

NEWSLETTER

Issue 1 - January 2024



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Welcome back to the arbias newlsetter.

The arbias Newsletter is back ! As we enter a new year, the newsletter will have lots of new stories, photos and interesting blogs to keep you in the know with what's happening across all arbias sites, offices and departments.



Hope St. End of Year Party

Having only started at arbias almost 6 months ago, this was my first "social event" and one which I thoroughly enjoyed being a part of. Food and drinks were aplenty, with happy faces all joining in the festive spirit, playing games, exchanging presents and generally having a good time. Dominic Graham from Support Coordination was our best dressed in his festive attire, and of course, Tom Spencer from OH&S, was there with his warden hat on to wish us a safe holiday season.

Kathy Seriotis - Office Manager - Hope Street





Community Programs (CP)

Thomas Richards is the newest member of the arbias clan who has brought great energy and inspirations to the program. Although Thomas comes from an engineering background he is also a musician and it wasn't long before Thomas jammed with the Community Programs Band, Deep End, as a bass guitarist. Their next GIG will be in March performing at Hope Springs Community Centre, Heidelberg.

OJ Yuksel - Team Lead - Core Support and CP

TAC Case Management

Marina Simundic has been working with Darrell only for a short time – prior to engaging as his support coordinator Darrell experienced a lot of behavioural issues and was under utilising his plan. After approximately 2 months of support with Marina he has engaged with support workers on a regular basis, is engaging in activities, and hasn't reported any behavioural concerns in several weeks. While Marina is hesitant to attribute his success entirely to her efforts, she is very happy for Darrell to be turning a positive corner."

Marina Simundic – Team Lead – TAC Case Management and Support Coordination

CP BBQ

It was great to have the opportunity to join the CP team on one of their bbq outings and arbias CEO John Eyre also came along for the fun as well as our chef! The sun was out at the very picturesque Edwards Lake in Reservoir and the clients enjoyed a delicious lunch, walked around the lake and thanks to our fun-spirited Dominic, they sang-along and moved to the groove!



Support Coordination

The role and service that we provide for our clients is not without its challenges. Some days our support is not acknowledged by our participants, other days, they can't thank us enough. Some days they can even surprise us!

I was very pleased when a client from Stewart Lodge happened to be in a positive mood the day she participated in a BBQ when John (CEO) was present.

She could not stop praising me in front of John (almost embarrassing, but good PR!) Almost worth rewarding her with a 'second' cup of coffee!



Generally speaking, most of my clients are appreciative of the support that I provide for them. I was very touched recently by receiving Christmas cards from members of 'the band', with personal notes of gratitude and signed off 'Your Friend'. This kind of gesture makes my day and reaffirms I am making a difference.

As a support coordinator, I consider a small victory to be finally receiving a communication from a client after several attempts to make contact. With one client I am finally closing in to put pen to paper, sign consent forms and service agreement! The paperwork is waiting in his mailbox. He claims to always be 'out and about' when I contact him. It's amazing what busy lives our clients lead!

I shall end with a story that was (embarrassing) for me, but had my wife in stitches and rolling her eyes when I told her.

I was with Community programs with Nelly taking Crystal Manor to the Cinema in Dandenong Plaza. One of the clients had a doctor's appointment and had to return to the SRS early.

I returned the client myself and whilst driving through Dandenong I drove into a lane up to a traffic light turned green with a few cars queued up at the light

I waited a short while and they were still not moving, so I beeped the horn a couple of times.

The cars still did not move.

I then felt a tap on my shoulder from behind and my client patiently informed me – "Dom, these cars are parked, you're in the wrong lane!

Some times our clients can be smarter than us!





ITS - NSW

Good news from Leichhardt. Rachelle Michaels has gone the extra mile again. One client has been a long term drug user and has been estranged from his partner and children for many years. His daughters are in foster care and this client has made multiple attempts to enter Detox and Rehab but failed each time. He finally agreed to enter and last week was given a place. The day before he was due to go, his two teenage daughters arrived unannounced on his doorstep. (He is currently in T.A.) They had run away from their residential foster placement to find Dad. Absconding has been a regular practice for the girls as Rachelle found out while talking to their caseworkers. Of course, this then threw a spanner in the works for the client's rehab and future positive good outcomes. However, Rachelle spoke with DCJ at length and discussed the possibility of the girls going into respite or Kinship care temporarily. She then convinced the family this was the better option as DCJ did not want to pursue a police order for the girls to return to foster care. They were happy to allow him to be their full-time parent. So, in order for the family to have a great outcome, the girls were allowed to stay with client's cousin during his time at Detox/Rehab. This will give him the extra encouragement to get sober because he finally has his girls to be responsible for. This also gets him on priority housing as an emergency situation, plus the girls will get to live with their dad. DCJ will continue to support the arrangement by providing furniture, clothing and essential items for the girls. They will monitor the family periodically to make sure the situation remains stable and suitable. He is now entitled to parenting payment to provide for his family, and with all the other supports Rachelle has managed to put in place, we can see the ITS program has assisted an entire family and not just the client.

Cath Light - Program Lead NSW

A client of mine "James" had been struggling to find regular employment for the last few years due mainly to his incarceration which left long periods for James out of the workforce. As one can imagine, getting rejected regularly for interviews has taken a hit on this man's self esteem and confidence, he found himself depressed and leaned on alcohol as a coping mechanism. He reported that he felt he had no autonomy and "useless" that he couldn't provide for himself.

After multiple interviews we secured him a trial at a local nursery in Goulburn. Initially this was 6 hours a week. After a month "James" was offered two more full days, a few weeks later I arranged him to do a forklift ticket course to give him more value to the company.

James now works 4 days a week at another nursery in Mittagong...the Goulburn business is part of a franchise... he gets a chartered bus alongside a dozen other employees and stated he enjoys getting out in the sun, talking to customers, doing manual labour and most importantly having his own funds.

Paul Avenell - ITS Goulburn

CORE SUPPORT

Olga Hardy supported client Kayla Heffernan to access compensation from the Australian Redress Scheme. Olga supported Kayla by applying for the Redress Scheme online then linked her with a lawyer. Olga chased up the application and Kayla was compensated a large amount of money after a year, that allowed Kayla to purchase herself a new car and invest the remaining funds.

OJ Yuksel - Team Lead - Core Support and CP

You never fail until
you stop trying.

Albert Einstein