



Edition 3 2019



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From the CEO

So far this year, we have discussed Knobrooke's values of respect and inclusion. In this third edition, I'd like to focus on Knobrooke's third value being:

CONTINUOUS IMPROVEMENT – We continuously measure our activities to ensure that the needs of people with disabilities and their families are met through improved outcomes.

With the arrival of the NDIS on 1 November 2017, Knobrooke has strived to provide supports at a standard that exceeds people's expectations. We have worked diligently at improving support outcomes by being person-centered. We understand that people choosing Knobrooke services should find the experience fun, highly engaging and professional. To ensure Knobrooke has contemporary practices, we have actively invested in our staff with the best training we can find. We have also invested in systems to ensure that Knobrooke is NDIS compliant and we continue to seek improvements. For example, there is a software review currently underway.

Whilst the above is important, the most satisfying part of Knobrooke's journey of continuous improvement has been the creation of new NDIS services as demanded by you. These past 2 years has seen the creation of Knobrooke 365 for support in the home and in the community, Knobrooke Achieve to prepare school leavers for work and the ever popular Knobrooke Extras providing a broad range of social group and structured learning activities.

The focus on continuous improvement has provided Knobrooke with the confidence to strategically acquire Warragul-based disability service Mawarra. Mawarra is a proud organisation of 60 years standing in its local community and following a unanimous vote by the members of Mawarra, the organisation will be transferred to Knobrooke in coming months. Mawarra members now have a confidence that this valuable local service will not only continue into the future as a division of Knobrooke but also be in a strong position to deliver a range of new NDIS services. Over the next few months, 73 staff, 115 participants and \$4m in assets will transfer to Knobrooke. It is expected that through this process, synergies will be realised and enable a strengthened Knobrooke to provide an even better service into the future.

— Kristian.



Knobrooke CEO, Kristian Dauncey and Mawarra CEO, Gordon Jamieson

Permission to Shine Concert 2019

Big new and exciting things have been happening throughout this term at Community. We had our first of two concerts on the 25th July, the second being 8th August.

Both concerts almost sold out!

The theme this year was 'Permission to Shine' and boy did all the performers do just that.

Seeing everything come together on the night is a tribute to all the team of staff who have volunteered making costumes, doing hair and makeup and making sure all the performers were ready to shine on stage.

— Anne



Basecamp Update

Ringwood Basecamp

Ringwood has now progressed to stage 3 in the transition to Basecamp.

STAGE 3

We are now working on developing an ongoing timetable of activities and programs for Wednesdays and Thursdays that combine all Basecamps.

STAGE 4

All Ringwood Basecamp participants who also use 365 will soon access this 1:1 support directly through the Basecamp staff team.

Ferntree Gully Basecamp

Ferntree Gully Basecamp officially began at Wally Tew Reserve, Ferntree Gully Football and Cricket Club on 29th July. To ensure that this transition minimises disruption, Knoxbrooke is approaching the initial portion of the Basecamp transition in 2 stages:

STAGE 1

During stage 1, the Ferntree Gully Basecamp participants are starting and finishing their day at Ferntree Gully Basecamp to give participants time to become familiar with the new Basecamp, peers and Basecamp crew members. During the day

Once all Ferntree Gully Basecamp participants have arrived at the Basecamp, all participants and Basecamp crew members are driving over to Knoxbrooke Community at 977 Burwood Highway premises in Ferntree Gully and attend current programs. The reverse is happening at the end of each day of service.

For those participants using Knoxbrooke 365 and communicating with Paul and/or Knoxbrooke Extras supports and communicating with Kasie, these arrangements remain unchanged during stage 1.

STAGE 2

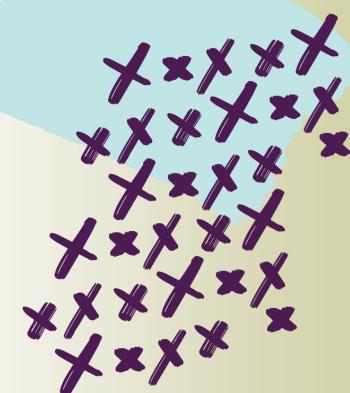
Basecamp crew members have already communicated with participants and their family and/or carers to discuss all their service needs. The Basecamp crew members are in the process of collating this information and that of all other participants and their families/carers to develop programs and supports that meets their expectations as closely as possible.

Given the wholistic nature of stage 2 and its complexity this may take some time to undertake well.

Once all group program changes are agreed to, the Ferntree Gully Basecamp will then provide:

3 days of weekday group programs exclusively for Ferntree Gully Basecamp participants and for

2 days per week participants will be involved in whole of Knoxbrooke group programs where available



Basecamp Update Cont...



Rowville/Wantirna Basecamp update

The Rowville/Wantirna Basecamp will be the last of the three Basecamps to commence with an expected start date of 30 September 2019. The Parent/Carer advisory group are working to finalise location.

— Glen.

Holiday Dates — All Basecamps

Monday 23 September to Friday 27 September 2019	Three-Quarter Year Break
Monday 4 November to Tuesday 5 November 2019	Melbourne Cup Period Break
Monday 23 December to Monday 13 January 2020	Christmas/New Year Break

First Day of service in 2020 is Tuesday 14 January 2020

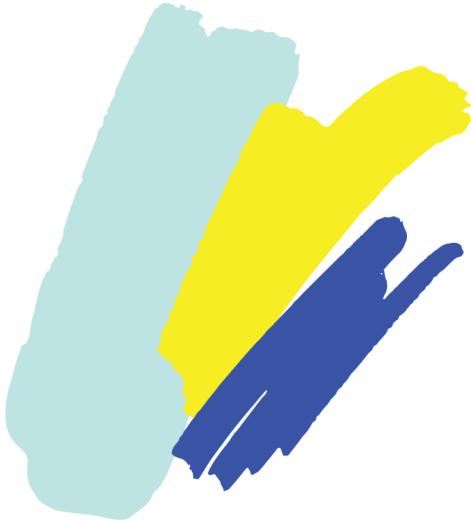
A full schedule of the **2019 HOLIDAY DATES** (*excluding Staff Professional Development Training dates listed above*), are available on our web site.

Closure of Basecamps dates:

For Staff Professional Development Training are as follows:

Ringwood Basecamp	Wednesday 28 August 2019
Ferntree Gully Basecamp	Wednesday 28 August 2019
	Friday 13 September 2019
	Friday 4 October 2019
Rowville/Wantirna Basecamp	Friday 13 September 2019
Friday 4 October 2019	Friday 18 October 2019
	Friday 8 November 2019





K365

Knoxbrooke 365 offers 1:1 support for transport, in home and community access for recreation and leisure activities. Over the last few months participants in 365 have been undertaking a large range of activities in the community from attending zoos, gyms, bingo, swimming, netball, fishing, craft groups, girl guides, disco's, live music venues, bowling leagues, and more. The list of community access activities participants can undertake is endless. Over the past month K365 staff has also supported a participant find and move into a new house. Last weekend Susan with the support of K365 staff member Jasmine attended the Ferntree Gully Farmers Market (picture on our front page). Susan had a great time—as you can see from her big smile and has asked if she can go back again next month!

There has also been a number of our K365 participants attending AFL games this season at both the MCG and Marvel stadium. Local football has also been well attended and as we move towards finals more requests for support to attend football are coming in.

As we move towards spring there has been a number of requests for K365 staff to support participants to attend the Royal Melbourne Show.

K365 is continuing to receive a large number of requests for support, so there may be a waiting list so please be patient. For any information on K365 support, please contact Paul McDonald on: 0419 109 321 or email at paulm@knoxbrooke.com.au

— Paul

Go Camp Wally!

On the 29th of July **Ferntree Gully Basecamp** started phase one of our transition to Wally Tew. Everyone was very excited to move to our new site with wonderful views and great location! We are all very much looking forward to running some great programs out of our new home base. — April.



Community

Wantirna / Rowville basecamp team are all very excited busily chatting with participants, families carers about what new programs they might like to do when at the new basecamp.

Groups from Community have been visiting Ringwood basecamp, this has assisted the few participants who have appeared anxious about the many changes happening.

On my travels to the basecamps and Community I have observed many happy participants commenting "We love going to our basecamp"

Out of all the big changes I have also observed new and existing friendships are flourishing.

A wall poster that was made by the Ringwood Basecamp sums it all up:

'From little things Big things grow'

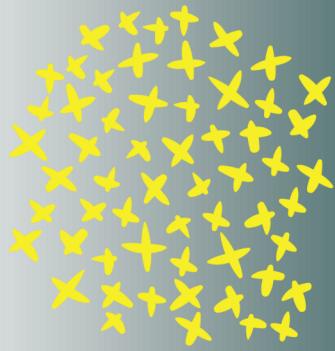


Monday 5th August **Ringwood Basecamp** had their first meet and greet morning for parents, carers and extended family members.

All participants and staff cooked up a storm of muffins, cupcakes and various biscuits for everyone to enjoy with a cuppa. Everyone appeared to have an enjoyable morning chatting with other members of the basecamp family.



Achieve



The Achievers have been busy learning about the variety of roles a “valuable volunteer has”. It is important to contribute to your community. The added bonus is that volunteering also looks great on a resume!

No volunteering studies are complete without a visit to the MCG and Australian Sports Museum. The Achieve group enjoyed an informative “behind the scenes” tour with a volunteer guide. They stood on the MCG, gave a press conference and tested their skills with some virtual reality sports.

Skills building has been developed further in the areas of:

Communication Team work

Problem solving Confidence with using public transport

Growing friendships.



The everyday maths unit saw the Achievers apply maths in many ways. Maths at sea onboard the **Polly Woodside** a highlight. Maths in cooking was also a tasty experience! — Belinda



Perhaps you may know a year 12 looking for a post school option?

**Please contact Belinda for further information.
Limited places available.**



Extras



The past few months has been a bit on the chilly side, but we have been making the most of it here at Extras. We have been to the cinemas to see Avengers End-game, Rocketman and Detective Pikachu. The Comedy Theatre to watch Barnum the Musical and again to the Peninsula Hot Springs, this is the second time we have been to the Hot Springs and the group just love it! We also had a great day at Comicon, where Daniel was so popular in his cosplay outfit that he kept getting stopped for photos! Eureka towers was an awesome experience where some of us were brave enough to do “the edge”! — Kasie

For more information on Extras or to make a booking please contact:
Kasie Fairweather - Extras Coordinator
PH: 9737 0400 ext. 0115 M. 0428 407 488
Email: extras@knoxbrooke.com.au

Upcoming Social Activities:

- Saturday 10th August, Healesville Sanctuary
- Saturday 17th August, Melbourne Star and Melbourne Arts Centre
- Saturday 24th August, Go Karting
- Saturday 31st August, Queen Vic market



Extras also provides skill development, either in a group environment or individual support, to help you achieve a goal that you have set in your plan.

In July there are 4 courses rolling out:

- Study to get your Learners Permit 10 week course
- Cooking for Life 10 week Course
- Become a Barista Course
- Basic Woodwork Course
- Independent Living skills 10 weeks course





Enterprises

Winter has been a focus lately with a mass of rain, snow and lots of cold mornings. Good for ducks and our water storages. Not so good for walking to work or getting plants to grow!

The weather doesn't mean work slows down, in fact it can mean the exact opposite!

Knoxbrooke Outsource have been busily producing timber kindling which is then shipped off as far as Sydney for distribution. We produce over 20,000 bags of kindling each year, along with many thousands of bags of 'handy blocks' which are perfect for your chiminea or fire pit.

Work with one of our newer customers continues to increase simply due to our great service, quality and can-do attitude. I have been extremely impressed by the teams' ability to develop new processes, overcome the problems and ensure a quality product and prompt service is provided.

Well done to everyone in the Outsource team.

Yarra View Nursery's new market 'Commercial Landscape' which supplies plants for large projects such as the level crossing removals, rail projects such as Mernda rail or large construction projects such as the Brandon Park Retirement Village, now makes up around 35% of the business. It's been a phenomenal transition by the YVN team into this market, often propagating and growing plants never done before. Importantly, through this transition, YVN has retained its strong position within both the Major Retailer and Independent Retailer channels we have traditionally supplied. Very impressive.

Yarra View Garden Centre has battled well through the winter period posting solid results. A new barcoding system has been installed and our new range of bare root fruit trees and roses potted which has all been a huge effort by the team. Preparations are well under way for a bumper Spring period. A reminder that we no longer run the 50% off sales for Father's Day or Mother's Day. The Garden Centre now has regular specials and promotions, all promoted through Facebook and our mail list.

Finally, several new supported employees have joined the teams at both YVN and KO in recent months. Welcome on board to you all. It's been great to see your enthusiasm to learn alongside the warm welcoming spirit offered by all of our current employees. Keep up the great work.

— Scott



Yarra View

Once again the cold wet weather has settled in .

As a result plant sales slow down a little, so we get some time to do maintenance work as well as nursery work

Concreting the pathways in our growing-tunnels has been on our priority list since this time last year

A lot of preparation work goes into concreting

so when the concrete truck arrives many people, shovels and wheelbarrows are required to do the job it's a great team activity!

— Scott C.



We've been blown away -not physically but almost-with the demand for indoor plants and pots or planters to complement them!

So over the very wet days, we've taken the opportunity to remerchandise much of the shop and show them off.

It all looks very welcoming and we have some terrific new styles already in place-please remember that an indoor plant and a pot make a great gift or just something to give you a winter lift!

Currently until the end of August we have reduced our amazing outdoor pots by 25% -it's a perfect opportunity to redecorate the outside of your home too!

We've received a huge amount of rain -this means only one thing and that is we expect a huge Spring!

So many beautiful plants, pots, garden products, planters and garden inspired gifts -all at Yarra View Garden Centre!

— Steven



Permission To Shine

Knoxbrooke Community Concert 2019

DVD Available SOON

Order forms will be available from
Basecamps and Reception next week!



Respectful Images Policy

Knoxbrooke is wholly committed to a 'respectful images' policy that ensures that all photos of service users and their families that are presented in Knoxbrooke social media, website, newsletters, reports and flyers are respectful, dignified and fit for purpose.

Knoxbrooke has a wonderfully positive story to tell and we are keen to share our activities with families and friends of Knoxbrooke.

If for any reason you do not wish for your loved one to be included in photographs that may appear in publications or our social media page, or you would like a copy of our policy, please let me know.

Sheradon Carroll, Communications Coordinator.