



A letter from

Sunrise2Sunrise Team

Firstly, we'd like to send our thoughts and support to all those caught in the grip of the incredible flooding taking place in Victoria and NSW. At Sunrise2Sunrise, we understand how important homes are and what it means to have your own place to live. The images of inundated towns and flooded homes are truly devastating, and we all hope people get the support they deserve and need.

Closer to home, it's an interesting time for our industry. Many NDIS agencies are finding it hard to provide their participants with the support they need due to widespread staff shortages. Despite this, our organization continues to grow and expand. Not only are we hiring more staff, we're also retaining more as well. To ensure this pattern continues, we've recently hired a Workforce Retention Manager. This is a hugely important step for us, as it means our staff are better supported, motivated and happier, with access to better training. This not only means more highly skilled workers, but more long-term, consistent relationships between support workers and participants.

This expansion is vital to our success. We aren't and never have been in the habit of saying 'no'; we accommodate as many participants as possible and always do our best to support them equally and make sure they are safe and happy. Our approach has always been people-centred: care when you need it, how you want it.

Everyone at Sunrise2Sunrise has been working flat chat. We know our work schedules continue to fit more in just when we thought it was at max capacity. Even so, we make it a priority to visit all of our participants personally and engage with them regularly. These visits are incredibly fulfilling for us, and gives us the greatest insight into the effectiveness of our services.

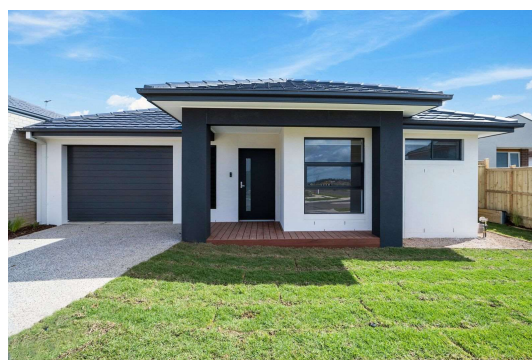
We've got a lot of exciting news to get through in this newsletter, so let's dive in.



5 New

SIL Homes Built

One of our most important endeavours is matching people with accommodation suited to them. That's why it's super exciting to announce that we've opened five new Supported Independent Living (SIL) homes in the last quarter. In addition to these builds, we've also added two established homes to our portfolio as SIL providers, **both** of which are **in Wyndham Vale**.



These are incredibly important "High Physical Support" builds that really give many people living with a disability a chance to live their best life.

Kyle @ Clyde North - "Robust" House

Kyle's story is a great example of this, and we're going to take a look at his new dream home now.

Two years ago, we were put in touch with Kyle who was having trouble at the time finding suitable accommodation. So we sat down with him, his care team, everyone involved, and designed a new house suited to his needs and desires.

Click on the button below to see the pictures showing that house coming to life. For Kyle, it's not only a relief to know he's going to have a home suitable for him, it's also exciting to drop by the site every now and again and see how it's all progressing.

Photos of Kyle @ Clyde North

Supported Independent Living

Vacancy



WELSUMME IL - CLYDE NTH

There is supported independent living accommodation available at this house in **Clyde North**. Expressions of interest are being taken for this beautiful "Improve Livability SDA" home due for completion by the end of 2022.

Sunrise2Sunrise are the SIL provider on this property.

Click on the button below to learn more.

[Learn More](#)



About

Roman

At six-foot-five, Roman's towering physique belies his vulnerability. While he enjoys hopping on a scooter and hitting the beach like many of his peers, he also requires personalised care, 24 hours a day, which he receives at one of our in-home voluntary accommodations.

The story of how Roman finally

moved out of home and into more appropriate housing is eye-opening and inspiring. It didn't happen at the first attempt; there were plenty of hurdles and backward steps. It was only once Sunrise2Sunrise got involved with their unique approach that real progress was made.



As is the case often in these situations, Roman moving into his own accommodation has been liberating for him and his family. A fascinating read.

[Read Roman's Story](#)

A New Taskforce Plans to **Transform the AAT**



The NDIS has made a hugely positive difference in the lives of many Australians, but it's not without its faults. Our blog for this newsletter focuses on the appeals process, how it's become far too litigious, how it fails too many appellants, and how the government intends to turn it all around.

[Learn More](#)



The Melbourne Disability Expo

We're very excited to announce that we will be taking part in the Melbourne Disability Expo, which is taking place on **November 25 & 26.**

This Expo is such an important event for the those living with disabilities as it connects them with hundreds of products and service providers that can be incredibly life changing.

Visit the Expo [website](#) for more information. Attendance is free, but you do need to register. Hope to see you there – you'll find us at **Booth 21!**

Our Christmas Party!

sunrise2Sunrise

Christmas Party

Date: 17/12/22 Time: 11:00pm to 2:00pm

Venue Address: Sandown Park Hotel Corrigan Rd
Noble Park VIC 3174

There will be:

- Face painting, glitter tattoos, balloon artist, disco dance routines & games.
- Carvery lunch & soft drink/juice provided (vegetarian/halal options provided)

RSVP (Head Office) Tel: 03 9188 3499
Email: - admin@sunrise2sunrise.com.au

RSVP

The Rainbow of Emotions App

In the last newsletter, we announced our partnership with Behavioural Health in the development of a new "Rainbow of Emotions" app. Well, we're excited to

announce that it has officially been launched.

It's an exciting new tool that helps individuals with EBD (emotional and behavioural difficulties) manage, express and take control of their feelings.

The creator of the app, Dolly Bhargava (a Behaviour Support Practitioner from Behaviour Help), will be running the following webinars for parents, educators and support staff. You can attend a day session (10am - 12pm) or an evening session (6:30pm - 8:30pm).

To register click on the Eventbrite Booking Link

- **Understanding and supporting individuals with Anxiety** on 9th of November: Day session - 10am - 12pm [Eventbrite Booking Link](#); Evening session - 6:30pm - 8:30pm [Eventbrite Booking Link](#)
- **Understanding and supporting individuals with anger issues** on 16th of November: Day session - 10am - 12pm [Eventbrite Booking Link](#); Evening session - 6:30pm - 8:30pm [Eventbrite Booking Link](#)
- **Building self esteem and resilience** on 23rd of November: Day session - 10am - 12pm [Eventbrite Booking Link](#); Evening session - 6:30pm - 8:30pm [Eventbrite Booking Link](#)

If you have a NDIS plan, you can claim the cost through the line item 15_038_0117_1_3. If you would like an invoice made out to NDIS please email through the Eventbrite receipt.

For further information please email **Dolly Bhargava** at dolly@behaviourhelp.com.



Certified

CYF Services Provider

We're proud and excited to have recently received Children Youth and Families Service Certification from the Victorian Government. As result we can now extend our out-of-home care to people who are under child protection orders. This means more children will have access to our tailored programs for families and children living out of home.

There are rigorous application and compliance requirements for this certification and we are one of only a small number of NDIS providers to receive it. The certification is another example of our growing organisation and embodies our commitment to working with families in need.



Meet Our

Workforce Retention Manager



We're very excited to welcome Mohamed to the team, who'll be our first ever Workforce Retention Manager. It's an exciting new role for Sunrise2Sunrise, with Mohamed overseeing a new retention program and strategies that aim to make our workplace the best it can be for our employees.

Mohamed comes to us with 15 years of experience behind him already, having worked in HR and management. He's gained a holistic view of the modern workplace and what goes into building positive relationships and boosting morale.

Not only is he an asset to our staff, but to our participants as well; the happier we are, the happier our participants will be too.

In his downtime, Mohamed keeps his own morale high by jogging, going to the gym and supporting Liverpool in the EPL (go Salah!).

Congratulations!

Employee of the Month(s)

Hard work and loyalty; they're the beating heart of Sunrise2Sunrise, and what our Employee of the Month awards recognise. Congratulations (and thank you) to the winners below.

July Employee of the Month

Danni – Danni works alongside participants and provides a wealth of



Danni

*Employee of
the Month for July*

support, encouraging them to come out of their shells and make their own choices (something that doesn't come naturally to them). Danni is precisely the type of support worker we prize at Sunrise2Sunrise, where she's been a dedicated member for 3 years.



Ruth

*Employee of
the Month for August*

August Employee of the Month

Ruth – Ruth is well known to step up and meet challenges head on. She's resourceful, compassionate and dedicated, making her an ideal (and cherished) support worker.



Tee

*Employee of
the Month for September*

September Employee of the Month

Tee – Tee has been with us for 2 years, and demonstrated his hard work and compassion every single day. As part of the Sunrise2Sunrise Accommodation Team, the participants he interacts with truly appreciate his warmth and support.



Cameron

*Employee of
the Month for October*

October Employee of the Month

Cameron – Cameron has been a dedicated member of the Sunrise2Sunrise family for nearly three years. Cameron is an eager, dedicated and compassionate member of our Community team whose participation and contribution couldn't be more highly valued.



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