

Welcome to 'Open Doors' 2013 Annual Report



arbias passion & commitment to make a difference
through training, innovation & support.

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BOARD OF DIRECTORS

Charles Benevento,
Geoff Toswill,
Candy Maughan,
Mark Mileo,
Warrick Brewer,
Martin Jackson (Chair).



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THE CEO AND CHAIR OF BOARD OF DIRECTORS

arbias activity throughout 2013 at the Governance and Operational level could be best described as one of 'Opening Doors' for the many people we support 'Our Clients'. CONT.

This in turn has opened doors for staff, volunteers, trainees, student placements, and partners in the sector by virtue of their involvement and contribution in meeting the confronting challenges and experiencing the successes.

The many achievements over the course of this year are a tribute to the focus and commitment of the Directors on the Board, the Advisory Council (our service user Board sub-committee), and this year in particular volunteers, trainees and student placements who provided extraordinary support to our daily work. Their contributions enhanced the work undertaken by the operational teams. The Board Directors oversee 'safe passage' and the growth of our organisation with high quality governance and commitment

throughout the year, noting in particular the additional work provided by Charles and Geoff on the Finance and Audit committee and Candy on the Advisory Council. All Directors time and work is without remuneration and therefore given in a voluntary capacity.

arbias services in Victoria and NSW services were successful in their application to be registered as a DisabilityCare provider under the National Disability Insurance scheme (NDIS). This achievement is key to arbias being authorised to provide services into the future.

Martin and I will pause here for a moment to pay tribute to one of the members of our Advisory Council, Errol Jacquier who suddenly passed away. Errol's contribution

in the arbias space where in a voluntary capacity he was an active member of our Advisory Council. Errol's knowledge, approach and advice to vulnerable people including those with an ABI through the council was extraordinary as I know his work at the Office of the Public Advocate was of the same calibre. We will miss him and his contributions with the Council in improving the lives of the people we support.

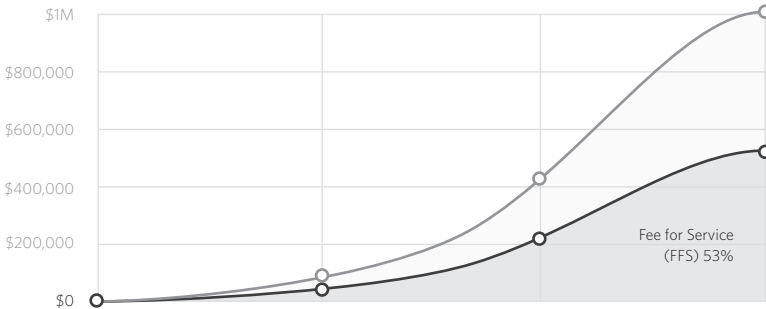


1. John Eyre (CEO)
2. Nikki and Lee

NSW STATE-WIDE SERVICES

The NSW service is now funded recurrently under a 3 year funding cycle and has realised a new milestone this year in exceeding the \$1M revenue base. The funding base is now three times that of when the service commenced 3+1/2 years ago. Fee for Service (FFS) accounts for 53% of the revenue base including individual packages of support. This translated into an increase in the staffing team and a sizable increase in the number of people assessed and supported state-wide. The expanded service has provided professional

development and succession planning opportunities for staff and 'opened' up many doors for the people we support as they integrate or re-integrate into their local communities. Many of the clients achieved their personal goals, many more didn't realise the aspirations and goals they hoped for, the supports and interventions however minimised crisis and hardship including interface with the Justice and Corrections system.



RESEARCH ACTIVITY

'Research activity has moved up a gear or two with our first research papers being submitted for publication by

[Dr Rachel O'Meara](#), Neuropsychologist'. CONT.

This project involved a full Literature Review, the formulation of Research questions and Hypotheses, Ethics approval, Data Collection and analysis, the write up and publication. Martin Jackson assisted as Principal Investigator and Associate Professor Warrick Brewer as Research supervisor. Congratulations Rachel and Martin.

Recent research activity has benefitted from the valuable assistance of two university students, Freya and Alex who have taken responsibility for data entry and will be utilising the Research Electronic Data Capture software (REDCap). This work has freed up Rachel to complete and submit the first corrections project for publication.

The original research project which looked at the prevalence of people with an ABI in the Victorian Correctional System, including risk factors, and neuro characteristics informed this subsequent and first project which looks at the relationship between executive functioning and recidivism. The research activity is key to providing better outcomes for people with an ABI who are in prison and can literally 'open the doors' to a life in the community and out of prison for inmates with an ABI.

'BACK OF HOUSE' SERVICES

This year the often under stated 'back of house' work and responsibility was strengthened with additional resources provided to better manager and account for the ever growing number of individual funding packages. This in turn has released coordinators, clinicians, case managers and support staff to provide an increased level of support to many more of our clients, by reducing the administrative burden where staff previously spent much of their time office bound entering the data as a requirement of our funding and service agreements.

SERVICES TO ABORIGINAL CLIENTS

Proudly one of our key Strategic directions is to further develop our services to aboriginal people with an ABI, their families and Aboriginal services with some focus on rural and regional areas.

In December 'the first door' opened when the Wurundjeri Community performed a Welcome to Country ceremony at the arbias office in Brunswick. This level of acknowledgement and endorsement does not happen without extensive dialogue with Aboriginal elders and services and demonstrated authentic commitment. We were further honoured that the Hon Mary

Wooldridge MP Minister for Mental Health, Community Services, Disability Services and Reform officiated at the ceremony and launched our revised publication, 'Our Health Our Way', a practical guide for clinicians, case managers, support staff and people within the Aboriginal communities who have an ABI. The ceremony was supported by many other stakeholders including Elders from Aboriginal communities, Bootsie, Ron and importantly Aunty Georgina (Wurundjeri), the Victorian Public Advocate Colleen, and Laurie, the Disability Commissioner.

Other initiatives that will ensure arbias services to Aboriginal people with a suspected or diagnosed ABI are culturally sensitive include:

- ✓ **Aboriginal Liaison Officer**
The re-appointment of an Aboriginal Liaison Officer, responsible for all arbias Aboriginal activity.
- ✓ **Aboriginal Case Worker**
The employment of an aboriginal case Worker in NSW under a joint funded traineeship, National Disability Services (NDS), NSW Traineeship Board, and arbias.
- ✓ **Direct Support Staff**
Recruitment of direct support staff who have an Aboriginal background.
- ✓ **Screening Tools & Training**
The development of a training resource and screening tool for people with an ABI in Aboriginal communities in far north Queensland in partnership with James Cook University Cairns.
- ✓ **Reconciliation Committee**
The establishment of a Reconciliation Committee and development of a Reconciliation Plan.

ARBIAS
SERVICES TO
ABORIGINAL
PEOPLE



1. Dr. Rachel O'Meara,
2. Martin Jackson,
3. Lorraine, Melanie and Rebecca

TRADING RESULT FOR 2012/13

Collins auditors confirm this year's trading result at a \$41K surplus against revenue of \$3.7M in 2012/13.

This surplus reflects our ongoing commitment to spend in excess of 90% of funding on services that directly support people our clients and their families.

\$3.7M

\$41K surplus against
revenue of \$3.7M

The Challenges

The real challenges for our services in the coming 12 months include:

- ☒ **Preparing in a 'New World'**
Preparing arbias to be DisabilityCare or NDIS 'ready' in a 'new world' where the scheme will require evidence that our clients are eligible for support under the NDIS funding arrangements, a 'world' where clients can choose their provider and take their package of support to another provider if dissatisfied with the service support, a 'world' where Person Directed Practice will be core to every individual plan and activity of support. This will intrinsically apply pressure for specialist agencies to make known or market their services more broadly, a pressure that will further inform the need to develop and strengthen a business model approach within the social justice environment that we have always operated in.
- ☒ **Managing the Administrative Impost**
Managing the administrative impost that is synonymous to Individual funding packages and,
- ☒ **Workplace Transitioning**
Working in a new paradigm where the client's home is also the workplace for staff.

The New Initiatives

Whilst there will be many Initiatives in 2013/14 the following will have a priority:

- ☒ **NSW Board Member**
Recruit to the remaining vacant position on the Board where the incumbent is located in NSW and has had a past role in the political arena.
- ☒ **Innovation & Business Unit**
Advancing the work of the Innovation and Business Unit. The first initiative requiring the sourcing of philanthropic sponsorship to provide:
 1. Training and capacity building to Aboriginal Community Health and Legal services in the rural regional area of Shepparton, Victoria and;
 2. Provide secondary consultancy to those services over an 18 month period which will consolidate the learned skills and knowledge...
- ☒ **Increasing our governance**
Increasing our governance and operational presence in the DisabilityCare space.

CHRISTINE'S STORY



I have been with arbias for one year and I was initially referred for case management support via my coordinator from the Lifetime Care & Support Scheme. I sustained a traumatic brain injury (TBI) some time ago and this injury has changed my life dramatically. The TBI has had a major impact my physical, cognitive and psychological status. I have trouble remembering most things and tend to become severely anxious, particularly limiting my participation in various aspects of my life. This has limited my participation as I am no longer doing the things I used to do. I was unable to complete my studies to be a nurse.

My Case manager had assisted me this year by supporting my husband to advocate on my behalf to have my seat at my local football club returned. The club had chosen to move me in an area that was not disabled friendly, which meant i was going to be restricted in attending the games to support my team, and I look forward to the games during the season.

My case manager has helped lift my confidence where she has linked me to other services who have been able to assist

me. This has included clinical psychology support and additional physiotherapy. My psychologist liaised with a sponsor for the Rabbitohs (AFEX) who provided me with an exciting opportunity. Without their help I would not have been able to achieve my dream of attending a football match outside my home area. I was able to meet some famous football players from South Sydney Rabbitohs and was also able to meet some sporting legends. I found myself on TV, as I was asked to be part of the coin toss before the game, which was a fun experience. This has been a positive experience for me and has made more confident. I was able to be more motivated in working towards increasing my mobility to be able to attend the game and since then I have had a more positive change generally in my mood. I have also planned a trip with my husband to South Australia to see my son and grandchildren. I also have learnt to cook different meals and hope with arbias' support to continue reaching my goals and hopefully be able to volunteer at my local football club. This change to my attitude and motivation in life was triggered by the experiences at the Rabbitohs game, thank you AFEX and arbias.



1. Christine at the Rabbitohs Match
2. John Eyre & Marree

THANK-
YOU
AFEX

ANDREW'S STORY

'For many of the people we support through our service in NSW the opportunity to open doors can be limited, particularly as the service sector does not have all the resources it needs, such as accommodation'. CONT.

In some cases, the cognitive, psychosocial and behavioural issues as a result of the injury they have sustained, limits them greatly and presents them with many doors closed or ajar.

Once such case is Andrew, who is 35 years old. He suffered a traumatic brain injury as a result of a car accident 2.5 years ago. At the time of his accident he was married and living independently, working and engaging actively in the community. Andrew was proud of his appearance and was highly involved in sport and body building.

As a result of the injury he sustained significant cognitive impairments and some physical limitations. Andrew has difficulties in managing his emotional responses, particularly anger, and this can result in him becoming verbally and sometimes physically aggressive with complete strangers. This limits his access to the community, resulting in him essentially being trapped within his home. Ultimately these issues led to the breakdown of his

marriage and the need for Andrew to move into alternate accommodation.

Through the support of Clinical Psychology, Andrew and those supporting him have been able to recognise changes in his emotions, develop strategies and skills to address these, and most importantly provide him with the support to limit the impact of his emotional difficulties. Whilst Andrew is unlikely to be fully able to address these difficulties himself, the arbias Clinical Psychology capacity building support has opened up the doors for those workers to support individuals with complex needs following an acquired brain injury.

For Andrew it may have felt one huge door was closed when his relationship ended, however an opportunity arose for Andrew to access a 1 bedroom house where he could have his dogs living with him and the 24 hour support he requires. Andrew has stated that he loves his new place and is proud of what he is achieved.

Through opportunities and chances to access the local community, Andrew has now been able to access a hydrotherapy pool, which he was banned from previously before arbias involvement. He has also been on outings with another male who is in a wheelchair, which for Andrew unfamiliar males were a huge trigger for his behaviours of concern. Andrew with the support of Occupational Therapy and Clinical Psychology to has bought himself a chilli plant so it can be used in cooking his meals to meet his taste buds!

There are many more doors to be opened for Andrew, he still has many barriers to deal with, however with the support of arbias working with him directly in collaboration with other service providers, he is no longer trapped within the 4 walls of his home, which has been an issue for him since him sustaining an acquired brain injury 2.5 years ago.



1. Andrew and Sam,
2. Sam B and Laura (Case Management),
3. Sarina and Allan (Flexi)

WELCOME TO COUNTRY AND LAUNCH OF 'OUR HEALTH OUR WAY'

'This is a significant time for arbias in its commitment to providing culturally relevant and sensitive services to Aboriginal people'.

On Wednesday December 5th 2012, arbias held a ceremony to acknowledge the traditional owners of the land, the Kulin Nations, unveiling the Acknowledgment of Country plaque. The inscription;

'Acknowledges that this building stands on the sacred lands of the Kulin Nation. While there has been great change to this land over the many generations, we know in our hearts that the story and spirit of the Kulin Nations will always be written in this landscape. In the spirit of reconciliation, we honor and respect the custodians past and present and we are grateful for the opportunity to join with them, in continuing to nurture this land.'

Maree Davenport (Pheonix Public Affairs) was the Master of Ceremony, Aunty Georgina Nicholson represented the Wurundjeri people and performed the Welcome to Wurundjeri Country Ceremony, Aunty Vicky Clark gave an informative explanation of the creation story and the meaning of her art work.

At the ceremony arbias also officially launched the third edition of its publication "Our Health Our Way", a clinical guide for case managers, support workers, clinicians and family members providing information about acquired brain injury (ABI) within the Aboriginal community. The publication has proved to be a valuable resource for both Aboriginal and non Aboriginal Health

Workers in its 1st and 2nd publications. Not only was this a re-launch of a valuable resource, but from an Aboriginal Community Member's perspective, it was significant as it highlighted the continued dedication arbias has to the Aboriginal Community and to providing holistic and culturally relevant support to clients and their families.

This is a significant time for arbias in its commitment to providing culturally relevant and sensitive services to Aboriginal people. The launch was officiated by the Honourable Mary Wooldridge; the Minister for Mental Health, Community Services and Women's Affairs and was supported by Department of Human Services (DHS)

executive. During the launch, the Minister complimented arbias on the significant work that it does, and in particular our holistic approach to person centred service provision. arbias is committed to building capacity and resilience in Aboriginal individuals with an ABI, their extended support network and community. This has been demonstrated through the employment of an Aboriginal Liaison Officer to guide and advise arbias in working appropriately with Aboriginal people, as well as Aboriginal staff in key program areas such as case management, flexible support and community programs, further strengthening our commitment to meeting the cultural needs of the individuals we support.

arbias would like to sincerely thank the Hon Mary Wooldridge MP for officiating; the very gifted Aunty Vicky Clark for the plaque she created; Aunty Georgina Nicholson, for performing the Welcome to Wurundjeri Country Ceremony and her support of arbias; Maree Davenport for being an excellent Master of Ceremonies and ensuring the day's events went smoothly!

Other dignitaries attending in support included Colleen Pearce, the Public Advocate, Laurie Harkin, the Disability Services Commissioner, Aboriginal Community Members, Community Health Workers, members of the arbias Advisory Council representatives from the arbias Board, Martin Jackson (Chair) and Candy Maughan, we value your continued commitment and support to our organization.

The CEO, Senior Managers and dedicated staff who are strongly focused on 'Closing the Gap' highly value such activities and events in their efforts to improve the lives of Aboriginal people with an ABI, their families and Communities. Work has commenced on a Reconciliation Plan in consultation with the Reconciliation Commissioner, local Aboriginal services Communities and Individuals.

'OUR
HEALTH
OUR
WAY'



1. Aunty Georgina Nicholson & John Eyre (CEO)
2. John Eyre & Hon Mary Wooldridge MP
3. Colleen Pearce, (Public Advocate), John Eyre, Hon Mary Wooldridge MP, Laurie Harkin (Disability Services Commissioner), Aunty Vicki Clarke (Aboriginal Elder)

CHRISTINE SMITH NSW

Hi all, I'm Christine Smith and I have been working at arbias for about 6 months now. I will continue with my studies for the next 12 months as my placement with arbias is a traineeship. I am a young mum who really wanted to get back into the workforce. This role that I have been successful in applying for is dedicated to a person of an aboriginal back ground, I am proudly aboriginal. The role is just one component of a broader agenda which aims to have arbias make a difference and provide culturally sensitive support and services to my mob, people of Aboriginal background who have an ABI and often Alcohol and other drug issues. This in turn will open up opportunities for this group to live better, safer lives and reduce the vulnerabilities they face daily. At arbias my role is a case worker and within this role my duties include case management, direct support and social support. After my traineeship is over I really hope the door will be opened if I am offered permanent employment as I find arbias to be a very inclusive dedicated team. This traineeship wouldn't have been possible without four very important partners that have funded the position; arbias, the Cerebral Palsy Alliance, National Disability Service, and NSW State Training. I want to thank this consortium of agencies for this opportunity to be apart of a great community service..... and a big thanks to arbias for giving me the opportunity to reach out to those in need in Aboriginal communities.

RAINER STEFANI

Rainer started with arbias on 20 March this year on a traineeship funded by DHS. Job Support who auspice Rainer's Employment Transition Program, are co located within the arbias main Office in Brunswick and are a Commonwealth and State funded Employment Disability Support Agency. Rainer quickly found himself to be highly regarded by the broader team at the office due to the many personal qualities that he brings to our service.

Rainer undertakes a range of important administrative support tasks under the guidance of Kristy Major a Vocational Trainer with Job Support. As Rainer achieves competency in each task Kristy withdraws the level of support when Rainer has mastered the requirements of that task. Rainer has a very professional work ethic, is focused on completing tasks to the best of his ability and 'fits in' with the team brilliantly. Rainer is very passionate about his football team St Kilda and participates in no less than three footy tipping competitions.

It is arbias plan to offer a permanent position to Rainer in the future when he successfully completes all of the requirements of his traineeship. Rainer is clearly become a highly valued member of the staffing team.



1. Christine Jackie and Sam NSW,
2. Rainer Stefani,
3. Rainer working with Kristy,

ABORIGINAL SERVICES / GOING FORWARD

As an organization we continue to remain committed to addressing issues identified through 'Closing the Gap' and as such, are in the preliminarily stages of developing a Reconciliation Action Plan (RAP). A RAP will allow us to strengthen our connection with Aboriginal Community and subsequently address issues relating to social disadvantage and Aboriginal health equity through ongoing consultation and input from the Aboriginal Community. Moreover, through the RAP, arbias intends to develop business plans that will demonstrate what we will do within our sphere of influence to contribute to reconciliation in Australia. The RAP will outline practical actions to be undertaken by arbias and will seek to build long term meaningful relationships with Aboriginal Community both in Victoria, NSW and Nationally.

The arbias Advisory Council is a forum for which members can inform broader policy development within arbias. The Council

is made up of representatives from key organisations, service users, carers and Aboriginal elders. The Aboriginal influence from this 'grass roots' level allow arbias to continue to be mindful of the cultural sensitivities within Aboriginal Community. To enable increased service access to Aboriginal people with an ABI we have created specialist Aboriginal positions within our Client Services teams both in Victoria and NSW. Additionally, priority of access has been given to Aboriginal people with an ABI seeking both case management, neuropsychological and neurobehavioural services, training and capacity building and secondary consultation.

Our interactions with the community have been positive for families, carers, service users, workers and the Community at large. Working closely with Aboriginal Community is embedded in our strategic direction at present and looks to maintain this into the future.



1. Nikki and Sarina (ALO),
2. Santosh Jeff Joel and Ben.

ARBIAS
'CLOSING
THE
GAP'

WILLIE ROAD PROJECT

'arbias started their involvement with Willie Rd in August of 2012. City of Port Phillip invited arbias to work with the tenants at this site assuming that some of the tenants may have an Acquired Brain damage due to the risk levels of alcohol or other drugs consumed'.

482 Williamstown Rd. is a three storey cement "Walk Up" estate 24 studio type units facing onto a common courtyard and owned by the Office of Housing. It was constructed in 1965 and primarily houses men between the ages of 40-80 years of age. In early 2008 it had been set aside for "redevelopment" (i.e. demolition) but by 2010 the funds had been reallocated for another project. The City of Port Phillip (CoPP) documented numerous concerns during this time including; under supported disabilities, levels of alcohol dependency, chronic noise complaints, food insecurity, social isolation and poor access to services (Joyce, 2011:6; Eidelson, 2012:6).

The "Willie Rd Project" is the name given to a pilot project that was started by the City of Port Phillip and Office of Housing to address the overall wellbeing of tenants using a whole-of-community approach. Arbias started their involvement with Willie Rd in August of 2012. City of Port Phillip

invited arbias to work with the tenants at this site assuming that some of the tenants may have some sort of Acquired Brain damage due to the risk levels of alcohol consumed.

As a project officer, Santosh Karna, Flexible Support worker at arbias was deployed to the project to build rapport with the tenants at the site, raise awareness about the support available for people with Acquired Brain Injury (ABI), referring people for neuropsychological assessment to determine if someone has an ABI, and encourage the men to participate in recreation activities and weekly BBQs onsite. In addition to that, Santosh supported the tenants linking them to different health agencies to enhance their health and well-being.

Bianca from City of Port Phillip was a great support bringing a Podiatrist and Dentist onsite and getting the screening test with

the support of Inner- South Community Health, Optometry test with help of Australian College of Optometry, referring people to arbias for a Neuropsychological Assessment and supporting them to keep the appointment with reminders and transportation.

Jeff Thompson took over from, Santosh in early March 2013. Jeff was lucky enough to step into a situation where Santosh had done amazing work in referring people to health services while building a solid trust and rapport with the tenants. His hard work and dedication made the transition of staff support much smoother.

Since taking over Willie Rd Jeff continued to support the weekly BBQ which has allowed a safe a friendly place for residents to access information, referrals and support for local health services whilst having nutritious meal and continuing to build their community.

Through Santosh's referral arbias was able to identify and diagnose a tenant with an ABI. This tenant was socially isolated had no formal supports available. Through his role and support from the Manager Client Services at arbias, Jo Wilson, we were able to secure funding to insure ongoing arbias Flexible support for this vulnerable person. Jeff has continued to provide referrals and access to a variety services including St Kilda legal service, podiatry, local GP's while working to identify possible tenants at risk of ABI and AOD issues.

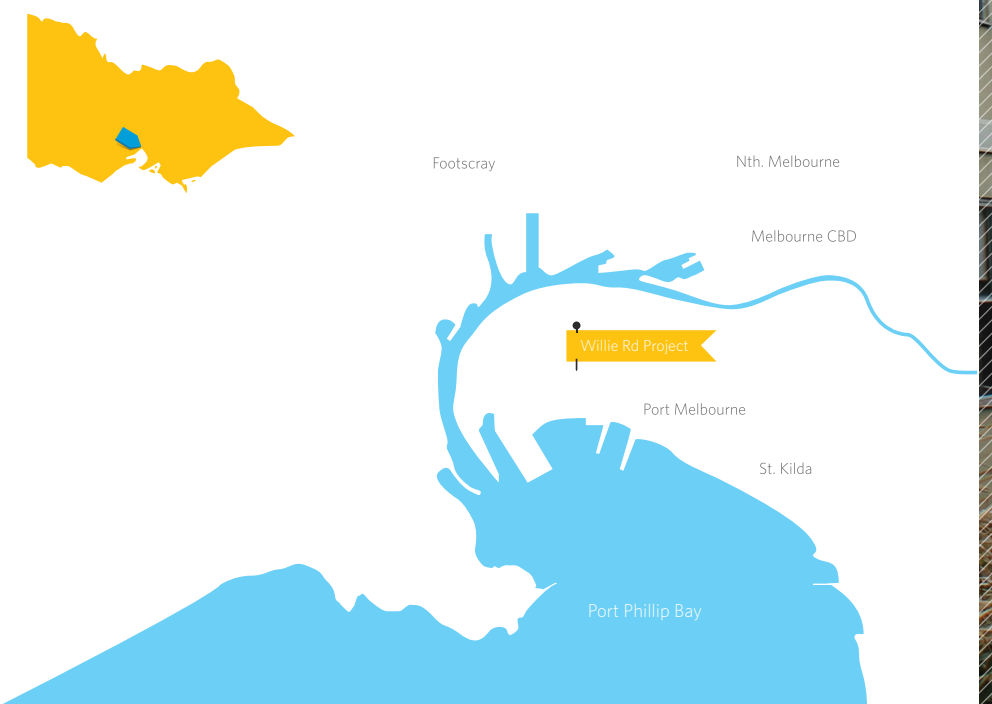
During Jeff's time at Willie Rd. he has worked hard on the community building aspect of Willie Rd. Previous to Jeff's involvement CCoP had started a community garden which continues to flourish in the previously run down and barren court yard. The positive change visually and socially which this activity has transformed to has improved the quality of life for the residents

at Willie Rd. Jeff was able to secure a "small poppy" grant of \$10,000 to assist with the building of a more permanent outdoor shelter.

Residents were also granted another \$10,000 "community strengthening" grant with the support of arbias and CoPP. This grant will allow the workers to mentor tenants to strengthen their tenants' advocacy group and host a community fundraiser event.

It is quite an exciting time at Willie Rd with Melbourne University Architecture students scheduled to conduct resident interviews which will inform the design process of the shelter and of course the weekly BBQ continuing every Wednesday.

Jeff Thompson



1. Willie Rd Group,
2. Cathy and Rachel,
3. Alkira and Nathan (Flexi),



CRAIG'S STORY

Craig is 30 years of age and has been supported by arbias Case Management since October 2012. Craig has a moderate to severe ABI as result of poly-substance use, head trauma, and hypoxia (overdoses). Craig's challenges are further complicated by mental health issues. He is easily distracted and has difficulty concentrating. Craig also experiences global memory deficits, reduced speed of processing and some executive dysfunction. Craig's frontal lobe impairment means difficulty in his planning, organising for complex tasks and generating ideas.

Craig has made some key changes during this time, being able to identify and follow through with goals that are important to him and in turn opening up opportunities to achieve his goals and dreams. Through Case Management support, Craig has been able to access a range of additional supports, including the arbias Flexible Support program, Outdoors Inc and Community Recreation Outreach Project (Kew) for leisure options. Craig has also learnt how to access a Myki Pass for mobility, Personal

Helper and Mentoring Scheme (PHaMS), and moving to a new temporary rooming house. Craig has been supported to comply with the Assessment and Referral Court (ARC List) which in turn has helped link him in with Alcohol and Drug Counseling with EastCare. Craig was supported at his request to negotiate a financial independence plan with State Trustees.

Craig has engaged with the Flexible Support program since the March 2013. Craig reports that the service has been of great assistance to him. He has been supported in gaining independence, developing skills and building self-confidence. Craig is currently being supported to re-enroll in 2014 with TAFE to pursue his goal of Sound Engineering, he says because of his interest in music. Whether Craig is able to progress to this course will be partly dependant on some Justice issues yet to be resolved. arbias will support Craig through his Court matters in order to open the doors that prevent him achieving his dreams and aspirations.

JO PHAM'S STORY

Jo Pham is an active participate in arbias run community programs, programs designed to help integrate individuals into the community with an aim to guide clients to develop new skills, have fun and achieve personal goals. Community Programs has a clear aim to build capacity in participants through person centered planning.

Jo is currently residing in a Supported Residential Service who service vulnerable individuals who are unable to reside independently due to complexities such as mental health, brain injuries, and alcohol and drug abuse.

Jo has been involved with arbias' community programs for the past year and regularly attends the various activities held; two activities that Jo enjoys are the BBQ's and fishing. "I love going to the BBQ's because I get to cook the meat and play table tennis". As well as being able to learn new skills Jo has the opportunity to meet other people from various supported residential services and "loves being in big groups". "arbias bring me to fishing where I put the bait 'sometimes prawns or worms' and then fish all together". When asked whether he likes going fishing Jo replied "I really enjoy it, sometimes we are lucky and get fish, sometimes we are not lucky".

Jo talks about how arbias has 'opened doors' to his community and how he has been able to participate in activities he might not otherwise have had the opportunity to experience.



ROBERT'S STORY

In 1987, Robert was hit by a train and sustained major head injuries. After the accident, Robert was unconscious for three weeks and when he gained consciousness did not recognize his family for two months. Having spent many months in hospital and rehabilitation, Robert was described as making a slow but remarkably good recovery. Since his accident, Robert has spent most of his life moving around Australia, living in a combination of crisis accommodation facilities, private rental, boarding houses and often sleeping rough.

Robert was homeless and living at Open Door (crisis accommodation facility) for nine months before he moved into Paxton House in September 2012. Paxton House is a two storey, semi supported rooming house in North Fitzroy. The house accommodates up to ten people and is a transitional service, providing accommodation for up to two years. The focus of the service is on increasing independent living skills, community integration and transitioning to more independent, community based accommodation.

As well as sustaining his injury, Robert was a heavy drinker for many years. When speaking about the type of accommodation that Robert found himself in and the people that he was surrounded by, he says he "felt like he couldn't say no to alcohol and it was too easy to fall off the wagon". As no alcohol or illegal drugs are allowed on site at

Paxton House at any time, this has enabled Robert to abstain from alcohol. As with all residents of Paxton House, a Transitional Living Plan was developed with Robert. This enabled him to identify his goals, aspirations and to plan how he could increase his independent living skills. Robert has been assigned with a key worker at Paxton House who works with him on a one to one basis to increase his living skills through tasks such as cooking, cleaning, budgeting and organizing social/recreational activities.

When not engaging with his key worker, Robert was spending most of his time alone in his room. It was during these sessions with his key worker that Robert stated he would like to be more involved in the community. Collaboration with his case worker at the Homeless and Drug Dependency Program meant that Robert was able to attend the Community Reintegration Program, (a support group which focuses on community connection, paid and voluntary work, education and training). Here, he was able to take part in woodwork classes and other various social activities. Robert has informed Paxton House staff that he enjoys these classes immensely as they help him to feel relaxed.

Paxton House workers were also successful in their application for funding for an Assisted Community Living package for Robert. This has enabled him to access and

work with an arbias Flexible Support Worker once a week. The Flexible Support Worker has been assisting Robert with reaching his goals of community integration. So far Robert has been enjoying playing pool at a local billiards centre and looks forward to the warmer weather coming so he can play outdoor table tennis at a local park.

Robert has also started to take part in the Paxton House monthly outings which include activities such as barbeques, picnics, coffee outings and going for long walks.

Living in Paxton House has opened a lot of doors for Robert. He states that he now feels "a lot more content... I'm not so angry anymore as Paxton House is really quiet compared to living in a boarding house where there's thirty, forty or even fifty people. In other houses, you always heard arguments about drugs, especially the heavy stuff."

Presently Robert is feeling content but he also looks forward to the future and the opportunity of new doors being opened. He is on the Office of Housing early waiting list and while he waits for an accommodation offer he has advised that he will enjoy the stability that Paxton House has to offer.



- 1. Craig & Ben,
- 2. Jo Pham,
- 3. Robert,
- 4. Emma Rebecca and Deb (Case Management),
- 5. Lorraine and Sara (Assessment Unit).

ARBIAS TRAINING UNIT

arbias Ltd has entered into a partnership with the Cairns Institute James Cook University, Far North Queensland to develop ABI training options for health and disability staff working in indigenous communities and refining existing ABI Screening Tools to assist in the identification of ABI within these communities. ‘Exchanging ideas & Knowledge’

During the past 12 months there was a concentration of training events in two states, NSW and Victoria. The chart below breaks down the training into 4 broad event areas of Fee for Service, Internal Training, Non Fee for Service and Conferences/ Workshops, with the breakdown being thirty two, twenty five, eighteen and twenty five percent respectively.

Attendances at conferences and workshops increased significantly during the past 12 months with the new initiatives including the National Disability Service (NDS) as well as developments in Aboriginal Health. Twenty nine individuals attended 11 separate events in 4 states during the 12 months.

Introductory ABI Training options remain the most popular Fee for Service External Training for the ABI sector in both states with the Foundation Modules 1-4, ABI Awareness Module or a hybrid of these modules being the training of choice. Latrobe Community Health Services in Gippsland and Life Time Care Services in Sydney are two organisations that received ABI training and have trained up to 60 and 45 staff respectively over several training day sessions.

The arbias Training Unit remains committed to the capacity building of the ABI sector and provided numerous presentations at no costs across Victoria and NSW. Eighteen percent of the total training events during the past 12 months were attributed to non fee for service training.

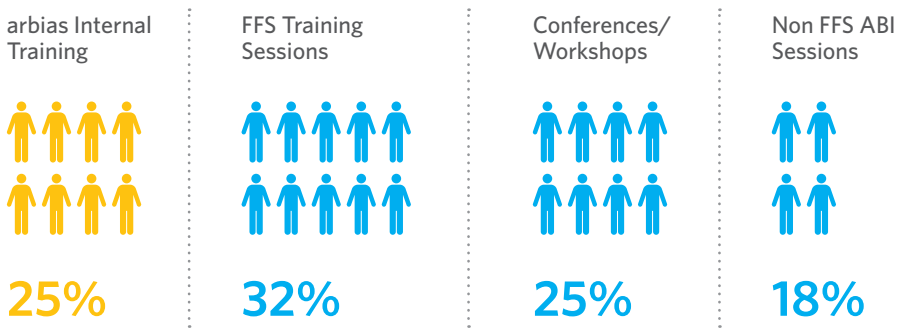
The Internal Training Program provided a variety of necessary training to staff in the areas of Aboriginal and Torres Strait Islander (ATSI) Cultural Awareness, Fleet Driving and Food Safety Handler (Level1) for the first time. Mandatory Training accounted for fifty eight percent of the total internal training attendances (with ABI Modules taking 38% and First Aid/CPR 20% of total attendances). The chart below provides a breakdown by percentage of training and development attendances throughout the past 12 months.

Building on the internal training over the past 12 months, the arbias Training Unit aims to provide training in Epilepsy, Infection Control, Manual Handling and Conflict Resolution. Our focus on attendances at appropriate ABI Conferences in future will be guided by budget parameters.

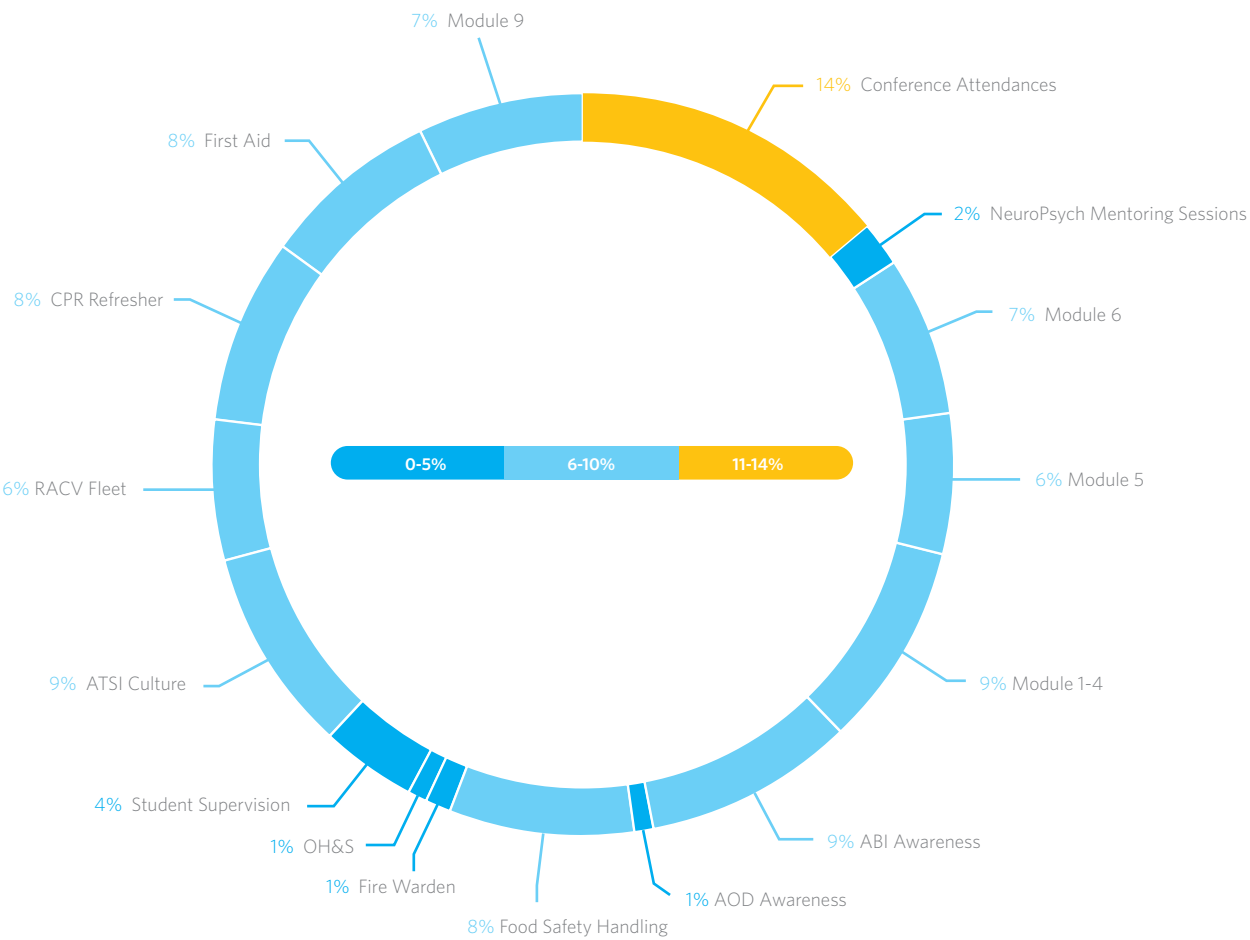
Priorities for the next 12 months

- ☒ **Partnership with James Cook Uni**
During the next 12 months arbias will progress the partnership with James Cook University (Cairns) to develop a culturally acceptable training and education package aimed at assisting health and disability workers to work with ATSI people with ABI. The opportunity to be involved in such a vital project is both exciting and challenging.
- ☒ **Marketing arbias Training**
A marketing strategy will be developed to launch the suite of training in the ACT, South Australia, Tasmania and regional Victoria and NSW. A local focus will be placed on promoting the intermediate and advance training modules.
- ☒ **Build on the Internal Training Strategy**
Build on the internal training strategy to include OHS matters (Manual Handling, Screen Based Safety etc) and HR Practices such as Conflict Resolution.

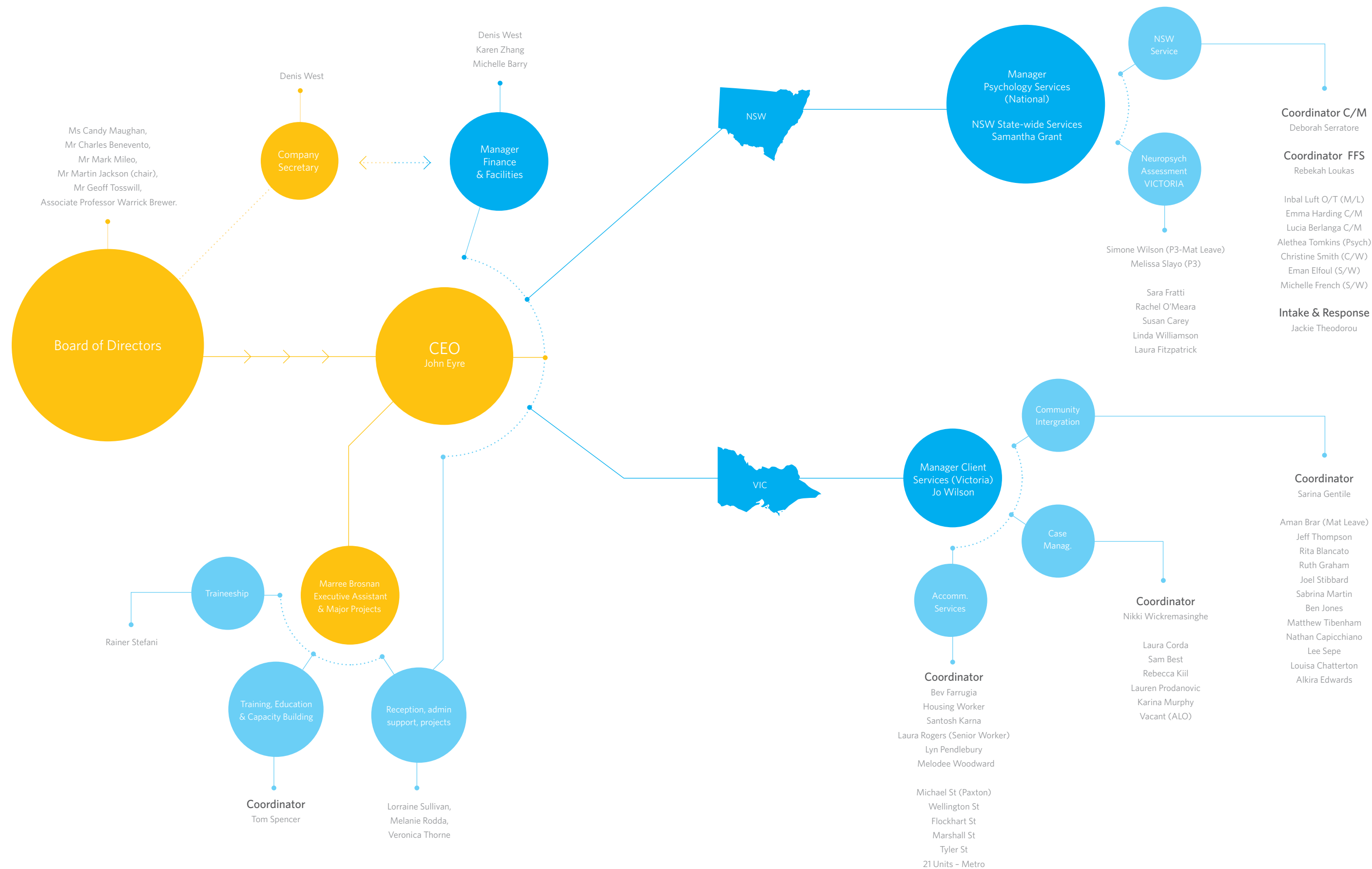
2013 Training Event Breakdown
Chart 1: Breakdown of Training Events across Victoria and NSW.



arbias Staff Training 2012/2013
Chart 2 – arbias Internal Training Breakdown



ARBIAS ORGANISATIONAL CHART 2013



Acknowledgements to our Partners and Support Agencies

PARTNERS

Department of Human Services
Department of Health
Department of Justice
Department of Corrections
Aging Disability and Home Care,
Family and community Services
Victorian Aboriginal Legal Services
Australian Community Services Organisation
Yarra Community Housing
Housing Choices Australia
CBDATS
State Trustees
Office of the Public Advocate
Office of the Disability Services Commissioner
Latrobe Community Health Services Gippsland
Victorian Coalition of ABI Service Providers
Latrobe University
Monash University
Centre for Community Based Health
Care-Research Unit, Sydney University
Victorian Legal Aid
Brain Injury Association
Network of Alcohol and Drug Agencies
NEAMI
Bendigo Community Bank
Collins & Co Auditors
Mehran Erfanian Centrax IT Services
Aptitude+
Schepsi Communications
Toyota Fleet Management
Advantage Salary Packaging
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CBT Consulting
The people we support with an ABI & Families
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AFEX
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University of New South Wales
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James Cook University
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SUPPORT

Second Bite
Healsville Sanctuary
Melbourne Zoo
Werribee Mansion
K & M Hot Bread Bakery
Reading Cinemas

