



Knoxbrooke ***Talk***



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2022

AUTUMN

EDITION

Group CEO Report

- Thank goodness the election is over! The 2022 election flooded us with TV and radio ads and innumerable corflutes were dotted around our suburbs, each calling on us to vote them number 1. During the election campaign, I met with politicians currently in-office and aspiring politicians, open to discussing what they intend to do with regards to supporting people with disabilities, should the public elect them. The outcomes of these meetings were subsequently published on our social media pages to assist people with disabilities and their families/carers to assist with making well-informed decisions.

Whilst there was generally widespread support for the NDIS, there did seem to be apathy to fixing the challenges plaguing the NDIS. With the election now over, it our genuine hope that the new Government will get active and correct the strange decisions we regularly see emanating from the NDIA. Being a member-based organisation, we take our responsibilities seriously with regards to guiding people with disabilities through the NDIS maze to ensure that they do obtain a NDIS plan that enables a great quality of life.

Knoxbrooke is more focussed than ever on progressing NDIS goals for persons who choose us as a service and to accomplish this, we are most selective in ensuring that our workforce is appropriately skilled and passionate about the work they do. Our team is very aware that it is a genuine privilege to work for Knoxbrooke given it provides a real opportunity to make a positive difference in a persons life.

One of the big changes we have seem emerge from the NDIS is the allowance of unregistered providers. Unfortunately, we have seen a number of instances where NDIS participants have selected unregistered providers expecting that they have the same protections and quality safeguards as a registered provider, only to later discover the truth when things go wrong. As a registered provider, we are so concerned about this grey-market that operates with the lightest of regulation that we have taken to preparing and presenting a safety checklist at a recent parents & friends meeting. Shortly, we will be publishing on social media – safeguarding questions you may wish to ask other NDIS providers you may choose to use to meet your needs. For further information, please see an article included in this newsletter.

If you like what we do, why not consider giving Knoxbrooke a Google review - just [CLICK HERE](#). Your review will help others make an informed decision when selecting a NDIS service provider.

Thank you for your support

Kristian Dauncey
Group CEO

Social Enterprises

The cold weather has well and truly hit and orders keep going out the door.

All the stock that we potted at our Wandin site is now ready for sale, as a result it is getting transferred to York Road which is keeping everyone busy at all sites.

Everyone at Wandin is working hard on orders, stock transfers, moving stock, spacing larger plants and making space for spring potting.

Clegg Road are busy propping and tubing up plants, picking/Despatching the commercial contracts they have grown onsite, such as City of Monash and Hallam level crossing upgrade.

At Clegg Road we are building more heated propagation benches in poly house 1.

We now have the tedious task of fitting the micro heating tubing.

York Road is gearing up for a lot more Propagation, General tube production, Camelia tube production and general plant maintenance.

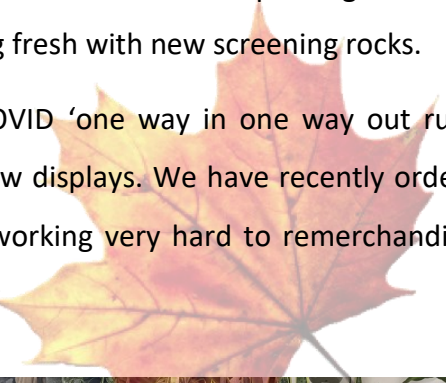
Last of all, a big thankyou to all, especially to Jenny and Sandra for being the first 2 staff to win our new monthly shout out award, for both stepping up above and beyond from their usual positions and supervising/training the Propagation Teams



RETAIL - Yarra View Garden Centre (YVGC)

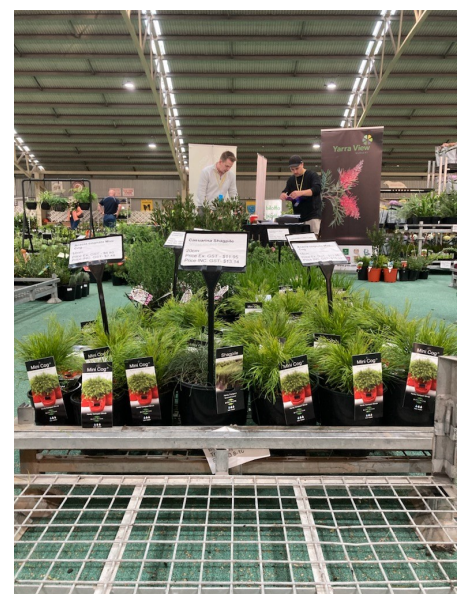
Retail is currently going through a bit of make over inside and outside of the shop! A big thank you to everyone who assisted getting the premium tube area looking fresh with new screening rocks.

Inside the shop we are finally relaying to get rid of the COVID 'one way in one way out rule' for customer traffic flow and getting it back to some exciting new displays. We have recently ordered in some fresh new indoors and some beautiful pots and are working very hard to remerchandise the whole inside of the shop – make sure to pop in to check it out



WHOLESALE - Yarra View Bushland Flora Nursery (YVBLF)

YVBLF attended the May trade Day at KCC park with 70 other growers, showing the best of our autumn stock to retailers locally, regionally and interstate. We had plenty of compliments on the quality of our stock, and completely sold out of banksia 'Bush candles' and 'Coastal cushions'. We sold \$10k worth of stock, our biggest trade day since before covid!



Melbourne International Flower and Garden Show

Staff from YVBLF attended the Melbourne International Flower and Garden Show (MIFGS) last month. Yarra View and Bushland Flora (YVBLF) Nurseries supplied plants to NGIV Tree and Shrubbies Group garden and the team assisted with sweeping, raking, moving plants, moving mulch and laying turf, their hard work was greatly appreciated. YVBLF also supplied plants to Dylan Alcott's designed garden show



NGIV Tree and Shrubbies



Dylan Alcott designed garden



A small team from York Rd went into MIFGS to assist in setting up displays. They all worked extremely hard and proudly represented Knoxbrooke.

COMMERCIAL PROJECTS -

We have wrapped up supply of Mooroolbark, Lilydale and Williamstown level crossing removals with great feedback on the quality of the stock that we've grown for the projects. We will be commencing supply for Hallam and Glenroy Level crossing removal projects in the coming weeks with plenty of quote requests coming through. Spring is going to be very busy!



We had a delivery from the Gully Mens Shed this morning, of a brand new picnic table (1 of 3 on the way), for everyone to enjoy eating outdoors while the weather is still nice. Arie, Justin and Robbie (with Gary and Stuart) who lent some muscle to lift the table set off the trailer.

Outsource

Heading into winter and kindling starting to fly out the door, Outsource is in full swing trying to keep up with orders. We are also pumping out our other orders with paint roller kits, play dough, powdered paints and our 100's & 1000's packaging. We are also flat out packing for our newest customer "Telegram" including oil burners, scented rocks, incense sticks and incense holders. Our Bonsai dry goods orders from the nursery and are also keeping us very busy.



Outsource workers worked on packaging incense flu kits last week, the job required team work and attention to detail ensuring there were no fingerprints on the final product.

Outer East

Achieve

Each and every year, Achieve greets a brand new cohort of school leavers. They join us to build capacity for employment and explore the intricacies of becoming a young adult in a modern world. These newcomers are always quiet. They are always timid. They are always cautious of



making mistakes or overreaching. There are new faces to recognise, and new routines learn. Everyone is doing their best to not misstep as they navigate a new and foreign

environment. In education and training, this is widely known as the honeymoon period.

Well, judging by the noise and chaos that naturally follows any young adult wherever they set foot, the honeymoon and is well and truly over at Achieve... And we love it!

Term 2 has been an incredible whirlwind of learning, exploration, and investigation. Over the last eight weeks, we've seen individuals diligently towards gaining their driver licence, exploring Ricket Point Marine Sanctuary with a qualified

marine biologist, building resilience with an MMA instructor, and even having the opportunity to run on the grass at the MCG.

Our café experience has continued to deliver the goods with the several opportunities to cater for different events, and our Shark Tank team are busily preparing to run a stall at a local market in the near future. We are seeing films being produced in Box Office and the Gigabyte team are hitting the mark as they explore and design their own video game. There is never a dull moment!

As we steadily head towards Term 3, the Achieve team steers itself towards delivering meaningful outcomes for those who are ready transition from Achieve and tackle employment and further training head on. The journey is unique for each person, and we have the genuine pleasure of walking it with each person who joins us.



365

The Knoxbrooke 365 support staff have been very busy offering transport, in home support and community access for recreation and leisure activities. Over the last few months 365 clients in Outer East and West Gippsland have been undertaking a large range of activities in the community from attending zoos, gyms, swimming pools, netball and other sporting pursuits, fishing, craft groups, Warrnambool races, karaoke, bowling leagues and more. The list of community access activities clients can undertake is endless, we tailor support to what each client requires and assist them to work towards achieving their individual NDIS goals. 365 has also been supporting clients on weekends away and with sleepover shifts in client's homes when family have gone away. We are also assisting a client to arrange a 10 day trip

to Bali with 365 staff supporting him.

Now we are well and truly in football season we have had a number of our clients attending AFL games at the MCG, Marvel stadium and Ballarat Oval. Over the coming months we will have well over 10 participants attending AFL games with the support of 365 staff.

365 staff have also been supporting the Extras Group with activities on Friday evenings going out for dinner and on Saturdays with activities such as mini golf, movies, bowling, exploring Melbourne and Healesville Sanctuary. Future visits over the next few months are planned for activities such as attending the Melbourne Aquarium, the football at the MCG, tobogganing at the snow fields, a gaming session and AFL grand final day.



Extras Group at Melbourne Zoo



Kosta at the MCG watching the Hawks 30 April



Catherine at Gumbuya World 25 May



West Gippsland

Day Service

Mawarra day centre is ticking along nicely, with our innovative programs in place offering choice and control but dynamic and quality and variety being at the forefront of this term. We have several new staff who come with a wealth of experience, and each bring their own speciality. These staff have been recruited with various life experiences, qualifications, and passions to better represent and support the individuals they serve. Each new staff member is attracted to Knoxbrooke with an underlying desire to make a difference for our clients.

The feeling around the place is so positive, with the rooms filled with laughter and engagement.



Staff have been busy transforming the rooms into warm and inviting living spaces, to maximise client



experience and ensure that they feel safe and happy in their environment.

We recently undertook a professional planning day, our aim for the day was to plan quality and meaningful programs that offer outstanding value to clients and families and raise the overall bar for our clients.

Term two will begin with client engagement and seek feedback on the programs that have planned for the clients for term two. This will ensure we respect choice and control and empower clients to make changes as needed. Each program has been researched and planned with a focus on NDIS goals. We have just rolled out our first “feedback sessions” where clients, families and carers can meet with staff one on one to discuss progress

and ensure we are meeting expectations. It is also fantastic opportunity to connect and talk about positives or areas we can improve.

Our professional development day was attended by Kristian, Janelle and Fiona and all staff and offered a reintroduction into Knoxbrooke and who we are. The day set the standard of what Knoxbrooke expects for “Good” disability support and was an invaluable opportunity for all staff to get on the same page of their Knoxbrooke journey.

Whilst COVID is still a factor in offering services, staff are working incredibly extremely hard to keep this as normal for clients as possible and we are proud to say it has been over 4 months since we have had any close contact or client requiring isolate due to exposure at the centre.

Jigsaw/Waratah

Jigsaw/Waratah welcomed a new Operations



team leader in March when we welcomed Darren Kleeven to the team, Darren is tasked with bringing our social enterprises together as a team, ensure OH&S adherence, staff meetings and general team building as well as growing both these areas of the business to be more efficient but also fiscally stable. Darren’s impact has been immediate with an OH&S safety audit, introduction of team meetings and an increase in kindling sales as we head to winter. Darren will continue to explore what opportunities are available in the future to grow these businesses, but we are all looking forward to what hopes to be an exciting future

Mawarra Op Shop & Vintage Vibes

Both these little gems are going strong. Our Mawarra Op shop continues to be volunteer run, and a favourite of the local community, with lots of support and positive feedback. We are always



We continue to work towards our vision of Vintage Vibes as a destination for all ages where customers are able to enjoy a coffee in our café, they are able to buy plants from our nursery, purchase clothes, furniture, books, Manchester, bric-a-brac, records and so much more at



overwhelmed by the generosity of our volunteers without whom we could not operate.

Down at Vintage Vibes we are transforming this space from a sorting centre, into a very cool and unique space. We now have five supported employees working at vintage vibes, who are completely engaged in meaningful work and feel part of the buzz around this exciting and new conscious consumer venture in West Gippsland.



affordable prices remains. We now have uniforms and cups and other wonderful additions to help build our brand.

Support Options

NDIS PLAN REVIEW CHANGES

The NDIA currently has a significant backlog in implementing plans, we have clients that have been waiting for new plans since January.

To address the backlog and get back on track the NDIA has changed its process for plan reviews. For those with adequate funding in their current plans that are unlikely to need changes in the next two years the change is beneficial, the NDIA will implement a new two-year plan with the same funding as your current plan. However, in our experience, a lot can change in two years in terms of support needs and changes in funding models. For example, the recent change in the supported employment funding model resulted in significant increases in funding; up to four times the previous amount for a full-time supported employee. Knoxbrooke implemented the new model from June to December 2021, many of our clients will have a hybrid of the old and new funding model in their current plans. If the NDIA does not adjust the funding to the new model in the next plans, there may be a significant shortfall.

Please consider the following when your NDIS plan is nearing the plan end date:

- NDIS is not automatically scheduling plan review meetings
- Planners or Local Area Coordinators will call you to check how your last plan went and if your support needs have changed.
- If your plan was adequate and nothing has changed, your NDIS plan will automatically roll over for two years.
- If you would like a support person with you to assist with the call, insist that they call back at a time you are supported.
- Before the phone call consider any additional support you may need in the next two years, if you need changes insist on a meeting.
- If you are a supported employee, please insist on a review meeting to ensure your employment support is funded under the new funding model.
- Before planning meetings request proposals and progress reports from all providers to support your change of support needs.



REGISTERED PROVIDERS

As you know Knoxbrooke is a registered NDIS provider and as such we operate under the NDIS Quality and Safeguards Commission regulations. For our families and clients, this provides confidence and security in knowing that; a high level of policies and procedures are in place within the organisation, and we are extensively audited to ensure the standards are upheld. In short, the decision to operate as a registered provider results in a greater level of service, safety, and protection for our clients.

Listed below are just some of the requirements we have in place to maintain our registered status:

- All key personnel have been assessed and checked for banning orders, convictions, insolvency, fraud, misrepresentation, dishonesty, and disqualification from managing corporations.
- Demonstrated compliance with the conditions of registration
- Demonstrated compliance with the NDIS Practice Standards for our relevant registration groups
- Demonstrated compliance with the NDIS Code of Conduct
- An in-house complaints management and resolution system
- An in-house incident management system

- All employees at Knoxbrooke have a successful worker screening check, this checks against criminal activity and any disability worker exclusion reports.
- Implementation of behaviour support requirements, including reporting the use of restrictive practices to the NDIS Commission.
- Full participation in NDIS Quality and Safeguards Commission Quality Audits, Verification Audits, and Certification Audits. In 2021 Knoxbrooke successfully went through the verification audit process which took 9 months and cost the organisation circa \$150,000

Knoxbrooke NDIS Team

We have recently welcomed a new team member; Di McAleese has joined the team and will be working as a Supports Options Advisor along with Glennis Wiggett to our Outer East clients. Di is already well known to our supported employees as she previously worked in the SES team at York Road.

Di brings her experience in the sector, happy, positive personality to the team, and will be meeting/speaking to clients and families about their NDIS plans and support requirements.

If you have any questions concerning the above or about the NDIS in general, please contact the Knoxbrooke NDIS Team, and we will be happy to help.

Email: ndis@knoxbrooke.com.au

Phone: 03 9758 3666 Outer East

5624 3400 West Gippsland



Our new NDIS team Member Di McAleese



Donate to Knoxbrooke

We value your support.

Your generous contributions help us to:

- Enhance our service offerings
- Help send members of our Knoxbrooke Client Council to the annual VALID 'Having a Say Conference'
- Purchase materials and equipment
- Improve facilities for our supported employees

If you can assist with a tax-deductible donation or would like to leave a bequest, please give us a call on 03 9758 3666

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 family 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 publication or our social media page, or you would like a copy of our policy, please let us know.

Management Team

Kristian Dauncey

Group Chief Executive Officer

Trevor Norman

Financial Controller

Scott Buckland

Knoxbrooke Enterprises

Chief Executive Officer

Fiona Sammut

Manager Support Options

Claire Cutler

Regional Manager West Gippsland

Janelle Ghent

Manager People and Culture



Registered NDIS Provider





Head Office

1/68 Charter Street, Ringwood
03 9758 3666

Our Locations

Achieve

38 Charter Street, Ringwood
03 9758 3666

Knoxbrooke Outsource

21 Clancy Road, Mount Evelyn
03 9736 4984

Mawarra

7 Percy Street, Warragul
03 5624 3400

Vintage Vibes

14 June Court, Warragul
03 5624 3400

Yarra View Bushland Flora Nursery

136 York Road, Mount Evelyn
03 9737 0400

Yarra View Garden Centre

136 York Road, Mount Evelyn
03 9737 00400

Mawarra Opportunity Shop

40 Palmerston Street, Warragul
03 5624 3492

Jigsaw Industries/Waratah Grounds Maintenance

3 Ryan Court, Warragul
03 5624 3437