

// arbias Annual Report / 2015

arbias 2015

'enabling our people and our partners to achieve their very best'. We drive continuous improvement, growth and lead the field in supporting people with an ABI & high complex needs including alcohol & other drug related brain injury through evidence based practice.

Reports from Chair Board of Directors & CEO

Both Martin and I have had the pleasure of being able to reflect on the progress of all programs and services on many occasions throughout this year and 'pinch' ourselves as a reality check to ensure we have read the journey correctly, that is how successful it has been.

GROWTH AND CHANGE

The highlights include but not exclusive to are:

1. Governance
2. Operations
3. Information and Technology
4. Trading Result for 2014/15

1. Governance

- A new Board Director was inducted in June; the first Director based in NSW, welcome Marie and thank you for a strong contribution very early in your tenure.
- The Constitution was reviewed to recognize the comorbidities of Mental Health and Alcohol and Drug issues with Acquired Brain Injury and the service response provided to this client group particularly in the Community Corrections area.
- The Strategic Plan (cycle) was brought forward by 6 months, it was reviewed and 're-built' to respond to the imminent National Disability Insurance Scheme
- arbias celebrated its 25 year anniversary with two successful events held at the Victoria State Library and on the Harbour in Sydney. Both were evening gatherings where many past and present staff and supporters reflected (and celebrated) the journey. It is estimated that our services have assessed, supported and 'made a difference' to the lives of approximately **48,000** people with an ABI and High complex needs (over the last 25 years), most of whom have received specialist interventions in relation to Alcohol and other Drug issues.

2. Operations

- A progressive organisational re-structure has seen the implementation of a Director Operations (national) position and a State Manager in Victoria and NSW.
- The CEO position has been enabled to focus on service development and risk.
- The Community Corrections Initial Transition Service has celebrated its 'first birthday' with great success measured on many levels including most participants (Offenders with High Complex needs) having achieved their goals. A reduction in re-offending has been one of the keys successes of the program.
- arbias was successful in its tender bid for a residential service situated in Glenroy. The residents include people with an ABI and Spinal injury. This service is funded by the TAC.
- It is quite well known and understood in the Sector that Partnerships are key to success. The arbias-ACSO joint venture (AAJV) is a great example where our joint work continued to strengthen throughout this year with new Tender Bids in for an enhanced recidivism project funded by the Office of Social Impact Investment (OSII), Department of Premier and Cabinet (NSW) and the implementation of the CVRP program in Victoria (Reconnect).



Reports from Chair Board of Directors & CEO CONT.

- ACSO and arbias piloted a staff exchange program which resulted in two staff (one from each agency) realizing their career aspirations and gaining promotions with their new respective employers, albeit we both work collaboratively on many projects and programs.
- arbias led by Professor Simon Crowe submitted its first 'paper' for publication ABI in Prisoners to the Journal Psychiatry, Psychology and Law.
- arbias developed and submitted our inaugural Reconciliation Action Plan (RAP) to Reconciliation Australia. The Plan was approved for 2015/16. The RAP provides a 'road map' for strategies and activities that will ensure our work is culturally appropriate and sensitive to Aboriginal and Torres Strait Islander communities.

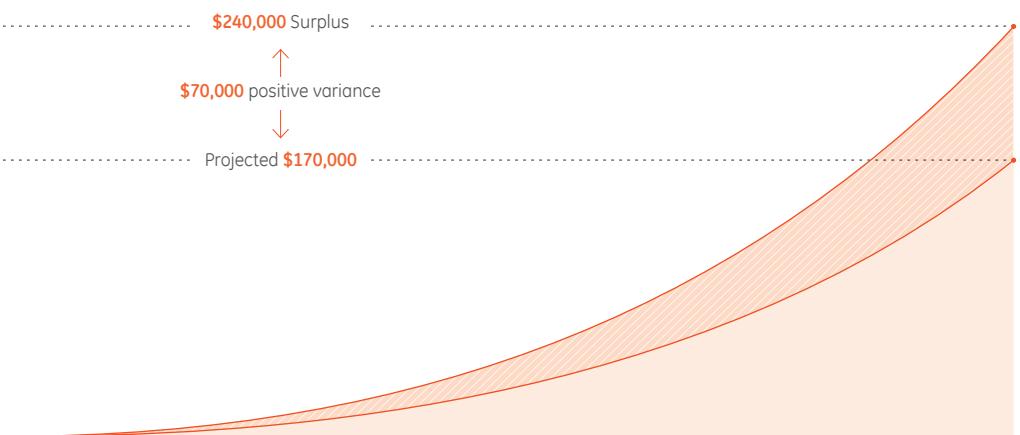


3. Information and Technology

- Two 'Apps' were developed and launched for our clients (and their families) use that will be the technological version of our Client work books. The work books (and Apps) are provided to every person entering our service and assist people with an ABI and High Complex needs to compensate for lost memory, planning, organising and diminished decision making capacity. The workbook (and App) is one of a number of tools in managing impulsivity and dis-inhibition. The app has been produced in an Android and Apple version and was funded via a TAC grant.
- arbias was successful in its grant application to develop a Peer Mentoring Program and present this program to stakeholders and general service providers in the Nth Sydney locality. The program is dedicated to people with an ABI and High Complex Needs who have exited prison. arbias acknowledges and thanks Nth Sydney Partners In Recovery (PIR) and in particular Mr Chris Lines for the funding.
- Similarly arbias was successful in its grant application to fund a 'practical guide on how to effectively work with clients who have an ABI and the comorbidity of Mental Health issues and anxiety'. The program will target GPs and Allied Health professionals via tailored workshops. Again the funding was generously provided by Nth Sydney PIR. The total funding for both projects was approximately \$27K.



Trading Result 2014/15



4. Trading Result for 2014/15

- Our independent Finance Auditors 'Collins' confirm a trading result for 2014/15 at **\$240K surplus against a projected \$170K surplus**. The **\$70K positive variance** was primarily driven by new revenues from major Tender and Grant Bids that were successful and continued demand for our fee for service activities
- The revenue has now exceeded \$5M and is closing in on \$6M with a stronger 'push' into the Community Corrections space in Victoria, NSW and South Australia.
- The management of a more sophisticated set of arrangements including increased individual funding packages for clients increased staffing numbers (now 70) across two states and the advent of Social Impact Investment as the new way of funding particularly in the Community Corrections and 'Offender' space has been enhanced with the purchase of a new dedicated server, software and staff expertise within the finance team, now boasting 4.5 members.

TAC Glenroy Project

In early 2015, arbias was awarded the contract through the Transport Accident Commission (TAC) to provide support to an innovative accommodation model in Glenroy (Victoria).

The model comprises of 4 independent living units and one staff unit on one site and aims to maximise the independence of the people living in the units. The innovation comes with the assistive technology that has been incorporated into each unit which allows full independence regardless of physical ability (such as using an Ipad to turn lights on and off, open and close curtains and open and close doors).

All of the individuals sustained their injuries through a motor vehicle accident, either in the vehicle or as a pedestrian. Each story is very different as are the support needs, varying from acquired brain injury to spinal cord injury.

Each of the individuals have unique goals, fears and very profound reasons for making the big change to Glenroy and after getting to know each person, it is evident that the changes they are hoping for are not only physical adjustment of environment but a psychological shift from dependent to independent living in many different ways.

The service opened late 2015.

"I don't always want to depend on someone else to be there to do it for me because that is the easy way out" Aaron

"Although we will have objective measures to define the success of the work we will do at Glenroy, for me personally, success will always be measured in part, by how each person perceives the quality of their life living at Glenroy. It is my hope, working together as a team, that step-by-step we see our Glenroy residents feel supported in realising their goals of living more self-determining futures."

Emma Jackman



'My arbias Planner' app

In 2014, arbias launched its printed version of the person centred 'My arbias Workbook', which is a tool that individuals accessing arbias services can use to assist with planning, organisation and goal setting.

Through the TAC Small Grants Initiative, arbias has been able to turn this printed booklet into a mobile phone App (both Apple and Android) making the tool more user-friendly, mobile and innovative.

The app has a number of useful applications such as a goal setting (and tracking) tool, a contacts list, an appointment lists (that feeds directly into the phone's calendar) as well as information about rights and responsibilities, arbias and other important services.

It is available for download on the arbias website.

Special thanks to TAC for the funding grant and to the third year IT students from Swinburne University who commenced the project by creating the initial android version of the app as part of their Software Engineering subject.

Rabea Darwiche



The workbook also provides information to individuals regarding rights and responsibilities and what they can expect when accessing arbias services.

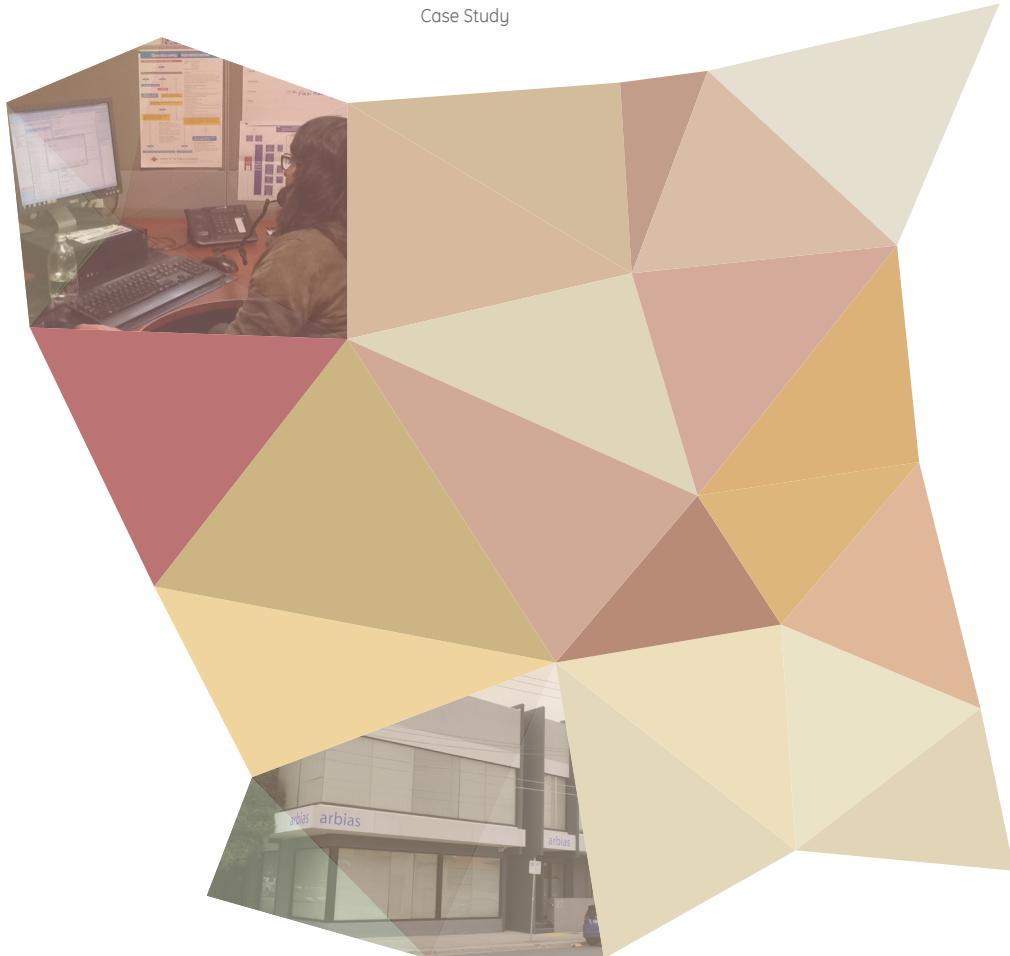
01 / Jan

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Case Study

The Initial Transition Service (a program funded by Community Corrections NSW and operated in partnership between arbias and ACSO across NSW) commenced in October 2014. The program has had a number of significant successes including a reduction of reoffending behaviour and the re-integration of people post-release back into the community. This has led to great benefits for the individual, their support network and the local community.

Frank*, 45, was referred to the program in Bathurst for support with recreation and leisure, forming positive local connections and participating in pro-social activities. The main issues Frank had faced and that had led to offending were drug misuse, compulsive shoplifting behaviours, poor associations and tendencies of aggression and violence and he was unfamiliar with the Bathurst area. During the 12 week engagement period. The ITS Case Worker was able to provide advocacy, work on mental health and AOD issues (including linking into a methadone program), set up strategies with local businesses that helped to manage the shoplifting behaviours, reduced debt by developing an approved payment order, engaged allied health services, assisted in the development of time management skills and supported Frank through a neighbourhood dispute which was threatening his reintegration. After a mental health relapse that resulted in a 2 week hospitalisation, Frank was then able to receive the medical and mental health support



Case Study

he required to assist with coping with living in the community.

Upon his own request, Frank re-located to Nowra where he was linked into the same services in the local area and was able to secure accommodation and develop appropriate local support networks. Frank's local Nowra support worker recently made a follow up courtesy call to inform the Bathurst ITS Case

Worker of Frank's progress. Frank is maintaining his engagement with relevant services and implementing positive strategies that support his integration into the local community. Most significantly he has not reoffended.

*Name has been changed for privacy purposes

Mark Mason

02 / Feb

International Day of Social Justice

Saturday 20 February

"In this crucial year for global development, as Member States work to craft a post-2015 agenda and a new set of sustainable development goals, let us do our utmost to eradicate all forms of human exploitation. Let us strive to build a world of social justice where all people can live and work in freedom, dignity and equality."

– UN Secretary-General Ban Ki-moon

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Vimantha's story

My name is Vimantha and I have been with arbias for about 5 months. I first went to arbias for a Neuropsychological assessment, and now I receive help from a Flexible Support Worker and Service Coordinator.



arbias has been a very helpful and kind service and respectful of my culture. In my home country of Sri Lanka, it is not like this, I would not be receiving the help that I am getting here. If my workers say they will do something, they do, they are very responsible and help how they can.

Vimantha

03 / Mar

Mon	Tue	Wed	Thu	Fri	Sat	Sun
29	1	2	3	4	5	6
Harmony Day in Australia Monday 21 March Australia's Harmony Day celebrates the country's cultural, linguistic and religious diversity. It coincides with the United Nations' International Day for the Elimination of Racial Discrimination.	7	8	9	10	11	12
	14	15	16	17	18	19
	21 Harmony Day in Australia	22	23	24	25	26
	28	29	30	31	1	2
						3

Staff Safety

"I've been at arbias for 15 years. After humble beginnings in the Recreation Program I have worked my way through the Accommodation Program and now find myself in the Case Management Team ...

I've been privileged to be part of a team that is hard working, compassionate, and supporting the most vulnerable people in our community. The most rewarding part of my job is being able to put a smile on someone's face. Whether it's getting someone off the street or getting in touch with a long lost family member. If I can achieve just something small in a person's life that I support I can go home satisfied."

Sam Best

"arbias is committed to ensuring a safe workplace for all of its staff through the provision of appropriate training, education, equipment and support ...

Staff Safety



We encourage all organisations to ensure that staff safety and well-being is paramount. After all, here at arbias, our staff are our greatest assets in the work that we do with people with an ABI and complex needs!"



Jo Wilson

04 / Apr

Mon	Tue	Wed	Thu	Fri	Sat	Sun
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**World Day for Safety
and Health at Work**

Thursday 28 April

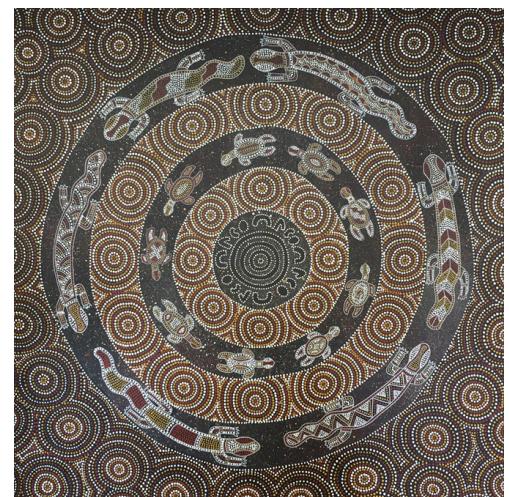
The World Day for Safety and Health at Work is an annual international campaign to promote safe, healthy and decent work and is observed by the International Labour Organisation.

World Day for Safety
and Health at Work

Reconciliation Action Plan

arbias launched its Reconciliation Action Plan (RAP) on July 31st 2015, a formalisation of our work with Aboriginal and Torres Strait Islander Communities.

Reconciliation Australia endorsed the final plan which has been in effect now for almost 12 months. Since then, the Working Group has implemented, monitored and developed the strategy as well as worked toward the organisation's three year plan - which is an extension to the above.



Our RAP has solidified our commitment to increase our knowledge and understanding of culture which will further assist in the development of protocols for arbias to:

- Build meaningful relationships with Aboriginal and Torres Strait Islander communities and organisations,
- Provide culturally appropriate services and
- Contribute to better outcomes for Aboriginal and Torres Strait Islander people.

arbias recognises our role as being influential in providing equitable outcomes for Aboriginal and Torres Strait Islander people. We hope to achieve this through thorough consultation and partnership, using a holistic framework which is underpinned by self-determination, enabling Aboriginal Communities to drive these changes and initiatives.

The artwork (left) is by indigenous artist Stan Yarramanua and was commissioned by arbias to exclusively represent our RAP and is indicative of our commitment to this strategy.

Sarina Gentile



05 / May

Mon	Tue	Wed	Thu	Fri	Sat	Sun
25	26	27	28	29	30	1
National Reconciliation Week Friday 27 May to Friday 3 June National Reconciliation Week was initiated in 1996 by Reconciliation Australia to celebrate indigenous history and culture in Australia and foster reconciliation discussion and activities. It is held between 27 May and 3 June of each year, with dates holding special historical significance.	2	3	4	5	6	7
	9	10	11	12	13	14
	16	17	18	19	20	21
	23	24	25	26	27	28
	30	31	1	2	3	4
						5

David's Story

David became addicted to heroin at a very young age as he was influenced by his older brother.

David's wife tried to help him by taking him to various detox programs, but it didn't work and his wife decided she couldn't cope any longer and left him, taking his son. Now he is missing out on seeing his 12 year old son grow up.



"Going out with arbias means I can go out into the community with support and understanding"

It was after this time that David realised he had a real problem and that he had lost everything, so he went on the methadone program and moved to Queens Lodge (a Supported Residential Service). arbias undertakes a recreational, community integration focussed program on a weekly basis at Queens Lodge.

David enjoys the opportunity to go out into the community with arbias and he uses staff to discuss his life and to seek different perspectives and opinions. David always enjoys bus trips as he feels they are like going on vacation as they breaks the cycle of isolation.

Through living at Queens Lodge and accessing arbias services, David is making his way back into the community and working towards getting a job and living independently.

David

06 / Jun

Mon	Tue	Wed	Thu	Fri	Sat	Sun
30	31	1	2	3	4	5
National Reconciliation Week – 27 May to 3 June						
International Day against Drug Abuse & Illicit Trafficking						
Sunday, 26 June 2016						
The International Day against Drug Abuse and Illicit Trafficking is a United Nations initiative against drug abuse and the illegal drug trade. It has been held annually since 1988 and the day commemorates the dismantling of the opium trade just before the first Opium War in China. The observance was instituted by General Assembly Resolution 42/112 of December 1987. The UN's 2007 World Drug Report puts the value of illegal drug trading at US\$322 Billion per annum.						
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3

Training Modules - adaptation to meet Aboriginal needs

Arbias currently offers 9 training modules that provide information and strategies to participants on working with people with an acquired brain injury and varying levels of complex needs.

"In 2015, arbias undertook to adapt their current modules to be more culturally sensitive to people from Aboriginal and Torres Strait Islander communities and therefore broaden the scope of the modules effectiveness."

This has been highly successful and has increased participation by professionals working with Aboriginal and Torres Strait Islander communities which in turn increases the capacity in Community to meet the needs of individuals with an acquired brain injury and complex needs.

For more information about the modules on offer through arbias, contact our National Intake and Response Service on [1800 272 427](tel:1800272427) or email intakeandresponse@arbias.com.au

Thomas Spencer



07 / Jul

Mon	Tue	Wed	Thu	Fri	Sat	Sun
27	28	29	30	1	2	3
4	5	6	7	8	9	10
	NAIDOC Week – 5 to 10 June					
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

NAIDOC Week

Tuesday 5 to Sunday 10 July

NAIDOC (National Aborigines and Islanders Day Observance Committee) Week celebrations are held across Australia each July to celebrate the history, culture and achievements of Aboriginal and Torres Strait Islander peoples. NAIDOC is celebrated not only in Indigenous communities, but by Australians from all walks of life. The week is a great opportunity to participate in a range of activities and to support your local aboriginal and Torres Strait Islander community.



Case Study:

In 2010, as a pedestrian, I was hit by a car. My life changed forever when I sustained a severe traumatic brain injury causing ongoing physical, cognitive and psychological impairments.

I knew I needed support and in 2012, I was referred to the NSW arbias ABI Service Coordination program. I had many goals I wanted to achieve such as gaining my licence, learning about new technologies that could help me start my own tattoo business and to love life – which meant addressing a number of physical and medical issues.

All of this has been hard work but with the help of my Support Coordinator and other therapists and specialist services, I am still working towards my

goals. I now live independently in a Department of Housing Unit, I have a licence and have bought my own car which gives me freedom to come and go, and I am continuing to learn about the technology I need to increase my independence and start my own tattoo business. In the meantime I have also been able to start working part time and become more independent in my everyday life.

Mark*

Name has been changed to protect privacy

08 / Aug

Mon	Tue	Wed	Thu	Fri	Sat	Sun
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
	Brain Injury Awareness Week – "Bang On A Beanie" 16 to 21 August					
22	23	24	25	26	27	28
29	30	31	1	2	3	4

Mi Kim's Story:

My name is Mi Kim and I have been involved with arbias for over one year through the Service Coordination (formerly Case Management) program and Flexible Support Program.



I had many issues that I needed support with. My family of 4 were living in a one bedroom Office of Housing property so my Service Coordinator successfully advocated for my family and I to re-locate to a larger house (still through OoH) and I have also been able to build my skills in other areas such as planning and organising, attending appoints and looking after my health and wellbeing. I was even able to get my learner's permit! I have been able to focus on my strengths and live as independently as possible.

Mi Kim

Some of the many challenges arbias took for Sidetember

On the Side - Challenge No.2

They say silence is golden, but imagine if you lost the power of speech or to grasp language. Today you are asked to go for at least 1-hour without speaking. Brain Injury - Stroke - Left side of the Brain (Aphasia)

Stroke usually affects one side of the brain. Movement and sensation for one side of the body is controlled by the opposite side of the brain.

The left side of the brain controls the ability to speak and understand language in most people (in some left-handed people, language is controlled by the right side of the brain and awareness by the left side of the brain). Aphasia means you have problems speaking and understanding language. You may be unable to find the words you need to put sentences together. This is like having a word 'on the tip of your tongue.'

Not all strokes cause aphasia. About 20 percent of stroke survivors have a loss of speech and language.



On the Side - Challenge No.3

It's the first Sidetember Saturday for this year and today we are asking you to drink from a straw ... all day. Do this for both hot drinks and cold drinks. It may look a little strange, but it will be a talking point and raising awareness is what we are all about. If it was easy, it wouldn't be a challenge.

Brain Injury - Physical or Sensory Impairment

Some acquired brain injuries can cause physical and sensory impairments to some areas of the body, such as loss of coordination, reduced muscle control and loss of taste and smell. Each physical effect is unique to the person and their injury and has a real impact on carrying out day-to-day tasks, such as having a meal, picking up objects or using a phone.



09 / Sep

Mon	Tue	Wed	Thu	Fri	Sat	Sun
29	30	31	1	2	3	4
Sidetember					10 <i>Sidetember</i>	11
Saturday 10 September						
A fun initiative running for the month formerly known as sidetember to help raise funds for people living with acquired brain injuries (ABIs) and their incredible carers.						
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	1	2

Social Media

arbias is now on Social Media – you can follow us on Facebook and Instagram.

The Let's Talk ABI social media pages are aimed at increasing knowledge of acquired brain injury through the sharing of person stories of people with an ABI and people that choose to work in this sector.

It also aims to inspire through the sharing of inspirational stories and facts and through the posting of current affairs and news articles.

We want to generate discussion and hear your views, so like us at:

www.facebook.com/letstalkabi
[@lets_talk_abi](http://www.instagram.com/lets_talk_abi)

10 / Oct

Mon	Tue	Wed	Thu	Fri	Sat	Sun
26	27	28	29	30	1	2
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24	25	26	27	28	29	30
31	1	2	3	4	5	6

International Brain Tumour Awareness Week

Tuesday 25 to 30 October

Every day 5 Australians will be diagnosed with any one of 100 different types of brain cancer. Brain cancer affects adults of all ages and is one of the few cancers that occur in children. The International Brain Tumour Alliance is a unique global network working alongside brain tumour patients and carers to engage in advocacy, raise awareness and share information.

International Brain Tumour Awareness Week – 25 to 30 October

Outcomes of Neuropsychological Assessment - EFFECTIVENESS

The NPAIS unit undertook a project to evaluate outcomes following neuropsychological assessment in order to determine the effectiveness of information provided to clients and referrers.

Clients presented with a complex range of issues, including cognitive, mental health and behavioural issues. Most clients received either written, or a combination of written and verbal, feedback after the assessment. Clients rated both methods as equally useful, whilst referrers generally considered written feedback to be more useful. Improved understanding and management of cognitive, mental health and behavioural issues was reported, particularly by the referrers. Clients reported improved understanding of their cognitive, and in particular, mental health issues. Both clients and referrers found the neuropsychological assessment to be a generally positive and useful experience, with the majority of referrers (90%) and clients (88%) indicating that they would recommend arbias for neuropsychological assessment.

Conclusions and Future Directions

As understanding the client's cognitive profile and investigating an ABI diagnosis are the most prevalent referral questions, it was surprising that both clients and referrers found the assessment generally increased their understanding of mental health issues. The findings highlight the importance of considering mental health factors in the feedback of neuropsychological assessment results and the link between mental health and clients' cognitive and behavioural functioning.

These preliminary results are part of an ongoing commitment to quality improvement within arbias and the study continues into 2015/16.

Linda Williamson & Lauren Fitzpatrick



11 / Nov

Mon	Tue	Wed	Thu	Fri	Sat	Sun
31	1	2	3	4	5	6
National Psychology Week Monday 7 to 12 November National Psychology Week, organised by the Australian Psychology Society, aims to increase public awareness of how psychology can help people and communities lead healthier, happier and more meaningful lives.	7	8	9	10	11	12
	National Psychology Week – 7 to 12 November					13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	1	2	3	4



Ian's Story

My name is Ian and I am 64 years old. I have an acquired brain injury that I got when I was young. I have always had some sort of support in my life – from family and friends to support staff and I have lived at a lot of different accommodation services.

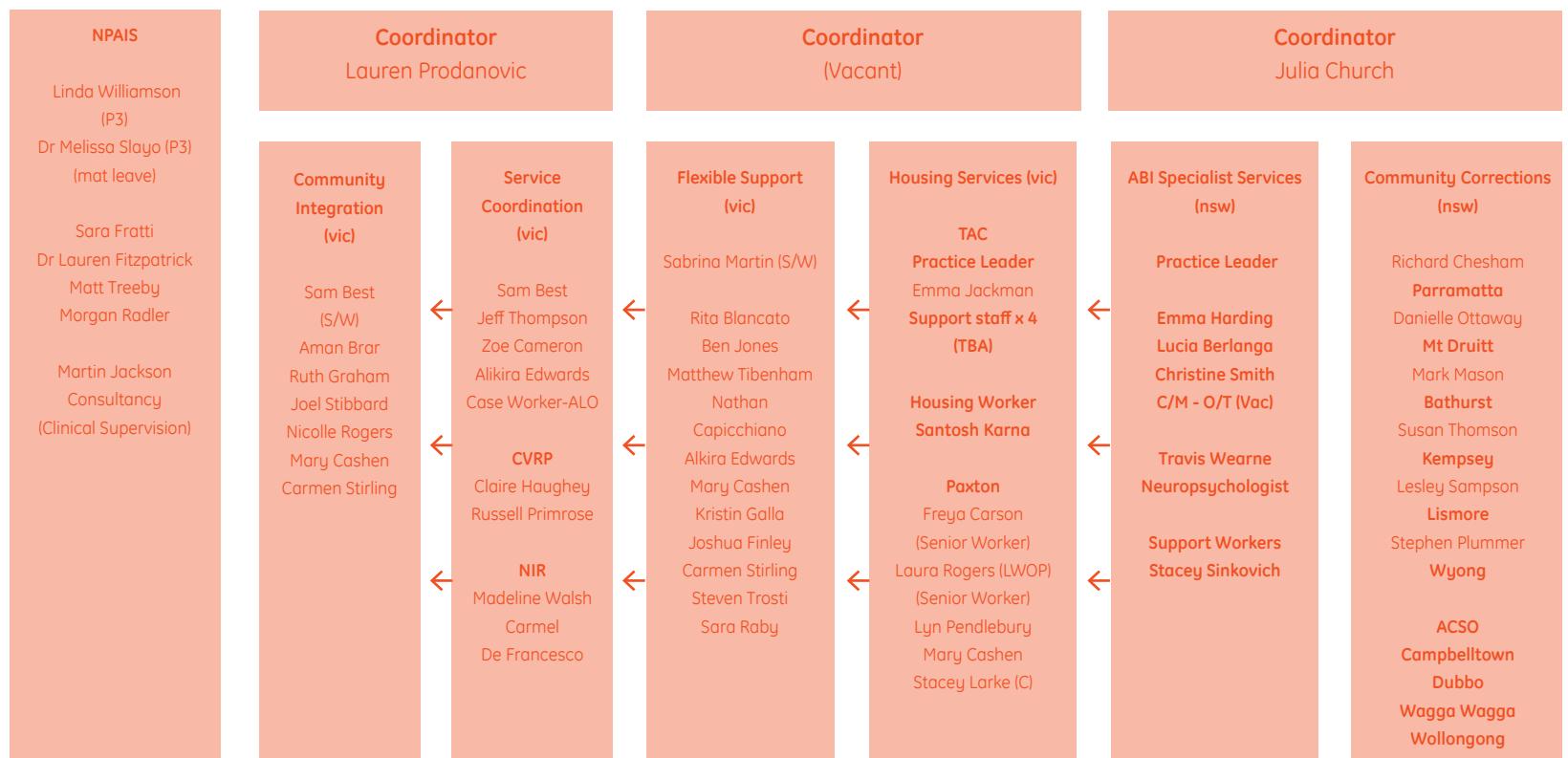
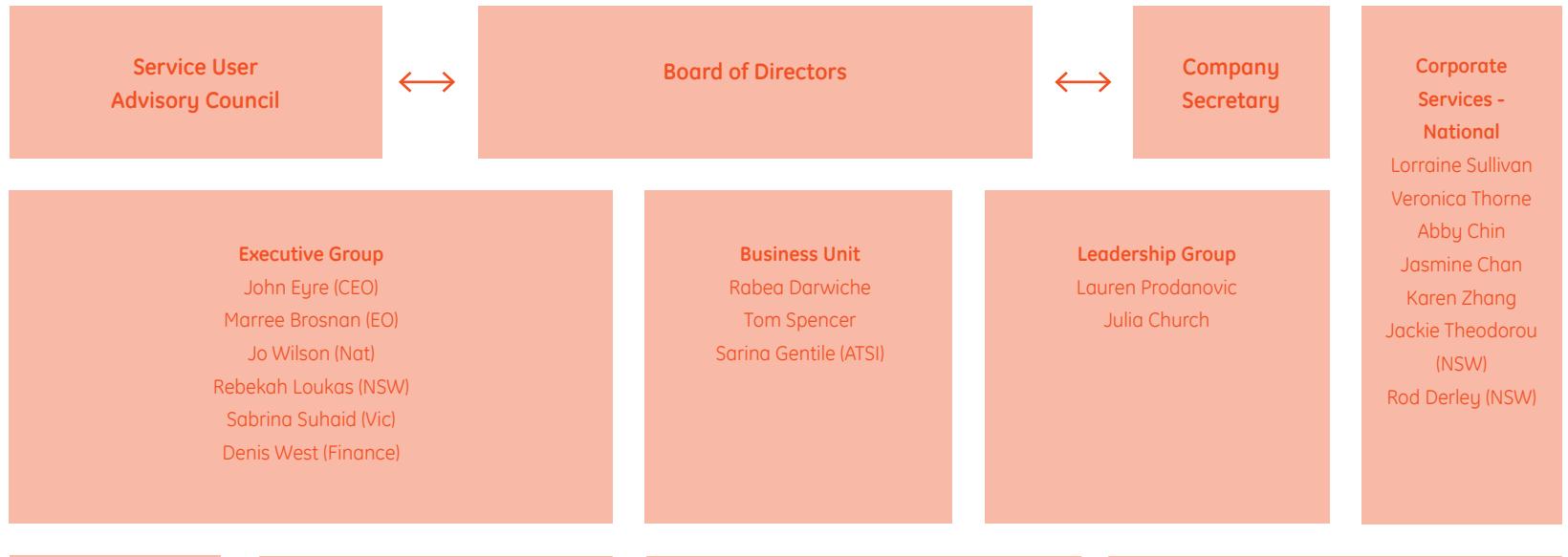
I have lived at arbias' Paxton House for the past 6 years. Paxton House is a 10 bed "rooming house" model that is transitional accommodation. It is staffed for 8 hours per day and staff work with each person living there to build their independent living skills. Paxton was good but I really, really wanted to live in my own place. I watched others move in and then move out. When was it going to be my turn? Finally an appropriate independent housing unit became available that could meet my needs. I LOVE living on my own. I still have an arbias support worker come in once per week to help me with maintaining my independence but finally I have a place of my own!

Ian



12 / Dec

Mon	Tue	Wed	Thu	Fri	Sat	Sun
28	29	30	1	2	3	4
International Day of Persons with Disability					International Day of Persons with Disability	
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