



arbias Ltd

Newsletter

Issue #6

June 2025

Welcome from the CEO ...

Hello everyone

I thought this edition of our newsletter was timely to update you all on some changes in administration at Hope St. With Narelle's departure, the decision was made to look at what opportunities might come out of the change and there were two obvious options; 1) go to market and recruit against the CFO position or 2) trial a flat structure. With the support of Jason (finance Director) and driven by significant efficiencies with new software platforms operating well I have opted for the flatter structure. Whilst each of the team retain their speciality focus, Donna is the lead senior finance person to consult with on challenges relating to administration/finance processes. Congratulations Donna !!!

The platforms such as Xero (accounting & reports), MYP (client relationship management) which generates billing data into Xero automatically. Previously the data was manually sent to finance and then entered into the system raising the risk of error and much more time consuming.

Employment Hero (HR) is linked directly to Employment Hero payroll so when staff are onboarded or off boarded, payroll and other financial processes are automatically adjusted. All of the above has saved the finance team and client services staff a lot of administration time and accurate reporting. This outcome is further supported by the creation of a new position Manager Service Integration and Business development. Congratulations Marina on this appointment !!! Marina will streamline activities like client profiles to ensure accurate data and invoicing making our revenue more accurate.

We continue with a reform that makes our organisation less at the top providing more resources for the work that needs to be done on the ground and resourced properly.

Stay safe out there people 😊

John



International Women's Day at Hope Street



On April 8, 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 program, 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 department proved to be the best pilot of the competition; 🙌🙌🙌 It was a fun way to start the day, whilst recognising International Women's Day.

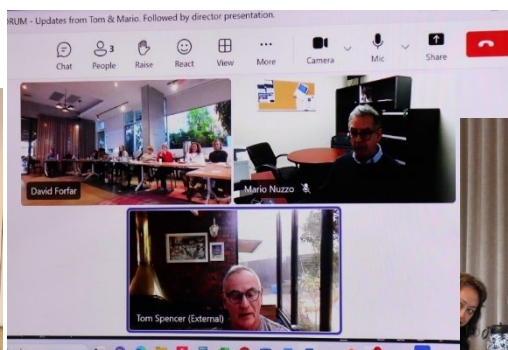


NSW - ITS Forum 2025

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 and Tom joining remotely from Victoria, as well as a presentation from one of the new arbias Directors, Gordana Barbaric.



Client Interview with Channel 31

Earlier this month arbias was invited to participate in a televised interview with Channel 31 and Paul came along to share his personal journey and talk about his love of music and song writing.

Paul has been an active participant in the Community Program for well over a decade and arbias has nurtured his love of music and song writing. The program has created opportunities for Paul to share his passion with other talented individuals, while addressing his isolation and supporting him through recovery after years of substance abuse and rough sleeping.

Paul was excited to be part of the production and eager to share an original tune. He says that music has *“given him a creative outlet and helped with his recovery”*.

We eagerly await the interview to be broadcast on Channel 31



Mario Nuzzo – Client Services Manager - Vic



Everyone at arbias strives to enable people & partners to achieve their very best. Many times, along the way, we receive a simple thank you from clients or acknowledgements from others that reinforces this amazing work. Big or small, such achievements from the people we work with should be recognised and shared with all.....

From: Bonnie Halliday <bhalliday@arbias.com.au>

Sent: Thursday, 3 April 2025 2:47 PM

To: Mario Nuzzo <mnuzzo@arbias.com.au>; Kathy Seriotis <kseriotis@arbias.com.au>

Subject: Rebecca AC/ TAC/ RIPL Great feedback.

Hello Mario and Kathy -

I just received a glowing review of Rebecca - AC/TAC/RIPL.

Troy and Fiona from Lara, wanted to extend how impressed they are with Rebecca's care. They are very impressed by the way Rebecca knows exactly what to do when she arrives and does all jobs without fuss and is a joy to be around.

Passing on the good news 😊

Hope you are having a lovely Thursday.

Kind regards,

Bonnie Halliday

Intensive Specialist Outreach Case Manager

From: Kristel Bonetti <kbonetti@arbias.com.au>

Sent: Friday, 30 May 2025 11:09 AM

To: Kathy Seriotis <kseriotis@arbias.com.au>

Subject: RE: Newsletter - good news story

RIPL – Abbotsford have been on a journey of continuous improvement.

Adopting the mantra that every incident presents a learning opportunity.

Incidents should be embraced and drive change in improving the quality of services we provide our residents.

In the month of May the Abbotsford team focused their efforts on adopting a new daily recording process.

Each resident was assigned a red clipboard to stand out from all other folders, it contains a treatment sheet, medication administration record and all other daily required recording charts.

The aim was to have no gaps in recording. This was closely monitored with regular reminders.

The team have done an amazing job – Well Done RIPL Abbotsford

Kind regards,

Kristel Bonetti

House Supervisor - arbias Ltd

TAC RIPL Accommodation Abbotsford

GREAT JOB, TEAM!



From: Amy-Lee Peake <Amy.Peake@dcj.nsw.gov.au>

Sent: Wednesday, 29 January 2025 2:30 PM

To: Dubbo <Dubbo@arbias.com.au>

Subject: Testimony - Neil McQuade

Hi Jess,

As discussed, I met with Neil McQuade DOB 25 04 1974 today and he provided the following testimonial regarding the support he received from you

'I was released from custody and landed in Dubbo with no connections or support. The help and support given to me by Jess has helped me get through my 18 month Parole order which I successful completed on 18/01/2025 without reoffending.

Jess is a fantastic person who goes above and beyond for clients. She was understanding, non-judgemental and easy to talk to.

I was supported through multiple evictions from the local men's refuge, assisted with a swag and food when I was sleeping rough on the river, and helped with my housing appointments that have led to me getting my own social housing property. I would never have been able to have the stability I have now and get through my order without the support from Jess and ITS.'

Neil has stated that he is open to being contacted regarding the testimony if required and provided his number

Thanks always for all your help 😊

Amy



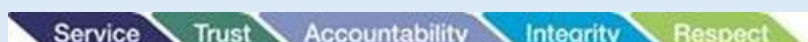
Amy Peake | Community Corrections Officer

Department of Communities and Justice

First Floor 'The Victoria View' Building | 138 Talbragar Street, Dubbo NSW 2830

P: (02) 6883 5000 | **F:** (02) 6884 4918 | **M:** 0438 859 501

E: amy.peake@dcj.nsw.gov.au



From: Jesse Lee Meca <Jesselee.Meca@correctiveservices.nsw.gov.au>
Sent: Friday, May 16, 2025 2:48:32 PM
To: Leichhardt <Leichhardt@arbias.com.au>
Cc: Catherine Light <clight@arbias.com.au>; David Forfar <dforfar@arbias.com.au>
Subject: National Corrections Day - Thank you Rachelle

Hi Rachelle,

Thank you again for allowing me to introduce you to all our other stakeholders, as well as our executive team at our National Corrections Day today. I bombarded you with a client first thing in the morning and without hesitation or complaint you were more than willing to help, assisting a young and vulnerable woman obtain her ID from Victoria. Almost always you achieve the impossible in no time. I wanted to reiterate my speech as I truly mean it,

"You may hear the term high risk quite from Community Corrections and often you may correlate this to offending and violence, and in most cases you might be correct. However, what also goes into risk rating consideration is a client's stability: homelessness, vulnerability, complexity, drug use, undiagnosed mental health, brain injuries are all factors considered when determining if a client is high risk, which is exactly who makes up Rachelle's demographic of clients. Rachelle works with our high-risk clients and provides case management that is unmatched. She pours hours of her time and dedication, with no task too big or too small. She assists our clients with making and attending appointments, applications, advocacy and absolutely everything in between.

I can attest to the fact that since she has joined us in 2022, she has not turned away one single client- she is consistently over workload capacity- and never leaves a question unanswered from our officers (and if she doesn't know the answer, she'll find it). She truly is a wealth of knowledge; she is passionate about the work she does and is impeccable at her role. She puts on the hat of social worker quite frequently and has an enormous amount of breakthrough and success stories I'd love to share- if only I had the time.

The only other point I would like to share with you all is her work role aside- She is so much more. Rachelle is a shining light in our office. When I think of Rachelle, words that come to mind are hardworking, committed, caring, compassionate, kind, resilient, fashionable. She is an absolute pleasure to work alongside and always brings her bright, bubbly personality to work. She provides all our new staff with a warm welcome and excitement in sharing what support she can provide. She takes care of our staff pets, our staff, is always willing to have chat about our wellbeing, have a few laughs- and the food you make to share with the office is a bonus.

She is deeply valued by our office, and I cannot sing her praises high enough, which is why I, along with the whole office and management team, would like to present Rachelle with a Certificate of Recognition and Appreciation for the work you do.

You've changed the lives and touched the hearts of many. Thank you, Rachelle, for being a part of our office and for being astounding at what you do."

I've attached a snap of you, our Director and District Manager 😊

I hope you have had a fantastic day, are feeling valued and feel the acknowledgement you deserve.





Brayden

Re: Acknowledgement of the positive impact that Sue Garner/ Arbias has had with a parolee

I am writing to acknowledge and commend the valuable contribution of Arbias- Sue in working with one of our clients under supervision. 'Brayden' has a long-standing history of parole non-compliance, including repeated disengagement from mandated interventions and ongoing alcohol/ drug abuse. Historically, efforts to support his rehabilitation had been met with resistance, and his progress remained minimal.

However, through the dedicated work and consistent rapport building by Sue- Arbias, we observed a significant shift in his behaviour and outlook. Sue demonstrated exceptional perseverance and commitment in building rapport with Brayden, gradually earning his trust. Over time, this relationship became a critical turning point for Brayden, where for the first time he began to engage in meaningful communication about wanting to address both his substance and alcohol addiction and displaying a willingness to engage in the supervision process, and he started to report with consistency. More importantly, Sue, with the support of the supervising officer were able to challenge Brayden's previously entrenched anti-social and anti-authority beliefs, a shift that, given his background, is both substantial and commendable.

Although Brayden did reoffend before the expiry of his Parole, this should not overshadow the progress made. His trajectory showed real signs of positive change, and I believe that with the continued support, the foundations already established can be built upon when he is released from custody. This highlights the role Sue plays at Gosford Community Corrections. This case stands as an example where engagement, trust and persistence began to shift a deeply entrenched pattern of behaviour. Success is not measured on whether Brayden completed his Parole Order, but rather the connection and trust he showed in Sue and his willingness to want this change. He reached out to his mother in custody, to relay a message to Sue that he was incarcerated, wanting to ensure that she knew where he was. Information also provided to Sue since his return to custody states that Brayden is now discussing options for him to enter a residential rehabilitation centre upon his release, this is a step Sue was working with him when he was in the community. The foundations now being built on, thanks to the extra mile Sue went to support Brayden. When hungry, she assisted with food, not being able to return home and gather some warm clothing, Sue assisted him, when angry- calmed him down but also reminded him on how to communicate effectively and positively.



Brayden (Cont'd)

Who is Brayden- 33-year-old Aboriginal man known to the justice system since the age of 11. He was a victim of a sexual abuse at 7 years old. His family also known to the justice system, both parents having alcohol addictions and long-standing domestic violence, where his mother was the victim survivor. Brayden started using cannabis and alcohol from the age of 11, moving towards harder illicit substances from the age of 15. He has both a juvenile and adult criminal history. Identified risk factors that contributed to Brayden's offending consist of alcohol and drug use, Domestic Violence, Violence and aggression, untreated MH(Schizophrenia), and a negative anti-social and anti-authority attitude.

Brayden presents as complex, with entrenched patterns of behaviours and long-standing noncompliance. With the support of Sue (Arbias) he shifted his views and began actively participating in his own rehabilitation journey. This is how I measure success. Success is when a small change has shift one's view and outlook of life- the self-awareness and importantly, gaining the trust of Brayden.

Sincerely,

Linda Hollis
Team Leader
Gosford Community Corrections

From: Arbias - Kempsey ITS <Kempsey@arbias.com.au>

Sent: Wednesday, 7 May 2025 3:00 PM

To: Kathy Seriotis <kseriotis@arbias.com.au>

Hi Kathy,

Housing is very limited everywhere I know but in Kempsey, it's appalling. I've set up a meeting for 10 June with our local member here in Kempsey, Michael Kemp, to discuss the homeless here in Kempsey and ensuring they have somewhere safe for them to sleep at night. The plan is to find a building with toilet amenities or at least some nearby, and be more directed at our homeless offenders for them to have somewhere safe to sleep. I can provide my clients with a sleeping bag and stuff to sleep in. Having a secure haven for them to sleep will not only keep them off the streets but be safer for them, and hopefully better their mental state and less chance of re offending. Mr Kemp is happy to discuss this with me, and I'll keep you posted as to any further developments.

Thanks Mark.

Mark Fitzgerald Case Manager Arbias- ITS Program, in conjunction with Kempsey Community Corrections

Good news story – ITS Gosford, NSW

→ Catherine Light 25/03/2025 4:58 pm

Hey everyone this is Ian

This is Sue's great news story

This gent has an ndis package for three yrs and nothing was spent on him and he was homeless. Lots of calls, emails. Back and forth with the NDIA , the public guardian and lots of guidance from David and another external NDIS guru, and we fought the system and won!

Sue moved him into a SIL property today. There were tears and anxiety but look at that face 😊

I haven't stopped

Smiling since Sue sent me these pics. HUGE pat on the back to

You sue 🙌

Another ITS miracle



Good news story – RIPL Glenroy, VIC

A Birthday Celebration at RIPL Glenroy

At RIPL Glenroy, we recently had the joy of celebrating the birthday of one of our clients, AW. What made this occasion particularly special was the heartfelt effort from the team to make AW feel seen, valued, and celebrated, something that is deeply meaningful for someone who has been isolated from loved ones for quite some time.

The house supervisor took the initiative to surprise AW with a birthday cake and candle. When the cake was brought out and the candle lit, AW's face lit up with genuine excitement and emotion. The simple act of recognition and kindness touched him deeply, and he expressed his heartfelt thanks to the staff.

For someone who hasn't had regular connection with family, this small celebration meant the world. It was a reminder of the importance of community, of human connection, and of the role we all play in creating moments of joy and belonging for those we support.

This day not only brought a big smile to AW's face but also reaffirmed the compassion and dedication of the RIPL Glenroy team in ensuring that each person feels included and cared for.

"Happy Birthday Woolley"

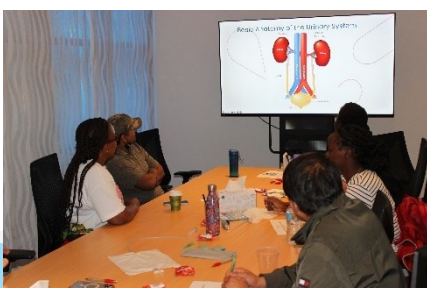
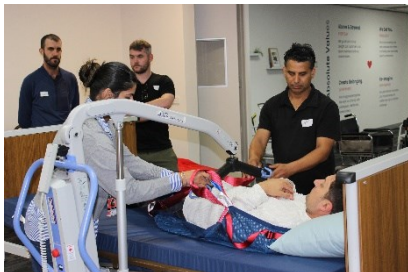
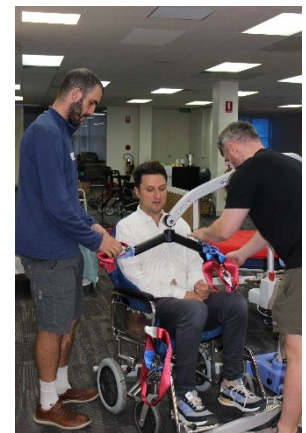


Manoj Bhattarai – House Supervisor – RIPL Glenroy

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, an NDIS service provider, who offer a range of services, and have recently commenced offering training opportunities for external associations. arbias were 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.



National Reconciliation Week

27th May-3rd June



From: Reilly Connell <rconnell@arbias.com.au>
Sent: Monday, 2 June 2025 4:11 PM
To: Hope Street Office <hopestreetoffice@arbias.com.au>
Subject: Acknowledging National Reconciliation Week

Dear Team,

As we mark nearing the end of **National Reconciliation Week** (27 May – 3 June), I'd like to take a moment to reflect on the significance of this time and 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. Another friendly reminder that to recognise this important week, we invite you to join us for a **Reconciliation Week Morning Tea**, which will be held tomorrow from **8:30am to 9:30am**. It's a chance to come together in reflection, community, and conversation. Let's continue to build a workplace founded on respect, understanding, and unity.

Kind regards,

Diversity Equity and Inclusion Team

Reilly Connell

Intensive Specialist Case Manager

arbias



Collaboration of Client Services

VIC/NSW

Client Service, Victoria and the ITS team NSW 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 Case Manager - ITS 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 an Aboriginal Liaison Worker and they were able to build rapport and trust in a very short period of time. 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 training ticket back to Victoria.

JM was incredibly appreciative of the care and compassion that she received from Jess and the ITS team and said that the support was invaluable and 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 team can readily come together to make it happen when it matters most.

A big thank you to Jess Lee and David Forfar.

Mario Nuzzo – State Manager - Client Services Victoria





*Perfection is not
Attainable
But if we chase
Perfection
We can catch
Excellence!*