



# Knoxbrooke *Talk*



## SUMMER EDITION

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# Group CEO Report

**W**elcome back! 2022 brings hope and optimism after what has been a difficult little while. I am hopeful that you were able to spend time with friends and family over the summer holidays. It is a special time of the year and one that we appreciated even more than usual.

For Knoxbrooke, we have come back to the New Year with renewed vim and vigour. It has been terrific seeing people returning to Knoxbrooke services with renewed spring in their step. Over the holidays, we have also implemented a number of improvements and I hope these have been evidenced to you. It has also been a period where we need to manage the impact of COVID-19 Omicron and we are thankful to the State Government for expediting the distribution of rapid tests which have allowed Knoxbrooke's COVID-taskforce to continue our services, with modification and use rapid tests to keep people safe. It is, we expect our new normal, for now.

On 31 January, Knoxbrooke held its annual general meeting and Knoxbrooke President Professor Colin Higgins announced the recipient of the Presidents Award, Michael Beavis. Michael leads the Achieve service and brings Knoxbrookes GROW commitment to life for our Achieve service users by being Genuine, Responsive, creating Opportunities and being With you all the way. Achieve continues to push boundaries of what is possible, it innovates where barriers present themselves and genuinely adopts a person-centric approach. It is a feather in Michael's cap and he is quite rightly to be heartily congratulated on receiving this

award.

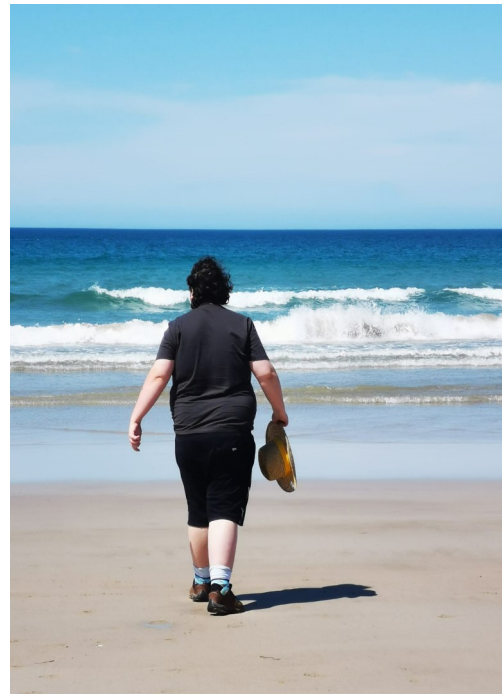
Knoxbrooke is a person-centric service and we are always interested in the experience of our service users. Knoxbrooke will shortly be conducting focus group sessions to ensure that our services are meeting your expectations and that you too, can see GROW evidenced in how we conduct ourselves in providing support.

If you do have any immediate concerns regarding Knoxbrooke quality of services, please do not hesitate to contact the service manager or alternatively, myself directly.

**Kind regards**

**Kristian Dauncey**

**Group CEO**





**Presidents Award winner Michael Beavis**



**Kristian Dauncey—Group CEO assisting the team at Knoxbrooke Outsource**



**The official opening of Achieve**

**L-R Kristian Dauncey Group CEO, MP Dustin Halse, State Member for Ringwood, Gai Campbell Outer East Regional Manager, Hon. Shaun Leane, State Members for Easter Metropolitan Region and Michael Beavis Achieve Team Leader**

# Social Enterprises

Unfortunately, the Omicron variant has certainly made itself present in the community in recent months. Luckily all of Knoxbrooke Enterprise sites have fared well with a small number of cases coming through each week. Of most importance is the well being of those affected and I am very pleased to report that all have recovered well and in most cases were back at work after the 7 day isolation period.



I'd like to again thank all our teams for the support of the policy decisions being made to ensure Knoxbrooke remains compliant and our workplaces safe. It remains a very fast changing environment. I would also like to take this opportunity to thank Knoxbrooke's COVID Taskforce for their support and quick action to manage cases and the policy changes coming through – at times daily, and the Knoxbrooke Enterprises leadership team working on the implementation. It's been an amazing team

effort these past few months.

## Yarra View & Bushland Flora Nurseries

In November the new stations for Lilydale and Mooroolbark opened. No landscaping has been completed yet and our supply of plants will commence later in February, however we were invited to be part of the opening celebrations with a team from YVBLF at each station on the first morning helping to give away plants to the commuters. It was a great opportunity to promote YVBLF as a 'partner' for the Level Crossing Project and will help continued success with these projects. Thanks to all those involved.

In the last 2 months we have been awarded the Hallam and Glenroy station upgrades as part of the Level Crossing Removal works. These will



**Staff and CEO Scott Buckland with The Hon James Merlino, Deputy Premier of Victoria at the opening of the Mooroolbark Railway Station**

be supplied mid to late 2022.

The Mordialloc Freeway Project also opened to the public in November, including over 500,000 plants grown and delivered by the YVBLF teams. Simply and outstanding achievement, which I'm sure all within our teams have played a part in. Delays and staff shortages on the project site meant that some of planting was pushed into 2022 with another 100,000 plants still to be supplied.

Potting at Wandin has been a major focus in recent months and the nursery is near full of amazing quality stock ready to be sold to our retail and trade market customers. A fantastic effort by the Wandin team, backed up by some amazing tubestock being produced from Clegg Road.

deconstruction of the old bonsai house to the rear of the centre. Watch this space for some exciting future additions!



#### **Knoxbrooke Outsource**

Its been great to get everyone back from reduced hours mid to late last year. We appreciate the support of the whole team at KO in working together through these changes. Its just another example of everyone coming together and being supportive and understanding of the changes needed in these very challenging times. Its also been great to see some new business come through, including some work being done for other nurseries to assist them in focusing on their production.

#### **Yarra View Garden Centre**

After re-opening in October the business has not looked back with strong sales month on month, even through the historically low period of late December / January. A new layout and some additional products added to the range continue to keep the garden centre looking fresh and inviting and some further changes are in the making with the commencement of the



## **Waratah / Jigsaw**

In December we said good bye to Chris Powell, Supervisor who is retiring with plans to travel around Australia. Chris worked with Waratah for well over 10 years and we appreciate all the great work over the years.

We welcome Danielle Somerville who joined the team as Supervisor early February. Darren Kleeven has also joined the Waratah / Jigsaw team as Operations Team Leader. Darren's role will be key in supporting David, Ross and Daniel to deliver amazing support and commercial outcomes at Waratah and Jigsaw. Please join me in wishing Darren and Daniel all the very best in their new roles.

Recently I had the honour of joining the Board of the Nursery and Garden Industry Association in Victoria. This is recognition of the strength of the YVBLF business, its stance within the



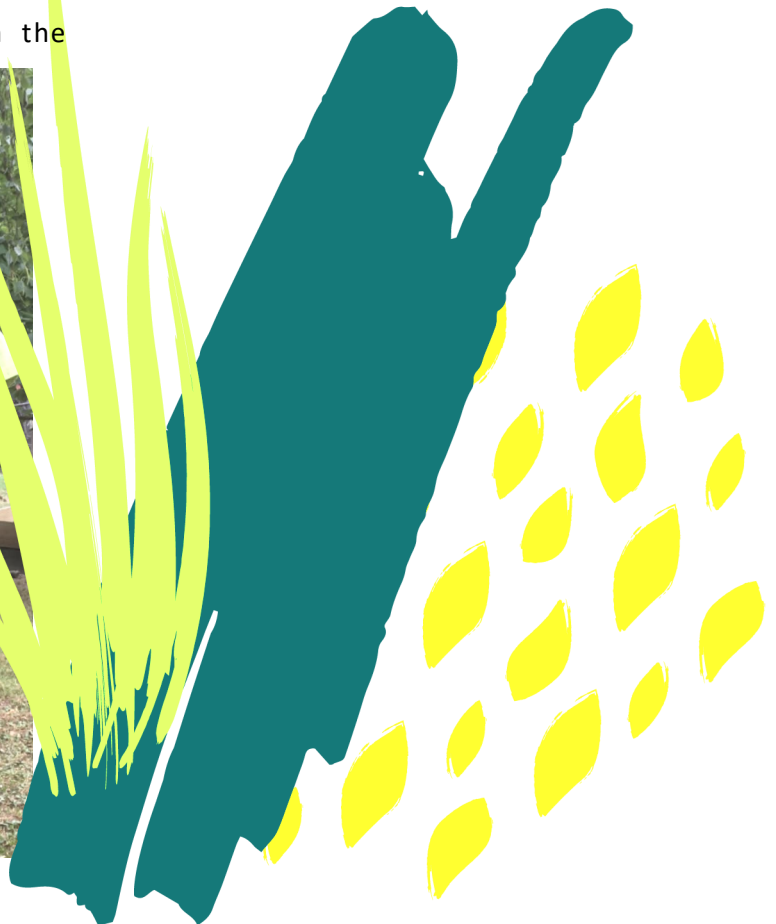
**Chris Powell—retired Supervisor Waratah**

industry and the amazing work we do as a leading social enterprise in Victoria. I am looking forward to being involved in helping the nursery industry grow and evolve and importantly continuing to educate decision makers on the power of employment for people living with a disability.

Stay safe.

**Scott Buckland**

CEO - Knoxbrooke Enterprises



# Outer East

Our Achieve students finished 2021 with a Graduation Ceremony for our second-year students and an Achieve Christmas party organized entirely by the students.

Beginning the new year, it has been exciting to have the Achieve building buzzing with students and facilitators. There are six additional electives for students this year:

- Rare Affairs -Event Planning
- Beat It -music and sound production
- Café 38 -working in a functioning cafe
- Shark Tank - business management, entrepreneurship, marketing and managing finances.
- R.P.M. - the opportunity to gain a learners permit and become an independent driver.

- War of Words - critical thinking and effective communication.

Knoxbrooke Community Gardens have also generously provided our Achieve students with two garden plots and the opportunity to build skills with a ride on mower, whipper snippers and a variety of other equipment. The Committee and the other plot owners have been very welcoming and supportive to our students.

Everyone has become familiar with Covid testing and RATs with some of our students testing positive over January. There is a need for constant vigilance to ensure students and staff are wearing appropriate masks and observing social distancing.

We now have two Achieve buses which has enabled the team to greatly expand activities in the local community.

We have 16 new students this year and everyone is embracing 2022.



Achieve Graduation Class of 2021

Our 365 service continues to provide vital in-home support and companionship for our clients. We currently have 82 families using our service.

We have just transitioned to new software which enables our 365 Support Workers to have all the information they need about clients in a convenient App. The new software has been a popular change for our team.

### **Gai Campbell**

Regional Manager—Outer East



**Biodome Elective students at the Knox Community Gardens**



**Wellness Warriors with Tommy from FitLife**



# West Gippsland

**M**awarra day centre is a buzz of excitement with lots of new clients, staff and even a mini facelift.

We have been recruiting new staff to support the influx of new clients, five of whom are enrolled in our new Achieve “Gap Year” and another five day 1:1 support clients. We have also reviewed our current client cohort and have commenced 1:1 support for four clients, which is a great result for each of them being able to receive tailored support to better met their needs.

Our newly employed 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 changing COVID situation is something we remain alert to and have learnt to take the constant changes in our stride. To ensure COVID-safe settings, the PODS remain. We have had two positive cases with Centre staff being affected however high levels of diligence ensured there was no spread to the Mawarra community.



Staff are determined to minimise inconveniences and maintain high-quality, high-interest activities using a constant feedback loop from clients and families to improve services.

Prior to Christmas, we held a Christmas POD decoration competition. What a huge success! All clients and staff were involved. It worked so well and raised morale for everyone. There was much excitement and merriment, and Kristian visited to pick the winner.

Achieve lite commenced in 2022 as a trial and is being delivered in a “gap year” style. Five school-leavers have enrolled and are utilising Rayner House as a base. Whilst still early days, Achieve lite has been warmly receive by the school-leavers and their families.

**Claire Cutler**

Regional Manager—West Gippsland



# Support Options

## **N**DIS PRICE CHANGE 1<sup>ST</sup> JANUARY 2022

The Covid pandemic has added pressure on providers to supply and fund PPE equipment. The NDIA recognised the financial implications in 2021 and allowed providers to charge clients for PPE providing the charges were outlined and agreed to in service agreements. However, Knoxbrooke decided not to adopt this practice to avoid adding to our client's stress and anxiety, that was already a difficult time.

The NDIA realised that the process to charge for PPE was problematic and released revised "Pricing Arrangements and Price Limits" on 1 January 2022 outlining an additional loading on supports for Assistance with Daily Life and Assistance with Social, Economic, and Community Participation. The average increase is 0.27% and will be added to supports across all Knoxbrooke's services within these categories. The increase will be reflected in service agreements and proposals from January 2022.

The usual process in these situations is for the increase to be managed within current plan limits. Although the increase is minimal, please contact the NDIS Team if you are concerned that it will impact supports.

### **Knoxbrooke NDIS Team**

Knoxbrooke has a dedicated team of staff available to help you with your NDIS needs. This unfunded team is available to help you prepare for planning meetings, advocacy/support, change of circumstance, or unscheduled reviews.

If you have any questions concerning the above or about the NDIS in general, please get in touch with the Knoxbrooke NDIS Team, and we will be happy to help. We can be contacted at:



Email: [ndis@knoxbrooke.com.au](mailto:ndis@knoxbrooke.com.au)  
Phone: 9758 3666 Outer East  
5624 3400 West Gippsland

**Fiona Sammut**  
Manager—Support Option



# *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

## Gai Campbell

Regional Manager Outer East

## Claire Cutler

Regional Manager West Gippsland

## Janelle Ghent

Manager People and Culture

## Fiona Sammut

Manager Support Options



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

### **Mawarra Sorting Centre**

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