



From the CEO

Kristian Dauncey

Chief Executive Officer

NDIS

With the coolest of mornings now behind us, we are now starting to enjoy longer sunlit days and look forward to spring with the traditional increased activity it brings. Over the winter period, the NDIS arrived a little earlier than expected with many participants and families being contacted by the NDIS well before the advertised start date of 1 November 2017. Thankfully, Knoxbrooke was well progressed in its preparation for the NDIS and has been assisting many participants and families through the early stages of the NDIS journey.

One of the key ways of learning about the NDIS is to attend Knoxbrooke NDIS café-style session. If you haven't attended a café-style session yet, I would encourage you to do so as attendees leave the meeting with a general understanding of the NDIS, know what to expect, receive practical resources and have the knowledge of where to seek further guidance and support.

Whilst the NDIS is something new that needs to be learnt there is real upside. To date, of the people that Knoxbrooke has assisted to transition early to the NDIS, each person has achieved great NDIS outcomes which has been heartening. For some people, the NDIS First Plan has been immediately life changing.

Knoxbrooke Training



On 28th July, Knoxbrooke Training held the Warehousing Course graduation. It was a wonderful celebration and my congratulations to all graduates of the course. Well done!

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Achieving outcomes through support, education & employment.

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With the imminent start of the NDIS, Knoxbrooke has been reviewing its current services and recently reviewed Knoxbrooke Training. At Knoxbrooke, we are deeply committed to achieving outcomes through support, education and employment and it is important that we challenge ourselves on how to provide even better services. Incorporated in the review was extensive listening to what is important and valued by people we support and their families.

The review showed that whilst Knoxbrooke Training delivers highly valued vocational skills building and knowledge, there is a gap and the NDIS allows for this gap to be filled. The gap relates to life skills education particularly for many individuals currently employed within our social enterprises. Life skills includes topics such as: healthy relationships, safe travel on public transport, meal preparation and nutrition, home budgeting, etc.

The need for this education is clear and shortly, all supported employees and families will receive a survey where Knoxbrooke Training will request your feedback on what life skills education is important to you and your preferred way of learning (group or individual) and preferred location/s. Your feedback is valued and I encourage you to complete and return the survey once completed.

A Word on Social Enterprises

Yarra View Nursery is an accredited social enterprise with Social Traders and through Social Traders, Yarra View Nursery has been invited to participate in a variety of high level social procurement conversations with blue chip corporates. Through these conversations, it is apparent that there is a genuine desire by corporates to engage social enterprises which is a wonderful development for what we do each day. The genuine buy-in by corporates we expect will assist us in creating additional employment opportunities for the people we serve. There is a groundswell of support and we are hopeful this momentum will continue to build thus ensuring that our social enterprise futures remains bright.

Golden Jubilee Book

Having recently celebrated our 50th anniversary, it is only appropriate that a Golden Jubilee book be published. Knoxbrooke has the richest of histories and condensing this to a single book was been the challenge of Anne Boyd, Jeanette Furmedge and Jan Charlett. The book preparation is going well and is expected to be available early next year. The book is currently being drafted up and the difficult task of choosing 60 or so photos from the vast archives is being worked through.

Should you have any high quality photos or news stories that you believe should be celebrated in the golden jubilee book, could you please contact Jenny or Larelle in reception.

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Disability Services Commissioner

Complaints options for the NDIS...

I'm not happy with my disability service provider	Disability Services Commissioner (Victoria)	1800 677 342 complaints@odsc.vic.gov.au www.odsc.vic.gov.au
I'm not happy with the NDIA's actions	Commonwealth Ombudsman	1300 362 072 www.ombudsman.gov.au
I'm not happy with my community mental health provider	Mental Health Complaints Commissioner (Victoria)	1800 246 054 03 9032 3328 help@mhcc.vic.gov.au www.mhcc.vic.gov.au

www.odsc.vic.gov.au

Glen Bowen

General Manager
Knoxbrooke Community & Training

Knoxbrooke Community is closed on the following inclusive days:

No service: Monday 25 September 2017 to Friday 29 September 2017

No service: Monday 6 November 2017 to Tuesday 7 November 2017

No service: Monday 25 December 2017 to 12 January 2018

National Disability Insurance Scheme (NDIS) Update

It is now 2 months away for Knoxbrooke participants to start joining the NDIS.

CARER NDIS INFORMATION SESSIONS

Knoxbrooke is continuing to provide NDIS carer information sessions. If you haven't already signed up to come along to one of our sessions, I encourage you to make the time to come along. You can contact any of the Knoxbrooke NDIS team on **1300 KNOXBROOKE** for more details.

GETTING YOU READY FOR THE NDIS

Remember for the person that you advocate for to:

- write down everything that is important
- write down what things need to stay the same
- write down what things need to change
- write down additional reasonable and necessary supports required
- book in and come along to a Knoxbrooke NDIS carer information session
- asking any of the Knoxbrooke NDIS team for any help in getting ready
- remember to ask for a face to face meeting with the NDIS planner
- bring someone along with you to the planning meeting

PICK UP THE PHONE AND MAKE A TIME TO COME AND SEE US ABOUT THE NDIS

Introducing the Knoxbrooke NDIS Intake and Planning Officers team (*from left to right*), Fiona, Michelle, Fleur and Laura.



If you want to ask questions about the NDIS and in preparing for the 1st NDIS plan meeting, please call any of the NDIS team on **1300 KNOXBROOKE** (or 9758-3666), between 9.00am to 4.00pm, Monday to Friday.

Introducing Knoxbrooke 365 & Knoxbrooke Achieve

Knoxbrooke 365



Flexible support provided by experienced staff

Support available 365 days of the year

Between 6am – 10pm and overnight if required.

Call 1300 KNOXBROOKE to find out more

Providing individualised 1:1 in-home & community support.



Knoxbrooke Achieve



We are excited to be launching our latest program, Knoxbrooke Achieve.

This program will operate from our new Basecamp location.

It has been designed to teach the skills needed to achieve employment or further education.

*1 year program also available.

- Limited places
- Multiple locations
- Easy public transport access
- 2 year program*
- Clear pathways
- Knoxbrooke operates 4 social enterprises (employment)



Knoxbrooke is delighted to have launched these 2 services / programs.

If you have any questions or feel these support services will be relevant to the person you advocate for, please contact the Knoxbrooke NDIS Intake and Planning Officers team on **1300 KNOXBROOKE** and we can guide you on how to incorporate these support elements into the persons 1st NDIS plan.



From the Knoxbrooke NDIS Team

Momentum is building for all, in preparation for the NDIS. Café style information sessions have been very popular, as have the VALID information course, which has run over 4 weeks. Knoxbrooke wishes to thank Donna Shaw for her invaluable input and advice for families/carers. Donna is running another 5 week course with 17 families in attendance. We have had feedback from the Knoxbrooke Client Council that participants would like more information on the NDIS. They have organized Rick from VALID to speak at Knoxbrooke for a 4 week course. Furthermore, if participants and/or workers would like more information on the NDIS, workbooks are available, or make a time with a team member to have a chat. The NDIS team would like also like to remind families that we are here to help with your NDIS preparation. Please call the Knoxbrooke Community site to speak to a team member.

Scott Buckland

*General Manager
Knoxbrooke Enterprises*

Knoxbrooke Enterprises is getting ready for the NDIS and with the introduction of new programs we will be running some Open Days at both Knoxbrooke Outsource and Yarra View Nursery. 6 of our team have undergone the "Terrific Tour Guides" course and are now armed with all the skills and knowledge to promote what a great organisation we are. Thanks must go to the team at Knoxbrooke Training for putting together an innovative and engaging program and providing the group with new found skills and confidence.



Annual wage assessments are nearing completion. It's a big job to get through all our 145 supported employees. This is a process we have to do to ensure wages are fair and paid at the right rates. Assessments are conducted by independent, external assessors chosen by the federal government.

Yarra View Nursery (YVN)

It's the calm before the Spring 'peak' at YVN. But the team have still been very busy preparing and with the very cold winter we are anticipating a warm spring and lots of plants being sold! Production of the next big Aldi order is now in full swing and we are picking and preparing stock for a large Mitre 10 program where YVN will be featured in their Spring Mega sale catalogues. The Level Crossing Removal Projects at both Bayswater and Heatherdale Road, Mitcham are now complete and all our 130,000 plants have been delivered and planted. These have been fantastic projects for YVN and we are hopeful several more will come our way in the near future.

I am very pleased to advise that the new Pedestrian Crossing lights on York Road were officially 'turned on' Friday 11 August 2017 in front of a small crowd including state MP's, Deputy Premier James Merlino MP and Shaun Leane MLC, representatives from Vic Roads and Mount Evelyn Christian School and of course staff and supported employees from YVN. It was great to see Karen Dettman there to actually be the first person to push the button and cross York Road safely. Karen lobbied for almost 10 years for these lights that will now help many of YVN's employees cross safely and independently. Well done to all involved in making this happen.



Home of Garden Lovers (HOGL)

As bare root tree season comes to an end the team are busily preparing for the upcoming Fathers Day weekend sale from Friday 1 September to Sunday 3 September. While plants will be 50% off there will also be lots of other product line specials on offer.



Over the last couple of months some new lines have been introduced to increase our offerings and broaden the client base. Essential oil scented candles, homewares and home decorative are just some of the new lines. Lots of work has also been done on display areas, gardens and plant stocks to continue our strive for Home of Garden Lovers to be a great place to take a walk, browse, shop or indeed fill up your garden.

If you have not already connected with us on facebook get online now to make sure you stay up to date with all the new products and specials coming through.

Yarra View Horticulture (YVH)

The sub contract model is working very well with all clients being looked after as good as before. Increasing our subcontractor base has also enabled targeting of new business and improved flexibility for the larger contracts such as Yarra Ranges Council.

As we go to print I am excited to announce that Yarra View Horticulture has been awarded a large contract with the Level Crossing Removal Authority for the clean up and re-instatement of community gardens at one of their sites. This is a completely new type of contract for Knoxbrooke Enterprises and will be a great test of our capabilities for potential future work.

Importantly, all supported employees from Yarra View Horticulture have settled into their new roles at both Yarra View Nursery and Knoxbrooke Outsource, all finding their new 'niche' within Knoxbrooke Enterprises.



Knoxbrooke Outsource (KO)

Another very busy few months at KO with deliveries into Bunnings of our kindling continuing, Dollar Sweets processing picking up and almost all of our other key clients providing ongoing work. The feeling is that KO is the busiest we have ever been. Well done to Shaun and the entire KO team on getting the job done.

So busy is KO, that one job has part of the work being done down at Yarra View Nursery. I have been very impressed by the collaboration of the management teams of both YVN and KO to work out a way to do the job and the commitment of all to make it happen.

the home of
gardenlovers
discover your complete outdoor experience



Father's Day Weekend Sale

1st, 2nd & 3rd September

(Fri, Sat & Sun - 9am to 5pm)

50% OFF ALL PLANTS

The Home of Garden Lovers
136 York Road, Mount Evelyn

 9737 0851 or 0438 798 046

More information at -  www.facebook.com/thehomeofgardenlovers