



## A Year In Review & Goals For 2022

### Letter From The Managing Director

Hi <<First Name>>

**Firstly, Happy New Year!** I hope you had a wonderful and restorative Christmas break and have returned with renewed vigour. **Secondly, thank you.** Thank you to my colleagues, the entire staff, all of our participants and carers. 2021 was another year lived under the COVID cloud, with all the complexities and stress that brings. **While covid has made it harder to provide vital assistance, it hasn't changed how needed that assistance is. If anything, it has only made what we do more important.** And, despite the difficulties, the entire Sunrise2Sunrise team continued to do an amazing job throughout the year.

Such was the demand for our services that **we took steps to increase the number of staff in the office to 32**, working around the clock to provide vital guidance. At all hours of the day, we helped people secure much-needed PPE, provided information on vaccines and booked appointments, explained the DHHS guideline changes and simply helped people through some hard times. We also **set aside a number of hours each week for free consultations** to make sure as many people as possible were getting the NDIS guidance they need – an initiative we will be continuing in 2022.

All in all, it was a long year with more than its share of complexities and stresses. **We should all be proud** of the manner in which we continued to provide vital services, and use this to spur us on in 2022.



## The Sunrise2Sunrise Christmas Party

### A Chance To Unwind & To Catch Up With Staff & Participants

When December arrived, so did the Christmas parties, events I particularly look forward to. They are **great opportunities for myself and the entire staff to come together** and unwind after a particularly frenetic year, and look back on what we achieved. More importantly, they also give me the chance to **catch up with participants, their carers and their family, and hear from those we exist to help**. It's always inspiring to hear how we've made a difference to their lives and how our assistance has **allowed the parents to**

**move away from that role as carer and simply enjoy being a mum and dad.**

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## **Coffee With Ravi**

**Come Say Hi & Have A Coffee With Our Managing Director**

**Sunrise2Sunrise has seen enormous expansion in its brief life having recently opened another three new houses to meet individual needs.**

We believe that much of this comes down to our accessibility. Within our organisation, we have gathered much knowledge around the disability sector and the NDIS. Our goal, as always, is to **share our knowledge and experience with as many people as we possibly can** – whether they live within the suburbs we service or not.

In this spirit, **Ravi, our Managing Director, will be joining the residents of one of our houses each month for an evening meal.** In a most unusual step for a Managing Director, he will also be leaving his office door open for an afternoon each fortnight so **anyone from the community can drop by, have a coffee and a chat.** Ravi has always been a big believer in face-to-face catch-ups, and 2022 will see him become **more accessible than ever** (which is saying a lot!). He has many years of experience in the industry and lots of wisdom to share, so we implore anyone and everyone to drop by and chew the fat with him, no matter their concerns or queries.

If you are interested in having a chat with Ravi please contact head office on **1300 682 040** or **(03) 9188 3499** to book your appointment.

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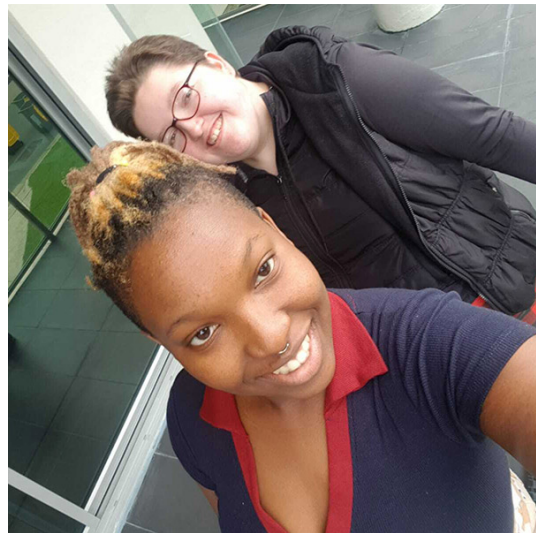
## Providing Support To Participant Discharged From Hospital

### Tibor Is Back To Enjoying The Things He Loves

**Tibor moved into his new home last week** with the help of his family, care team and Sunrise2Sunrise support workers. **Tibor was living in the SECU** (Secure Extended Care Unit) **and was destined for aged care.** But through the hard work of his care team and Sunrise2Sunrise, **he moved to the resident house of his choice and is now able to get back to enjoying the things he loves!**

**Services At  
Sunrise2Sunrise**





## Launch Into Work

### An Incredible Opportunity To Earn Your Certificate IV In Disability Services & Work At Sunrise2Sunrise!

Disability Support Workers play a vital role in the community and demand for their services has never been higher. To this end, we're proud to announce that **Sunrise2Sunrise is working with the DHHS to deliver a *Launch into Work* project** aimed at preparing job seekers for a role as a Disability Support Worker.

**This two week pre-employment project provides training, mentoring and work exposure geared towards the Disability and Community Care industry.** 20 positions are available, beginning with a minimum of 25 hours per week for the first four weeks, before a transition to a permanent part time position as participants complete a Certificate IV in Disability Services.

The *Launch into Work* program is aimed at providing those who have traditionally been excluded from these roles due to a lack of qualifications a

better chance at securing jobs within the Disability sector. We're also excited to announce that **all participants who complete the project will be offered employment with Sunrise2Sunrise.**

For more information please feel free to email us.

[hr@sunrise2sunrise.com.au](mailto:hr@sunrise2sunrise.com.au)



## **New Covid Guidelines** **Staying Safe During The Ongoing Pandemic**

As we move into our third year living under the COVID cloud, it's important that we remain vigilant and prepared for any outcome. The health and safety of our staff and participants is always our highest priority and, to this end, we've developed a new set of COVID guidelines. Briefly, our response has been divided into three zones:

**Green Zone** – no COVID case

**Orange Zone** – suspected COVID case

**Red Zone** – confirmed COVID case

Each of our accommodation services and offices will be labelled a particular zone, and each zone comes with its own set of protocols. Detailed information about the proper response to each zone has been circulated to all staff, so please make sure you familiarise yourself so you know what to do if there's a confirmed or suspected case within an accommodation.

## People At Sunrise2Sunrise



### Employee of The Month

We're excited and proud to announce Terrence as our Employee of the Month. **Terrence is an extremely dedicated House Manager who continually goes above and beyond, exceeding our highest expectations.** He's driven to keep learning and growing, and this 'can do' attitude inspires and motivates those he works alongside. **It's for these reasons that he has been voted our Employee of the Month.** Congratulations Terrence, and thank you for the tireless work and positive attitude!



### New Faces

#### Meet The Latest Editions To Our Team

It's always exciting when our team expands, and the beginning of 2022 sees three new faces join Sunrise2Sunrise.



## John

We're very pleased to welcome John to the family in the role of **Administration and Roster Officer**. John comes with **extensive experience having worked across multiple industries**, including disability services. All of his previous roles have had a heavy focus on customer service, so **we're looking forward to the skill and experience he'll bring to the team**. John is the father of two with another one on the way.

## Keaghan

We also warmly welcome Keaghan to the role of **People & Culture Officer**. Keaghan grew up in Gippsland as part of a big family (the oldest of six kids), danced competitively through her school years and then worked in retail management. She has completed a **Bachelor of Commerce with a major in Human Resource Management**. Keaghan recently married her partner of eight years, with whom she has two boys, Brodie and Laiken. She has been with Sunrise2Sunrise for only three months, but **has already proved what an asset she'll be for us and our participants**.



## Diane



Finally, a big welcome to Diane, who joins the Sunrise2Sunrise team as our **Rostering Manager**. Diane has extensive experience in the community services sector, with a keen interest in **ensuring everyone has access to quality customer care**. Her extensive knowledge and compassion are precisely what we look for, and **Diane will no doubt be a huge benefit to the organisation**. Outside of work, Diane loves nothing more than spending time outdoors gardening and catching up with friends and family.



**Read The Latest  
Sunrise2Sunrise Blog**



**Read Our Latest Blog**  
**Navigating NDIS Applications With Sunrise2Sunrise**

In our first blog for 2022, **we take a look at Sunrise2Sunrise's unique**

**approach to assisting people through the NDIS application process.** We all know how important an endeavour like the NDIS is; in many cases, its support is truly life changing. We'd also acknowledge, however, that it can be quite complex to navigate. At times, the application process can be stressful and disheartening.

At Sunrise2Sunrise, **our overarching goal is to share our knowledge and experience of the NDIS with as many people as possible** – whether they end up working with us long-term or not. We explore this ethos in our first blog for the year, as well as providing some vital information on the application process itself.

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