



# Kyeema Kapers

**Our vision: People of all abilities are able to actively participate as valued members of our community**

## CEO Report - Mark Koch



As we move further into the year, I want to take a moment to reflect on what has already been a fantastic start for Kyeema. There is so much to be proud of, and it is clear that together we are achieving a great deal.

Across our organisation, I continue to see the impact of teamwork, commitment and care — whether that's in the support provided to participants, the collaboration between teams, or the many behind the scenes efforts that keep Kyeema moving forward. None of this happens in isolation, and it is the collective effort of our people that makes such a difference.

At the same time, we are living in a world that feels increasingly uncertain, with unrest and challenges being felt across many communities. I encourage everyone to continue looking out for one another. A kind word, a check in, or simply taking the time to listen can mean more than we realise — we never truly know what hardships someone else may be carrying.

I am also pleased to say that we have officially launched our new organisational strategy and are already making strong progress toward our goals. The strategy is centred around five key pillars: Impact, Governance, Capability, Sustainability, and Reputation & Relationships. These pillars provide a clear framework for where we are heading and how we will continue to strengthen Kyeema for the future. A copy of our *Strategy on a Page* is included at the end of this newsletter, and I encourage you to take a moment to review it.

One of the true highlights recently was seeing participants and staff take part in the *Find Your Voice* Choir performance with the Melbourne Symphony Orchestra at the Sidney Myer Music Bowl. It was a truly inspirational evening that showcased talent, confidence and inclusion at its very best. If you missed it — or would like to relive the moment — the performance is available to view on YouTube (<https://www.youtube.com/live/rjRrgFD9c9U>) and is well worth watching.

And of course, with autumn comes the return of footy and netball seasons. Whether you're watching from the stands, the couch, or just enjoying the workplace banter, I wish your team all the very best for the season ahead.

Finally, thank you — sincerely — to our entire extended Kyeema family. To our staff, participants, families, carers, volunteers and partners: everything we achieve is because of you. Your dedication, compassion and belief in what we do continues to shape Kyeema into an organisation we can all be proud of.

Let's keep building on this strong start and supporting one another along the way.

— **Mark Koch**  
*Chief Executive Officer*  
 Kyeema Support Services Inc

### Upcoming Important Dates

**Thu 2nd April**

**Day Programs Finish for Easter Break**

**Mon 13th April**

**Day Programs Recommence from Easter Break**

**Sat 25th April**

**ANZAC Day**

**Mon 8 June**

**Public Holiday - King's Birthday**

### Code Red Days Reminder

**When a Code Red day is called by the Victorian Government, Kyeema's services will not operate. This includes the employment services.**

### Contact Us

**Kyeema Support Services Inc.**

50 Lalor Street

Portland VIC 3305

**Phone:** (03) 5523 5999

**Email:** [admin@kyeema.com.au](mailto:admin@kyeema.com.au)

**Web:** [www.kyeema.com.au](http://www.kyeema.com.au)

#### Support Coordination

**Ph:** (03) 5521 1666

**Seawinds Nursery**

**Ph:** (03) 5523 4896

**Windward Industries**

**Ph:** (03) 5521 5477

## Find Your Voice Choir

The Find Your Voice Choir performed with the Melbourne Symphony Orchestra in February at the Sidney Myer Music Bowl in Melbourne. The night was a great success. All the participants had a great time. The performance is available to view on YouTube (<https://www.youtube.com/live/rjRrgFD9c9U>). Congratulations to everyone!!



## Farewells

In February and March we farewelled three staff members who have dedicated many years at Kyeema.

Shane Martin has left us after 25 years. His last day was in February.

Robyn Meade worked with us for over 13 years and her last day was Wednesday 25 March.

Izzy Bennett sadly said goodbye on Tuesday 31 March after over 25 years service.

We all wish Robyn, Izzy and Shane all the best on their future endeavors!!



## Ameeyk House

Ameeyk House is a 5-bedroom accessible respite home located in Portland Victoria.

We offer 24/7 tailored support in a safe, inclusive, welcoming environment suited for children, teens and adults with a disability and complex needs.

- NDIS & DFFH referrals accepted
- Open 7 days / 24hours
- 2 high support rooms available with ceiling hoists and hoisting bath

Walks throughs available

At Kyeema Support Services our Short Term Accommodation (Respite) offers a safe, supportive and inclusive environment for people with disability and complex needs. It's also an opportunity for families and carers to take a well-earned break, knowing their loved one is in capable, compassionate hands.

We take a person-centred approach to care. Our trained and experienced staff work closely with each guest to understand their individual needs, interests and routines. Whether it's helping with daily living tasks, encouraging social connection, or supporting participation in community activities, we tailor each stay to suit the person.

### What we offer

- Fully Accessible Respite House: A comfortable, welcoming space designed to accommodate a range of accessibility needs. Guests enjoy a home-like environment that supports independence and meaningful engagement.
- Flexible Local Accommodation Options: We also offer stays in other local short-term settings based on individual goals and preferences- including options for a change of scenery or travel.
- Qualified Support Workers: Our team provides high-quality support, including personal care, behavioural support, meal preparation, medication assistance and more.

Engagement and Choice: Whether a guest prefers a quiet, restful stay or structured activities and outings, we support their choices in a safe and respectful way.

### The benefits of STA

STA funding through the National Disability Insurance Scheme (NDIS) helps participants:

- Build daily living skills
- Increase confidence and independence
- Stay socially connected

Explore new environments in a safe, structured way

Whether it's a weekend, a few nights, or a longer break, our STA services provide more than just a place to stay - it's a chance to connect, grow, and thrive.

To make a booking call our House Supervisor on 03 5523 5999 or download the booking form from [www.kyeema.com.au/ameeyk-house](http://www.kyeema.com.au/ameeyk-house)

## VALID

We had a group attend VALID in Geelong in January. They had a fantastic time connecting with other participants throughout Victoria. They enjoyed Harley bike rides, checking out the Expo, shopping, the dinner and disco night and watching the Talent show.

Everyone came back exhausted but with lots of smiles.



## Adult Breakaway

The Adult Breakaway Group have enjoyed some great activities in the first part of the year. The Hooked On Festival, Portland Bay Classic and the Port Fairy Folk Festival.



## Portland Neighbourhood House

### Big News: \$50,000 Grant for Gardens & Community Meals!

We are absolutely thrilled to announce that Portland Neighbourhood House has been awarded a **\$50,000 VicHealth grant** to work with children and young people to create innovative community gardens in small spaces and grow food for shared community meals! With cost-of-living pressures hitting so many of us, the timing couldn't be better.

### GRowEAT is Already Blooming!

Our **GRowEAT program**, in partnership with Bundarra Primary School, (Thanks Nic and Skye) has hit the ground running across South Portland. So far we've planted a garden, built **12 garden boxes** filled with salad seedlings, and shared **four community meals** with children aged 8–12.

Thanks to Bunnings for the Garden Bed and Seawinds for the veggies and salad seedlings. Watch this space — there's plenty more growing to come!

### Who Are We?

We know some neighbours are still getting to know us! Portland Neighbourhood House is Kyeema's **community development and advocacy program** focused on community health and wellbeing through community projects, and all kinds of activities and skill-building for people of all ages and backgrounds.

In 2025 we ran **588 sessions** — from arts and crafts to environment and sustainability projects — with **70 to 160 community members** attending sessions each week.

In 2024 we held **around 18 community partnerships**, and that number has grown substantially in 2025. A special shout-out to **Kelly at the Salvation Army** for her wonderful partnership support this year, including with the Power Saver Bonus program.

Our free to low cost activities are delivered by **around 7 skilled facilitators** depending on what is scheduled and supported by **up to 10 volunteers**.

**Our volunteer coordinator worked 20 hours a week from Monday to Wednesday.**

### Come Volunteer With Us! or Do a Placement

We'd love to grow our volunteer team! We're especially looking for people interested in **working with young people**, or with a passion for community meals, **food sustainability or the arts**. If that sounds like you, please get in touch.

**Follow us on Facebook** to stay up to date with all our upcoming sessions and activities.



**Neighbourhood Houses**  
The Heart of Our Community™

# Harmony Week

On Friday 20 March, many participants celebrated Harmony Week by wearing orange. Harmony Week is the celebration that recognises our diversity and brings together Australians from all different backgrounds. It's about inclusiveness, respect and a sense of belonging for everyone.



# HARMONY WEEK

## WORD SEARCH



H	A	R	M	O	N	Y	W	S	B	B	R	W	C	M
R	X	D	I	V	E	R	S	I	T	Y	J	W	E	S
E	B	E	L	O	N	G	I	N	G	N	O	K	L	E
Q	N	C	O	M	M	U	N	I	T	Y	X	O	E	E
V	P	F	N	H	P	S	L	V	E	X	E	Z	B	K
A	C	C	U	I	H	R	E	S	P	E	C	T	R	I
L	S	U	P	P	O	R	T	S	F	E	S	L	A	N
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S	I	N	C	L	U	S	I	O	N	T	P	T	E	E
G	I	L	I	S	T	E	N	R	S	Z	Y	P	E	S
W	E	L	C	O	M	E	S	E	E	T	R	K	R	S
E	C	U	L	T	U	R	E	E	B	E	F	A	X	U
V	T	T	P	N	O	B	X	H	J	U	N	I	T	Y



HARMONY  
DIVERSITY  
BELONGING  
RESPECT  
INCLUSION

CULTURE  
UNITY  
KINDNESS  
WELCOME  
VALUES

SUPPORT  
LISTEN  
COMMUNITY  
CELEBRATE

# 2026/27 STRATEGIC PLAN



**OUR VISION:**

People of all abilities are able to actively participate as valued members of our community.

**OUR PURPOSE:**

Support and empower individuals to make choices to enrich their lives.

PILLAR	Impact	Governance	Capability	Sustainability	Reputation & Relationships
OUTCOMES	<b>We have a clearly defined mission and understanding of who we serve, where and why.</b>	<b>We have sound systems and processes in place to support our work.</b>	<b>We are attuned to and ready to meet the changing needs of our community.</b>	<b>We have diverse funding streams to help us achieve our goals.</b>	<b>We know our stakeholders and invest in our relationships.</b>
PRIORITY ACTIONS	<p><b>Priority 1:</b> Conduct session with Board and exec to determine who we serve, where and when. Are we specialist or generalist?</p> <p><b>Priority 2:</b> Conduct a detailed service review of current offerings.</p> <p><b>Priority 3:</b> Revisit and potentially revise Vision and Purpose (contingent upon Priority 1 above).</p>	<p><b>Priority 1:</b> Conduct indepth risk assessment and articulate our risk appetite.</p> <p><b>Priority 2:</b> Audit our systems and processes in line with our service review. Are they fit for purpose/future growth?</p> <p><b>Priority 3:</b> Audit our reporting (Board template, sub-committee reports, management reports, agendas, etc.) to ensure we are getting the right information to make the best decisions.</p>	<p><b>Priority 1:</b> Workforce review to assess culture and capacity to achieve our aspirations.</p> <p><b>Priority 2:</b> Assess the current and future needs of the community we serve.</p> <p><b>Priority 3:</b> Develop and deliver an internal communications strategy.</p>	<p><b>Priority 1:</b> Develop and deliver an external communications strategy.</p> <p><b>Priority 2:</b> Explore opportunities for Artificial Intelligence and create a plan for future efficiencies.</p> <p><b>Priority 3:</b> Identify future opportunities for diversification and/or expansion.</p>	<p><b>Priority 1:</b> Map our stakeholders and prepare a stakeholder management plan.</p> <p><b>Priority 2:</b> Develop an issues/crisis management plan.</p> <p><b>Priority 3:</b> Develop an external marketing strategy (for delivery post 25/26).</p>

## Meet Our Leadership



**Mark Koch**  
Chief Executive Officer



**Amy Silvester**  
Corporate Services Manager



**Bernie Stiles**  
Supports Manager



**Evita Ferguson**  
Human Resources Manager



**David Maclean**  
Windward / Green Fingers Gardening Manager



**Daniel Currie**  
Seawinds Manager



**Jacinta Brown**  
Support Coordination Manager



## Windward Carwash

Windward offers a no hassle pick-up/drop-off car cleaning service

For more information or pricing

call David on (03) 5521 5477 or 0407 864 839

## The Woodbox

Windward's Woodbox program creates custom hand-made furniture

Firewood and Kindling also available

For more information or a quote

call David on (03) 5521 5477



### OPERATING HOURS

**Monday:** Closed

**Tuesday:** 9:30am to 4:30pm

**Wednesday:** 9:30am to 4:30pm

**Thursday:** 9:30am to 4:30pm

**Friday:** 9:30am to 4:30pm

**Saturday:** 10:00am to 2:00pm

**Sunday:** Closed



**Friendly & Helpful Staff!**

191 Wellington Rd Portland

For all inquiries contact

(03) 5523 4896 or 0417 328 136

## Green Fingers Gardening Service

- Tree Pruning
- Rubbish removal
- Lawn Mowing
- Edge trimming
- Hedging



**Call David Maclean on 0457 933 642 or Kyeema on (03) 5523 5999**

**GIFT VOUCHERS and FREE QUOTES AVAILABLE**

The Portland Rotary Club is collecting plastic bottle caps and bread bag clips which will be melted down to create wheelchairs for those in need in South Africa.

Windward Industries has set up a recycling collection point at our 50 Lalor St. office. They may be handed in at reception.

