



From the CEO

Knoxbrooke is a healthy and thriving disability service provider with over 50 years standing in our local community. The foundation of our organisation is based on our values being: respect, inclusion, continuous improvement, accountability and culture. In our first edition of Knoxbrooke Talk in 2019 we focussed on respect. In this edition we will focus on Knoxbrooke's second value :

INCLUSION - We act to include all people with a disability and their families using our services and promote their best interests

Knoxbrooke was borne out of an initiative of Rotary Ferntree Gully and Belgrave in 1966 when it was identified that the local area required such a service for a growing local community. It has been Knoxbrooke's long and proud tradition of being there for people with disabilities and their families in a way that is valued.

Knoxbrooke has commenced a broad range of new NDIS offerings following suggestions and feedback from people we support, their families and carers and these offerings have been strongly subscribed. This edition of Knoxbrooke Talk highlights the breadth of the outstanding support services offered. The activities are engaging, fun, rewarding and for many, life-changing.

Planning before commencing a new offering is important and we do this in a number of ways including testing and checking-in with potential users and their families and carers. We have continued this checking-in process with the design of the Basecamp model. Over the past 8 months, the Basecamp model design has included the following extensive engagement:

- 9 information sessions
- A "Your questions answered" Basecamp Q&A session
- A detailed survey received from participants, families and carers
- A co-design workshop which included participants, families, carers, Board members, staff and union representatives
- Tailored 1:1 discussions with over 100 participants, families and carers will begin soon
- Regular Basecamp bulletins to ensure everyone is kept up-to-date

Knoxbrooke prides itself on inclusion and we continue to actively seek your views. If you have any suggestions for Knoxbrooke, please do share them with us through the online Knoxbrooke feedback form or alternatively directly with staff or myself.

Kristian.

Inside this edition:

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Ringwood Basecamp has launched!

On 29 April 2019, Knoxbrooke commenced operating from this Basecamp at the Bill Wilkins Lodge located at Phoenix Park, Rosewarne Lane, Ringwood. Bill Wilkins Lodge is a wonderful premises having just undergone a \$850,000 Council led refurbishment. The Lodge is fully accessible, offers plenty of parking, is surrounded by open space and is located in a community precinct.

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 Ringwood Basecamp participants are starting and finishing their day at Ringwood Basecamp to give them time to become familiar with the new Basecamp, peers and Basecamp team members.

Once all Ringwood Basecamp participants have arrived at the Basecamp, all participants and Basecamp team members are coming over to Knoxbrooke Community in Ferntree Gully to 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 and communicating with Kasie, these arrangements remain unchanged during stage 1.

STAGE 2

Basecamp team members will communicate with participants and their family and/or carers to discuss all their service needs. The Basecamp team members will then collate 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 Ringwood Basecamp will then provide 3 days of weekday group programs exclusively for Ringwood Basecamp participants and for 2 days per week participants will be involved in whole of Knoxbrooke group programs where available.

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Ferntree Gully Basecamp Update

Knoxbrooke has reached agreement to hire the Wally Tew Reserve social club room area of the Ferntree Gully Football and Cricket Clubs.

It is expected that the first day of service for the Ferntree Gully Basecamp will be **15 July 2019**.

The Ringwood Basecamp Stages 1 and 2 transition plans outlined on the previous page will apply to the Ferntree Gully Basecamp participants too.

Rowville/Wantirna Basecamp Update

The Rowville/Wantirna Basecamp will be the last of the three Basecamps to commence with an expected start date in September/October 2019.

Knoxbrooke is currently in discussions with a number of potential community groups regarding an appropriate and suitable Basecamp site for the Rowville/Wantirna Basecamp and we will let Knoxbrooke stakeholders know when we have selected suitable premises for the Rowville/Wantirna Basecamp.

The Ringwood Basecamp Stages 1 and 2 transition plans outlined on the previous page will apply to the Rowville/Wantirna Basecamp participants too.

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Knoxbrooke 365 offers support for transport, in home support 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, bocce, netball, fishing, craft groups, bowling leagues and more. The list of community access activities participants can undertake is endless. 365 has also run a number of sleepover shifts over the Easter period.

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Now we are well and truly in football season and we have had a number of our participants already attend AFL games at the MCG and Marvel stadium. Over the next 3 months over 10 participants will attend AFL games with the support of 365 staff. Last weekend Gary with the support of Adam attended the Star Wars display at Federation Square in Melbourne (picture below).

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



Everyone came back very refreshed and excited after our break as the first basecamp rolled out.

Recently I attended a conference in Sydney that will assist me in my new role as the coach to the 3 Self Organising Teams. The coach provides support and will mentor the teams during their transition and establishment of the new Basecamp model. I am eager to embrace my new role.

On another note, Robert, a long-term staff member of over 20 years was married recently. Robert and Belinda celebrated their wedding and reception at Knoxbrooke as Robert has a long association with us. Louise, Roberts sister, has been attending Knoxbrooke since she was 4 years of age and now is in her early 50s. Louise was ring bearer at the wedding.

We wish Belinda and Robert all the best for the future!

Anne Langley

Manager Knoxbrooke Community



Achieve

The Knoxbrooke Achieve group have successfully completed Term 1! It's great to see the participants settling in well and embracing the opportunities that Achieve presents. After a comprehensive orientation the Achieve group completed:

Life Skills – “Breakfast Brilliance”, “Lovely Lunches” and “Delightful Dinners”. Not forgetting “Delicious Deserts”! Knoxbrooke Tyson House was an excellent venue for Independent Living Skills!

Travel Training – From Navigating a local Timetable to exploring the world. The Achieve group successfully travelled on 4 trains which passed through 74 stations during their adventure to Geelong.

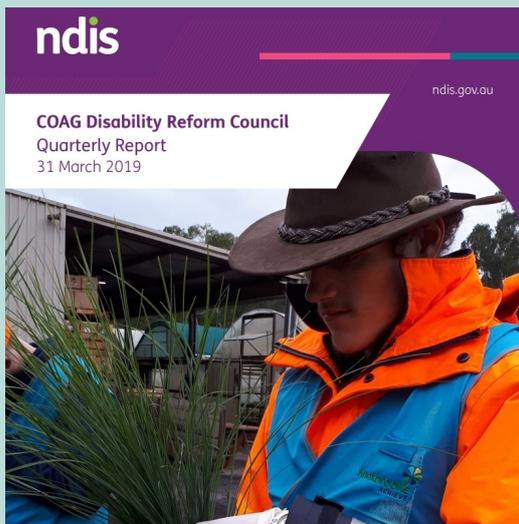
Face your Fears- Challenged the participants in many areas. Special thanks to Nola from Toastmasters Australia for hosting a masterclass!

Knoxbrooke Achieve continues to support, nurture and challenge participants to be the best they can be. This is done through the hard work of staff, volunteers and Industry specialists.

Perhaps you know someone that may be interested in Achieve 2020?

The Achieve Information Evening will be held on Tuesday 21 May 2019 at the Mullum Mullum Stadium, 31 Springvale Road in Donvale.

Please contact Belinda Allwood on 0499 801 082 or via email at belindaa@knoxbrooke.com.au



Achieve has the full support of the NDIS. The latest COAG Disability Reform Council report features Achieve Graduate Sean McNay as he moved into employment with Yarra View Nursery last year, on the front cover and again in the report!

Knoxbrooke Achieve Basecamp - 88 Station Street Ferntree Gully

Please note that there are no site changes planned for Knoxbrooke Achieve participants. This means that **88 Station Street Ferntree Gully remains your Basecamp site** for this group undertaking the school leaver program.

Extras

We had a great time over the Easter break on the **Extras Holiday Program**. We went to Chesterfield Farm, Hedgend Maze and to the beach. Also some onsite fun with science activities, carnival day, music and dance day and of course an Easter celebration. We even had a birthday to celebrate as well—Happy 37th Birthday to Alexandrine!



The **Saturday Extras Social** groups have now been going for over 12 months. These have become so popular that not only are they running every Saturday but there are also multiple groups going out. Recently we have been bowling, Melbourne Aquarium, Sky High and to the Footy.

Upcoming Social Activities:

Barnum The Musical	Sat 18th May
Peninsula Hot Springs	Sat 25th May
Movies @ Knox City	Sat 1st June
OZ Comicon	Sat 8th June
Eureka Towers	Sat 8th June



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

Suzie has been part of our group cooking program held at Yarrunga. Suzie's hard work and great attitude in the classes has led to her winning an award at Yarrunga's AGM last month. Congratulations Suzie!!!

Arie and Laura have been part of our Learner Handbook Course. They have both worked extremely hard over the last few months, studying and practicing tests. Last week they both sat for their Learner's Permit test and..... They both passed with flying colours..... Well done, we are very proud of you both!



Upcoming Skill Development in 2019:

- Independent Living Skills Course at Tyson House 10 week course
- Study to get your Learners Permit 10 week course
- Cooking for Life 10 week course
- Become a Barista course
- 1to1 travel training or in-home cooking

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



Knoxbrooke Community is closed on the following inclusive days

Monday 10 June 2019
Thursday 20 June 2019
 Thursday 4 July 2019

Queens' Birthday Public Holiday
Staff Professional Development Training
Staff Professional Development Training

Monday 8 July to Friday 12 July 2019
 Monday 23 September to Friday 27 September 2019
 Monday 4 November to Tuesday 5 November 2019

Mid-Year Break
 Three-Quarter Year Break
 Melbourne Cup Period Break

Ringwood Basecamp ONLY will be closed on the following days

Thursday 16 May 2019
 Thursday 6 June 2019

Staff Professional Development Training
 Staff Professional Development Training

New Staff Appointments

Administrative Assistant

With Jenny retiring and Kasie becoming very busy with Knoxbrooke Extras, we have appointed **Stevie Birks** to the Administrative Assistant position, located at the reception desk at 977 Burwood Hwy.

Coordinator – Knoxbrooke Extras

Kasie Fairweather has been appointed in an ongoing capacity to this role.

Administration Support Officers x 2

With Knoxbrooke experiencing higher levels of NDIS administration tasks, we have appointed two new staff **Glennis Wiggett** and **Kellie Guardiani** to fill these positions.

Coach – to support the Basecamp Teams

Anne Langley has been appointed to this position.

Assistant Knoxbrooke Community Manager

With Anne moving into the coach role over the coming months, **April Hall** has been appointed to assist in the day to day management of the Knoxbrooke Community Day Service, whilst we are transitioning to our new Basecamp model of service.

Congratulations to all the above staff in your new appointments and we look forward to your contributions.

NDIS - Plans and Service Agreements

Knoxbrooke has now centralised all NDIS Service Agreement coordination.

For those of you that were signing Service Agreements with Alison McGeary, this will now be coordinated through Knoxbrooke's NDIS team at 977 Burwood Highway in Ferntree Gully.

Fleur George continues in the NDIS Coordinator role & is available for initial enquiries from 9.00am to 4.00pm, Monday to Friday.

Phone: **1300 Knoxbrooke** (or 9758-3666) or Email: fleurg@knoxbrooke.com.au

Please note that some participants, families and carers will begin communicating directly with **Glennis Wiggett** and **Kellie Guardiani** regarding NDIS plans and service agreements.

Knoxbrooke Extras - Community

Exciting news!

Knoxbrooke Extras will soon be offering Knoxbrooke Community participants Saturday group options.

Annual Concert



Permission to Shine

Thursday 25th of July 6.45pm &
Thursday 8th of August 6.45pm
at Burrinja Cultural Centre

Tickets on sale now!

How to purchase:

Online: <https://www.burrinja.org.au/theatre/booktickets>

What a massive few months it's been across all our enterprises.

Our retail store has changed its name to Yarra View Garden Centre.

This is to reflect the link between our retail and wholesale enterprises, taking advantage of the strong brand that is Yarra View Nursery and most importantly be loud and proud of who we are and what we do. New signs are up and look fantastic. Don't hold back connecting with us on social media to get the message out.

Staying with Yarra View Garden Centre, our new car park was completed in March, improving the experience and safety for our customers and employees. There is more work to do on our front area which will be done in the coming months.

The highlight for Yarra View Nursery in the last couple of months was our involvement in installing plants for the headline show garden at the Melbourne International Flower and Garden Show. Six months of planning went into the project, culminating with our team involved with the install during the 10 day build. **This was a first for a social enterprise nursery in the 25 years of MIFGS.** Thanks to all those involved and a special thanks to Bayley Luutomes from New Zealand who was our partner Landscape designer in the project. We featured on various programs including Chanel 9 news and Better Homes and Gardens and our garden was both a crowd and landscapers favourite. The 'Hive' from the garden is being reconstructed within Yarra View Garden Centre later in the year. We will be looking for 'Brick' sponsors in the lead up. More to come later.

Yarra View Horticulture continues to expand its wings, recently being awarded work in places as far as Warrnambool. Well done team.

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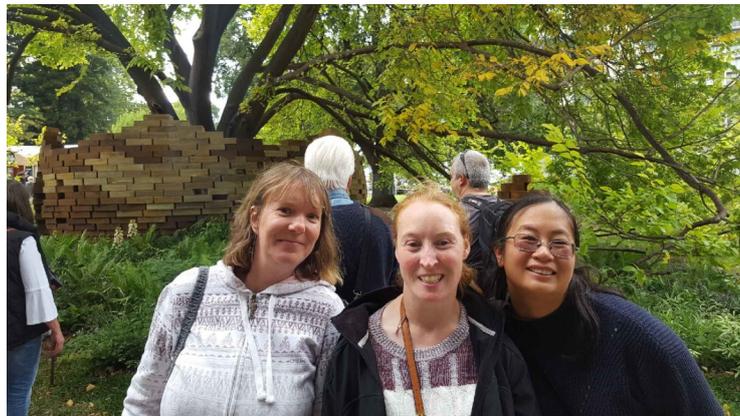
Knoxbrooke Outsource has had a solid couple of months with a number of new and interesting jobs from our key clients. Great stuff.

Finally, its been fantastic to see almost 40 of our employees commence training with Box Hill Institute this year. This is the start of a long term partnership with BHIT, where they have established a specialised unit to support our team along their journey.

Don't forget to tune into **Gardening Australia on Friday 24 May at 7.30pm**. Special feature on Yarra View Nursery.

Enjoy.

Scott Buckland
General Manager
Knoxbrooke Enterprises



Things are moving along smoothly at the moment and we currently getting ready for the cooler winter months.

The Melbourne International Flower and Garden Show was a huge event this year. Yarra View Nursery (and Knoxbrooke) were lucky enough to be totally immersed in the entire event.

In all it was a great way for Knoxbrooke to share with the likes of Allied traders, media and the general public about who we are, what we do at YVN and more so the quality, diverse variety and volume of product we have and are capable of producing. It was a journey well worth the tremendous effort from all involved

Well done and Thank you

Scott Cavill, Site Manager



With 2019 well underway it has been a fabulous start to the year with all our regular customers providing plenty of work. Wood is now flying out the door—it's definitely keeping the team on their toes! With plenty of new jobs on the horizon it's shaping up to be another fantastic year for Outsource.

I would like to take a second to congratulate two of our workers Stephen Jackson and Eley Case (pictured) who on the 26th of April got married. From all the team here and everyone at Knoxbrooke we would like to wish you both a lifetime of happiness.

Shaun Tuckerman, Production Manager

Valid Having A Say Conference 2020: February 24—26

Can you help us get there?



This year members of the Knoxbrooke Community Client Council attended the VALID 2019 'Having A Say' Conference in Geelong.

The Having a Say Conference aims to empower people with disability through:

- The opportunity to 'have a say' about issues that affect their lives
- Opportunities to celebrate ability and achievement
- Opportunities to be heard by politicians, government and service providers

Client Council value the opportunity to attend and represent Knoxbrooke, but there are out-of-pocket expenses, particularly for travel, accommodation and conference costs that make it difficult. If you would like to contribute to their 2020 trip, it would be much appreciated. Donations are tax deductible.

Leaving a Bequest

It's possible to add Knoxbrooke as a beneficiary in your will in the form of a bequest once you have provided for your loved ones.

Knoxbrooke has been a part of the community for 50 years. A bequest means that we can plan for the future and continue supporting people in the community. A bequest can take the form of property or a percentage of your estate.

We are an innovative and adaptive organisation with a strong and trusted heritage. Let us know if you would like to know more about leaving a bequest to Knoxbrooke.



Your legacy will also be ours.

