


Knoxbrooke ***Talk***



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2022 WINTER

EDITION

Group CEO Report

For over 50 years Knoxbrooke has been providing a wonderful and important service for people with disabilities and their families. Part of our success has been that we are a charity that exists for no other motive than to provide such a service in a welcoming and supportive environment. Service has been in our DNA since being founded by Rotary International volunteers in 1966. The Knoxbrooke name itself, comes from the blending of Shire of Knox and Shire of Sherbrooke and was the first disability service for the region.

From our humble beginnings accompanied by a great vision, we now support people living with a disability, not only in Knox City Council and Shire of Yarra Ranges but also Maroondah, Whitehorse, Monash, Cardinia and Baw Baw. When Knoxbrooke's Rotarian founders returned to Knoxbrooke's Golden Jubilee in 2017, they were so pleasantly surprised to see what Knoxbrooke had become during its 50 year journey.

Being a charity, we are always thankful for donations as they enable us to better support people with disabilities experiencing disadvantage. All donations to Knoxbrooke are tax-deductible and can be made at any time. Occasionally, Knoxbrooke receives a bequest through a persons will. Bequests are normally made by a parent or sibling who over the years has experienced first-hand the value brought about by Knoxbrooke's services and have generously chosen to leave a legacy to Knoxbrooke by way of a bequest.

If you have ever considered leaving a bequest to Knoxbrooke, please do book an appointment with me as it is important that a record is kept ensuring that your bequest is treated in exactly the way that you had envisaged.

As always, thank you for your support

Kristian Dauncey

Group CEO



Social Enterprises

Trevor Norman

Interim General Manager—YVBLF

I'm really excited to be seconded from the Finance team to the role of Interim General Manager at YVBLF and to work with the team across our three nursery sites. Thanks to the leadership team and everyone at YVBLF for making me feel welcome!

A BIG congratulations to Paul Nicholls on passing his buggy license today. That's huge achievement Paul, well done.



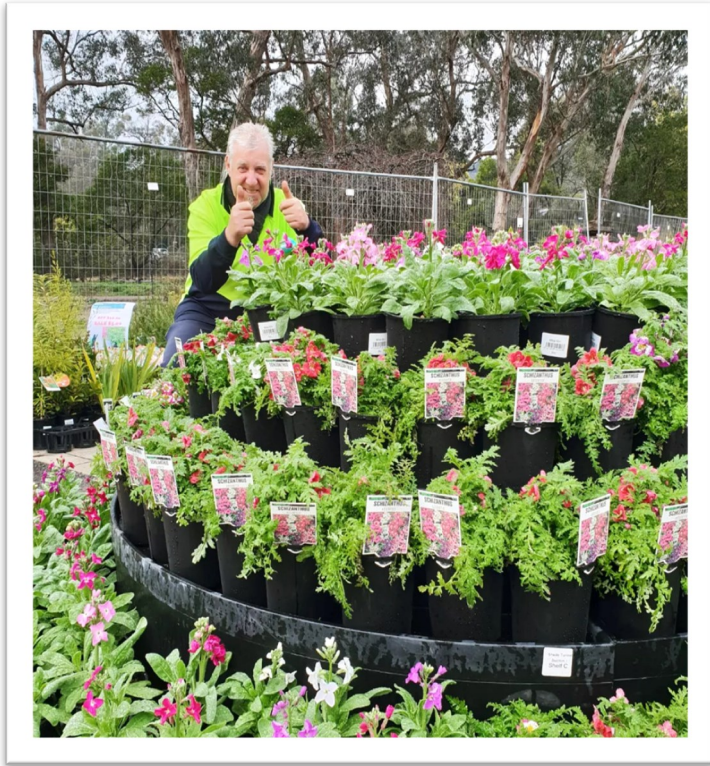
It's been a difficult winter with Covid, colds and flu impacting so many – thankfully everyone has recovered well. It's great to see everyone work together to cover any absences and keep our workplace safe.

Yarra View & Bushland Flora Nurseries

While the weather has been cold some spring growth is now starting to appear on a few plant varieties. It's a reminder that the busy production season is almost here.

Potting commenced at York Road a couple of weeks ago and the site is now starting to fill with recently potted stock and some fantastic 14cm/20cm stock transferred from Wandin. Some amazing tube stock produced at Clegg Road is currently being transferred to Wandin (and York Road) where potting will start this week. Our sites will soon be full and our attention will turn to maintaining the plants in preparation for a busy sales period.





Some York Road supported employees are currently trialling work at Clegg Road. This is a great opportunity to meet new people and further develop their nursery skills in a new environment. We also had eight supported employees recently complete their Certificate III in Horticulture at Box Hill Tafe – a fantastic achievement!

We have just completed deliveries for the Hallam and Glenroy commercial projects and supply for some of our schools' projects will commence in October. We are currently in negotiations regarding Mont Albert Level Crossing and there is a constant stream of quotes being prepared by our commercial team including the Pakenham Station upgrade. This is being done by YVBLF as the head contractor in a Nursery Co-Op group of social enterprises and, if successful, around \$500K would be grown and supplied by YVBLF.

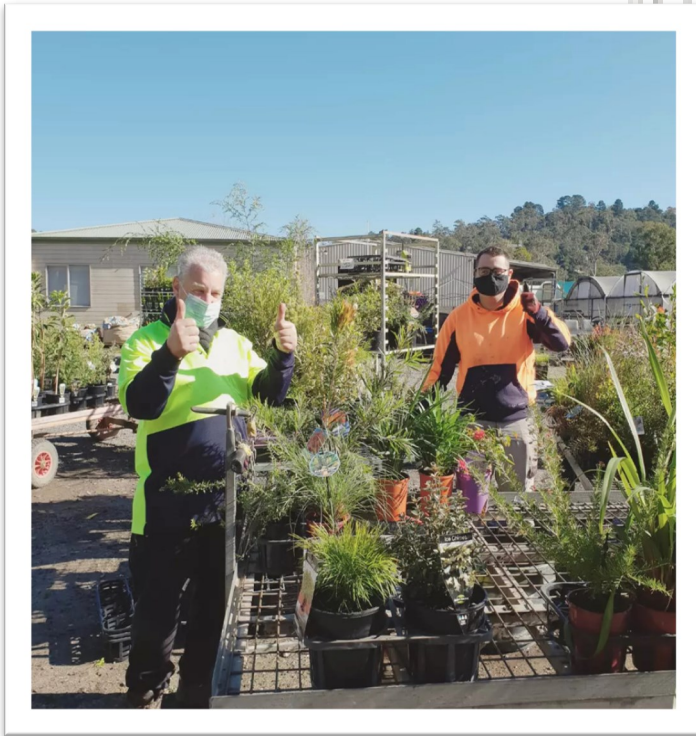
Our SES team has grown with the addition of two new members – Leah Rowe (Training, Support and Administration Officer) and Jimmy Baysinger (Training and Support Officer). Please join me in welcoming Leah and Jimmy to the team.

Yarra View Garden Centre

The Garden Centre continues to evolve with a new layout and ongoing refinement of the product range. Sales continue to grow, even through periods which are typically considered quieter.

In late July the Garden Centre was awarded \$50K of vouchers as part of a community engagement program for schools impacted by construction of the North East Link. A number of schools have been given \$2K vouchers to spend between now and the end of 2023.

A ten day sale tied to “National Tree Day” was run and generated a significant amount of sales in July/August – another great initiative from the Garden Centre team!



Knoxbrooke Outsource

Outsource have been busy keeping up with kindling orders as everyone shivers through another cold and long winter. We continue to undertake our regular packing jobs for Dollar Sweets, Uni Pro and Telegram and just picked up a new job from a company called AGS where we are filling and making grow bags.

There are many opportunities for new business so exciting times are ahead. Thanks to the Outsource team for all their hard work.

Jigsaw/Waratah

Jigsaw and Waratah are experiencing a significant amount of change with our Operations Team

Leader, Darren Kleeven, in full swing looking at staffing hours, OH&S and sourcing new opportunities.

Similar to Outsource, a cold and long winter has seen strong kindling sales over the last couple of months which is keeping the production team very busy. We have welcomed two supported employees to our team and we're excited to have them on board.

We appreciate the support of the whole team as we work together to implement the changes.

Achieve

Michael Beavis

Achieve Team Leader

Grey. Wet. Cold. Is Jack Frost, nipping at your nose? Are you waking up, filled with dread at the prospect of trudging fifteen miles through rain,



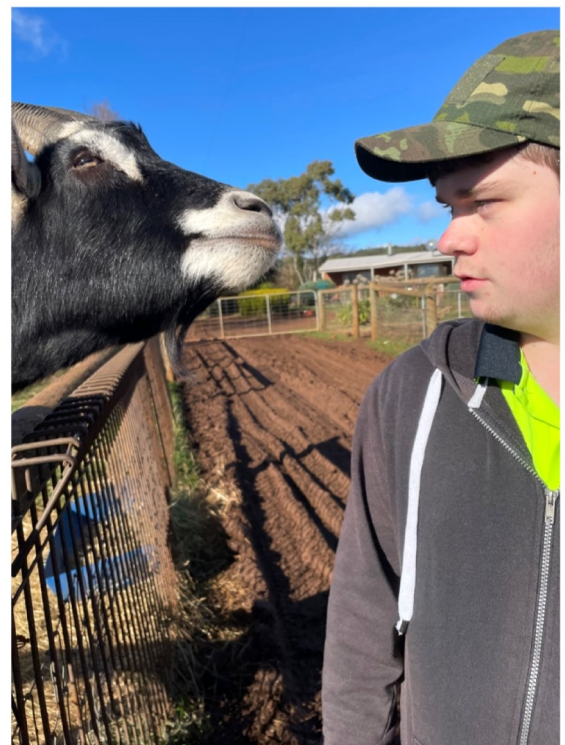
hail, and snow just to get to your car? Are you tired of the doom and gloom being spouted out by the radio? Are you finding yourself shaking your fist and cursing at Winter clouds because they have converted all joy? Well then, head on down to Achieve by Knoxbrooke, where the future is so bright, you'll think you're walking along a beach in Fiji.

Step through those doors at 38 Charter Street, and slip on your shades, lest you be blinded by the sheer talent and raw potential that the Achievers have on show. You won't have to search for long before finding the source of this radiance.

The aroma of a freshly made coffee will lead you to the kitchen. Chris is whipping up a strong latte

for a mate who needs a bit of a kickstart in the morning. He is looking at moving to Tasty-Az in 2023 to build experience working in a café. Tina isn't far away either, she is checking the balance for Café 38 – Achieve's inhouse café. Pretty soon she'll be dividing up her time between Waverly Industries and a local Ringwood café, so this is a great time to learn build those skills.

A little further into the building, and you can hear muffled laughter, followed by some serious conversation. Ben is recording a podcast in the Achieve media room. Don't dare enter - It's serious business, and this young man is getting all the practice he can get before he starts working at SYN



Media in the next few months. Watch out because he's coming to a TV or radio near you.

Who is he interviewing? Oh! It's Chloe – Social media expert and one of just a few talents leading our marketing elective Hashtag. Don't look past Tyson though, he has amassed over 4000 followers on Tiktok and knows what's trending like the back of his hand. @achieveisawesome (Instagram) is where it is at. Make sure to check it out!

Not too far away, Piper is helping to prepare for a day of work experience at Forever Friends Animal Rescue. She is dressed from head to toe, ready to battle the mud, cold and alpacas as Dolittles heads off for an honest day's worth of farm work. Between working at Yarra View Nursery and assisting with reptiles on weekends, where does this girl find all of her energy? And speaking of energy, you can't go past Lily. She works in childcare two days a week and has a role at Waverly Industries lined up for 2023.

Golly gosh! With a family information evening this quarter, and Heatherwood School seniors visiting us for a Taster Day, I'm getting dizzy just trying to keep up with everything

that is happening in this building. It's a whirlwind which never ends, and that's the way we love it.

Retreat up the stairs, and dive into my office. The Achieve team is here, and busily preparing for another incredible day. Headphones on, and finally tranquillity... Afterall, I have to come up with something for Knoxbrooke Talk. I wonder what I could write about this time?



Kylie Peele

Manager 365

Even through the cold winter months Knoxbrooke 365 support staff have been assisting our wonderful clients with transport, in-home support and community access for recreation and leisure activities. The list of community access activities our 365 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 clients in Outer East and West Gippsland have been undertaking a large range of activities in the community from attending zoos, swimming pools, sporting pursuits and events, discos, fishing, craft groups, karaoke, movies, gaming, bowling leagues and so much more. 365 staff have also supported clients to attend appointments with specialists and helped clients follow OT guidelines when doing hydrotherapy, pet therapy and gym sessions.



In-home support has focused on cooking, budgeting, safe handling of food, household chores and companionship. 365 have been supporting clients on weekends away and with sleepover shifts in client's homes when families have gone away. We currently have 365 staff supporting a client for the next 3 weeks for an excursion in Tamworth. 365 staff have been supporting students at Knoxbrooke Achieve and on work placements. Recently we have also assisted a 365 client find and move into new accommodation.

365 staff have 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, Melbourne Aquarium, Melbourne Art Gallery and going to the snow at Mt Donna Buang.

West Gippsland

Claire Cutler

Regional Manager—West Gippsland

It certainly has been a busy few months at Mawarra day centre, we have certainly felt winter with many staff and clients being impacted by the cold and flu season coupled with the ongoing presence of Covid. However, we have managed really well, and the team have certainly dug deep to ensure we continue to provide a high level of service. Special thanks to our clients, families and carers who have been really proactive about staying away when feeling unwell.

Some wonderful and innovative programming and new and exciting destinations has meant term two was





overall really well received by clients and staff with lots of amazing adventures, goals and fun and engagement being achieved.

Our first “feedback sessions” where clients, families, and carers were not as well attended as we hoped, but the clients, families and carers that did engage felt the value in these and we will continue to offer it each term, to build the connection and engagement.

We are now offering a “Community Day” on Friday rather than a program where the centre gets to come together as a group. It has been immensely popular with group lunches, music and fun being enjoyed by all. Groovers continues to be popular with many clients taking up support to enjoy the exciting and appreciated community event.

Planning for our Mawarra Showcase is in full swing, with the event to be held at the Fountain room at the West Gippsland Arts Centre on Friday 16th December 2022. Clients are so excited to be involved with planning and rehearsals coming along nicely.

Mawarra Op Shop & Vintage Vibes are going strong. Our new signage is up at Vintage Vibes, and sales are strong. The community has really backed this venture as Kerry likes to say we are a victim of our own



success with more donations than we can sort. We have extended trading hours to include Saturday and an extra donation bin to help with demand.

Our Supported employees are kicking goals and doing a brilliant job, helping out with sorting, registers, and general customer service.

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



Support Options

Fiona Sammut

Manager Support Options

Support Option Meetings

A goal for Knoxbrooke is to drive for continuous improvement and within the Support Options team it has been identified that more often than not we were having discussions in relation to clients support needs with families, carers and support coordinators in the first instance rather than our clients. We have addressed this limitation to our service by implementing face-to-face support option meetings prior to preparing NDIS plan review proposals. This shift addresses the NDIS Quality and Safeguarding Commission requirements in relation to client's choice and control "Communication with each participant about the provision of supports is responsive to their needs and is provided in the language, mode of communication and terms that the participant is most likely to understand.

The benefits of the face-to-face meetings are already having an impact, it has increased the clients rapport and trust in the support option advisors, clients are more comfortable asking questions face to face and are developing an increased knowledge about the NDIS and it's intent to provide them with the support they need, not just in employment or day services but in life.

Group Social Events

The fear of socialising created by the Covid pandemic is slowly dissipating and we have found that our clients are craving group social interaction. Knoxbrooke are

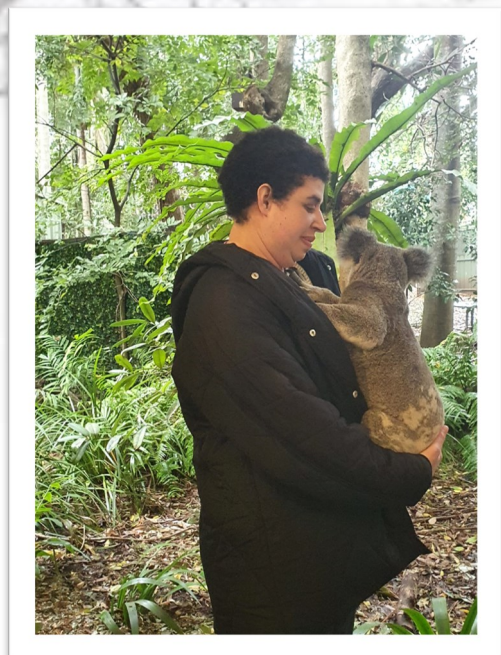
addressing this demand across the board through Extra's for Outer East Supported Employees, Achieve Plus for current and graduated Achieve clients and MSN Extras for our West Gippsland clients. All events are in high demand and the NDIS team are arranging additional service agreements ensuring that NDIS plans will fund the support.

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: 9758 3666 Outer East

5624 3400 West Gippsland



Spotlight

The Jeanette Furmedge Community Service Award

The Jeannette Furmedge Community Service Award is presented to a Knoxbrooke team member who consistently demonstrates an unyielding dedication to community service, and to improving the lives of others through positive change. The inaugural winner of this award is TSO Coordinator Sally Fantulin, seen below with the award's namesake, Jeanette Furmedge. Sally received this honour because of her outstanding community service, particularly in her management of, and dedication to, the Extras program. Congratulations, Sally! A very well-deserved recipient.



Client Spotlight

Bernie receives support every Monday from Jazmyn with his shopping, cooking, and attending appointments. Every Friday Rene supports Bernie to attend The Men's Shed in Yarra Glen. Bernie loves going to The Men's Shed and enjoys the camaraderie and companionship of others in the group and has made several new friends and created some great items that are of high quality which he is very proud of.



Donate to Knoxbrooke

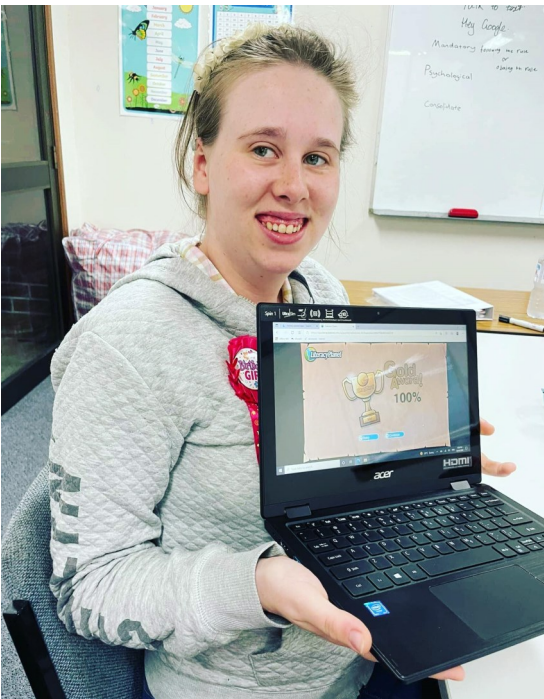
We value your support.

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

Interim General Manager—YVBLF

Scott Buckland

Knoxbrooke Enterprises
Chief Executive Officer

Fiona Sammut

Manager Support Options

Claire Cutler

Regional Manager West Gippsland

Janelle Ghent

Manager People and Culture

Cassie Gill

Interim Financial Controller



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