a few short weeks ago, it's very clear to me that Waverley is doing some incredible work. It's been an honour to visit each of the sites and areas of the organisation, and to learn about all the great things that are happening here.

I've had the pleasure of meeting many of you already and look forward to meeting many more. Thank you to all of you for making me feel so welcome.

Together, we will continue to ensure that Waverley remains a SUPPORTIVE, SAFE and FUN place for our employees and the wider community.

We have a clear vision, strong leadership, and a great team! With plenty to look forward to over the winter months, I'm sure its going to be a great year ahead!

With gratitude,
Sarah Exton
Chief Experience Officer (CXO).

Melba Support Services open up a world of opportunities for people to live a fabulous life



Since 1972, Melba has been providing services that focus on supporting people to dream big, embrace life and do what they choose and value.

We help people live fabulous lives through our trusted support services, including:

- Accommodation Services, including Supported Independent Living (SIL) and Individualised Living Options (ILO)
- Individualised Supports to enable people to fully participate in life
- Respite Services including Short Term Accommodation and Assistance (STAA), ensuring both individuals and their support networks get the breaks they deserve
- Leisure and Recreation Program with tailored holiday options
- NDIS Support Coordination to help people get the most of their NDIS plan
- Community Participation and Inclusion Initiatives for meaningful engagement within the community
- Practice, Quality and Safeguards to provide a safe, fun pathway for people to achieve their goals and dreams



Get in touch

Want to find out more about how we help individuals to live a fabulous life and unlock a world of possibilities?

📞 CALL 03 9212 0100

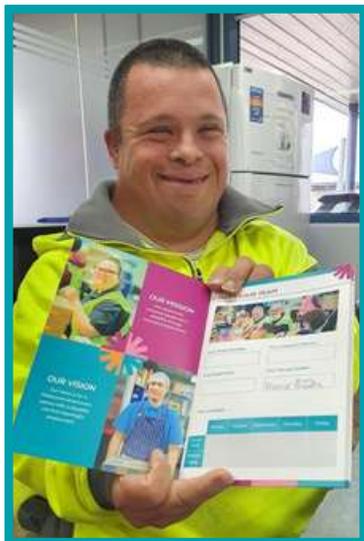
✉️ EMAIL melba@melbasupport.com.au

🌐 VISIT melbasupport.com.au



LOOK WHAT'S NEW!

We want to make Waverley a welcome and inclusive place to work and visit for everyone!



Employee Handbook

Our Employees have been receiving their updated employee handbooks recently. Pictured is David with his copy.

Joanne, in Packaging says “they are bright, colourful and has everything I need to know about working at Waverley.”

We hope you find yours valuable with all you need to know about your Waverley Experience.

Contact Experience Support if you have not received your copy.

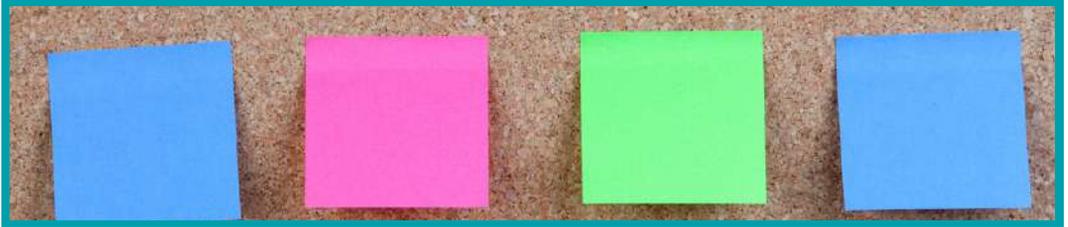
A new, welcoming presence at Waverley.



If you work at our Notting Hill site or visited us recently, you may have seen our bright, new colourful doors and windows, featuring a few of our happy employees from all areas of our business.

See your Support Mentor or Claire in the office if you would like to be included in future brochures, posters, windows and on our LinkedIn posts.

WAVERLEY NOTICEBOARD



Employee pick up times

This is a friendly reminder that employee pick-up is scheduled for 4.15 PM.

Employees need to be picked up on time at the designated pick-up point:

Notting Hill: Back Council Car Park.

Hallam: In front of the building.

We ask that if there are any unexpected changes or issues, please notify our reception immediately by calling **9544 7222**.

Employee safety is our priority, and we appreciate your cooperation.

Safety First!

Let's make every day a safe day!

Your well-being matters!

Remember:

- Wear safety gear at all times.
- Watch where you walk and do not be on your phone.
- Keep walkways clear.
- Report hazards and near misses as soon as possible.
- For those at our Notting Hill site and arrive early, rest and relax in the canteen until your work area opens.

Our shared commitment keeps our workplace safe. If you see something, say something to either your Supervisor, Support Mentor, Team Leader or an office Staff member.



WAVERLEY NOTICEBOARD



Upcoming works at Notting Hill

There are road works related to the Suburban Rail Loop (SRL) that may affect access to our Notting Hill site. These works started mid April.

What does this mean for you?

Ferntree Gully Road and Blackburn Road will be blocked overnight until 7am each morning. The bus stops closest to Waverley are also closed before 7am. Do not arrive at work before 7am.

Ferntree Gully Road

- Closed westbound between Blackburn Road and Ferntree Place.
- No access to Howleys Road.

Blackburn Road

- No access to westbound Ferntree Gully Road.

Roads and bus stops will reopen from 7am each day.



Please plan your commute accordingly, and if you have any questions or concerns, feel free to reach out to your Support Mentor or Supervisor.

WORK AREA UPDATE

ASSEMBLY

Dedication and commitment to get the job done!

The team continues their excellent work for regular clients including Brown and Watson, FanTech, Pacific National and Volgren just to name a few.

And with a proactive effort from the Commercial Team, there are exciting opportunities for new and exciting work that offers upskilling opportunities, too.

One of the examples of this is our team starting to use their incredible skills to assemble, program and package individual radio units.

With a supportive team by their side, and a shared vision, there are exciting times ahead for our Assembly team!



WE WANT YOU!

Would you like to try working in Assembly?



Learn new skills, make new friends and
HAVE FUN!

Here's how to let us know:



See your Support Mentor.



Email us:
experience.support@wavind.org



Register online:
Scan the QR Code.



WORK AREA UPDATE

PACKAGING

A positive attitude brings positive results!

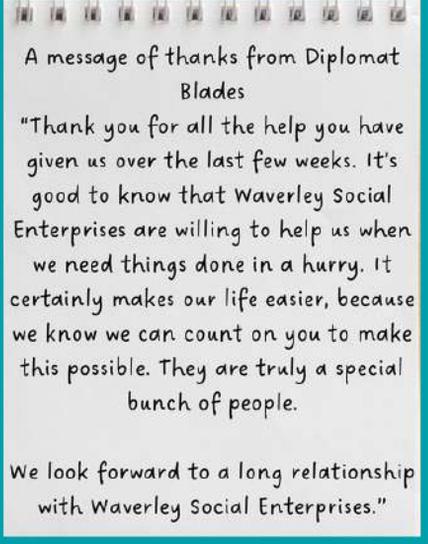
There has been smiles and enthusiasm in packaging. We love to see their respect, care and collaboration with each other every day. Their great work was also recognised by Diplomat Blades (pictured).

Here's what they have been working on:

- Labelled food packages for Gideon, Nandos and Fyna Foods.
- Packed and labelled cosmetic products for L'Oreal, Natio and Essity.
- Packed the merchandise stands that were in stores across Australia for Barbie, Hot Wheels and Vitality Brands.
- Packed over **20,000** boxes of serviettes.
- Individually inflated over **13,000** sports balls such as soccer balls and basketballs!

There was a big pallet line of finished orders, thanks to the great work of our teams to get the jobs done for our valued clients.

Keep up the great work everyone!



WORK AREA UPDATE

CATERING

Relishing every opportunity

Our Catering team has been busy fulfilling orders and delivering all over Melbourne. We have been making new tasty new recipes for not only our clients, but for our canteen, too, which have been given a thumbs up from our employees and staff.

We have welcomed Colin into the team. His encouragement, patience and support are helping our team thrive and achieve their goals.

The team has enjoyed cooking at on site BBQ's and delivering food to our clients with a smile. Marc and Leon have been learning how to use the deep fryer more independently and Caroline has been learning how to prepare hot food. The team are certainly relishing every opportunity to serve up delicious food for our clients, staff and employees.

We can't wait to see what you cook up next!



WORK AREA UPDATE

GROUNDS MAINTENANCE

Working and growing together as a team.

What a fantastic summer it's been for our Grounds Maintenance team.

They have weathered the elements, from sun, to rain that Melbourne brings, whilst delivering exceptional work for our clients. MoreMac, one of our clients, wrote a LinkedIn post thanking the team for the quality work they did to get their site looking clean and tidy.

Tim, Jake, Melea and Andrew have been busy on the Suburban Rail Loop site in Burwood. They were asked to participate in a photoshoot and story that showcased the positive impact of the work that not only they do for this project, but the impact it's had on their lives, too!

We also received a generous donation of equipment from Pfizer, which will greatly assist us in future work for our valued clients. The team are buzzing with excitement to learn their new tools!



FUN DAYS



This year, we encouraged everyone to show their support for those with epilepsy by wearing purple for Wear It Purple day.

Our dedicated Support Mentors led insightful training sessions on the day, empowering us with knowledge about epilepsy. The training session covered topics such as understanding epilepsy, stigma around epilepsy and creating an inclusive environment.

What a heart warming sight!



JOY AND BELONGING

There have been birthdays, Easter Egg treats, finding gnomes on the production floor, and singing and dancing, too! Our Employees certainly get into the spirit of having fun at work alongside their friends, supervisors, team leaders and office team!



Jade celebrated his birthday with his friends at work.



Nat, Tristian and Leanne enjoying some fun together.



Caroline with her gnome that she found hidden.



Group 3 with Lan and their Easter Eggs - look at all that chocolate!

JOY AND BELONGING

There have been birthday cakes, BBQs cooked by our staff and karaoke too. Our Employees certainly get into the spirit of having fun at work alongside their friends, supervisors, team leaders and office team!



Tu celebrated a birthday with Leanne.



Clayton had fun singing on the microphone.



Michael enjoyed one of our fun day lunches.



Hallam team enjoying an on site BBQ cooked by staff.



Claire, Brooke and Marie were all smiles on the floor for a social media post.

EMPLOYEES OF THE MONTH

JANUARY - MARCH

Congratulations our Employees of the Month award winners!

Assembly, Grounds Maintenance and Catering

| Month | Assembly | Grounds Maintenance | Catering |
|----------|-------------|---------------------|-------------|
| January | Whole Group | Daniel Wilson | Patrick Tan |
| February | Josh Watt | Melea Furness | |
| March | Adam Watt | Paul Slinger | |

Packaging - Hallam

| Month | Group 1 | Group 2 | Group 3 | Group 4 |
|----------|-------------------|----------------|----------------|-----------------------|
| January | Jordan Whitaker | Andrew Robbins | Rory Dembinski | Charlie Lesiak |
| February | David Pietrosanto | Ben McCrae | Ashley Jones | Darren Webster |
| March | Paula Whiting | Tyson Walden | Senel Murdoch | Anouphanh Phanyathong |

Packaging - Notting Hill

| Month | Group 1 | Group 2 | Group 3 | Group 4 | Group 5 | Group 6 |
|----------|-----------------|-----------------|--------------|----------------------|----------------|------------|
| January | Matthew Dempsey | Akshay Rohatgi | | Anja Wemmering | | |
| February | Liam Murphy | Leanne McCarthy | Evesh Pillay | Christopher Chambers | Mary Mallamace | |
| March | Vickram Jholl | Pasquale Aiello | Danny Chan | Allison Whitwell | Brittney Moran | Jason Borg |

WAVERLEY SKILLS

Our employees have had the opportunity to upskill and learn.



Mark enjoyed learning how to safely use our fryer in the kitchen.



Lauren was excited to learn how to use the pallet jack and was proud of her efforts.



Anita did an amazing job learning how to safely use the heat tunnel.



Tim had a huge smile after completing labelling and over-labelling training.



Gary learnt how to use the airgun. This is used on inflating sports balls.



Brendan learnt how to put together the light bulbs for Brown and Watson.

WAVERLEY SKILLS

Our employees have had the opportunity to upskill and learn.



Wayne has been thrilled to learn how to use this equipment to keep our floors clean and shiny!



Mark and some of the packaging team were trained to use this machine to help with packaging boxes.



Patrick was very proud of his progress and achievements in the canteen.



David and our Grounds Maintenance team have been excited to be using new equipment.

Whether it is learning how to use a pallet jack, equipment to inflate sports balls, doing complex labelling jobs, or preparing food and more, our Support Mentors are here to help and support you with your Individual Employment goals.

Talk to your Support Mentor about a new skill you'd like to learn!

WAVERLEY CAREERS

It's an exciting time to be part of the Waverley family, so if you or anyone you know is looking for a meaningful job, here's what we have on offer across our two sites.



Grounds Maintenance

Enjoy the great outdoors by doing jobs such as gardening, weeding and site clean-up across Melbourne. Read about what the team does on page 14.



Packaging

From putting labels on boxes, to unpacking boxes, creating special gift packs, putting together packs that you see displayed at Big W, packing food items, our team proudly does a variety of packaging work for Crayola, L'Oreal, Barbie and Wizz Fizz, and more.



Assembly

If you enjoy using tools and are interested in woodwork, electrical work, or counting and measuring, we have opportunities in our growing Assembly team!



Catering

Learn how to work in a commercial kitchen. Prepare, deliver and serve tasty, quality food for our corporate and community clients for events, meetings and awareness days, as well as our canteen, too!



On Site Labour

Help our clients get the job done at their work place. If you like variety and want to experience working on client sites with a Supervisor to guide you, just like you have at Waverley.

How to apply:

Natalie Cappadona | Participant Engagement Officer

Email: experience.support@wavind.org | Phone: 03 9544 7222

WAVERLEY WORK EXPERIENCE

Recently we've had students from Dandenong Valley and Marnebek (pictured) join us for Work Experience at Waverley.



They got to learn, meet and interact with our friendly employees and support teams, and above all, had fun while gaining valuable skills in a work environment.



We hope you enjoyed your Waverley experience!

WAVERLEY

WORK EXPERIENCE

One of our Employees, Frankie, has had the opportunity to work in the office one day a week with Claire in the Commercial area of the business.

Frankie says:

I've enjoyed working in marketing with the most amazing mentor, Claire Aldham, who has a cochlear implant, like me!

I've learnt a lot of new things like:

- How to design posters for the noticeboards.
- Choose pictures for the handbook.
- Updating the Waverley website.
- Learnt about LinkedIn and how that can help me professionally.
- About our Waverley brand and the images we use.

Thank you, Claire, for teaching me new skills in Sales and Marketing.



Claire says:

It has been a joy having Frankie come and work with me.

I have been impressed with how quickly she has learnt and adapted her new skills on the computer, from using Excel for stock control, to writing stories and using her creative skills. I've enjoyed sharing my knowledge, and experience, too.

Fabulous work, Frankie!

NDIS UPDATE



A reminder regarding Service Agreements

Service Agreements are important documents. They help make sure you and Waverley have the same expectations of what supports will be delivered and how they will be delivered.

You, your families or your care network should notify Waverley when:

- you have had a plan re-assessment, or
- your NDIS plan has been extended, or
- you receive a new NDIS plan.

This is so that a new Service Agreement can be provided.

It is important that once you receive a Service Agreement it is signed and returned promptly.

Do you have questions or concerns about your Service Agreement?

Talk to Manda Zoric or Danielle Lowery
experience.support@wavind.org
03 9544 7222

NDIS UPDATE



The updated my NDIS mobile app

The latest version of the my NDIS app is more accessible and will help you easily view and manage your NDIS plan from your mobile or tablets at any time.

Use the my NDIS app to view your budget, including the total funds available.

You can also see all claims against your budget and view your plan, information, and personal details.

Participant NDIS factsheets available in Easy Read

There are 16 factsheets that can support you to understand the NDIS. They cover a range of topics from understanding consent to changing your plan and working with providers.

16 factsheets are available in Easy Read. You can download them from the Booklets and factsheets page on the NDIS website:

<https://www.ndis.gov.au/about-us/publications/booklets-and-factsheets>

You can also order printed copies by calling 1800 110 800 or emailing enquiries@ndis.gov.au.

For help or more information, talk to your Support Mentor or Care Team.

WAVERLEY CONGRATULATIONS!



Congratulations Pam!

A very well deserving winner of the 2023 Monash Rotary Award. Pam received the award for her exceptional attention to detail, communication and collaboration between departments.

She gives her thanks, below:

The recognition inspires me to continue my work at Waverley with even greater enthusiasm. I am honoured to have received this award and would like everyone to know I appreciate it more than words can express.

A surprise nomination for Angela

Angela Jones, one of our Support Mentors, was a top 5 finalist for the Casey Community Awards and was humbled that Waverley had nominated her. Angela says this about her nomination:

“I was very honoured to be one of 5 finalists to be a part of an amazing night celebrating amazing people. That was a win for me!”

We are so lucky to have you as part of our family, Angela!



WAVERLEY STORIES

Our employees share what they've been doing lately.



Heather has been learning line dancing and tells us how much she loves it.



Sebastian went to see the WWE Elimination Chamber at Optus Stadium and loved every moment of it.



Eric learnt how to make vegetable soup. In his words - it was very tasty.



Ash learnt how to make cupcakes for the first time and they look delicious!



Anthony won a gold medal in basketball recently.

Well done!



Heath went to the Pink concert and had so much fun!

WAVERLEY TRAVELS



Our employees have been travelling in Australia and around the world - here are their pictures and stories.



Fleur travelled to Japan and enjoyed learning about the culture.



Eric travelled to Taiwan. His favourite part was patting and feeding the dolphins.



Heather got to pat a friendly Kangaroo on her trip recently.



Tim went to the Australian Open and saw the world's best tennis players.



Andrew and Vicky went to Launceston and came away with some medals!



Kenny travelled to Singapore and Thailand with his family.

WAVERLEY FOOTY TIPPING

Who will be crowned our footy tipping champion?

At Waverley, we like our footy! Our employees and staff are enjoying testing their tipping skills against each other.

It's very close in the top 10 after Round 8.



| Position | Name | Current score |
|----------|-----------------|---------------|
| 1 | DC Hot Wheels | 54 |
| 2 | Gary Young | 51 |
| 3 | Rach Birdy | 51 |
| 4 | Kev's Magpies | 50 |
| 5 | Holly Gilding | 50 |
| 6 | Kathy Angulo | 50 |
| 7 | Dee Dee | 50 |
| 8 | Louis Gennacaro | 49 |
| 9 | Claire Aldham | 49 |
| 10 | Marie Fella | 49 |



WAVERLEY FEEDBACK



Your thoughts and ideas are really important to us! When you share what you think, it helps us make our services better and match what you need.

We want everyone to feel happy and supported at our workplace, and your feedback helps us make that happen.

Here's how you can do this:

**Suggestion
boxes**



**Waverley
Website**



**Your support
team**



**So, don't hesitate to let us know what you think.
Your words and ideas make a big difference!**

WAVERLEY

FAREWELLS



Sadly, we said goodbye to Dina, Kathy and Noella, all who have left Waverley for a new and exciting chapter in their lives.

We thank them for their commitment and passion to making a difference at Waverley, and wish them well for the future.

In true Waverley style, we sent them off with dancing, food and laughter! In Noella's words. "This is not goodbye for ever but rather a "see you later".



EMPLOYEE RESOURCES

EMPLOYEE ASSISTANT PROGRAM (EAP)

Up to three (3) free and confidential counseling sessions per year through Access EAP are available to you.

With over 2000 counsellors available, you can access confidential counselling and support 24 hours a day, 7 days a week.

Phone: 1800 818 728

Website: accesseap.com.au



MEDICARE URGENT CARE CLINICS

Medicare Urgent Care Clinics (UCC's) provide bulk billed, urgent care in a GP setting, so you don't have to wait in a hospital emergency department.

Clinics are open early and close late, seven days a week and you don't need an appointment or referral. You can walk in and wait to be seen.

Urgent care is when you need medical attention for an illness or injury that can't wait for a regular appointment with a GP but doesn't require a visit to hospital. Things that may need urgent medical care include minor fractures, sprains and pain, minor infections, mild burns, respiratory illness, severe stomach pains, or urinary tract infections.

Medicare UCCs provide accessible and inclusive services for all Australians, including people with physical and intellectual disabilities.

To find out more and download accessible resources, including in Easy Read format and Auslan, visit: health.gov.au/MedicareUCC

Thank you!



Stories are powerful, and helps us to showcase the work we proudly deliver for our valued employees, clients, and community.

Here's who contributed to this edition:

- **Employees** | Ash, Eric, Anthony, Sebastian, Heather, Fleur, Mark, Timothy, Patrick, James, Frankie.
- **Executive Leadership Team** | Nick, Scott, Sarah, Ariana and Jess.
- **Production Team** | Des, Justin, Nick S, Julie, Sam, Pam and Jo.
- **Experience Team** | Natalie, Manda and Dani.
- **Support Mentors** | Srdjan, Deborah, Herly, Ingrid, Luke, and Angela.
- **Design and layout** | Claire.

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scott.haines@wavind.org



Catering, Packaging, Grounds Maintenance, Assembly, On Site Labour