



Knoxbrooke ***Talk***



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2023

AUTUMN

EDITION

Group CEO Report

Kristian Dauncey

Group CEO

Knoxbrooke just keeps getting better!

Coffee Vibes news

I am delighted to share with you that Knoxbrooke will be opening Coffee Vibes, our first social enterprise café on 29 May 2023 at the West Gippsland Arts Centre. We are excited about this and thank Baw Baw Shire Council for making it possible. Both the Council Mayor and CEO will be at the grand opening, behind the counter, apron's on, having a go making lattes for everyone. We could not ask for better partners demonstrating a genuine desire to make Coffee Vibes a raging success.



So next time you are in Warragul, please do check-out the café. The team would love for you to drop by and say hello, stay and have a hot drink and perhaps even be tempted into having a cupcake! As West Gippsland's first-ever social enterprise café, we will be training and supporting people with disabilities in all aspects of hospitality including barista coffee making, customer service, cash/card handling, catering and more.

Board and leadership renewal news

To other news, you may recall in my last CEO message, I shared with you that Knoxbrooke is undergoing Board renewal in readiness for the development of the 2024-2026 strategic plan. The strategy development will occur between July - December 2023. The Board has since appointed 3 new Directors being: Mike Foreshew, Claire Halsey and Glen Round. We are fortunate to have such talented people on our Board. To find out more about them, please visit our website.

All Knoxbrooke Directors are volunteers, selected from a competitive pool of candidates by the Board as an outcome of a rigorous selection process which includes a Director Selection panel who meet candidates and undertake probity checks. Now that the Board renewal is finalised, Knoxbrooke has in place a skills-based Board with the requisite skills both for today and into the future.

Hand-in-hand with Board renewal is leadership renewal and I share with you that on 19 May 2023, I will be stepping down as Group CEO. The Board and I have been working together for some months on ensuring a smooth CEO leadership transition. Having led Knoxbrooke since January 2016, I feel this is an opportune time to hand over the reins to a new CEO. It has been a privilege to lead Knoxbrooke. The journey with Knoxbrooke has been thoroughly rewarding both professionally and personally. Knoxbrooke today, is in a wonderful position to dream big, seize new opportunities and I look forward to following Knoxbrooke's future success.

As my final sign-off, I would like to thank Knoxbrooke's clients, supported employees and families for generously allowing me to play a small part in your daily lives. I also thank Knoxbrooke's outstanding staff, who readily demonstrate their commitment to our GROW principles. To Knoxbrooke's talented and skilled leadership team, I say thank you, your support has been invaluable. To our volunteers, Knoxbrooke could not be what it is without you, thank you and finally, to the Boards of Knoxbrooke, thank you for guidance and trust.

I wish everyone the very best into the future.

Kind regards

Kristian Dauncey

Group CEO



Yarra View Bushland

Scott Buckland

General Manger—Yarra View Bushland Nursery

I was excited to return to work in January after a long period away due to illness. It's been awesome seeing everyone and being part of our amazing community again and seeing the progress made over the last 6 months. I'd like to thank the Board, staff and the broader Knoxbrooke community for the support and well wishes while I was away.

In recent months we have had a number of new people join our team across all areas including:

Chris Defina, Commercial Sales Manager (March)

Julia Shannon, Sales Consultant (February)

Kylie Beath, Area Supervisor (March)

Rylee Millott, Area Supervisor (April)

Katie Keenan, Employment Coach (April)

Sarah Pohle, Employment Coach (April)

Christine Dashper, Employment Coach (May)

Nathan Pham, Employment Coach (May)



Welcome aboard to all new starters and we look forward to continuing to build the growth and support provision at YVB.



We have had a solid start to the year within most of our key sales channels. Our standing with independent retailers continues to develop as we improve our focus and we have the largest number of commercial projects being

worked on than we ever have before. This includes the Mont Albert Level Crossing removal, Healesville – Koo Wee Rupp Road upgrade and public housing projects at Brighton, Flemington and Prahran. We have seen some amazing growth of business at the wholesale markets this last year, cracking the \$1m mark for the first time. Well done to all involved in making this happen.

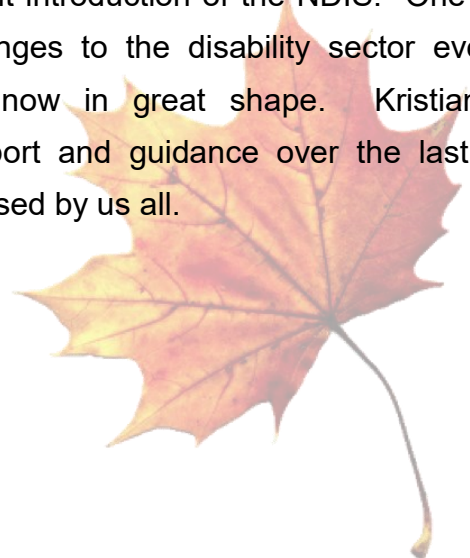
Operationally, YVB has made some great advances with improved systems with the new Evergreen Connect Inventory Management system now in place. It's been a significant effort for all those involved and has included a number of key process changes / improvements which have had to be implemented.

Yarra View Garden Centre has continued to grow its sales with improved marketing and in store merchandising. Its exciting to see so many of our supported employees getting the opportunity to work in the garden centre and we will continue to develop this program in the coming months. We have a huge 'Carpark' sale coming up for the week starting from the 26th May 2023. Stock from the wholesale nursery will be available for sale in the car park at exceptional prices as we clear out space for the winter months and upcoming projects.



Finally, I would like to wish Kristian Dauncey, Group CEO, all the very best with his next career venture. Kristian joined Knoxbrooke 7 years ago, at a time where significant change was needed to ensure continued longevity of the organisation and there was the imminent introduction of the NDIS. One of the biggest changes to the disability sector ever! Knoxbrooke is now in great shape. Kristian's leadership, support and guidance over the last 7 years will be missed by us all.

Stay safe.



Outsource

Abdul Bakhach **General Manager - Outsource**

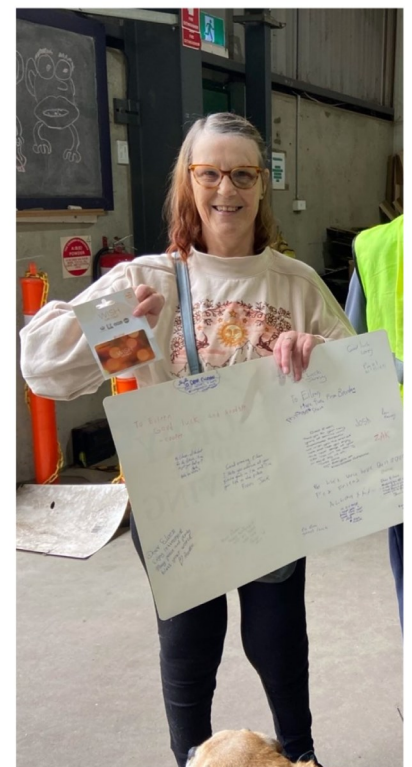
I think that Autumn in Melbourne is one of the best seasons as the weather is usually nice and comfortable, the leaves start falling, , we have our Easter break, and we start getting excited about the AFL and NRL seasons starting and we have high hopes for the teams that we support (Go Pies!). In Autumn, our supported employment businesses start getting busier and our Organisation had the opportunity to promote all of the great work that we do and showcase all of our services at the many expo's that are on during this time.



Outsource Packaging (Mt Evelyn)

The "Buzz" at Outsource Packaging continued over the past few months, as we released our new promotional video, we had several important council visitors attend our site and several potential new customers visit us to discuss new work. Our

regular customers have been giving us consistent work and with the work from our new customers, we have been very busy at times. In April we installed our new label printer and label design software, this now allows us to offer this service to all of our customers. Eileen Swistak retired in March after working with Knoxbrooke for almost 30 years and Mark Chrisfield (Outsource Supervisor) resigned in April after working with us for 7 years, we wish them both well for the future. With the recent growth at Outsource we are now actively recruiting for more Supported Employees, Production Supervisors, a Sales Executive and Employment Coaches. If you know of anyone that is interested,



please ask them to contact our People & Culture Team on 9758 3666.

Jigsaw (Sandbags, Survey Pegs and Kindling Firewood)



Exciting times ahead for our Jigsaw Team (at Warragul) ! The past 7 months have been challenging since we lost our most consistent packaging customer. Unfortunately, during this time, we have had several very quiet months and we used this as an opportunity to expand our range of timber products and we manufacture to include more survey pegs and garden stakes made from quality hardwood timber. **The Exciting News is** that after months of negotiating we began producing our

own range of environmental sandbags packed by the Jigsaw team. Since starting this product in March our Jigsaw team have been so busy and they have achieved 2 months in a row of record sales by the Jigsaw team. We are now looking at investing in some automation which will make this job more efficient and allow us to start producing more of the sandbags for other customers. In March Steven Booth joined our Jigsaw Team as an Employment Coach. Steven had an immediate positive impact on our team of supported employees and on the working environment, we look forward to seeing the team thrive with his influence.

Waratah Environmental (Gardening)

Summer and Autumn this year have been wetter than normal, and this has tested our Waratah Environmental Team. Over the past 3 months we have won several new customers in the Warragul area including one of the largest schools in Warragul. The team did a good job servicing all our customers and especially considering that we have often been doing this work with only 1 crew. We are still looking to recruit at least 4 – 5 new supported employees to join our Waratah gardening team. In March Chris Phillips joined our Waratah team as the new Employment Coach, we look forward to seeing our employees grow their skills with his guidance.

Yarra View Horticulture (Mt Evelyn)

Our Yarra View Horticulture team has been very busy over the past few months with so much rain and sunshine. The team did a great job keeping all of customers happy during the summer months and we now switch our focus more to gutter cleaning over the coming colder months. In late March we met with Bushland and Reserves Management Team from Yarra Ranges Council to offer them our services. They are now considering restarting our working partnership with some gardening and litter control work.

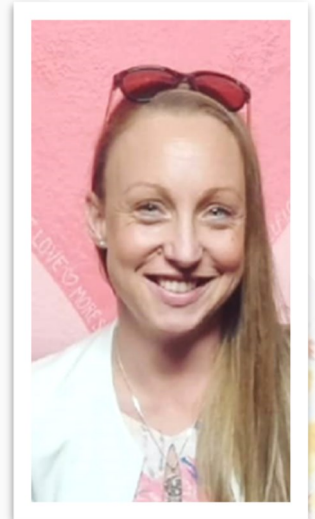
Kylie Peele
Manager 365

2023 has been an exciting year so far for 365!

We have welcomed a new 365 CoOrdinator, Sacha Hammond, who has hit the ground running and quickly become an integral part of the 365 team. Welcome Sacha! Make sure you say hi when you see her out and about!

365 continues to provide exceptional supports, already this year supporting people to attend musicals, footy games, and most recently a 4 night stay in Warnambool for the Warnambool Races!

Our latest adventure comes in the form of a heritage listed house at the base of the Dandenong Ranges, Tyson House.



Tyson House has been used by Knoxbrooke for some time now, but recently has not been getting the attention it deserves. 365 and Parks Victoria are so excited to announce we now have full 24/7 access to Tyson House, and after some initial works are completed, 365 will open a Community Hub at Tyson House, providing small group social sessions, individual capacity building sessions, overnight stays and short term accommodation, all at the very foot of the well known thousand steps!



We will endeavour to listen to the people we support, and put in place some sessions around individual capacity building, starting with 365 client and Supported Employee Robbie doing some meal preparation and budgeting, with the intent of moving out of home soon! Robbie and his support worker decided what Robbie wanted to cook for dinner, purchased the ingredients required working around a budget, and then prepared and cooked the meal at Tyson House. I dropped in to say hi and all I could hear as I walked in was music pumping and laughter, and the smell of homecooked

hamburgers! Yum! Awesome work Robbie!

As we move forward with Tyson House, some of the ideas from the people we support are fitness sessions and walks on Saturday mornings, a book club, a games club, group cooking sessions, and even some support to go through the VicRoads process and work towards getting L Plates!

Short Term Accommodation will start as of the last months of the year, as it warms up and we are able to enjoy the beautiful national park that surrounds Tyson House. Watch this space! If you would like some information on Tyson House, or have some ideas we could put in place, please contact our support options team : ndis@knoxbrooke.com.au



Achieve

By Jess Huckel

Achieve Facilitator & Supported Employee

Over these past few months at Achieve, the participants have been quite busy working hard at all their electives of choice!

Facilitator Darcy and the participants of Biodome finally got to harvest some of the produce that they have been growing at the community gardens! The produce they have been able to reap are tomatoes, strawberries, silver beet, spinach, rocket, capsicums and eggplant, as well as various herbs. The

participants also made autumn plantings of celery, lettuce, potatoes, peas and leeks. We're keen to see how they turn out!

The participants of Dolittles have been working hard out on the farm with their facilitators, Sophie and Darcy. To break up the term, they went to the trout farm to do some fishing and Ricketts Point to find some marine life up on the rock pools. To finish off the term, Dolittles were rewarded



for their hard work, so a visit to Gumbuya World to get up close to Australia's native wildlife was needed! Sadly, Dolittles lost their facilitator, Sophie. We had a going away party and she said goodbye to all of us here at Achieve back in April. The plus side is that they have gained Dani as the new facilitator.

In Hashtag the past term, the participants have been busy work in an office environment, writing blogs on their chosen topic for the website Hashtag What. They also got to participate in some Google workshops to gain certificates and went to St Kilda to collect some content.

The GPS group continued to travel around Melbourne via public transport despite all the disruptions with the trains. Some of the places the group travelled to are Emerald, Launching Place, Brighton, the Melbourne CBD, and for their last week 'big day trip', the group had the luxury of travelling to Point Nepean to check out the sites down on the Peninsula.

The Mastermind participants worked together to carefully plan and build a village in Minecraft. They looked up designs for inspiration and communicated with one another to know where, what and how they were going to build the village.

Dani's Cobra Kai group have been kicking butt in building their confidence, self-improvement, fitness and wellbeing! They have also built capacity in self-defence at Ninja Parc and at FitLife Boxing Gym with Tommy.



Gigabyte's participants have been looking at game design and some of the elements that it includes for example the title of the game and the game's theme. Participants have also been gaining an understanding of the software of which a game is built on.

In RPM with Matt, participants have been working towards getting their learner's permit. At the end of the last quarter, every participant passed their practice test – how good is that?! The RPM group finished the term with an all time favourite of the group – blasting around the go kart track!

We have been cooking up a storm in Flavours on Mondays and Brunchfest on Wednesdays. In Flavours they looked at and cooked different dishes from around the world. Brunchfest has been cooking simple sweet and savoury recipes that the participants can cook for themselves at home.



In Matt's elective Lens Life, the participants went to different places around Melbourne to build their photography skills by taking photos of things that stand out to them. One session was where the participants went to a very plain spot and had to create something out of nothing using their creativity and photography skills. Every second week, Lens Life worked on their photo editing using the app Snapseed.

Our Achieve Grow On Thursdays and Fridays has been quite a success! On Thursdays with Ash, 8-bit have been going to some cool places like Bounce, Fortress, the cinemas to watch Super Mario, and mini golf.

TGIF with Matt on Fridays have finishing off the week at Achieve with a movie marathon, a trip into the city despite all the disruptions with trains and buses, Mario Kart tournaments and a trip to the cinema to see the new Shazam.

A very busy season the last few months!

West Gippsland

Claire Cutler

Manager—West Gippsland

Mawarra day centre has had a solid few months with programs going well, and all clients are engaged and happy with their activities. We continue to foster an empowered, vigorous, and upbeat exercise. All the rooms are busy with their programs, and you can always hear laughter, conversation, and friendship as you move around. Our out groups are exploring our beautiful region. It's been a great few months with new clients and programs, causing great enthusiasm around the centre.

MSN and Evolve are going from strength to strength coupled with our extras activities; we are very proud that we can offer a differing cross-section of activities outside the standard 9 am-3 pm service.

Vintage Vibes continues to grow from strength to strength, with the support from the Community increasing and very positive. Our Instagram page has over one thousand followers, and foot traffic has almost doubled. Our Supported employees are doing a fantastic job, have found their stride, and are continuously gaining and developing new skills. We proudly support six supported employees at Vintage Vibes now. Op Shop and the volunteers there are doing a fantastic job and providing such an important to the Community. It is as busy as ever with solid sales and community support.



With the announcement of Coffee Vibes, we have had an overwhelming response from the Community with planning in full swing for the grand opening on the 29th of May, and an enormous amount of work is underway to finalize staffing, menus, signage, et cetera, and we are so excited and proud to be able to introduce this to the Community.

Support Options

Fiona Sammut

Manager Support Options

NDIS Team-Support Options Team

Our team formerly known as the “NDIS Team” has changed its name to the “Support Options Team.” We have found that many clients confuse us as being part of the NDIS rather than Knoxbrooke, thus the name change is hoped to create a differentiation between the two.



We have a vacancy in our team for the West Gippsland region after sadly accepting Samantha Handley’s resignation. The position has been advertised and we hope to recruit to this role as soon as possible, the Outer East team will manage the West Gippsland clients in the interim.

NDIS Reports and Evidence

It is evident that the NDIA are drilling down on plans and asking for significant evidence to increase funds, although we understand that this is a strategic approach to reduce fraudulent funding it is stressful for those that have to continually source reports or indeed validate their disability.



If there is capacity building funding under the heading “Improved Daily Living (CB Daily Activity)” included in plans, it is advisable to utilise this funding to gain reports re current capacity. The report of choice by planners is a Functional Capacity Assessment prepared by an Occupational Therapist, it has been said that these reports are “a key to additional funding,” but just as importantly it provides the agency with a benchmark for client’s capacity and support needs validated by an independent professional. For clients that do not have support coordinators to arrange an Occupational Therapist assessment the Support Options team at Knoxbrooke can assist, please contact us via the details below.

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

Email: ndis@knoxbrooke.com.au

Phone: 9758 3666 Outer East

5624 3400 West Gippsland



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

Chief Financial Officer

Scott Buckland

General Manager
Yarra View Bushland

Abdul Bakhach

General Manager
Outsource

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 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