



a year of **Reflection & Learning**  
then  
**Restructure**

**arbias Annual Report**

**2025**

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## Our Message From The Chair And Chief Executive Officer

During the latter part of 2024 and into 2025 we experienced change within our Directors on the Board with Warrick (15 years service) and Marie (8 years) stepping down. Our Legal seat had been vacant for sometime after Mark (15 years service) retired.

Recruitment to replace one of the Neuropsychology seats, the Government (NSW) and Legal seats was very successful in gaining the talents and expertise of Laura (Scott), Gordana (Barbaric) and Ann (Valos) respectively.

As one would expect, the three newbies have added a different dynamic where they constructively examine, challenge and contribute to solutions.

The Board, led by Martin Jackson in his 33rd year (Martin should go into the Guiness Book of Records) has supported and guided the agency through some complex challenges with very good outcomes. Similarly Jason, Gary (Finance, Risk and Audit Committee) and John (CEO) were tested through a number of budget challenges throughout last financial year.

Accounting and budget anomalies were resolved with the assistance of David Milenkovic (Finance Analyst) who joined our team in a consultancy capacity. David will stay on part time into next financial year to guide Donna Mythe and her finance team through our key milestones.

Our executive team took advantage of several changes in the group, resulting in a flatter finance structure and outsourcing some of the more complex elements of task and responsibility to David who built this year's budget forecast. David also undertook an audit process of our Profit and Loss accountancy practice and reconciliation of our balance sheet.

David Forfar, Executive Manager Client Services NSW was successful in gaining a CEO position at another disability agency. Whilst his departure was somewhat sad after 3 years' service, we are proud that he has achieved the next level in his professional ambitions.

Thomas Due is David's successor and comes to arbias with extensive experience in the Disability sector and extraordinary qualifications to compliment his expertise. Welcome Thomas!

Some tweaking of the NSW structure has realised an improvement to that program's budget and created a balance in the supervisory split of the 18 Initial Transitional Support (ITS) sites statewide.

To further enhance the quality of our services, additional restructure activity is complete with the tailoring of our middle leadership level in Victoria and NSW so that quality assurance and compliance work provide oversight that protects arbias service standards for the folk we support.

Importantly, our staff on the ground tirelessly make sure our clients get the very best support and care that assists them to return to pre-injury capacity as much as possible. The Board and CEO are proud of what they do and how they go about their daily work (see and enjoy case examples throughout this report).

## What's next in 2025/26?

We plan on:

- Reviewing the effectiveness of middle leadership restructure to further enhance our oversight of quality assurance and compliance and ensure we are achieving the outcomes planned within the changes.
- Continuing the work on arbias' "brand" through the Lead Generation Project which will contribute to long term growth and solvency.
- Expanding into new service areas that maintain a focus on our collective expertise in Acquired Brain Injury and the complex areas of Mental Health and Alcohol and Other Drug issues. Some of the programs include, but are not exclusive to, ICare case management services and revisiting our strategy to create a funded Neuropsychology Assessment and Intervention service both in NSW. In Victoria increasing our caseloads in the NDIS and TAC social work category with complex needs supports is a focus
- Recruiting and inducting to one vacant/quarantined seat on the Board for a First Nations Director



John Eyre



Martin Jackson

# Marketing Strategy And Brand Exposure

After completing stage one of improving our brand in 2024, our two graduate students, Paridhi and Kuluni, with the assistance of Mark Blashki (website host), have rebuilt our website with content and images that are intentionally softer, less formal and more representative of the passion that our staff, leaders and Board operate.

Paridhi was successful in gaining a fulltime job and career elsewhere and Kuluni has stayed the distance taking us into stage two of the project and the launch of our website [www.arbias.org.au](http://www.arbias.org.au).

It tells the real-life story of this great agency and the clients that our committed staff change the lives of in such a compelling way.

Kuluni is completing the project to ensure our aspirations for growth and client satisfaction are realised.



## Directors' Feature Story 2025 – Mr Jason Cunningham And Mr Gary Macfarlane Finance Risk And Audit Committee

### Jason Cunningham

Jason, or (JC) as he is fondly referred to is an experienced business professional and finance thought leader, Fellow Certified Practising Accountant (FCPA), two time best-selling published author (*Where's My Money?* and *Have Your Cake and Sell it Too*), highly sort after keynote speaker, TV presenter (Channel 10's *The Living Room*) and radio commentator (Triple M and SEN116) with more than 30 years of experience helping people and organisations thrive.

Jason co-founded and scaled a successful Accounting and Financial Advisory firm, The Practice, advising small, medium and larger private companies, publicly listed and not-for-profits. Having recently retired from the public practice space, Jason spends his time focusing on advising a hand-picked selection of clients in various capacities, including that of the Executive Chairman of MedTech company, CU Health, non-executive Chairman of Noel Jones Real Estate group of companies among others, whilst continuing to travel the country on the speaking circuit and maintaining his regular spot on SEN116's Point of View with Ox & Harty.

In more recent times he has branched out into film production, with his most notable role as Executive Producer for *The Beast In Me* (starring Russell Crowe and Daniel MacPherson) and is using his broad expert knowledge to change the pathways for financiers in order to have better outcomes in film funding, production and distribution with his company In The Tent Productions.

He has been a Board Member of arbias Ltd since 2017 and was inspired to join after meeting John Eyre (CEO of arbias) and being captivated by his pursuit of social justice, as well as the opportunity to give something back in the not-for-profit sector.

Jason's proudest achievement by far, is that of a father to three fine young men – Lewis, Jack and Tom.

### Gary Macfarlane or (GMac)

My journey in the Corrections space began back in 2008 and continues today with Directorship of arbias.

This journey has involved the winning of numerous Corrections based tenders in Australia and New Zealand whilst working for Serco, G4S and Sodexo either separately or as part of "design, build and operate" consortia. Such tenders call for a clear understanding of clients' requirements – operationally, financially and commercially.

My learnings from these experiences have been significant. I have come to understand and appreciate some of the complex aspects of the human condition that see a number of our fellow human travellers, for whatever set of complex reasons, not able to always sustain a safe, healthy, productive and socially responsible life. I have also learnt the power and importance of rehabilitation and ongoing personal and social support, the power that I believe arbias provides through its services to those with ABI whether it be in the Corrections or non-Corrections space.

Apart from this Corrections related experience, I have had broad

experience working initially in computing, then the wool industry, the dairy industry and other commercial fields. I am a Board member of a Victorian dairy co-operative that recently merged with another due to ongoing cost and income pressures in Australia's rural industries. I will continue to service on the new merged entity Board.

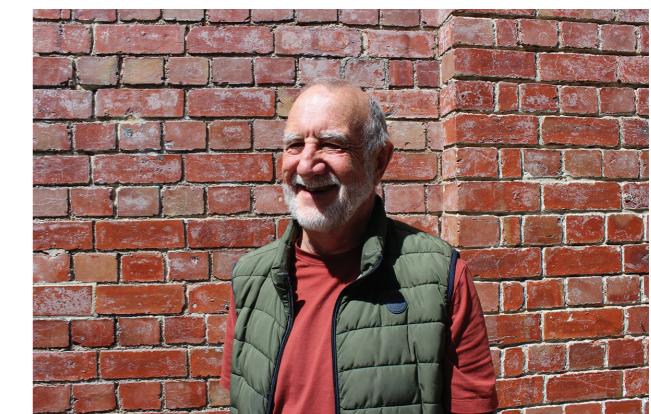
Back to the subject of the human condition and the need for personal and social support, I have a younger brother who has recently suffered severe burns to his upper body and subsequently a stroke. He is now in a wheelchair for life. I know there is a lot of negative press in the media about the performance of the NDIS (and some, a lot of it, rightly justified), but without the NDIS support I am just not sure where, or how, my brother would be. I do know that some with a similar condition are no longer with us!

I joined the Board of arbias in 2016 as an Independent Director following contact with John Eyre (CEO of arbias) and his team whilst developing consortia tender responses to Corrections Victoria tenders. The work of arbias impressed me and others both in terms of the specific services delivered by arbias and in terms of their professional and commercial approach to consortia development and tender response.

I remain proud to be able to contribute in some small way to the success of arbias as a Director and as a member of the Board Finance Committee.

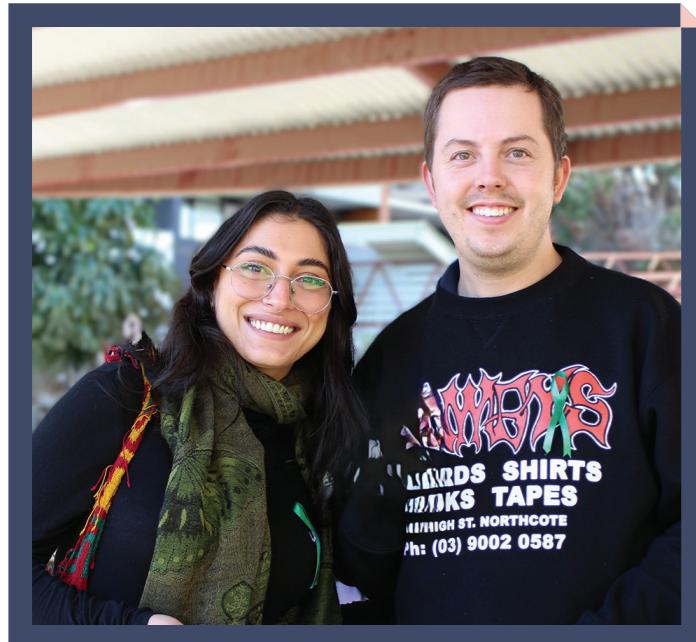


Jason Cunningham



Gary Macfarlane

Each year, Program Managers nominate staff who have delivered outstanding work, gone 'above and beyond the call', or managed a special project in addition to their regular work and responsibilities. The CEO assesses each nomination against criteria and makes the decision on the successful candidates.



Isabella Gatsios and Reilly Connell

## Isabella Gatsios – A/ Team Manager, Intensive Specialist Support Services

Isabella is an inspiring and dedicated Team Manager who brings a wealth of knowledge, experience and passion to her role. Her resilience and calm leadership style foster a supportive and positive environment for her team. Isabella leads by example in working with clients with complex needs, which not only enhances service delivery but also motivates and empowers her team.

Since joining arbias, Isabella has demonstrated a strong commitment to social justice. Her leadership was instrumental in the creation of the Diversity, Equity & Inclusion (DEI) Team, which she now leads. Through this initiative, Isabella has ensured that important cultural and awareness days are acknowledged across the organisation, promoting a more inclusive workplace.

She consistently prioritises the health, wellbeing, and professional growth of her team. Isabella invests time and energy into staff development, coaching, and improving client outcomes. She brings fresh ideas to the table and approaches daily challenges with reliability and a solutions-focused mindset.

Isabella's dedication, leadership, and values make her an invaluable member of the arbias team and a worthy nominee of the CEO award.

## Reilly Connell, Intensive Specialist Case Manager

Reilly Connell exemplifies the values and dedication celebrated by the CEO Award. In his role as an Intensive Specialist Case Manager, Reilly has made a significant impact on the lives of highly complex clients through his work in both NDIS Support Coordination and TAC Case Management.

Drawing on his extensive background in homelessness and support for vulnerable people, Reilly brings a deep understanding, empathy and professionalism to every interaction. He supports clients with challenging behaviour, yet consistently demonstrates compassion and resilience, with strong focus on positive client outcomes.

Reilly's ability to build trust and advocate for the need of his clients has helped many to achieve their goals and lead fulfilling lives. He is reliable, thoughtful and a proven AFL tipping expert.

His work not only changes lives but also strengthens the quality and integrity of services across the organisation. Reilly is an outstanding example of dedication to the people he supports, making him a worthy nominee for the CEO Award.

## Agnes Chitambo, RIPL Glenroy

Agnes has been an important part of RIPL Glenroy for over 6 years. Her dedication and commitment to the residents and the team is truly valued.

Agnes consistently goes above and beyond to provide support, showing not only strong work ethic but also genuine care for the people around her. She is highly focused on ensuring residents receive the best support possible, while also recognising the importance of teamwork. Her clear and thoughtful communication along with her reliable and caring nature are amazing strengths that are greatly appreciated by both colleagues and residents alike.

Beyond her direct support role, Agnes steps in to assist with administrative tasks whenever needed, particularly when the House Supervisor is absent. This flexibility and willingness to contribute across different responsibilities highlight her strong sense of responsibility and her can-do attitude.

Her warm smile, approachable nature, and dedication brings a positive energy to the workplace. Agnes is a wonderful example of how commitment, teamwork and compassion can make a lasting impact in the lives of others.



## Sheree Fields – Case Manager ITS Wagga

Sheree has been with our organisation for just on a decade and has proven why she is an invaluable asset to our company, earning the annual CEO award.

Her location is a tough gig with an extremely high substance use rate and many families from low socio economic roots. However she has planted her roots there and is so ingrained in the community that they trust her and believe in her.

Sheree knows just about every family in her community and has always worked hard to try and get good outcomes for our clients.

Wagga Wagga is in the heart of the Riverina - Wagga Wagga is the traditional home of many Wiradjuri people, who are known as the "people of the three rivers" (Lachlan, Murrumbidgee, and Macquarie).

Unfortunately there are very limited services in this region for our clients, yet she still manages to find them the support they need. Connecting them back to culture with our indigenous clients and utilising their extended families for support.

As a dedicated professional, Sheree consistently goes above and beyond in her role, ensuring that every client she engages with are dealt with compassion and care. Her attention to detail and commitment to excellence set a high standard that inspires those around her.

What truly makes Sheree stand out, is her unwavering dedication to positive client outcomes. Her friendly demeanor and ability to connect with clients make her a trusted and respected team member.

Clients and officers express their appreciation for Sheree's outstanding service, highlighting her ability to help them make complex processes feel effortless. She consistently exceeds expectations, always looking for new ways to improve the client experience.

Her listening skills and attention to detail allow her to anticipate needs and provide solutions before issues arise, reinforcing our program's reputation for excellence.

Beyond her individual contributions, Sheree is a pillar of support within the team. She is the quiet counsellor, the experienced listener and has the positivity and belief that drives the ITS program forward.

*Please join us in congratulating Sheree on her long service to ITS and on this well-deserved recognition. Thank you Sheree, for being an outstanding member of the team!*



# Fleet, Facilities and OH&S 2025 Report – Tom Spencer

## OH&S Committee Changes

With the departure of Health and Safety Representative (HSR) Julia from arbias representing Southern NSW Designated Work Group (DWG), Rangi Gurney has now undertaken the 5 days initial HSR training and replaced Julia on the Committee.

This change coincided with a DWG restructure in NSW where ITS Northern and ITS Southern DWG representation has geographically changed to ITS Metro and Central Coast NSW DWG and ITS Greater Rural NSW DWG.

All HSR's are qualified with relevant refresher training courses.

## Incident Reports

One recent major incident in NSW ITS has led to arbias suspending transportation of clients in company vehicles whilst a full review of the practice across Victoria and NSW is undertaken. The review's primary aim is to ensure arbias as an employer provides a safe workplace for all staff and includes potential impacts on client outcomes. This aligns with Community Corrections NSW who also do not transport clients.

## THIS YEAR'S FOCUS....

### Psycho-Social Risks

The Committee and Executive have focussed on Psycho-Social risks during 2025. It features prominently at committee meetings and tip sheets are circulated monthly to all staff to assist with coping with these risks. A workplace Psychological Wellbeing Framework, Employee Psychological Wellbeing Policy and Psychosocial Hazard Policy have been developed and implemented. Training has been tailored to program specific demography and nuances including resilience training for our RIPL services.

### Wellbeing Events

The Hope Street teams have initiated walks encouraged by one of the HSRs.

Debriefing is encouraged through CU Health following difficult events in the field and one of the Team Leaders has also initiated Friday 'get togethers' where staff can discuss weekly events or just debrief and share stories.

The recent renewal of the SafeTCard Contract has provided new devices for ITS workers across NSW. The North Strathfield Office Fire Equipment and System has recently been assessed and a quote for on-going maintenance has been received and awaiting signature and testing and tagging of electrical equipment has also been completed.

The arbias Health and Safety Policy has recently been updated and the H&S Committee will review all relevant policies and procedures over the next 6 months.

# arbias' Activities and Events - 2025

## arbias Occupational Health & Safety Committee October 2025



## International Women's Day at Hope Street

On 8 April of each year, we celebrate International Women's Day. At arbias, as part of the ongoing work of the Diversity, Equity, and Inclusion (DE&I) in the workplace, we acknowledged this day and celebrated with a morning tea among the Hope Street staff. And just to jazz things up a little, the DE&I team organised a game for all to join in and play... a 'make your own plane' competition!



Everyone put their best skills to work to try and make a plane that would fly the furthest. Neeru from the Finance Team proved to be the best pilot of the competition. It was a fun way to start the day, whilst recognising International Women's Day.

# NSW – Initial Transitional Support (ITS) Forum 2025

The annual ITS Forum took place in Wollongong on 20-21 May 2025. It was a great opportunity for the Case Workers, who usually work remotely in regional NSW the other days of the year, to get together to exchange thoughts and experiences as well as enjoy a bit of fun through group exercises and a social dinner. This year's

agenda included cultural and teambuilding activities, workshops and organizational updates, with Mario Nuzzo and Tom Spencer joining remotely from Victoria, as well as a presentation from one of the new arbias Directors, Gordana Barbaric.

arbias – Mandatory Training

In line with arbias' commitment and duty of care, arbias ensures its staff are fully trained to provide the best care possible to clients to enable them to achieve their very best. In doing so, arbias organises annual training for RIPL staff and related departments with staff who work directly with clients. This year, arbias collaborated with Absolute Care & Health, a NDIS service provider who offers a range of services, and has recently commenced offering training opportunities for external associations.

arbias was fortunate to be one of the first organisations to utilise their training services, and during March & April, arbias employees attended training sessions on Manual Handling, Medication Administration Assistance, Complex Bowel Care and Urinary Catheter Care. The fully equipped premises provides for thorough and professional training, enabling participants to improve their skills and knowledge through hands-on practice.



## arbias' Activities and Events - 2025 cont.

### National Reconciliation Week

We marked National Reconciliation Week (27 May – 3 June) with a Reconciliation Week Morning Tea, a chance to come together in reflection, community, and conversation.

National Reconciliation Week is a time to acknowledge the enduring cultures, histories and contributions of Aboriginal and Torres Strait Islander peoples. This year's theme "Now More Than Ever" reminds us that the journey towards reconciliation is ongoing and calls for genuine commitment to truth telling, respect, and equity, Let's continue to build a workplace founded on respect, understanding, and unity.



### Collaboration of Client Services VIC/NSW

Client Services, Victoria and the NSW ITS Team collaborated to support an aboriginal client who travelled to NSW to attend a funeral and found herself stranded in Dubbo without any financial means to return to Victoria or purchase food and essential medication.

A phone call to Jess Lee, Dubbo ITS Case Manager was all that was needed to put in motion the necessary supports for JM to ensure her safety and wellbeing. Jess organised an immediate visit to JM with the assistance of an Aboriginal Liaison Worker and they were able to build rapport and trust in a very short period.

Over the next day, Jess was able to organise an appointment with a health professional, provided transport to various appointments, organised food vouchers and a train ticket back to Victoria. JM was incredibly appreciative of the care and compassion she received from Jess and the ITS team and said that the support was invaluable to enable her to return safely to her family in Victoria.

While opportunities for collaboration between the arbias teams in NSW and Victoria do not happen all too often, it is truly comforting to know that the teams can readily come together to make it happen when it matters most.



### Goodbye 2024

arbias staff in Victoria said goodbye to 2024 with an end of year BBQ... and what a great day it was. There was plenty of food and softdrink to go around and with a holiday atmosphere lurking in the air, it was time to leave the stress of daily life and relax among the beautiful surroundings of Coburg Lake.

Dominic proudly wore his seasonal outfit, which always puts a smile on one's face and of course some were sun smart!

Our 'chefs' did an amazing job on the BBQ and when lunchtime came around, all lined up, ready to dig in! Whether at the table, on



## arbias National Apology Day Breakfast

Thursday 13 February marked the anniversary of the National Apology, where 17 years ago, Prime Minister Kevin Rudd issued a formal public apology, on behalf of the federal government, to First Nations people, children and families who were traumatized by past forced child removal, known as the Stolen Generation, and assimilation government policies in 20th Century Australia.

National Apology Day is not to be confused with National Sorry Day, in May, which marks the initial tabling of 'Bringing Them Home' report in the Australian Parliament. This, along with other special dates, will be acknowledged by arbias as they occur within the calendar year.

arbias commemorated National Apology Day with a full breakfast at a local park in Brunswick. Bacon & eggs, pastries and fruit were just some of the delicious food on the menu and the helping hands was much appreciated.

Mario Nuzzo, Executive Manager, Client Services Victoria, not only helped cook, but commenced the occasion with a short introduction and history of National Apology Day.

Thank you to Bonnie, Isabella and Reilly from the Hope St Client Services Team, who initiated the event as part of arbias' introduction of the Diversity, Equity, and Inclusion (DE&I) in the workplace program.

## Nowra ITS Wedding Bliss

Our lovely Bronte from ITS Nowra was married recently and this is her story...

"At the end of August, I celebrated my wedding day, it was a truly unforgettable milestone. My husband Luke and I first met when we started working together at a real estate agency, where we quickly developed a strong friendship. We worked closely together in our roles and would get morning coffees together and playing pranks on each other. After working together for just over a year we realised that our friendship was turning into something more and we started to spend more time together outside of work, before we began

dating. Over the years we've built a life together, adopted a few pets, and recently purchased our first home, which we're enjoying making our own.

Luke's proposal last year was just as special as our wedding day. With the help of our old boss, Luke secretly decorated the barn at her house where we shared our first kiss. I walked in to find candles, rose petals, champagne and music playing and that's when Luke got down on one knee and proposed.

We got married at a local venue on the South Coast of NSW, and despite gale-force winds the night before, the weather



## Wear it Purple Day

On 29 August we celebrated Wear It Purple Day, with this year's theme "Bold Voices, Bright Futures," honouring the power of authenticity and the importance of safe, inclusive spaces. Thank you to all staff who wore purple and showed your support for this significant day.

## Art Expo

Isabella Gatsios, Team Manager, Intensive Specialist Support Services, created a fabulous initiative for clients, showcasing the creative works of individuals living with an acquired brain injury (ABI).

This initiative promotes empowerment, self-expression, and healing through art with all pieces created by clients engaged in arbias' client services. It is a chance to celebrate unique voices and talents that are often unseen.

Artworks will be available for sale, with 100% of the profits going directly to the client (artist). The program will run fortnightly workshops to be facilitated by Bonnie and Isabella, with an Art Expo planned for early next year. The start of the art program has been slightly delayed; however, preparations are well underway.



## arbias' Activities and Events - 2025 cont.

### Brain Injury Awareness Week

Brain Injury Awareness Week (18–24 August) was a special time for arbias, with the DE&I team organising a day that brought staff, clients, and supporters together. We shared a BBQ lunch, enjoyed live music from a talented client, played football in the sun and planted seeds to mark the occasion, with green ribbons and green cupcakes symbolising Brain Injury awareness.

More than just a celebration, the day was an opportunity to pause, connect, and raise awareness of the realities of brain injury.

*"It was such a great opportunity to see so many clients and colleagues attend the Brain Injury awareness BBQ at Bulleke-Bek park on September 19th. What a fabulous opportunity to meet clients from other departments – in person, catch up with past clients and to have some out of office time to catch up with colleagues in a relaxed space.*



*The kick-to-kick activity allowed Melissa (Case Management client) an opportunity to join in and safely be part of a game she loves but has been advised not to play due to her previous brain injuries. Naomi (Case Management client) was hesitant to attend due to her social anxieties – but through the seed planting activity – she was able to feel an increased level of purpose and gravitated to facilitating the activity thus allowing others around her the support they needed to complete the task."*

*Bonnie Halliday, DE&I member/leader*

### R U OK? Day

This year, 11 September 2025, was dedicated to R U OK? Day. A time to encourage conversations about mental health and an opportunity to have meaningful discussions. It is also a reminder that such conversations should not just occur once a year. The theme for 2025 is "Ask R U OK? Any day"

The staff at Hope St took some time out and celebrated this day, starting off with a morning meditation session, kindly provided by Meditation Teacher, Berrak Bektas (Bee). Bee, began the session through an initial conversation, eliminating the 'myths' that evolve around meditation and explained how exercises such as meditating

can help to relieve stress. All who attended experienced a relaxing and calming moment followed by discussions of some of their experiences.

OJ Celik, Acting Executive Manager, Client Services Manager for Victoria, who had organised the session, then provided a short presentation highlighting the importance of this day. A delicious morning tea was served to end the event and everyone was ready to start their day on a positive note.



## Annual Forum - Victoria

One of the highlights in the arbias calendar year is the Annual Forum Victoria, which took place this year at the Royal Melbourne Zoo, on 7-8 August 2025. The venue, (Bongu Su room), was situated among animal surroundings with a backdrop of vibrant greenery and offered a truly enchanting experience.

We were privileged to have Elder John from the Wurundjeri People, attend for the Welcome to Country. Elder John spoke of the land and his upbringing, which was inspirational and motivating.

One of the newest members of the Board of Directors, Laura Scott kindly attended the Forum and introduced herself while sharing photos of her family life and spoke of her travels, work and arbias.

Anna Uhe from WorkSafe gave an overview of WorkSafe Victoria, explaining their role, the role of the provider, as well as the referral process.

Natalie De Vos and Madryn from Absolute Care talked about the recent collaboration with arbias that began in 2025 highlighting the importance of mandatory training and maintaining these skills as part of ongoing support to clients.

Ben Markovic, Director of Client Services from Go Salary, provided an informative session on Salary Packaging, for a better understanding on how it all works and its benefits, as well as useful information on HELP fees.

Frossa Mrakas, who provides clinical supervision to our arbias' social workers, presented a workshop on factors that can contribute to Compassion Fatigue, Burn Out, and Vicarious Trauma to help employees identify and build awareness around their capacity.

As always, fun and games are an important part of the Annual Forum to allow participants to 'let their hair down' a little and enjoy fun activities among the busy agenda of presentations.

The infamous Legos that are becoming customary at these events were back to challenge the participants. Keeping with the theme of the location, the aim was to construct an animal, and the most creative design wins the points. Always a great way to start off the day.

A great team building exercise this year was the Race Around the Zoo. This not only encouraged staff to work together towards their common goal of coming first, but was a fun activity enjoyed by all involved, and the winning team received complimentary prizes.

After a last fun activity of trivia, and a wrap up of the forum, the points were tallied up and the winning team was announced.



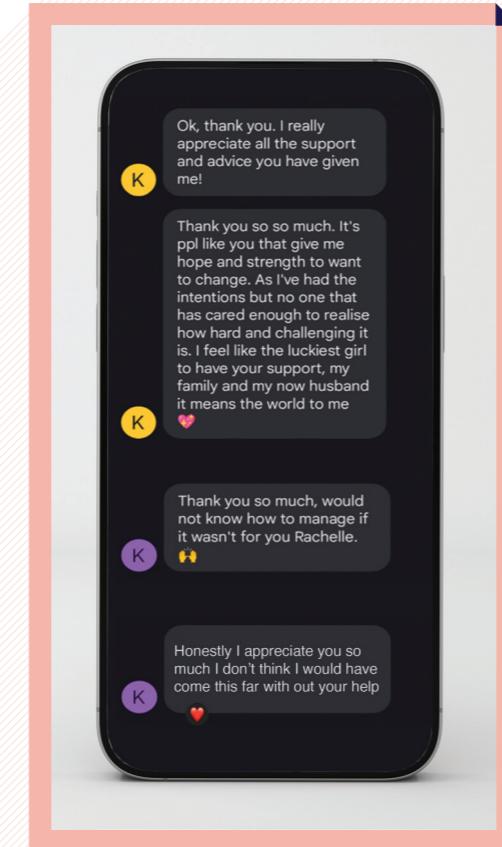
## Some of our Client stories

### "K"

"K" began working with ITS in November 2022, struggling with heavy alcoholism, trauma, and severe isolation. She had been using alcohol to cope with mental health challenges since she was 16 and was resistant to receiving help. However, in October 2024, after discovering she was pregnant, "K" reconnected with ITS and committed to the program for the sake of her baby. Over the next 12 weeks, Katherine made remarkable progress, including:

- ▶ Establishing care with a specialized GP for her pregnancy
- ▶ Connecting with a midwife
- ▶ Accessing AOD support for alcohol withdrawal
- ▶ Attending rehab for the first time
- ▶ Remaining alcohol-free throughout the ITS program and beyond
- ▶ Rebuilding relationships with her mother and sisters after 10 years
- ▶ Marrying the father of her child and meeting his family
- ▶ Introducing her husband to her family in Queensland after a decade
- ▶ Continuing to engage with her support teams and thriving

"K" is now a transformed individual, a far cry from the person she was in 2022. She remains in contact with ITS and is considering moving to Queensland to be close to her family for the upcoming birth of her daughter.



### Attendant Care - "T"

"T" and newly recruited casual staff member Jade headed to the circus on Saturday 15 February.

This outing was outside of "T"'s program, yet we were able to work with TAC to gain additional one-off funding to support Tamara to go attend the circus.

This is an activity "T" has wanted to do for some time, and they had a wonderful day.



### RIPL – Wheelers Hill

One of our residents at Wheelers Hill, "B" has recently achieved washing her own dishes. "B" likes to be independent and tries to achieve her independence by completing tasks.

In the last 12 months, "B" has achieved putting a load of washing on, assisting in cooking meals and washing her own dishes.

This is a big milestone for "B", and we are all so proud of her.

*Georgia Valantasis – House Supervisor – RIPL Wheelers Hill*



### RIPL - Abbotsford

Planning a holiday is exciting but at times can be stressful. For those we support ensuring their complex care needs can be met with focus remaining on the anticipated holiday and activities comes down to thorough planning and organisation. Working alongside the client, their care team (TAC support coordinator, leisure specialist, OT) and support staff an Abbotsford resident was supported by 2 staff on a week's fishing holiday to Paynesville. All aspects of planning were based around person centred practice with keeping the resident in focus at all times.

I would like to give a huge shout out to Zhane and Sarah who supported this much awaited holiday - the happy smiling photos spoke a thousand words and reminded me of why we do what we do.

Even the best planning cannot predict all the things which may occur. This dynamic duo demonstrated flexibility, teamwork and professionalism. Even learning some new skills along the way.

Whilst the only fish being enjoyed were purchased from the local fish and chip shop, the thrill of the chase was very much alive.

*Kristel Bonetti – House Supervisor – RIPL Abbotsford*

### Staff comments

"It was a wonderful experience for support staff and the client in the Great Lakes region. We spent our days fishing (or at least trying to), visiting small towns along the way, and browsing an array of fishing goods. The holiday was a learning experience in more ways than one, having left a with a greater understanding of waterways, fishing, that part of the world; but most importantly a greater understanding of the client and his passion for this hobby" – Zhane

"Zhane and I joined the resident for an adventure filled with challenges and unforgettable moments. Despite facing several hurdles due to poor planning and organization, we made the most of it and had a blast. Thanks to this person for teaching and plenty of patience, we learned to fish—successfully catching pinkies and black bream—while taking in the stunning local scenery and even spotting a few drop bears! A highlight was enjoying Macca's while watching a dramatic thunderstorm, made even more memorable by the unexpected surprise of having no electricity when we returned to our accommodation. The trip left us with tan lines, laughter, and plenty of stories to tell". - Sarah



## Some of our Client stories cont.

### ITS Newcastle

After a violent incident, ITS Case Worker Josephine supported her client who was 7 months pregnant to get an AVO placed on her partner and keep her safe. Josephine called an ambulance so that the baby could be monitored and reached out to the local Aboriginal maternity unit which lead to everyone quickly collaborating and bringing all stakeholders together to continue to support her.

The client is doing well, she has not used since' is attending parenting classes and is receiving support from arbias.



Josephine and her client's baby

### "T"

Josephine has another client "T", a young Aboriginal man who has difficulty expressing his needs. He has come from Youth Justice to Adult Corrections, is very shy and has a long family history of anti-social behaviour, with many family members known to Corrections. Josephine was able to relocate him from the worst suburb for crime and drugs to a much better neighbourhood in a private affordable rental. It is tenanted under an NDIS company which specialises in Aboriginal youth (12 -25 years old). At the last home visit, the house was spotless, with not one thing out of place. "T" is living with his girlfriend and is receiving an after-care plan package.

It is with much hope that with the mentoring of elders and the Aboriginal NDIS provider, "T" will thrive from here on.

Kudos Josephine

### KC

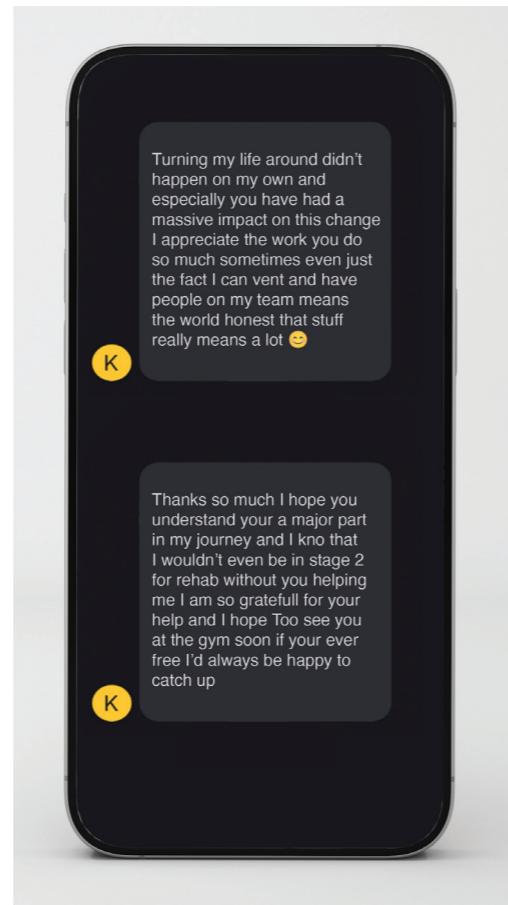
"KC" recently completed his parole for the first time after 11 years - a significant milestone in his life. He entered the ITS Leichhardt program in mid-2024, initially believing that his only need was assistance with his Disability Support Pension (DSP) application. However, his journey through the program brought a shift in perspective, and he began to see the value in comprehensive support, which helped him navigate the challenges of reintegrating into society.

Before entering the program, KC faced numerous obstacles. He had never held a job, never had a driver's license, and was estranged from his family, including his son, who lived in Newcastle. He also struggled with the physical aftermath of an altercation that had left him with crushed hands, and he was uncertain about how to access support for housing, finances, and overall stability. KC found himself at risk of reverting to theft as a means of survival.

Working with ITS, KC made significant progress towards addressing aspects of personal growth, life skills, and navigating the challenges that come with transitioning out of a correctional environment.

KC's story is one of transformation, demonstrating how, with the right support, individuals can overcome significant challenges, rebuild their lives, and give back to their community.

*Rachelle Michael – ITS - Leichardt*



### "J"

Client "J" was referred to ITS in July 2025 after being released from prison in the early hours of the morning with no medication. Jess arranged urgent appointments for "J" to get his required medications and assisted him to transition to a men's refuge. ITS and Corrections used Brokerage funding to assist "J" with the basic things to get him through.

"J" has achieved a lot in the short 6 weeks he was on the ITS program and we are beyond proud. He has recently moved into stable accommodation.

Excellent work Jess.

### Intensive Specialist Outreach Case Management

"N" is a client I've been supporting. Shortly after arriving in Australia from Pakistan, she received an ABI. Her identity papers were missing a surname which caused her distress and a sense of lost identity.

Initial attempts to resolve the issue were unsuccessful. With professional advice, we proceeded with a Change of Name application through the Registry of Births, Deaths and Marriages (BDM). Together, we submitted the required documents and responded to all BDM queries. "N" was issued her Change of Name Certificate, which brought her a great sense of relief and empowerment.

This achievement has boosted her confidence and motivation to pursue other personal and settlement goals. She continues to make meaningful progress in her recovery through regular engagement with occupational therapy, speech pathology, physiotherapy, and facial physiotherapy.

This journey has not only helped "N" regain a sense of identity and autonomy, but it has also laid a strong foundation for her continued progress in the year ahead.

*Alanna Mancuso - Intensive Specialist Outreach Case Manager*

### arbias Footy Tipping Competition 2025

The arbias' Footy Tipping Competition returned this year, and it was great to see not only Victorian staff taking part, but also team members from NSW.

There were many unpredictable games, resulting in fluctuating places on the ladder, but it is our belief that if you start off tipping well in the first few rounds, chances are you will remain in a comfortable position on the competition ladder.

This year, the prize pool was allocated to the Winner (1st), Runner Up (2nd) and Wooden Spoon (last).

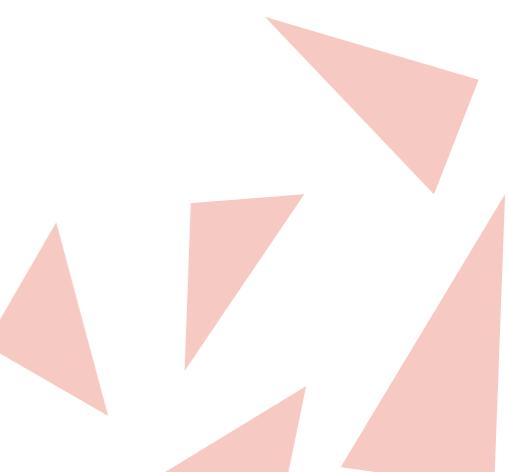
After a very close margin of 1st and 2nd, the winners of the arbias footy tipping competition for 2025 are:

1 Reilly Connell – Winner

2 Martin Jackson – Runner-Up

Marina Simundic – Wooden Spoon

Presentations were made during the last all of agency Staff meeting in October 2025. Well done to the winners and good efforts to the unsuccessful - there is always next year!



## 2024/2025 Trading results - unaudited

### 2025: Making Way for Sustainable Growth

In 2025, arbias experienced a revenue increase of 13%, reaching \$11,300,219. The increase in demand in providing supports to clients in private homes has resulted in the birth our new Attendant Care model.

With client needs at the forefront of what we do, we have heavily invested in deploying our support workers in various suburbs under our planned operating model named "The Family-Operating Model". This is a decision taken to significantly cut down on the use of agency workers which was not in line with our core values as agencies are better used in an acting administration role and corporate environment and reality shows that it was never suited to serve human beings with conditions such as Acquired Brain Injury and the comorbidities of Mental Health and Alcohol and other drugs in living their everyday lives.

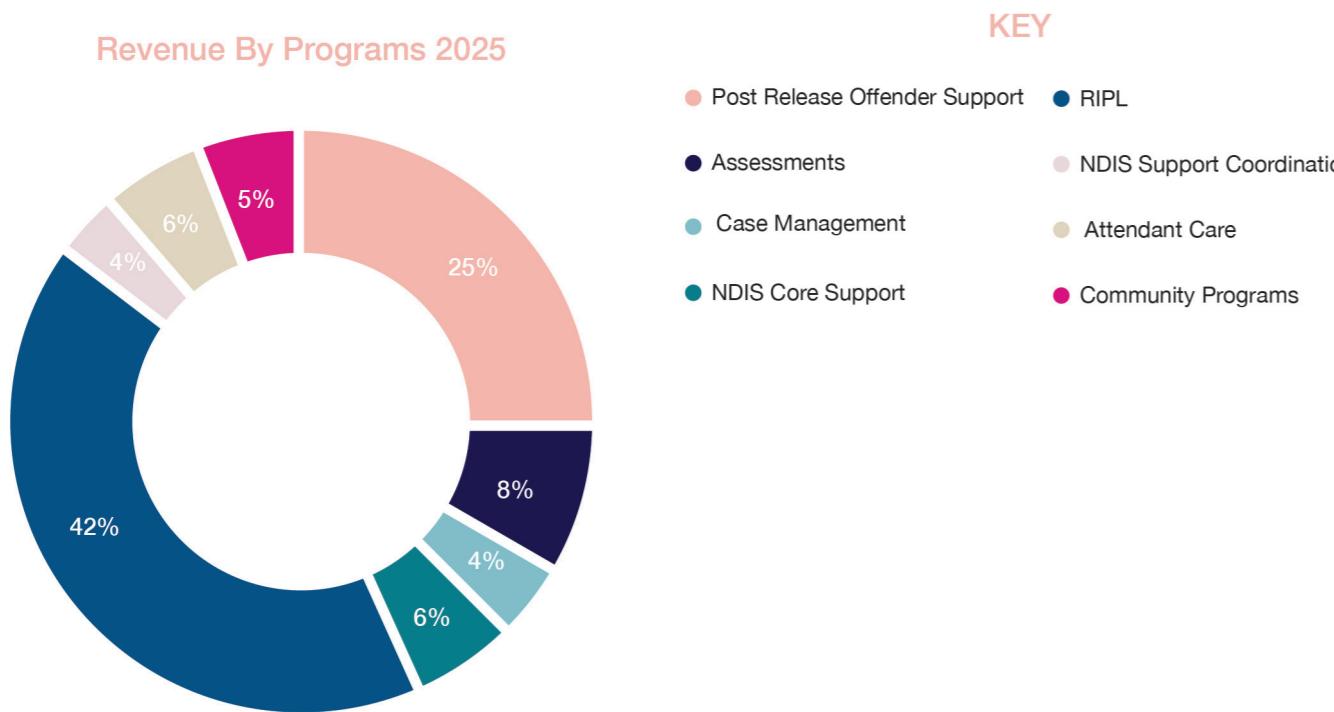
The family approach creates an environment of well-being for both human beings (workers and clients) where support workers

can stay and care for clients and similarly clients are able to keep the same workers who are meeting their needs and results in a long-term relationship. With an increase on staff recruitment and higher wages costs viewed as necessary to serve our clients and additional operating costs incurred in positioning the organisation towards sustainable growth in the Attendant Care model, a loss of \$278,498 was incurred in this financial year. In addition that deficit was further affected by the intentional investment in some unfunded positions to improve the qualitative standard that these folk are entitled to.

With an optimistic view at present, our next budget is predicting a revenue forecast slightly more than doubled the loss, with a view for a conservative and rewarding profit in Attendant Care at the end of FY 2026. The forecast trading position at 30 June 2026 is approximately \$150K surplus,



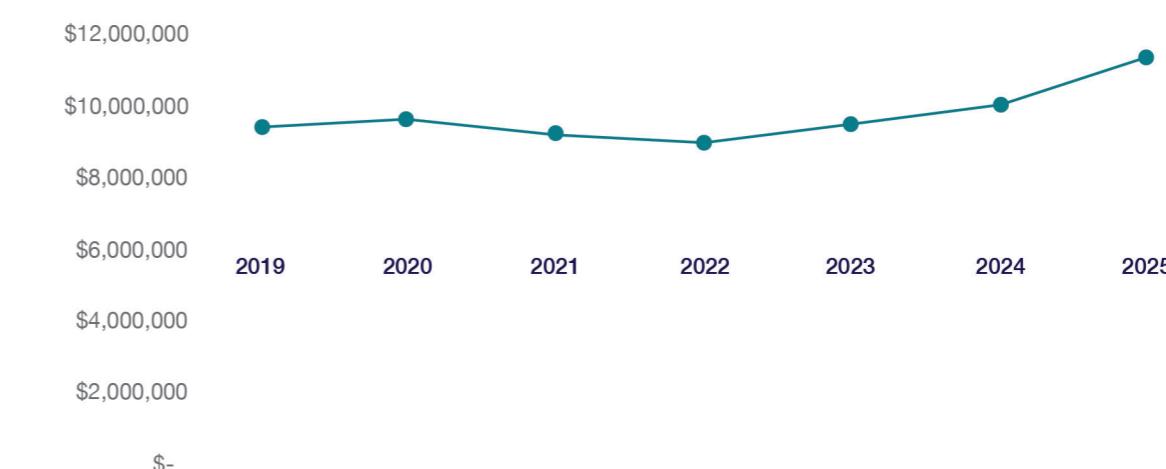
### Revenue By Programs 2025



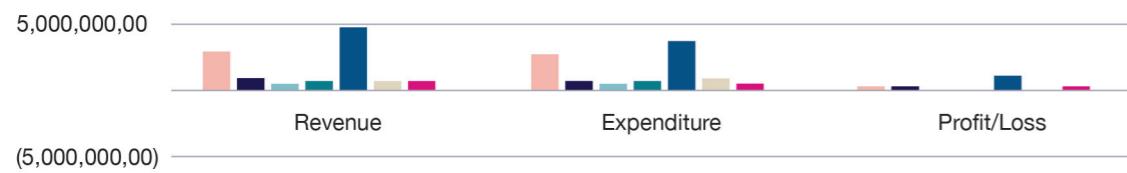
### KEY

- Post Release Offender Support
- RIPL
- Assessments
- NDIS Support Coordination
- Case Management
- Attendant Care
- NDIS Core Support
- Community Programs

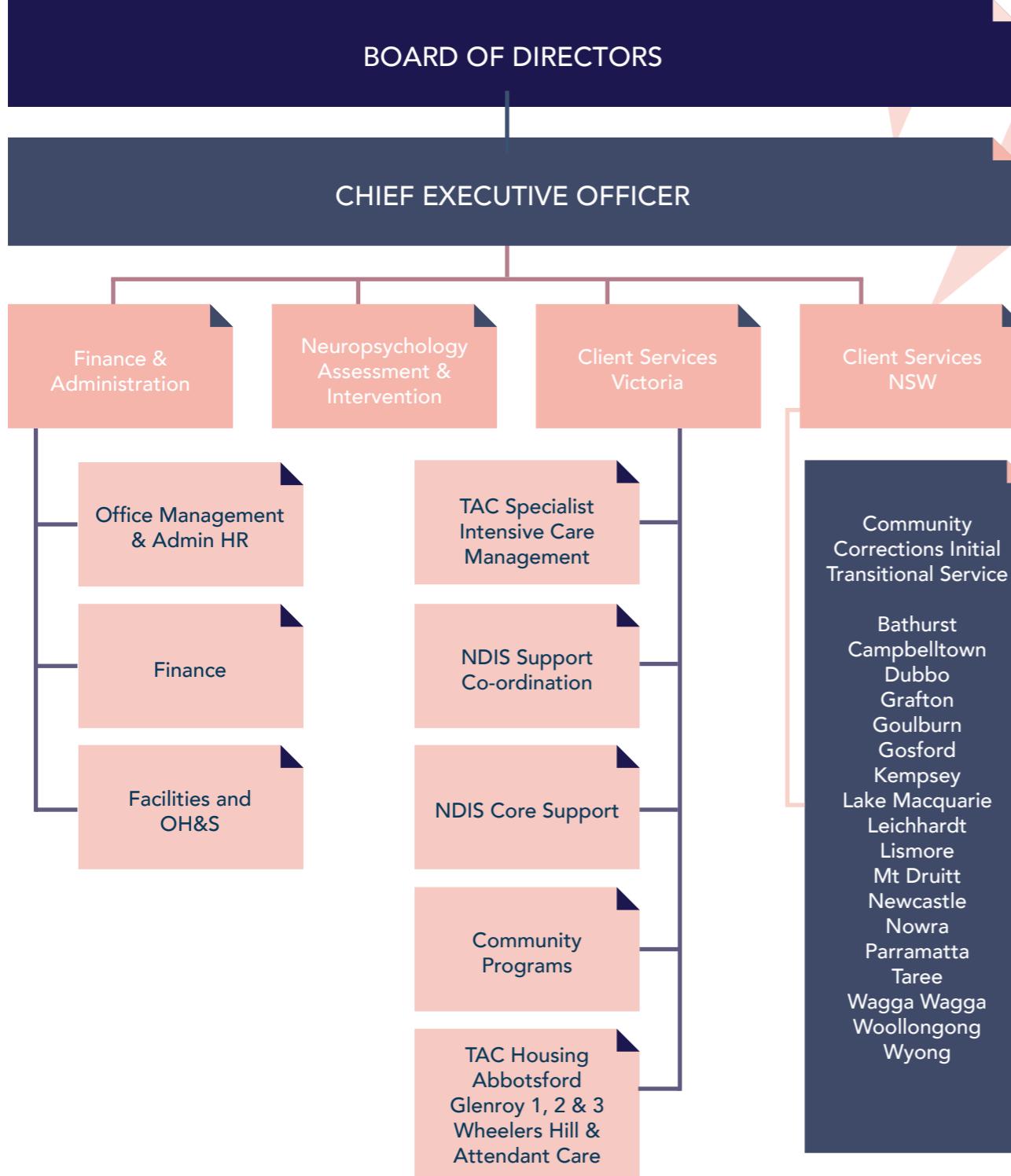
### Total Revenue



### Programs 2025



## 2025 High Level Organisational Structure



## The Team as at November 2025

Acksha Rai  
Agnes Chitambo  
Alanna Mancuso  
Ali Farah  
Angela Butta  
Angela Omoniyi  
Anita Acharya  
Ann Valos (Board)  
Ashbil Bhatti  
Asher Liebenberg  
Bevin Kipkorir  
Bonnie Halliday  
Bronte Emr  
Carolina Perez Vargas  
Catherine Light  
Catherine Prado  
Chanda Khatri  
Charles Jeffrey  
Christiaan Urquhart  
David Bogeski  
Debbie Simons  
Deric Dominic  
Dominic Graham  
Duncan Bittok  
Emilio Viegas  
Emmett Smith  
Gabrielle Levine  
Fransicus Alexander  
Gabrielle Levine (Board)  
Gary MacFarlane (Board)  
Georgia Valantasis  
Gordana Barbaric (Board)  
Gurinder Kaur Mann  
Isabella Gatsios  
Isata Jalloh  
Jade Bradley-Cull  
Jarrod Morris  
Jason Cunningham (Board)  
Jason Light  
Jatinder Kaur  
Jennifer Giblin  
Jenny McLean  
Jessica Lee  
John Eyre  
Josephine Farnham  
Joyce Chebet  
Karla Brook  
Kathy Seriotis  
Kerrie Guy  
Kim Robins  
Kudzai Muchirahondo  
Leanne Mathews  
Kuluni Dona  
Laura Scott (Board)  
Leonie Radcliff  
Liam Bartlett  
Liming Li  
Loise Ndung'u  
Manoj Bhattarai  
Mariama Balde  
Marie Boiyah  
Marie Myrthe  
Marina Simundic  
Mario Nuzzo  
Mark Fitzgerald  
Martin Jackson (Board)  
Maryam Sarhan  
Mathew Forster  
Matt Treeby  
Melissa Slayo  
Mercy Salen  
Michael Kuusik  
Michelle Barry  
Michoel Leib Moshel  
Mimi Achuei Athiu  
Mohamed Inshan Imthias  
Nancy Naidu  
Nazim Ali  
Neely Ferreira Lay  
Neeru Sharma  
Nicole Hemsley  
Olaolu Joseph Odewole  
Olga Hardy  
Olivia Lacy  
Osman Ugur  
Ozge Celik  
Paul Avenell  
Phanomwan Warren  
Punider Kaur  
Rachelle Michael  
Rangi Gurney  
Ray O'Brien  
Rebecca Gak  
Reilly Connell  
Romesh Athwal  
Saba Siddique-Ahmed  
Sajal Bartaula  
Sallyanne Knight  
Sara Fratti  
Sheree Fields  
Stephen Jones  
Subama Bhalidari  
Subash Sharma  
Suman Kandel  
Sumeyra Kose  
Suzanne Garner  
Teagan Kamp  
Thomas Due  
Thomas Goodwin  
Thomas Spencer  
Ugochukwu Ibara  
Uzoma Unamadu  
Veronica Thorne  
Victoria Cooray  
Warren Powter  
Wayne Evans  
Zhane Orr-O'Farrel  
Zhong Shen

## Annual Report 2025

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Kuluni Dona – Marketing and Brand

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