



arbias

arbias Annual Report 2011 - The Partnership Starts at Home

Annual Report 2011

“New partnerships developed and existing partnerships strengthened over 2010/2011” will be the focus of this years report. We begin with the foundation partnership, the ‘in house’ partnership at arbias where the relationship between operations and governance has further grown through open, candid and at times robust communication and a better understanding of and mutual respect for each of the two roles and functions.

arbias 2011 Annual Report

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This year's message from Martin & John - the partnership starts at home

New partnerships developed and existing partnerships strengthened over 2010/2011 will be the focus of this years report. We begin with the foundation partnership, the 'in house' partnership at arbias where the relationship between operations and governance has further grown through open, candid and at times robust communication and a better understanding of and mutual respect for each of the two roles and functions.

Great service and support to our clients is directly dependant on organizational partnerships with other generic and specialist services to people with an acquired brain Injury (ABI) importantly in a resource challenged sector. The partnerships are many, please read on and learn about just a few.

Research

a world leading research project was born through a three way partnership about 5 years ago. arbias Ltd in partnership with Latrobe University and the Department of Corrections Victoria set about determining the prevalence of ABI in the Victorian Correctional system population lead by the Principal Investigator Mr. Martin Jackson.

The research project report was completed and presented to Corrections Victoria in 2010 and has since produced its first publication 'on the project' produced by Corrections Victoria under the auspice of Mr Peter Perrson. The Research project recently received the coveted International Corrections and Prisons Association (ICPA) 2011 Award. The Minister Corrections Victoria, Andrew McIntosh MP met with representatives of each of the partner organizations to personally congratulate us on the achievement.

Specialised ABI Services NSW

The first 12 months of the NSW statewide ABI specialist service has progressed and grown beyond expectation as a result of a dedicated team lead by State Manager Samantha Grant and yes one guess? partnerships with key organizations across the Health Services sector. The ADHC team within the Family and Community Service (FACS) NSW, has worked alongside arbias with genuine excitement, passion, and commitment to establishing and improving services to people with an ABI; we acknowledge Marie Jolley, Heather Peters and Gordana Barbaric for their collegiate support and commitment. The NSW team and

“The first 12 months of the NSW statewide ABI specialist service has progressed and grown beyond expectation as a result of the dedicated team lead by State Manager Samantha Grant and yes one guess? partnerships with key organizations across the Health Services sector.”

arbias work in consultation with two agencies; Victorian Aboriginal Legal Service (VALS) and Access Services to Koories (ASK) have for the first time in arbias history established genuine partnerships that will provide real supports to aboriginal and koori people with an ABI and their communities.

Lyudmyla Dendtler at Northcott Disability services have established fee for service supports to their client group through specialised assessment and training and education programs that will assist marginalized people with an ABI who are at risk, to live significantly improved lives as they integrate into local communities.

In efforts to validate what 'we say and do' and to inform best practice arbias in partnership with Professor Craig Veitch (and staff) Conveynor, Health Systems and Global Populations FRG and Director Community Based Health Care Research Unit, Sydney University and Royal Rehabilitation Centre, Sydney is conducting a service evaluation and research activity into our service model and individual outcomes for client based goal setting which is now well advanced in NSW.

Supporting Aboriginal People with an ABI

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aboriginal and koori people with an ABI and their communities. There now exists a 'two way' arrangement where arbias and the two agencies provide to each other secondary consultancy to each of our services; arbias provides ABI specialist support and advice to both agencies and their folk and VALS and ASK guide arbias with a 'cultural sensitivity' in 'how' to best support the people within their service. In addition VALS is consulting and guiding arbias in the review of the publication 'Our Health Our Way' for practitioners and clinicians in supporting people of aboriginal and Koorie backgrounds.

New Accommodation Options

The long standing partnership between arbias and Yarra Community Housing (YCH) has further strengthened through the development of two new accommodation complexes in the N&WMR Melbourne. YCH invested in and built accommodation complexes comprising one and two bedroom suites, 18 of which have been made available to people with an ABI that are supported by arbias in Abbotsford and Collingwood via the affordable housing scheme. All units are now fully tenanted with people supported by arbias

“The Australian Community Service Organization (ACSO) have engaged *arbias* services to provide neuropsychological assessments to inmates within the Victorian Correctional system.”



Board of Directors

Mr Charles Benevento, Ms Candy Maughan, Mr Geoff Tosswill, Mr Mark Mileo, & Associate Professor Warrick Brewer.

staff. The commitment from Rob Leslie (CEO) and staff have ensured affordable housing options to marginalized people is achievable giving a genuine service response to people with a disability who are homeless.

Quality assurance cerification

arbias Limited, like all other disability providers has undergone extensive work over the last 12 months, to ensure we meet quality certification requirements against the 'One' DHS Starndards. arbias will achieve certification in may 2012 due to the commitment of CBT Consulting and arbias managers and staff. We sincerely thank Toni Reeves, Marg Connors and staff for their dedication and expertise in working with us on this critical process.

People with an ABI exiting the correctional system

The Australian Community Service Organization (ACSO) have engaged arbias services to provide

neuropsychological assessments to inmates within the Victorian Correctional system who are preparing to re-enter the community, often on parole and supported by Community Corrections Service (CCS), via the 'Link Out' program. Both agencies closely consult on each individual case ensuring a likely transition back into the broader community and reducing recidivism. arbias acknowledges Vaughan Winther, Deputy CEO, ACSO for his focus and belief in arbias services.

International endeavors

arbias has 'stretched its arms a little' and has developed a formal partnership with Aspire in Scotland. Aspire is a housing and personal development service for people who experience Homelessness, including people with Alcohol Related Brain Injury.

Aspire has purchased our ABI Identification Checklist (Screening tool) via an IP licensing

agreement and are in negation for our four foundation training modules

Capacity building in the community - into the future

Arbias services and NMIT TAFE Preston have formed a partnership where both agencies are working together to have our existing four ABI Foundation modules achieve tertiary accreditation at Certificate 4 or Diploma of Community Services level. Sam Spadafora, Manager, Health and Community Studies has been instrumental in the progression of this initiative which will enhance our current capacity building activity across the sector.

Similarly a strong partnership and agreement has been achieved with Moreland Hall Drug and Alcohol Treatment services through Brandon Jones, Manager Education and Training to co-facilitate one of our specialist training modules (Co morbidity). It is anticipated that the module will be delivered to the ABI and drug and alcohol sector Victoria in 2012.

This years trading result with a surplus in excess of \$97K against a revenue base of \$3.3M in 2011

Trading result for 2010/11

A new partnership with Collins Auditors has achieved timely constructive outcomes in our financial audit processes this year and confirmed the years trading result with a surplus in excess of \$97K against a revenue base of \$3.3M. Anyone requiring a copy of the annual financial statement may request this via dwest@arbias.com.au.



John Eyre
Executive Manager



Martin Jackson
Chair, Board of Directors



The Arts

SPARC Theatre

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SPARC is a theatre group of people who have come together through the experience of their life journeys that have had extraordinary ups and downs.

Supported by a partnership between arbias and the City of Port Philip, SPARC is a theatre group of people who have come together through the experience of their life journeys that have had extraordinary ups and downs. Mentored by writers, musicians and theatre directors, the group author their reflections of those experiences and reach into the hearts and minds of their audience with stories of their journeys. In 2011, SPARC Theatre have been working towards 'Collectable', a song writing and recording project.

Creativity provides a connection for people to express themselves and be a part of a community that understands the challenges of having and acquired brain injury, alcohol and substance misuse and mental health issues.

arbias acknowledges Marjetka McMahon for her commitment to the on going work for the SPARC Theatre Group.

The Deep End band

The Belgium Avenue Neighbourhood House Choir

The Marimbas & percussion group

Our Community

Yarra Community Housing 'vision and enterprise' in partnership with arbias has provided new homes and support services to 18 people who were homeless or at risk of becoming homeless. The new apartments offer affordable housing in the heart of the local Abbotsford and Collingwood communities with easy access to public transport and services that are enjoyed by all members of the community. Some of the folk who lived at the Paxton service have successfully relocated to the new units which offer a greater level of independence and privacy; a measure of the success of the transitional support model at the Paxton service.

*Paxton House
Marshall Street
Flockhart Street
Wellington Street
Old Eltham Road
Tyler Street
21 Long term and transitional units metro wide.*

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Below: arbias Yarra Community Housing





Building Capacity in our Community

Pete

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Pete's life could have been described as chaotic and he was significantly dependant on formal services and supports for many years as he struggled to live safely and independently. Multiple hospital admissions precipitated by episodes of Wernicke's and hepatic encephalopathy compromised Pete's health and indeed longevity. A guardianship order had removed Pete from his home due to his inability to make sound decisions around his daily life. An administration order had removed the ability for Pete to have money at hand and purchase alcohol.

Once a father, his family's primary provider, a martial arts master and a CEO in industry, Pete's life took a serious downturn when his marriage ended and his consumption of alcohol at high risk levels caused a significant alcohol related brain injury.

This year, after many years of crisis driven interventions, a coordinated and collaborative approach between Pete's formal supports, family and friends, supported Pete's determination to break the cycle to become well and return home. Pete was supported to understand and come to terms with his ABI, which had implicated his ability to make decisions for himself and achieve pre injury independence and well being. A supportive

team of people in Pete's life, worked together in strengthening Pete's ability to regain a level of independence and decision making in his life again. The support team assisting Pete and his case Manager Adam included CBDATS (Dr Ed Theologis), Mike Belstead and the staff at Innisfree; the 1st Step program in St Kilda, State Trustees, the Office of the Public Advocate, Pete's partner, sister and friends, arbias' Flexible support staff, and his ISP coordinator at SCOPE.

Pete now lives back at home with his partner, he has become motivated about many aspects of life that were previously important to him, and with support from an arbias Flexible support worker, is seeking pathways into employment and rebuilding the relationship with his children. Pete will always need a level of consistent support to keep him on track, however without the collaborative and unified approach between Pete and his formal and informal life supports, Pete is supported to remain motivated, abstinent and has a new direction in life that includes being well.

Celebrating Diversity *Indigenous Women's Group*

Community Program's worker, Ruth identified a number of indigenous women living in Supported Residential Services in Melbourne's Eastern suburbs who were disconnected from their community and people. Through the sharing of storytelling and the sharing of food the women formed friendships and a regular meeting place.

“We are all visitors to this time, this place. We are just passing through. Our purpose here is to observe, to learn, to grow, to love....and then we return home”

Kath, arbias' indigenous group.

arbias warmly acknowledge the ASK & VALS communities who have openly shared knowledge and have graciously joined arbias in sharing an open partnership approach in supporting the Koori people in our community.

Access Services for Koories (ASK)

- co-case management, meeting place, mentoring to arbias, secondary consultation

Victorian Aboriginal Legal Service (VALS)

- community consultation on 'Our Health Our Way' Koori publication; co case management and secondary consultation

arbias would like to acknowledge the Wurundjeri people, the traditional owners of the land we are on. We pay respect to the Elders both past and present of the Kulin Nation and extend that respect to other Indigenous Australians.

Research *Corrections Research Project*

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**‘Prevalence of ABI
in the male prison
population 43%, for
women, 33%’**

**‘Prevalence in the
general community
for both men and
women 2%’**

Other initiatives driven by the findings of the corrections research;

- 2011/2012 will see arbias progress the next phase of the corrections data analysis on the 1st of 4 project publications.

- *Link Out program – ACSO & arbias*

The Link Out program is a voluntary case management and outreach service for men in prison who are at high risk of re-offending and who seek post-release support. Link Out is a state-wide outreach support program present in every male prison. Prior to release using the arbias validated screening tool, a Link Out worker will conduct a preliminary assessment for ABI.

In the case that an ABI is likely to be present, an arbias Neuropsychologist will assess and provide recommendations and strategies to assist the Link Out workers and the prisoner to effectively transition out of prison and to successfully develop and maintain a release plan and sustain a positive lifestyle in the community.



Happy 1st Birthday arbias NSW!

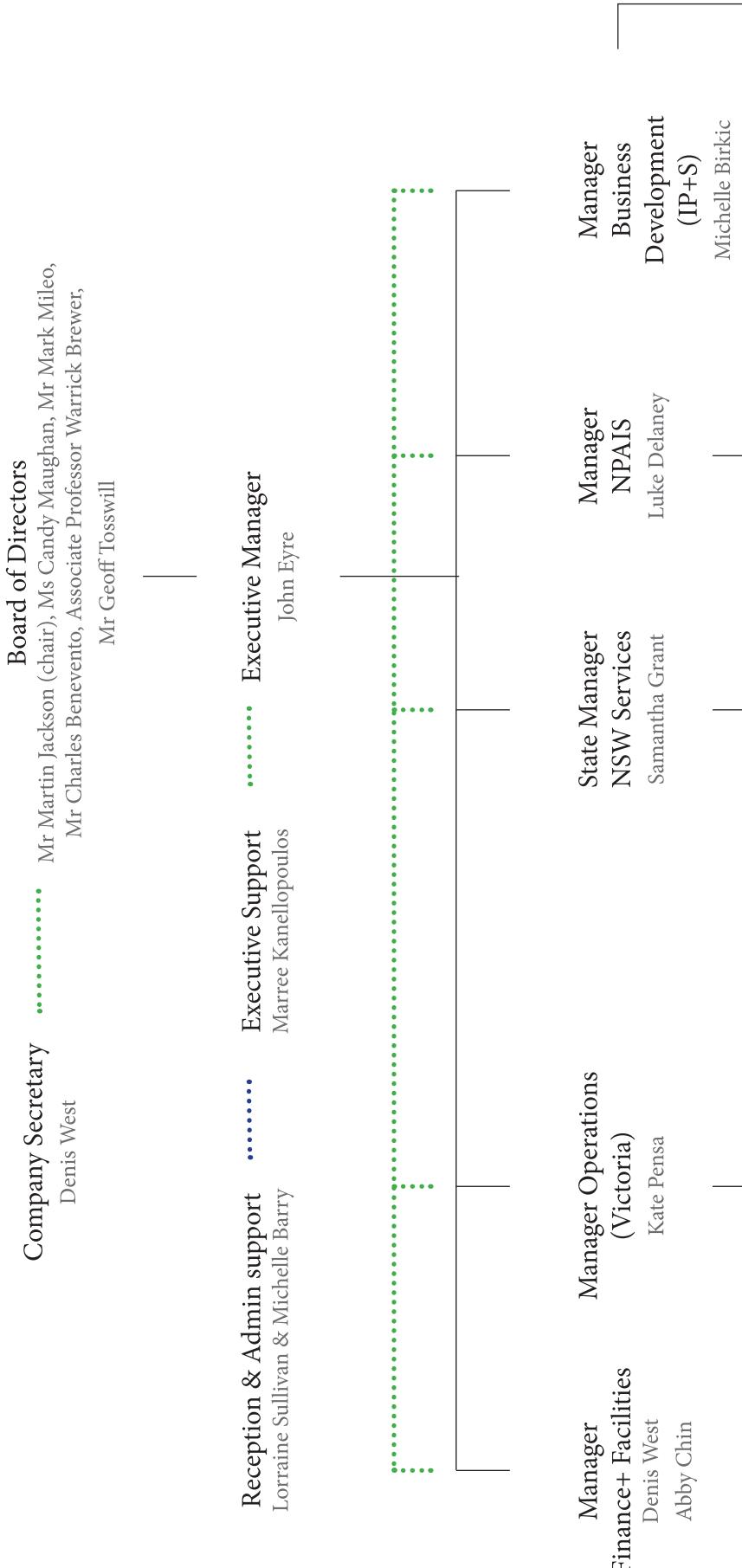
arbias NSW have turned one this year – underpinned by strong partnerships within the health services sector.

Assessment to date:
65, Referrals: **162**,
Clients currently receiving an arbias service: **26**,
Partnerships: **8**

arbias NSW have turned one this year – underpinned by strong partnerships within the health services sector, arbias NSW have been providing support to many people with an ABI across metropolitan and rural NSW who have otherwise had limited access to services that support the complex and diverse needs of this group. Our presence in NSW has provided a unique support service to the community health sector through the provision of specialised ABI case management, clinical psychology, occupational therapy and neurobehavioural assessments and support.

arbias warmly acknowledges all of our partners who have supported arbias in their first year, in particular Northcott Disability Services who have recently joined forces with arbias NSW to support the development of supported accommodation options for young people with an ABI who are transitioning out of Nursing Home accommodation through funding provided in the Young People in Residential Aged Care (YIPRAC) scheme in the provision of neurobehavioural assessments and specialised training in ABI.

Arbias 2011 Organisational Chart



Case Management Services	Community Programs	Flexible Support	Deborah Serratore (C/M) Inbal Luft O/T Jackie Theodorou (Admin Support)	Vacant Chris O'Halloran Yvonne Cohen Melissa Slayo Laura Tweedy	Training & Education Unit
Nikki Wickremasinghe (T/L) Richard Herz (T/L)	Margaret Keogh (Coordinator) Marjetka McMahon Ruth Graham Surinder Brar Fiona Evans Santosh Karna	Lisa McDonald (Acting T/L) Rita Blancato Jeff Thompson Helen Tartaglia Ruth Graham			Funding/Grants Policy Statements Professional Development
Matthew Carne Adam Ferronato Sarah Heyward Sam Best Vacant					Accommodation Services (Project Phase)
			Kamini Joseph (c) Chantelle Gray (c)	Michael St Wellington St Flockhart St Marshall St Old Eltham Rd Tyler St 21 Units - Metro David Sutcliffe (H/S) Lyn Pendlebury Paul Stojkovic Nadia Barbagallo H/W	
			Denotes: + Flex Support		

Legend

- Direct Report
- Support Consult + Advice

Acknowledgements to our Partners

Department of Human Services VIC	Monash University
Mental Health, Drugs and Region Division,	University of Melbourne
Department of Health, VIC	Sydney University
Health & Aged Care Divison,	NMIT VIC
Department of Health, VIC	Latrobe Community Health Service, Gippsland
Department of Corrections, VIC	Victorian Legal Aid
Department of Justice VIC	Link Out Program, ACSO
Ageing Disability & Homecare, Department of Human Services, NSW	Brain Injury Australia
Victorian Aboriginal Legal Service (VALS)	Brain Injury Association , NSW
Access for Kooris (ASK)	Headway ADP
City of Port Phillip	Stroke Network, NSW
City of Darebin	Justice Health & the Connections Project, NSW
ACSO	Legal Aid, NSW
CBDATS	Centre of Community Based Health Care Research Unit
Yarra Community Housing	Neami, NSW
Housing Choices Australia	Nada
State Trustees	Northcott Disability Services
Colleen Pearce, Office of the Public Advocate	Matthew Talbot Hostel NSW
Jelena Popovich, Magistrate's Court of Victoria	Bendigo Bank
Moreland Hall	Collins Auditors
Victorian Coalition of ABI Service Providers (VCASP)	Mehren Erfanian, Centrax IT Services
La Trobe University	Webdynamic
	Schepisi Communications

Advantage Salary Packaging

Toyota Fleet Management

Atlantic Insurance Brokers

Wayfinding Multidisciplinary design

Ms Wendy Murphy, HR Consultancy

Ms Sandy Moore

Ms Amanda Lane-Brown

Ms Jackie Keppel

Ms Siew Ng

Mr John 'Max' Mccaffrey

Ms Shelley Cross

Mr Ron Briggs

Mr Errol Jaquierey

Mr Alan Stubbs

The people we support,

their families and supporters

The staff at arbias who are professional,

diligent and passionate in the work they do

"I would like to personally and publically acknowledge the extraordinary work undertaken by Ms Kate Pensa over the last 5 years. Kate has been instrumental in the development and production of the annual reports each year for arbias in addition to the complex work in her regular role as Operations Manager and other significant portfolios of responsibility. Kate leaves us this year to take up a new and exciting role as Executive Director (CEO) of an alcohol and drug agency in Canberra. The Board of Directors, staffing team and I all wish her well in this new and challenging endeavour. Kate's skills and commitment will be missed."



John Eyre
Executive Manager

arbias

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