



# Knoxbrooke

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**2023 WINTER**

**EDITION**

# Interim CEO Report

It is my pleasure to join Knoxbrooke as Interim CEO. I am proud to lead a team of caring, capable and committed individuals who are aligned with our vision: *All people regardless of ability are respected with dignity and warmly welcomed to fully participate in all aspects of everyday life.*

My passion is working as a leader in the not-for-profit and social enterprise sectors, and my experience over the past few years has come together well at Knoxbrooke. I originally trained as a communications specialist, then I became a counsellor assisting some of the most vulnerable people in the community, and now I help for-purpose organisations by leading with transparency.

Knoxbrooke is such a varied organisation and there has been so much for me to learn. I've learned about seed propagation; packaging lines and warehouse storage; the workings behind running a café; providing services 365 to people with a disability; preparing school leavers for work; storage and donations for our op shop; NDIS funding and the list goes on! I've visited all our sites and I have really enjoyed meeting our clients and seeing the variety in the services we provide.

While it's been wintery and cold these past few months, we have not been hibernating at Knoxbrooke! There has been a lot happening as you can read about on the following pages. Coffee Vibes, our café in Warragul, is up and running; our nursery is getting ready for spring; we have welcomed new staff onboard; and we are preparing for the Outsource move to Bayswater.

As mentioned above, our vision is a very important guiding principle of our work at Knoxbrooke. We will be reflecting further on our vision and what we want to achieve as we begin our strategic planning review with the Board and the leadership team. We look forward to sharing with you the outcome of those discussions later in the year.

One special organisation I would like to mention that may be of help to our families is Carers Victoria, the statewide voice for family carers. Their vision is that all unpaid carers are recognised, valued and supported. You can become a member of Carers Victoria for free and more information is available at [www.carersvictoria.org.au](http://www.carersvictoria.org.au)

I would like to thank all our staff for the very warm welcome I have received and I look forward to seeing more of our clients over the coming months.

**All the best**

**Charmaine Vanderbeek**

**Interim CEO**

# Social Enterprises

**Abdul Bakhach**

**General Manager – Outsource by Knoxbrooke**



Winter in Melbourne! The most positive thing about it is the increased firewood / kindling sales that we get for our own products that we produce at both Mt Evelyn and at Warragul. A recent change over the past 3 months has been progress to unify our business name and branding at both sites. Jigsaw and Waratah (Warragul) will now be known as Outsource by Knoxbrooke as they will be at Mt Evelyn. This came into effect on July 1<sup>st</sup> 2023.

## **Outsource Packaging (Mt Evelyn)**

The team at Outsource Packaging have been busy doing the work for our loyal regular partners as well some new work that we have started doing for several new partners in the cosmetics, industrial hardware and confectionary industries. The cold weather has also kept us very busy producing our own brand of “firewood / kindling”. Congratulations to Ben and Zach for winning the recent “Shout Out” awards as they and everyone at Outsource have been doing an awesome job. 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. Finally, some Exciting News! Our search for a new larger warehouse for our Outsource Team is progressing well. We are currently in positive negotiation to sign a long-term lease for a new warehouse in the Bayswater area that is more than 3 times the size of our existing warehouse. We will keep you advised of any developments.



## **Outsource Packaging Warragul (Formerly Jigsaw) (Packaging, Sandbags, Survey Pegs and Kindling Firewood)**

As mentioned earlier, the “firewood / kindling” production and sales have also been up at Warragul during the cold season. Over the past 4 months our Warragul team have been very busy producing our new environmental sandbags for several large infrastructure organisations. 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 partners.

We have also just received our first order to pack some Scoria Rocks Environmental Silt Bags.



In June, Blackwoods Australia, a new business partner at Warragul, visited our team to do a story on the importance of partnership and to take some photos our team in action doing their work. Blackwoods were very generous, donating a new set of safety shoes, workpants and hi-Vis clothing to every one of employees and staff members at Warragul. Please keep an eye out for our team in the Wesfarmers Annual report this year.

## **Outsource Environmental Warragul (Formerly Waratah Gardening)**

The Winter season usually sees our team slow down with work. This winter and the past 3 months have seen our team remain steady with work as we service all of our customers in the West Gippsland region. Over the past 3 months our team have received several complimentary reviews from our happy customers as we strive to provide the highest levels of quality and service. We are still looking to recruit 4 – 5 new supported employees to join our Waratah gardening team.

## **Yarra View Horticulture (Mt Evelyn)**

Our Yarra View Horticulture team have remained steady with work during the past 3 colder months, doing more gutter cleaning than gardening over the past month. Paul and the team have had a very successful past 12 months providing all of our clients with the highest levels of service and especially during the busiest months. We are hopeful of winning some new customers over the coming months as head towards the spring season.

**Scott Buckland**  
**General Manager—Yarra View Bushland Nursery**

I hope everyone is keeping warm and healthy this winter. While production at the nursery sites slows down during these cooler months we are still very busy keeping stock maintained and preparing for the main production and growing period of Spring / Summer which is already not too far away. Our propagation facilities are full of awesome new tubestock getting ready for potting. We are planning to pot over 250,000 plants into 140mm / 200m pots this coming season. It will be a massive effort for all involved in a fairly short period of time.



The 2023 financial year is now behind us and while we did not quite reach our budget aspirations, the year finished solid and ahead of the previous year. Not a bad result given the challenging economic conditions at the moment. Delays in finish dates for some of the large

commercial projects were a challenge, and one we have little influence over unfortunately, with some large projects crossing over into the new financial year for their revised delivery dates.



Importantly though, these large projects provide long term stability for YVB and allow us to confidently build our teams and invest in facilities for the future.

In recent months some of these investments were:

New 2000m<sup>2</sup>+ polyhouses for the York Road site

New 16T truck for deliveries (bringing our total fleet to 4 trucks)

New 26HP Tractor for the Wandin site

New Forklift for the Wandin site

The 2024 Budget includes a number of further investments in the nursery operations to continue to improve efficiency and safety, provide new training opportunities for our teams and ensure YVB maintains its growth momentum. Exciting times are certainly ahead!

With growth, comes opportunity, and we are currently recruiting for new Supported Employees to work at all 3 of the nursery sites. We would love to speak to anybody who may be keen to consider joining the amazing YVB team. Please contact us if you'd like to know more.

Stay safe.



# Achieve

**Michael Beavis**

**Manager - Achieve**

**The Empowerment Odyssey: Transforming Everyday Acts into Professional Prowess**



Welcome, ambitious leaders of tomorrow, to the Achieve odyssey where the seemingly routine metamorphoses into the exceptional, propelling you into the echelons of professional and employment excellence. Our voyage transcends the mundane, revealing how everyday actions are the steppingstones to shaping not just careers, but legacies. Strap in, as we embark on this transformative expedition, uncovering the latent potential within every habitual gesture!

## **1. Precision and Detail Orientation: The Bed-Making Artisans**

In the symphony of vocational endeavours, precision and attention to detail compose the grand overture. Enter the ritual of crafting the impeccable bed. Seemingly mundane, this task cultivates discipline and a meticulous eye for intricacies—a trait that resonates in high-demand fields where precision is paramount. The diligence acquired here permeates your professional life, setting you apart as an orchestrator of exactitude.

This acquired penchant for precision might manifest when dealing with information or task that demands unwavering accuracy. Your ability to meticulously organize information can transform you into the go-to expert for complex financial analyses, a skill that becomes the cornerstone of your professional identity.

## **2. Culinary Time Managers: The Strategic Chefs**

The culinary sphere is a training ground for more than just culinary artistry. It's a school of multitasking, where harmonizing flavours and adhering to time constraints are the cornerstones of success. As you orchestrate the kitchen, you're also mastering the art of synchronized task management—a skill that finds resonance in the corporate arena where juggling responsibilities is the norm.

Imagine applying this meticulous time management to a project. Just as you finesse the coordination of ingredients for a dish, you'd seamlessly coordinate project milestones, ensuring every element falls into place at the right time. Your culinary finesse extends beyond the kitchen, as you evolve into the strategic project manager everyone relies on.

### **3. The Dance of Confidence: Cultivating Self-Assurance**

Confidence, the cornerstone of professional ascendancy, is not merely an attribute; it's an art form. The dance floor becomes your canvas of self-expression, shedding inhibitions and exuding unwavering confidence. The metamorphosis transcends the dance hall, as this newfound assurance becomes your armour against the challenges of presentations, negotiations, and leadership roles.

In boardrooms and meetings, you'll wield the same level of confidence as you do on the dance floor. Your ability to command attention and communicate persuasively propels you into a league of charismatic leaders. The dance of confidence, once personal, becomes a public testament to your self-assured capabilities.



### **4. The Empathy Enthusiasts: Gleaning Profound Lessons from Our Furry Companions**

Beneath the charming exterior of our four-legged friends lies an invaluable lesson in empathy—a quality that transforms not only personal relationships but also professional dynamics. The companionship of these furry allies is more than just a delightful experience; it's a classroom for cultivating emotional intelligence, an attribute that carries substantial weight in the corridors of professional success.

As we interact with our pets, we partake in a silent dialogue devoid of words, yet rich in understanding. Their needs, desires, and emotions are conveyed through non-verbal cues—a wagging tail, a purring rumble, or even a gentle nuzzle. In deciphering these





cues, we engage in an exercise that sharpens our ability to tune into others' feelings, mirroring the subtle art of decoding unspoken messages in the workplace.

This profound skill becomes evident when dealing with diverse teams. Your heightened empathy allows you to navigate differing perspectives, forging stronger connections that fuel collaboration. You become the bridge-builder in the office, fostering a harmonious environment where everyone's voice is heard and valued.

## **5. Cultivating Resilience through Green Endeavours**

Tending to plants is more than a hobby; it's a practice in resilience. The act of nurturing growth despite challenges is akin to the professional journey. Just as

you navigate the complexities of plant care, you're honing the ability to adapt, persevere, and thrive in dynamic work environments.

The resilience cultivated while nurturing plants becomes a cornerstone when facing unforeseen challenges at work. Your ability to stay composed, pivot in response to setbacks, and ultimately flourish in adversity positions you as a trusted problem-solver. Your colleagues and supervisors will marvel at your ability to weather storms and emerge stronger on the other side.

## **6. The Eloquent Orators: Mastering the Art of Communication**

Casual conversations with friends and family are training grounds for articulate communication. The ability to convey thoughts clearly, influence decisions, and collaborate effectively is indispensable in the professional realm. Each interaction refines your communication prowess, setting you on the path to becoming a persuasive and impactful communicator.

As you engage in everyday conversations, the art of communication becomes second nature. When it's time to address a team, conduct a presentation, or negotiate with others, you bring the same fluidity, clarity, and conviction to your words. Your eloquence becomes your signature, elevating your professional presence to new heights.



## 7. Problem-Solving Mavericks: Conquering Life's Puzzles

Life's daily challenges are akin to puzzles. As you tackle them, you're sharpening your problem-solving skills—a hallmark of high-performing professionals. The adeptness to dissect complex issues and derive innovative solutions is a trait that not only differentiates you but propels you to the forefront of innovation in the workplace.

Every problem you solve, no matter how seemingly insignificant, hones your analytical thinking. This skill becomes a game-changer when faced with complex business issues. You're not just resolving dilemmas; you're generating innovative solutions that set your organization on a path to success.

## 8. The Architects of Order: Efficiency through Organization

Orderliness extends beyond physical spaces; it's a reflection of a well-structured mind. Organizing your surroundings cultivates clarity, focus, and efficiency—attributes paramount in industries where structured workflows and strategic planning drive success.

Consider the transformation you undergo when organizing your surroundings. The same meticulous approach translates to organizing processes and workflows. Your knack for creating streamlined systems positions you as an efficiency maven, a talent that streamlines operations, minimizes wastage, and optimizes outcomes.



## 9. The Creativity Alchemists: Unleashing Innovative Spirits

Indulging in artistic endeavours taps into your creative reservoir. The ability to think outside the box and craft novel solutions is invaluable in industries driven by innovation. Your artistic expressions foster a mindset primed to pioneer new approaches and reimagine conventional practices.

Your creative wellspring, once confined to artistic pursuits, fuels your professional ingenuity. When facing stagnation, you'll be the one to infuse fresh perspectives and innovative solutions. Your coworkers will come to rely on your ability to see beyond the obvious, driving the organization towards continual growth.

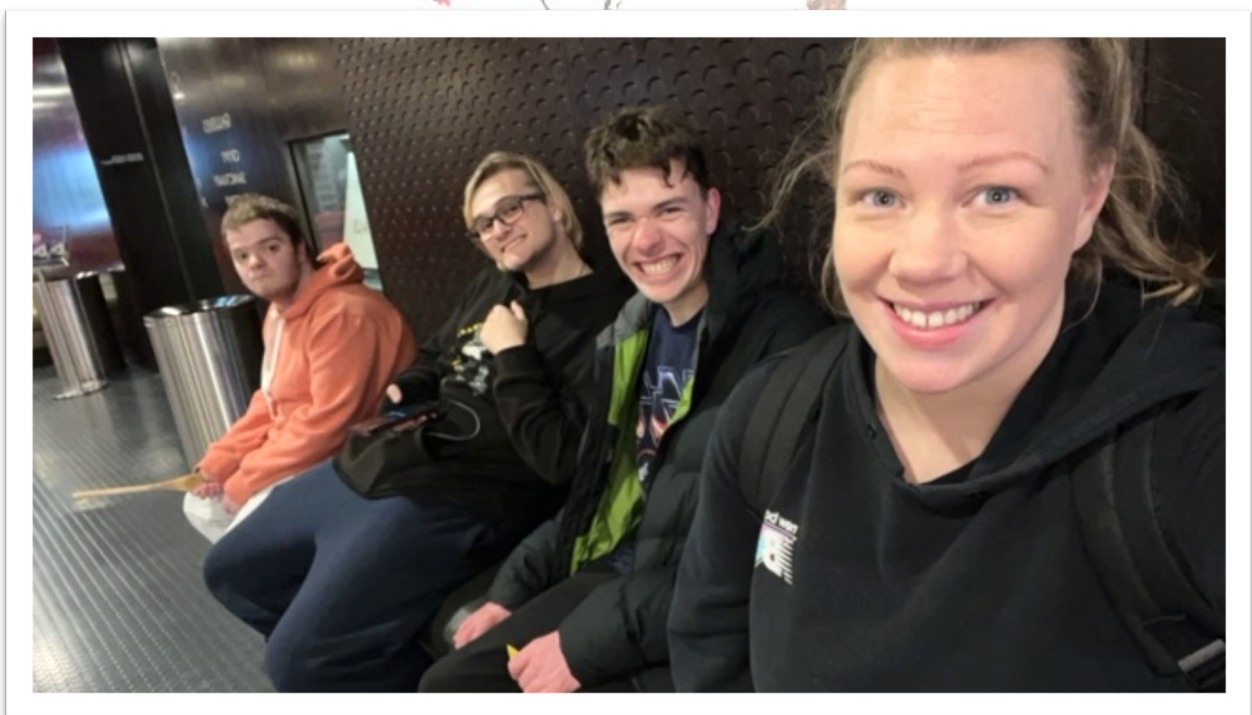
## 10. Stamina for Professional Excellence: Fitness and Beyond

Physical fitness transcends health; it's a testament to your endurance and mental fortitude. The professional journey often entails long hours, tight schedules, and demanding challenges. Your physical and mental stamina positions you as a steadfast contender, capable of persisting through any endeavour.

In the professional marathon, your physical fitness becomes a game-changer. Your ability to persevere mirrors your commitment to professional growth, exemplifying a work ethic that's a cut above the rest.

As the curtains rise on this transformational journey, remember that excellence isn't just an achievement; it's a sustained commitment to growth. At Achieve by Knoxbrooke, we celebrate these seemingly modest milestones, acknowledging their role in chiselling you into a paragon of professional competence. Embrace the everyday with unbridled zeal, for it's through these commonplace acts that you sculpt an extraordinary future.

The future beckons! Arm yourself with the precision of a surgeon, the strategic mindset of a visionary, and the resilience of a pioneer. Together, we ignite a revolution of professional growth—one bed, one dish, one dance, and one heartfelt interaction at a time! Embrace your potential, grasp the exceptional, and stride confidently into the realm of meaningful employment with Achieve by Knoxbrooke by your side.



# 365 by Knoxville

## **Kylie Peele** **Manager 365**

The last few months, 365 have been on a recruitment blitz!

The people we support deserve the highest of quality services, and the 365 team have made it our mission to find the most amazing people to support them.

Throughout the months of June and July, 365 hired the following 7 superstars!

Alex has a passion for advocacy and describes herself as someone who will 'go the extra mile' to support you! Alex has 6 years' experience as a support worker and is excited to get out there and meet you! Alex believes that communication and relationship building are the key to amazing supports!

Ash is an avid lover of all things sport and footy! Ash is new to support work, but her background in customer service has given her some of the most valuable transferrable skills to be able to support you! Ash describes herself as 'energetic and positive'

Laura comes to us with a well-rounded support work background in both supported independent living and 1:1 support. Laura is passionate about enhancing your skills and supporting you to have choice and control of your own life! Laura enjoys AFL, Cricket, Rugby, Tennis, Walking, having a laugh and dogs. Phew!



Thomas is new to support work and is looking forward to learning what support work is all about! Thomas describes himself as caring and empathetic and feels confident his calm personality will ensure he is able to build genuine meaningful relationships with you! Thomas enjoys gaming, mixed martial arts, soccer, and cats!



Jordan has just moved to the outer east and brings with him an extensive background in support. Jordan describes himself as being passionate about providing quality support and enabling you to reach your individual aspirations. Jordan loves listening to music, art, and coffee.

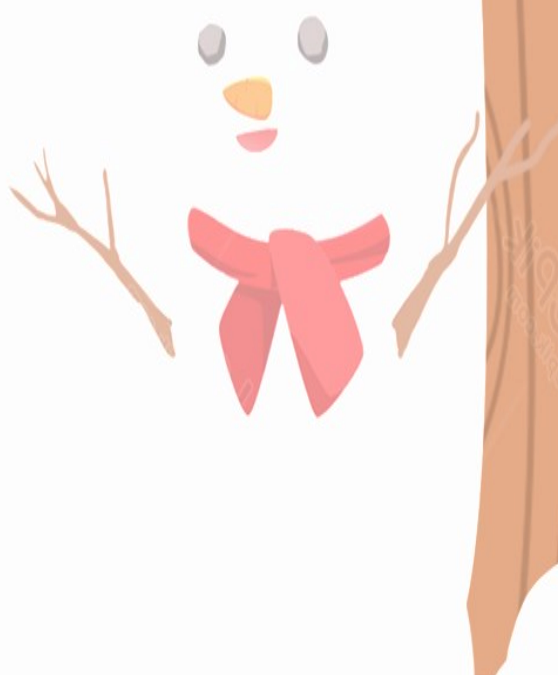
Shanae has a background in aged care and brings with her a bubbly outlook on life in general, with this transferring into the way she supports people! Shanae describes herself as having a caring personality, who loves supporting individuals to have fun and grow within themselves.

Jo is another person who started support work in the aged care sector, and felt she was looking for more, so she is transferring her skills to the disability sector! Jo describes herself as someone who has a passion for supporting people with their health and life balance and encouraging people to keep their bodies and minds active.

Do you think you or someone you know could be an amazing support worker? If so, please send your Cover Letter and Resume to [kylie.harris@knoxbrooke.com.au](mailto:kylie.harris@knoxbrooke.com.au)

Alternatively, if you are looking for support, and think that one of the above support workers might be perfect for you, please reach out to our Support Options Team on [ndis@knoxbrooke.com.au](mailto:ndis@knoxbrooke.com.au) or 03 9758 3666!

365 has delivered many different service options over the Winter months, and we are looking forward to some warmer weather as Spring starts to roll around!





# West Gippsland

**Claire Cutler**

**West Gippsland Regional Manager**

Mawarra Day Centre continues to run smoothly, and all clients are involved in and pleased with their activities. We continue promoting empowering, inclusive, active, and upbeat programmes that address our customers' various wants and passions. Our committed staff keep putting in endless effort to build a friendly and engaging environment where everyone feels valued and supported.

Walking through the rooms, you will constantly hear people chatting, laughing, and making friends while working on their programmes. Our recent makeover has created a warm, welcoming feeling, and we look forward to building on this.



The overwhelming majority of our clients have given us positive feedback, thanking us for our



programmes' positive effects on their lives. The continued expansion of our services and outreach to more community members who are interested in partnering with us and contributing their skills, whether in cooking, gardening, or music, has been inspired by this success.

Vintage Vibes continues to grow, partly owing to more outstanding community exposure thanks to a social media campaign by Latrobe Community Health Service, highlighting support for Ann's role as a supported employee. Our supported employees continue to learn new skills, develop independence, and gain confidence.

The number of volunteers has grown, and we appreciate their kindness and generosity. The Op Shop makes an outstanding contribution to the local and Mawarra communities.

Coffee Vibes has opened to an overwhelming response from the community; It is busy with solid sales and community support. We have gone from 2 to 6 supported employees quickly and are looking to expand these numbers as Coffee Vibes develops. We have recruited a new supervisor who will give the team leader Kelly this space to promote and grow the business.





# Support Options



**Fiona Sammut**

## **Manager Support Options**

We have recently welcomed a new Communications and Support Options Advisor to the team, Natalie Wettenhall is working full time from Percy Street to support West Gippsland clients with NDIS matters including preparation of proposals, service agreements, and coordinating Knoxbrooke supports. Natalie will also soon be taking over the intake process for day service and supported employees in

West Gippsland. The “Communications” part of Natalie’s role will involve assessing and improving communication processes with West Gippsland clients and families, an area that we are aware can always be improved!

## **NDIS Review**

We know that the acronym NDIA will have many skipping over this item as the NDIS is up there with the ATO and Centrelink in terms of stress and anxiety for all, however, the NDIA is seeking feedback so please read on to the link for your opportunity to send a message to the decision-makers.

As part of the NDIS review requested by Minister Bill Shorten the five major areas of the NDIS needing improvement are:

The fact that the NDIS does not support every person with a disability which is possibly due to the intensive application process or the stringency of the conditions to be accepted. What happens to the people without access?

The definition of “Reasonable and Necessary” and the interpretation by planners from a diagnosis rather than a person-centered approach.





A higher number of children seeking access to the NDIS due to a lack of resources in mainstream settings.

The inconsistent levels of support in the marketplace:

- In rural areas choices are limited, participants may not have options for choice and control.
- The quality of the workforce in the sector, training, and retention of staff is an ongoing challenge.
- Unregistered providers can operate outside of the NDIS Quality and Safeguards practice standards, putting clients at risk as basic staff checks and safety standards are not enforced.

- The NDIA does not know if participants are obtaining good outcomes, or the value of the support being delivered because unregistered providers are not required to report on this information.
- The NDIS is uncapped and needs-based thus ensuring that it is sustainable is and will continue to be an ongoing issue.

Item 2 affects many Knoxbrooke clients, the ambiguous definition of reasonable and necessary criteria i.e., having to prove the need for support at every review meeting, and a lack of understanding that many clients will require the same or more support indefinitely.

Item 4 relates to challenges that Knoxbrooke faces, although Knoxbrooke strives to provide a high level of support whilst adhering to the Quality and Safeguards practice standards, the cost of our last NDIS audit was more than \$150,000. Additionally, Knoxbrooke endeavors to retain staff through pay parity and training but the NDIA does not increase price limits equivalent to CPI increases. Providing professional development, paying our staff for their worth, and maintaining premises directly affects the viability of not-for-profit organizations.

The good news is that the NDIA is seeking feedback from clients, families, and service providers, this is an opportunity for you to contribute to the review process, and we encourage you to do so at [NDIS Have Your Say](#)

### **July Price Guide Increase**

The NDIA pricing arrangements and support catalogs were updated from 1/7/2023. The NDIA has advised that all plans have been indexed to cater to the price increases.

Although it was publicised that the increases were in line with the 5.75% increase to award wages the supports that Knoxbrooke offer were only increased by 4%; a disappointing outcome

for not-for-profit organisations as this significantly impacts our service, ability to improve facilities and offer more opportunities to our clients.

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

Email: [ndis@knoxbrooke.com.au](mailto:ndis@knoxbrooke.com.au)

Phone: 9758 3666 Outer East

5624 3400 West Gippsland



Did you see us in the Warragul Gazette in June 2023?



## Cafe invests in teaching skills

by Alyssa Fritzlaff

A new social enterprise cafe in Warragul is supporting young people with a disability to work in hospitality.

"Coffee Vibes" opened last week at the West Gippsland Arts Centre and is being delivered through a partnership between Knoxbrooke and Baw Baw Shire.

Young people with a disability will work in the cafe and be supported by other staff in learning new skills and participating in rewarding employment.

All profits will be reinvested back into Knoxbrooke's local disability support services, including Mawarra in Warragul, and other social enterprises.

Cafe manager Kelly Sheehan said the supported employees had adjusted well to their new roles and were dedicated to giving customers a great experience.

"We currently have two supported employees on staff and we have another two or three coming on board."

"Bella is concentrating on learning the till... she picked it up from day one, so she's going to be expert level in four weeks time."

"And Paul is wonderful out on the floor... waiting and clearing tables."

Each supported employee works three shifts a week and will be learning aspects of the job in rotations.

Additionally, supported employees from Knoxbrooke's other enterprises have been helping out at the cafe too, making sure it is always adequately staffed.

So far, the support from customers and the

wider community has been "incredible", Ms Sheehan said.

At the moment the cafe stocks toasted sandwiches, soups, and a range of cakes and biscuits - hot and cold drinks are also on offer.

A celebration was held on Monday, May 29 complete with live music, and a ribbon cutting by Baw Baw Shire Mayor Annemarie McCabe and Knoxbrooke regional manager Claire Cutler.

Ms Cutler said the company was excited to finally open the doors to the cafe.

"As part of Coffee Vibes, we employ people living with a disability and support their aspirations to learn hospitality skills and the joy of serving members of the public," she said.

"Our amazing staff members have been on site over the past week, getting familiar with the setup and preparing for the big opening."

The cafe was very busy on Monday, Ms Sheehan said, and remained busy throughout last week, attracting WGAC patrons and those keen to escape from the cold and enjoy a good coffee.

"The community has just been incredible, the way they're getting behind it... and if they haven't been here, they're sharing posts on social media - we're getting messages of support all the time - it's just fantastic", she added.

Coffee Vibes will operate each day from 8am to 3pm and is a fully accessible facility capable of accommodating people with mobility support needs.



Above: Supported workers Bella McDougal and Paul van doord organise displays with manager Kelly Sheehan and Michael Nix.

Left: Paul van doord serves customer Jenny Gavin a takeaway coffee.



Supported employee supervisor Michael Nix and Bella McDougal in the Coffee Vibes kitchen.



Paul van doord and Bella McDougal are right up with customer service in their new roles.



Paul van doord and Kelly Sheehan work the coffee machine.

# 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.

# Leadership Team

## Charmaine Vanderbeek

Interim Executive Officer

## Trevor Norman

Chief Financial Controller

## 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

### Outsource by Knoxbrooke

21 Clancy Road, Mount Evelyn  
03 9736 4984

3 Ryan Court, Warragul  
03 5624 3437

### 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

### Coffee Vibes

West Gippsland Arts Centre  
Corner of Smith and Albert Streets, 1  
Civic Pl, Warragul  
0448 352 946