



# ANNUAL REPORT 2019

"SWINGS AND ROUNDABOUTS"

arbias



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## “SWINGS AND ROUNDABOUTS”

### GOVERNANCE

This year’s report provides insight into:

- The Director’s activities
- Some new faces leading our operational programs
- NSW Office - 27/29 George St Nth Strathfield
- New banking arrangements
- TAC RIPL residential services expand - Glenroy 2
- The end of an era - the Paxton Service Neuropsychology Assessment and Intervention Unit (NPAIS)
- Specialist Intensive Case Management Service - TAC

The Directors making up the Board are unchanged providing very stable Governance oversight with Martin (Chair), Mark (legal), Jason (finance), Warrick (research and clinical), Marie (government), Lance (justice), and Gary (corporate). In addition to overseeing Strategy, Risk, Audit and Finance, the Directors have had a busy year with the processes of change to our banking services, structure, provider and the purchase settlement of our new offices in North Strathfield in Sydney and the associated mortgage facility. Martin and John acknowledge their contribution and commitment to the health of our agency.



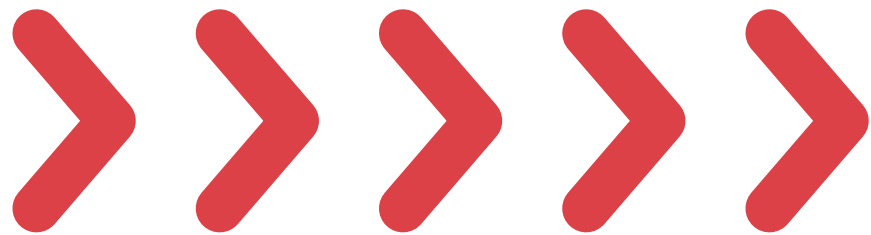
*John Eyre*

John Eyre  
CEO



*Martin Jackson*

Martin Jackson  
Chair



OUR SERVICES

arbias experienced a peculiar year with some mixed results across our Operational programs. ‘Swings and Roundabouts’ is probably the best way to describe the end of the OnTRACC post release offender support program after just short of 3 years of service in Sydney and the closure of our Paxton Housing option after 25 years of operation.

These events were offset by growth in the TAC Residential Independence Pty Ltd (RIPL) residential service with the opening of two new services in Wheelers Hill and Glenroy 2. In addition, we commenced a new case management program; the Specialist Intensive Case Management program funded by the TAC.

Swings and roundabouts came into play again with the resignations of our state managers in NSW and Victoria. Both Anne and Sarah moved on to new challenges in their respective careers.

Directorate members John, Nic and Marree took the opportunity to review and improve the leadership structure to ensure its effectiveness.

NSW remained unchanged in its structure, however, Victoria underwent a ‘flattening’ of its structure creating an additional state level Client Services Manager position. The significant growth in

programs realised the need for two leader/managers with specific portfolios of responsibility. Matt and Frank are working closely with each other to share knowledge, and their different styles and approaches maximise outcomes for our clients and ensure staff feel supported and acknowledged for their great work.



John Eyre, Marree Brosnan, Nic La Rosa



ONTRACC COMES TO A CLOSE

In spite of the OnTRACC program increasing its referral base by 50% in September last year, the program came to a close in early 2019. Whilst the service did reduce reoffending for many of the parolees, the measurement for the 1st cohort found that the treatment group (OnTRACC) did not exceed the outcomes for the comparison or control group. This was the key KPI that the Office of Social Impact Investment NSW required for continuance of funding as was the expectation of investors. All clients were exited from the program via a carefully considered process and all 10 staff were either deployed to an expanded Initial Transition Service (ITS) or were assisted to find new work in other (Government) offender support services.

INITIAL TRANSITIONAL SUPPORT SERVICE (ITS) - NSW

The ITS 1 program was due for re-tender on 30th June this year. A tender bid was submitted for all 10 sites (4 of which were sub-contracted to ACSO in a joint venture). The NSW government then merged two departments (Justice and Family and Community Services) which resulted in a review of all procurement processes and policies. The ITS 1 tender was shelved as were all other live tenders in the two merged departments.

arbias had the ITS 1 service extended by 1 + 1 years allowing for the new procurement process to be resolved. ACSO had declined our offer to enter into another joint venture for ITS 1; subsequently the sub contract wasn’t extended for the 2 year extension. arbias has sole sovereignty over all 17 post release offender support sites state-wide in NSW (ITS 1 and ITS 2).

Faisal (Client Services Manager) and his case worker staff across this program continue to do outstanding work in reducing offending.



## TAC/RIPL RESIDENTIAL SERVICES

Wheeler's Hill operationalised in April this year housing 6 people in a state of the art housing option for people who are recipients of TAC compensation. This service is providing high quality person centered support 24 hours per day with the best assistive technology available to folk with physical injuries and an acquired brain injury. The service has had its challenges, however, Matt (Client Services Manager), Amanda (Practice Leader) and her staff are overcoming the issues and have quickly gained the respect of the residents and TAC treating teams at this service.

Glenroy 2 is located just 400 metres up the road from its base service Glenroy 1 and operates on what is referred to as a 'key chain model' where the residents are supported by staff 'at call' but are based at Glenroy 1, making the service not only person centred but cost effective.

## SPECIALIST INTENSIVE CASE MANAGEMENT SERVICE

Funded by the TAC, arbias has secured the confidence of the TAC to offer arbias referrals to provide this service support to its (TAC) clients. arbias has recruited a team of suitably qualified, talented staff to provide specialist services to the TAC clients in search of greater independence and to achieve their chosen goals.

## PAXTON HOUSING SERVICE

The Paxton Housing service originally based in Clifton Hill has been an important part of the arbias' landscape for more than 25 years. This housing option was the long term home for 10 people with an ABI until most of the residents accepted help to relocate to more independence accommodation some 3 to 4 years ago.

Since then it has been a transitional living service where people with an ABI and high complex needs were referred to the program

and, if accepted, were supported for 12 to 18 months to gain the necessary skills to move on to independent, more private housing options. Sadly the arbias' Board, John, Nic and Marree (Directorate) found no choice but to decommission the service. Paxton effectively became a casualty of the restraints intrinsic to the NDIS and the model itself (rooming house style) where the vacancy rate was having a significant financial impact of our agency making it no longer viable.

## THE NEUROPSYCHOLOGY ASSESSMENT AND INTERVENTION SERVICE (NPAIS)

With the NPAIS team comfortable in the knowledge that this service is funded by the State on an ongoing basis, having secured that guarantee in 2018, Melissa (grade 4 Clinical Neuropsychologist) and her staff have not allowed complacency to occur. Rather, they have secured new business through referrals

and assessments from the Courts Integrated Support program around the state to a level that has driven recruitment for additional staff. Fee for Service revenue has increased substantially in line with the additional referrals.



## INFRASTRUCTURE

### 27/29 George Street, North Strathfield, Sydney

We signed into the purchase contract for new office space in North Strathfield at the end of 2018. Local Council development applications, which were part of the contractual conditions, meant that settlement did not take place until July this year. We moved in after fit-out was finalised in September.

### 27 Hope Street, Brunswick

arbias has been leasing out an upstairs area to a disability job support agency for the last 5 years. Services expansion in Case Management/Support Coordination (NDIS) and specialist intensive case management TAC programs has caused the need for additional office space and the end of lease arrangements with the agency. We move in to the upstairs area during December this year.

## NEW BANKING ARRANGEMENTS

With the expansion in NSW over the last 5 years, arbias banking relationship and arrangements with the Community Sector Bank, Bendigo Bank has become less effective and not practical in the way this bank is structured (each branch being a franchise). The Bendigo Bank is a good bank, however, for transactional services, arbias needed to move to one of the 'big 4' in order to be able to disseminate funds to ITS case managers who are located in regional localities around NSW. arbias applied its due diligence and has established a relationship with ANZ and implemented transaction accounts to service programs in Victoria and NSW. A mortgage facility to service our loan on the new office recently procured and a broad operational account to service payroll and other payment entities have also been established. The transition went well.



## 2018/19 TRADING RESULT

The 2019 financial year marked a 10 year milestone from our baseline 2008 results. Yet another year of growth in revenue has seen arbias reach a point where the revenue in 2019 was 3.3 times the size of the 2008 \$2.8m baseline value (Figure 1).

The total revenue for the year was **\$9.37m**, total expenditure was **\$9.19m** and the surplus was **\$0.18m**.

Although the Extra Offender Manager Service (EOMS) program was wound down in the 2019 year to around \$0.42m from the previous year value of \$1.14m, arbias saw growth in the TAC RIPL program from the addition of two sites in Abbotsford and Wheelers Hill and an extension to the service to Glenroy 1. This growth in revenue to around \$2.9m from \$0.68m was responsible for the overall growth in the revenue stream for arbias. With the majority of the growth in 2019 occurring in Victoria, the proportion of revenue between Victoria and NSW has returned to a level where Victoria is contributing just over 60% of the total revenue for arbias (Figure 2).

The 2019 financial year marked the third year in a row of a surplus position. The decline in the size of the surplus in 2017 was due to an investment in additional administration and supervision positions to help support arbias’ growth to ensure that the quality of the programs could be maintained. The continued growth and

sensible financial management has allowed arbias to purchase an office in Sydney in 2019 that will become our long term-base of operations in NSW. This was achieved by converting cash holdings in 2018 into the freehold premises.

FIGURE 1

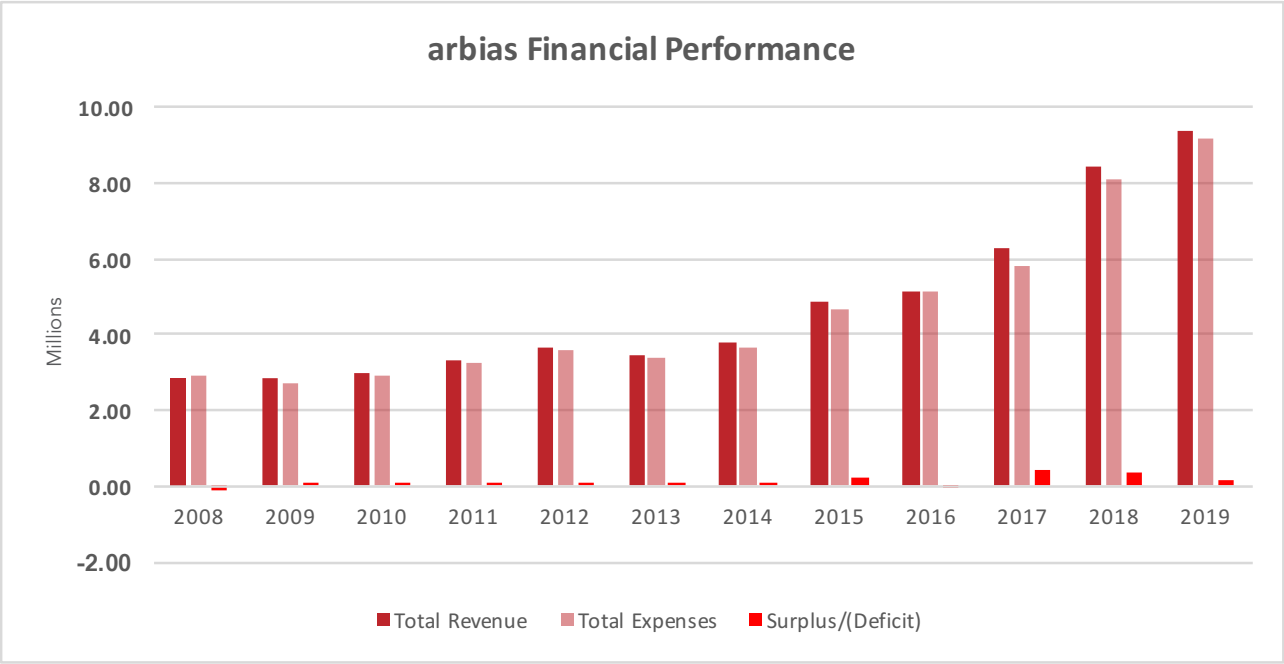
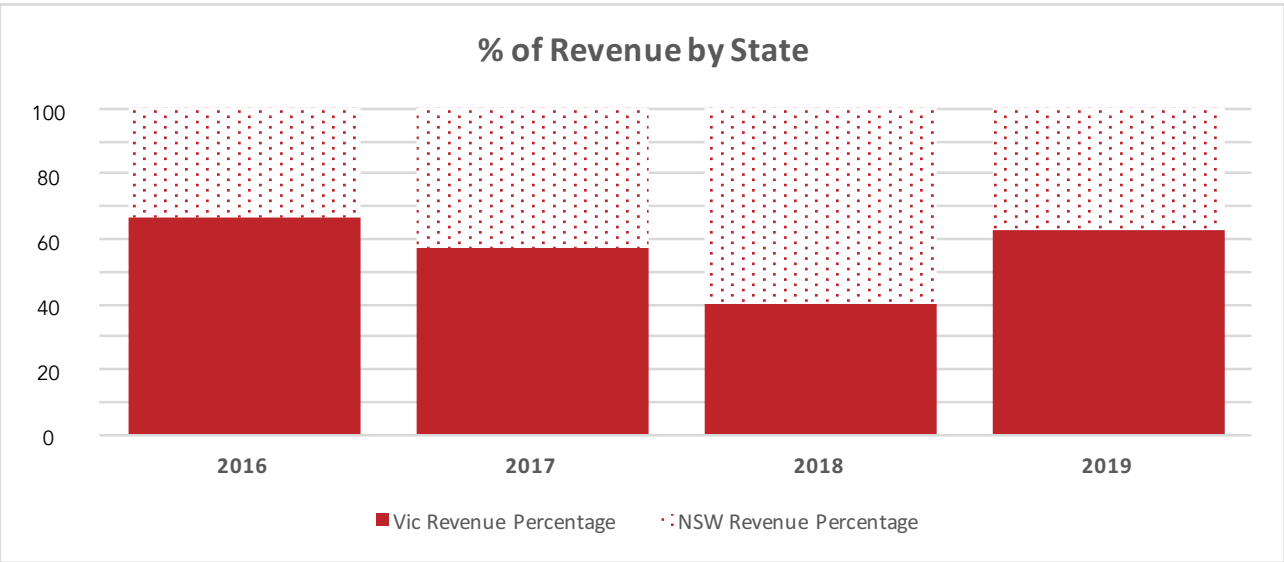


FIGURE 2







**SERVICE USER  
ADVISORY COUNCIL**

**BOARD OF DIRECTORS**  
Mr Martin Jackson (Chair)  
Mr Mark Mileo, Associate Professor Warrick Brewer,  
Mr Jason Cunningham  
& Mr Gary MacFarlane (Finance & Audit Committee)  
Ms Marie Jolley, HH Lance Pilgrim (Justice Area)

**COMPANY SECRETARY**  
Nic La Rosa

**CHIEF OPERATING  
OFFICER**  
Marree Brosnan  
QMS

**CHIEF EXECUTIVE OFFICER**  
John Eyre

**FINANCIAL CONTROLLER**  
Nic La Rosa  
Finance Team  
Facilities, Services & OH&S

**Diane Melhem EA**  
HR function, ID and  
Swipe cards  
Registers

**GRADE 4**  
Melissa  
Slayo

**LEADERSHIP**  
Frank Bifera - Manager Client Services (NDIS and HACC,  
SharePoint work flows, Data, NDIS Quality and Safe Guard Commission)  
Rachel Price - Team Leader Client Services  
Loren Johnson - Client Services  
Matt Strutynski - Manager Client Services (Housing and TAC programs)

**LEADERSHIP**  
Faisal Arain - Manager Client Services  
Darren Gardner - A/Team Leader ITS  
Rebecca Batta - Team Leader ITS

**NEUROPSYCH  
ASSESSMENT  
&  
INTERVENTION  
UNIT**

**NDIS CORE  
SUPPORT TEAM  
SUPPORT  
CO-ORDINATION  
TEAM**

**SRS  
PROGRAMS**

**SPECIALIST  
INTENSIVE  
CASE  
MANAGEMENT  
  
TAC**

**HOUSING  
RIPL/TAC**  
Glenroy 1 & 2  
Abbotsford  
Wheelers Hill  
  
Paxton Nth Melb  
  
**UNISON &  
HOUSING CHOICES  
SITES**

**NDIS**  
Capacity Building, 'Core Support' & Support Coordination

**COMMUNITY CORRECTIONS SERVICES  
INITIAL TRANSITIONAL SERVICE (ITS)**  
Mt Druitt, Paramatta, Bathurst, Lismore, Wyong, Kempsey, Leichhardt,  
Grafton, Taree, Gosford, Lake Macquarie, Nowra, Goulburn,  
Campbelltown, Dubbo, Wollongong, Wagga

# NEW STAFF MEMBERS



**MATT**

After spending the first 7 years of his career in the private sector as the Managing Director of the multi-national sales company, Matt decided to follow his passion and commenced working with and supporting people with disabilities.

As a National Business Development Manager, Matt spent his first few years in the Community Services sector working with large corporates to establish Disability Inclusion and Employment programs within their Corporate Social Responsibility plans.

After moving in to upper management, Matt assisted a number of Not-For-Profits and Private companies within the Community Services sector to build and establish new programs, businesses and locations all over Victoria.

Since commencing with arbias in 2018, Matt has played a key role in overseeing and managing a number of programs including TAC case management, TAC RIPL, Housing and Accommodation Services, NDIS and Community Programs. Matt expanded TAC Case Management from a metropolitan only service into a state-wide service.

Matt is passionate about supporting and developing his teams to enable them to provide the best service possible to our clients and stakeholders. He believes that arbias will continue to push

the boundaries of “best practice” as an industry leading specialist provider of supports to people with ABI and high complex needs.



**FRANK**

Frank is the Client Services Manager for Victoria within the NDIS and HACC Funded Community Respite Program at arbias. Frank’s main oversight is to ensure that the provision of service from on boarding to successful client service delivery is done with the upmost integrity whilst upholding the organisation’s values.

Frank has worked within multiple roles such as; community engagement, public housing and accommodation support in conjunction with client funding provisioning, Justice/Offender based programs, Workshops for ILC (Information, Linkage & Capacity Building) to build ABI awareness into rural communities and stakeholders. Furthermore, he has contributed within the Executive as Manager Compliance and Program Strategy. Frank has assisted with the development and integration of the NDIS Quality & Safeguard commission framework within arbias to ensure legislative compliance and standards are met.

Further, from Community Services studies, Frank has acquired an extensive understanding of the disability sector, knowledge of services, and has, more importantly, the drive and importance to focus on improving the daily lives of clients.



**FAISAL**

Faisal Arain is a Client Services Manager in NSW, who works with the CEO, Executives and stakeholders to manage arbias’ different government funded programs in NSW, including the state-wide ITS and NDIS supports to eligible people with an ABI .

His expertise lies in successfully maintaining stakeholder relationships, providing outstanding service and support to meet and surpass our expectations and requirements.

Over the years, Faisal has successfully managed government funded programs and delivered the desired result by having a person centred approach. He meets each client’s unique needs as well as staff needs by gaining an in-depth understanding of their circumstances and requirements.

Faisal is highly experienced in working with different people from a variety of culturally and linguistically diverse backgrounds and with complex care needs.

Faisal holds a Master Degree in Management, Bachelors Degree in Pharmacy and a few specialized training and certifications in the area of community welfare and leadership.





MELISSA

Dr Melissa Slayo is a Senior Clinical Neuropsychologist and is endorsed as a Clinical Neuropsychologist by the Psychology Board of Australia. Melissa completed a Bachelor of Psychology and Postgraduate Diploma in Psychology before completing a Doctor of Psychology (Clinical Neuropsychology). Melissa has experience working with clients of various age groups and across a variety of neuropsychological conditions, in the areas of diagnosis, rehabilitation, and medico-legal settings. She has extensive experience working as a clinical neuropsychologist with clients with acquired brain injuries due to a range of aetiologies, including alcohol and/or substance abuse, traumatic brain injuries and stroke.

Along with her strong interest in assessment and treatment, Melissa has a passion for education and mentoring. She actively supervises students undertaking higher degrees (Masters and Doctorates) and registered psychologists who are in the process of completing a Psychology Board of Australia (PBA) registrar program seeking area of practice endorsement in Clinical Neuropsychology. Melissa is a senior clinical neuropsychologist and Grade 4 Practice Manager at arbias and an Honorary Associate of Latrobe University.



PATRICIA

Patricia Lopez joined arbias in May 2019. Patricia is an experienced HR professional with a legal academic background and significant experience in employee relations, application of behavioural code and design of contracts and general human resources templates within small and large scale businesses including manufacturers, retail, IT Development companies, government and the Not-For-Profit (NFP) sector.

Patricia, as the Senior HR advisor at arbias, designs and reevaluates human resources templates and processes, manages recruitment and selection activities, coordinates induction of new staff and provides advice to employees and management on employment related matters.

Patricia shares a passion for the NFP sector. She rejoices in contributing to the community and in finding meaning to her job. She has worked with the mental health and disability industry for 3 years and she is convinced this is the path she wants to follow for her career.

STAND OUT STAFF MEMBERS



ARNOLD

Arnold is one of 17 case workers on the ITS state wide in NSW. His manager advises that it was a difficult task to select one stand out staff member given the high standard and expertise within this team, however, Arnold's ethics and person centered approach reflects the positive feedback and compliments he receives from the clients he supports and the Community Corrections manager and CC officers.

Arnold undertakes his work effectively; He makes sure he builds a good working relationship with all stakeholders and external agencies. Arnold has achieved some great outcomes in the offender support area which reflects his understanding of the client needs, cultural and ethnic demograph who are present in the locality. He always includes the clients when planning for their tasks and goals and assists them to own and direct their individual plans.



AMANDA

Amanda was the Practice Leader at our Abbotsford RIPL site. After client, staff and TAC satisfaction surveys at our Wheelers Hill site showed the need for urgent improvements; Amanda took on the extra responsibility of managing that site. She quickly built an understanding and rapport with all clients and worked closely with their treating teams to identify the supports and processes which were lacking. She designed and implemented a number of new servicing structures for our clients as well as site management and communication strategies that have both drastically improved the service and relationships with clients as well as the working relationships with treating teams and external stakeholders. She worked tirelessly to train and guide the staff at this new site and has led by example to create a positive and supportive working environment for staff. Amanda's hard work, passion and dedication has played a crucial role in the improved services at Wheelers Hill, all while still managing to keep Abbotsford operating at a high level.





## DR MATT TREEBY

We have an outstanding team of neuropsychologists at arbias. They are highly skilled, experienced and dedicated to provide an exceptional service to each and every one of our clients. I don't think I'm being biased when I state that each neuropsychologist on our team is a 'stand out' in similar and in different ways; but for this year's annual report I'll discuss Dr Matt Treeby's achievements.

Dr Treeby completed a PhD in Clinical Psychology prior to embarking on his month placement at arbias under my supervision in 2013. He commenced his Neuropsychology Registrar position in early 2015 at arbias and has been working as a Clinical Neuropsychologist since early 2016. He has made tremendous gains in his knowledge and experience in neuropsychology assessments, particularly those for forensic purposes, and regularly delivers training to Department of Justice staff working with offenders with an Acquired Brain Injury. The Department of Justice has continued to request this training almost monthly for the past couple of years now.

Dr Treeby has consistently been accommodating when requested to travel regionally or interstate to conduct assessments, and is very willing to be flexible in his work requirements. He has also provided input at executive managers' requests for tenders as required. Dr Treeby's dedication and expertise have been recently acknowledged through a promotion to P3. Keep up the great work!

Dr Melissa Slayo  
Grade 4 Clinical Neuropsychologist



## JADE'S SUPPORT FOR 'JG'

'JG' is a victim of domestic abuse with a severe Traumatic Brain Injury (TBI) who was under police protection and was referred to our TAC Specialized Intensive Outreach Service. At the time she also presented with Alcohol and Other Drug issues, behaviours of concern, mental health and homelessness in addition to having no informal supports.

JG had been moved to a regional area she was unfamiliar with and we were assigned to link her in with support services as well as find stable accommodation. Intensive Outreach Case Manager Jade Zilic, travelled to this regional area many times and within a four month period not only managed to link JG in with a GP, domestic violence support service, psychologist and drug counsellor, all of which assisted in improving her behaviours, safety and health, but managed to secure a permanent home including furniture and all necessary items through various charitable and other organisations.

Due to the commitment and case management expertise delivered by Jade, JG is now getting the treatment and supports required within a safe and stable environment.

Jade is acknowledged for applying this standard to all of her clients and presents with a strong potential to a leadership position.





WAYNE

Wayne is a new addition to the core support outreach team, and in his short time with arbias he has built great relationships and rapport with the clients.

Wayne is understanding of their support needs and consistently applies person centred practice at every opportunity. Recently, Wayne was visiting a client to do a routine housing welfare check when he observed there were issues with breathing. With his initiative and fast thinking Wayne was able to assist and keep his client calm whilst calling the ambulance to ensure his medical care needs were met.

Wayne was in the right place at the right time and alerted health professionals to ensure his client’s wellbeing: The ambulance paramedics acknowledged and thanked him for his quick thinking. The client recently has been discharged from hospital and has transitioned back home safely.



HAYLEE

Haylee started with arbias within Community Programs as a Disability Support Worker with her main focus to aid and assist the program delivery alongside clients with community integration. Haylee has shown dedication and displayed ongoing nurturing support to the clients within the program. Given her attention to detail she also has been responsible for data entry and management for this service area for reporting purposes.

Haylee has recently been recognised as a dedicated and motivated worker within this program and has now been promoted to Senior Worker as a result of her leadership skills, in which she aids and mentors the staff members to assist in the daily service delivery to the highest standard.

GOOD NEWS STORIES

RACHEL AND TIFFANY

I had previously been supporting Tiffany for approximately 1 year. During this time our sessions were around daily living (mainly assistance with shopping and appointments). Tiffany was having health concerns during this time, therefore, there were many times in which we spent time at her GP. Tiffany and I had always had a good rapport and therefore she always answered her phone, or at least called back later in a panic apologising about missed calls. One day one of my clients ended their session early as Tiffany lived down the road I thought that I would call in to see how she was going. I attempted to call yet was not able to get through to her as her phone was off. This was very unusual for Tiffany and I decided to call in any way to do a welfare check. Upon arrival I knocked at the door and heard no noise. After another knock, I heard Tiffany call out “help”. I grabbed her spare keys (we had arranged this only weeks before in case of a situation like this) and went into her property. After searching the property, I found Tiffany in-between a wall and her bed on the floor. At this point Tiffany was glancing around in a panic and appeared not to be able to see me in front of her. I held her hand and informed her who I was and that I was here. This appeared to calm Tiffany down for now. At this point I was unsure if Tiffany had had a fall or if it was something more serious like a stroke. I contacted the ambulance, and they arrived about 30 minutes

later. The time waiting for this was spent reassuring Tiffany and ensuring she was not choking on her vomit. Once the ambulance arrived, they spent about 2 hours attempting to get Tiffany up off the floor and to check her vitals. Tiffany was not able to stand at all at this point. Once Tiffany got to the hospital, we were told that she had suffered multiple strokes and was lucky to be alive. Tiffany had lost the majority of her sight and her ability to walk independently. Tiffany spent about 8 months in hospital and rehabilitation learning to cope with her new life and body.

Tiffany is currently living independently with support in place that helps her access the community and now has the capacity to do daily tasks independently. Some weeks later Tiffany called me and outlined she wanted to come to the office to present me with a gift. Tiffany thanked me for helping her, and she gave me this heartfelt trophy as a token of appreciation for getting medical attention in a time that is was needed. Wonderful, Rachael



LUKE’S JOURNEY

Luke has been a client of arbias since 2012 when he first moved into the Paxton housing service. Luke moved out in 2014 as Paxton wasn’t suited to his needs and spent two years in a Supported Residential Service whilst still being supported by arbias. In 2016 Luke returned to Paxton where arbias assisted him to get onto the NDIS. Luke’s first goal was to live in his own place independently which he hadn’t done for many years.

Over the next three years Luke experienced a lot of personal development. He was able to successfully navigate himself through the adverse situations that come with living with 9 other male residents all with different personalities, both common and different complex needs and come out a stronger, more empathetic and resilient person.

Luke worked on all his activities of daily living, independent living skills and became a known character that many locals would stop and chat to out the front of Paxton House where Luke would sit during the day. Luke has recently moved into his own apartment and has settled in successfully. He has set it up and it’s his own home that he is very proud of. Luke is a success story of the Paxton service where its aim is to up skill clients who have an ABI and have come from the threat of homelessness or from homelessness into independent living.

GREG’S ROAD

I will say, it took some time to engage Greg. Homelessness and no phone tend to amount to nothing short of impossible. Finally with the help of his dedicated NSW Community Corrections Officers, a meeting was arranged at a modest road house, not far from the accommodation Greg lost several weeks earlier due to rent arrears. Not long into the meeting, the list of barriers grew into a page of notes, one of which would put an unsalable wall in front of most people.

A history of emotional trauma due to abuse, drug and alcohol addiction, homelessness, anxiety, borderline personality disorder, PTSD to name a few. Initially, I went back to my office and just stared at the page for a good 20 minutes, shaking my head and trying to prioritise the issues posing the most immediate risk to Greg. Homelessness is at crisis point in regional areas, particularly in this space, with cashed up road workers glistening in the eyes of landlords and housing providers. Along with the stigma attached to service supported community members and the ‘a motivational’ traits of Greg’s health issues, the crisis of the situation was compounded by financial hardship and his inability to access housing.

Basically, the systems available were black and white whilst

“ The highlight of Greg’s achievements includes gaining long term housing, and being given the responsibility of ‘House Manager’ by the landlord ”

Greg lived and existed firmly in the grey, and grey is a reality that ITS workers (Offender support) learn to navigate.

Greg began to respond to options presented to him in a very positive and proactive mindset, seeing the program as a roadmap of assistance, helping him to navigate his way to achieving goals, rather than a legal obligation or an addition to his list of things to do.

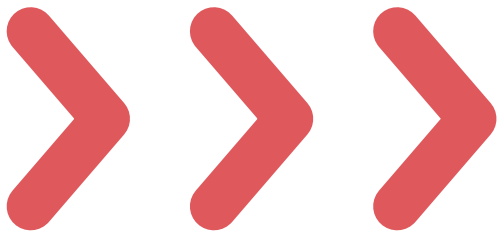
I remembered a conversation I had with a local property investor and housing provider in passing, as he had stated that he was renovating a property in the Centre of town, right near services, shops, Centrelink and Community Corrections. The businessman had mentioned there were 26 rooms upstairs that were used to house local farming workers, but after they moved out, he never bothered to use the space, as the renovations down stairs were his priority.

After learning of the humanitarian crisis, this accommodation was reopened for business. Greg and 2 other ITS clients moved in within the week. ITS brokerage secured the first 2 weeks rent and essentials such as food and personal items, giving Greg a rare opportunity to get ahead financially. This housing option is not a program, so other local people soon tenanted the building.

Greg, is now the Lead Tenant or (housing manager) and caretaker.

“Greg was constantly punctual, considerate, dedicated to achieving goals and respectful. The highlight of Greg’s achievements includes gaining long term housing, and being given the responsibility of ‘House Manager’ by the landlord as reward for his hard work and dedication to creating a community environment, as well as general maintenance and cleaning”.

James Cameron, ITS Case Worker.





## DAVID'S STORY

Community Program Services are tailored to meet the individual and diverse vocational and social support needs of people with an ABI residing in the community.

Once a fortnight in the southern region 8, Supported Residential Services come together to enjoy the arbias BBQ program. The BBQ program encourages social inclusion, building relationships and making new friends.

Clients are able to help and get involved in cooking and preparing the BBQ and they enjoy sharing a meal with others.

The clients enjoy making friends, playing games, walking on the tracks around the lake, singing and dancing away to the music, and enjoying the wildlife and nature surroundings.

Fermont Lodge located in Noble Park is a regular participant with the community programs service. David would not engage in conversation or any activity during sessions, however, over time David has built friendships and looks forward to engaging with his friends from the assistance and support of the arbias staff.

David's enthusiasm and improvement towards the program and especially the BBQ has initiated his interest to develop his cooking skills and improved his overall communication and social interaction.







*(Paxton House) at Michael St Clifton Hill Home for 10 people with an ABI for 23 years.*



*Paxton House at Chetwynd St Nth Melbourne. The last two years of the life of this service was a transitional living program ending a 25 year history.*

*'In honour of Ian Paxton'*





## **VICTORIA**

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