

Knoxbrooke Talk



this issue

From the Board **P.1**
Day Program Service **P.3**
Knoxbrooke Industries **P.4**
Horticulture Group **P.4**

From the Board

Brian Tuohy
Deputy Chairman
Knoxbrooke Board of Management

On behalf of the Board of Management, I would like to thank all the people who have not only become members this year, but who also participated in the Survey that our Chairman, Pat Dalton, instigated.

Sometimes surveys can be a hit and miss affair. If the questions are too vague, then the responses can also be vague. If the questions are too pointed, then people feel intimidated and choose not to respond. But we can learn from the survey responses, even if we need to be more specific about how the questions or information required is worded.

In total, we received 40 responses. Some families, responded twice as individuals – which is fine. Not all the areas of interest were ticked as “yes” or “no”, so the information was tabulated for the analysis below as follows:

Each response, or no response was given a number.

0 = No, 1 = Possibly, 2 = Yes, 3 = Tell me more. Any area where there was no response at all was treated as a No and therefore was scored 0.

There were eight categories that members were asked about the level of activity they would like to be involved with. The categories were ‘on-the-whole’ vague in how they would be perceived, and so this could impact on the level of response that we received.

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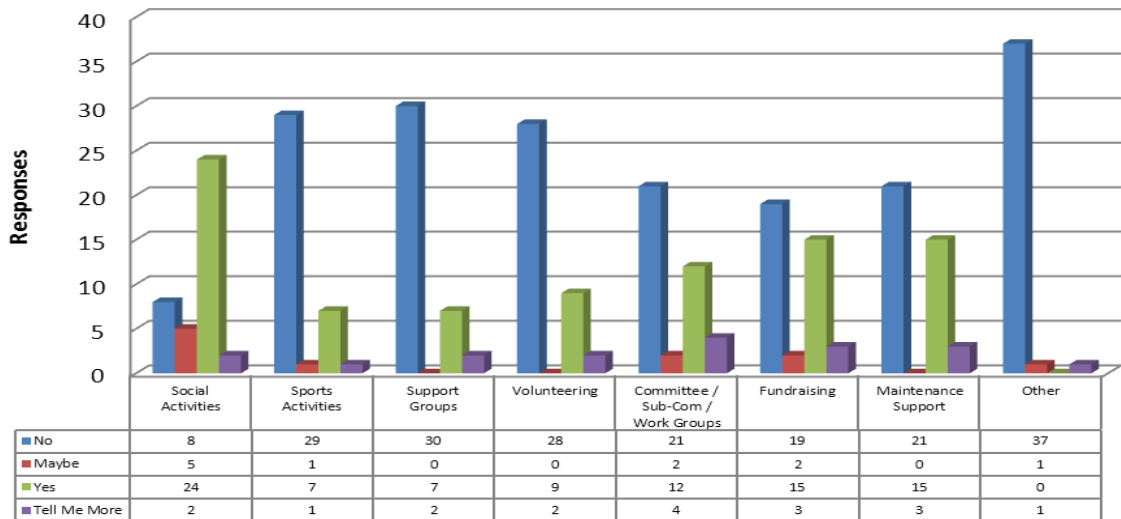
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November/December 2011



*Greetings from Pat Dalton - Chairman, the Directors
of The Board of Management &
Rad Kilian, Chief Executive Officer,
to all of the Knoxbrooke Community
for a joyous Christmas and a safe, Happy New Year*

Knoxbrooke Member Survey - 2011 "Would You Support The Following?"



In retrospect, maybe we could have provided definitions on what we meant by each activity. This would have gone some way to clarify expectations for commitment and given the participants a better understanding on how involved they may want to be. The good thing is that we have the names and contact details of those respondents, so we will follow up in 2012.

Some people weren't sure what types of social activities we were planning and whether the social activities were for the members, the clients or both.

Involvement in the area of Committees, sub committees or working groups, because they were grouped together, made this area rather vague and probably skewed the responses somewhat. However people did request more information on this area, so we will clarify this in 2012 and hopefully gain a greater positive response.

From a positives perspective, only three areas had a poor "Yes" response: Sports Activities, Support Groups and Volunteering. These three groups also received a number of validations as to why they weren't supported, but rather than take up too much space in this newsletter, a full report will be published along with action items once the report has been presented to the Committee of Management's next meeting.

Social Activities scored the highest positive acceptance, followed by Fundraising and Maintenance Support.

On the issue of communication, there seemed to be an even split between the phone and email as the preferred means of contact to the members, with 19 people preferring emails only, 18 preferring the phone only and eight people happy with either. There were three non-responses to this question.

Looking very briefly at the occupations of the members, the word "retired" seemed to be used often. Hopefully we make you feel that retired does not equate to unwanted.

There were a number of lessons learned from this survey. One was that we need to be more specific in our questions and to provide more information on what we mean. Two, we need to make the surveys about what our members want to receive as well as what they are prepared to offer. Involvement and participation goes both ways. And Three, we need to follow up quickly with action plans that can be created from your responses. You all deserve to have informed feedback. You all need to be acknowledged for your efforts and you also need to be appreciated for your efforts. I know that the last point is definitely true. You are all appreciated.

Have a safe and happy Christmas with your families and friends and let's hope we can contribute to an exciting New Year.

Day Program Service

Glen Bowen

Manager Disability Support Services

THE DAY PROGRAM IS CLOSED ON THE FOLLOWING DAYS

- 12 noon Friday 23 December 2011 to Monday 16 January 2012 for the Christmas/New Year break
- Thursday 26 January 2012 for the Australia Day Public Holiday
- Monday 12 March 2012 for the Labour Day Public Holiday
- Tuesday 3 April to Friday 13 April 2012 for Easter Public Holidays/staff annual leave
- Wednesday 25 April for the Anzac Day Public Holiday

FAREWELLS & WELCOMES

Over the last 2 months we have said goodbye to participants Alyssa S & Mirandah H and welcomed Maria T.

In January 2012 we welcome participants Natasha I, Kristin R, Timothy D & Luke R.

We said farewell to staff member Dianne D in September 2011 and will farewell Paul R in January 2012.

STAFF APPOINTMENTS

In October 2011, Anne L was successful in being recruited to the position of Assistant Program Manager and Laura W in obtaining a vacant Team Leader position.

The following staff have are commencing in their permanent positions in January 2012, Michelle F (Part-time to full-time), Arthur L-F, Jane D, Daniel W and April H.

SUNSMART POLICY

A reminder to all to slip on a hat, slap on some sunscreen and slap on a hat **well before** planning to be outdoors.

THANK YOU

To all staff I would like to take this opportunity to thank you for a terrific year, we have learnt heaps and your commitment and support to the Knoxbrooke participants is very much appreciated.

CHRISTMAS MESSAGE

I wish everyone a very merry Christmas and I hope you all remain safe over the holidays.

Christmas Collage by the Tuesday Fabulous Art Program - Joseph (Joseph P), Mary (Jo L.) and baby Jesus (either Mel B or Sam B)



Knoxbrooke Industries

Lynda Hopkinson
Manager



Industries wishes everyone a Merry Christmas and a safe holiday

Horticulture Group

Peter Berthelsen
General Manager

To all staff and employees please have a Merry Christmas and a safe, enjoyable Christmas break.

There will be a Christmas party for all Knoxcare employees to be held at Yarra View Nursery on Wednesday December 21st from 10am until the usual home time.

The nursery and horticulture teams will continue to operate throughout the Christmas period, except for public holidays, but with fewer workers. The retail nursery will be closed on Christmas Day, Boxing Day and New Years Day.



The Home of Garden Lovers has an extensive range of Christmas gifts including poinsettias, hydrangeas, ornamental chillies, fantastic maidenhair baskets and bowls, fuchsia standards and baskets, as well as garden ornaments and giftware.

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the home of
gardenlovers



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