

Encouraging Participants with an Acquired  
Brain Injury to achieve their life goals.



HEADLINES APRIL

headwayadp

3 & 7



## BILL SAYERS

Covid-19 - how Headway ADP are dealing with the challenge.

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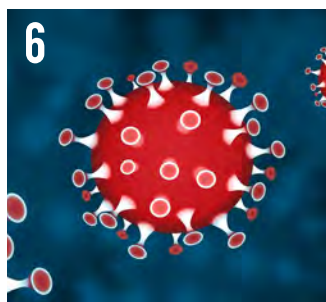
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# BILL'S MESSAGE

THE BEGINNING OF THE NEW  
WORLD AS WE KNOW IT!

Hello everyone. I hope this Headlines Edition finds you safe and comfortable through a very strange time in our living history

It seems that no-one can escape the news about the Corona Virus at present, and being saturated with opinions from every expert and plenty of non experts on Social Media is not doing us any good. Rather than focus on what we can't do lets look at what we can.

So you may be asking. what is Headway ADP doing about the next 3 months and beyond ? We will tackle the future with optimism and trust that we will not only see the current times through, but may emerge from this as a more compassionate, inclusive and caring society overall. We are determined to remain a benchmark for ABI services nationally.

I truly believe that HEADWAY ADP is up for the challenge.

Whilst it is not business as usual our focus on you and delivery of services has never been greater.

Into term 2, Headway ADP intends to deliver as many of its life skills programs using the available you tube recording platform and interactive technology possible . We do not intend to miss reviews and will retain our focus on holding the NDIS accountable, educating their staff about brain injury and thereby ensuring that plans are not diminished or devalued.

We fully intend to adhere to our calendar in terms of committee meetings (Using ZOOM) , training curricula or any other interactions that

will promote quality outcomes. At present, Maria, Marina, Martair and myself remain present at Headway House most of the time. For operations to function smoothly, we need to retain as much normality and reliability as possible,

We will be ably assisted by Sam and Connie, who are likely to be the friendly voices answering inbound calls on most days. At the time of publishing Charles is supporting Emma to produce a range of online content for core programs such as Cooking and BEAT. I have seen the first takes and our Emma's destined for greater stardom than the Emma from the Wiggles.

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# BALMORAL BEACH

**ARTICLE BY DOUG PRATTEN 21.02.20**

Our journey began on the rowdy but fun bus. Everyone was pumped up and ready for another for another exciting outing with Headway ADP staff and participants. Telling jokes and throwing friendly insults in the bus was our key point of fun (even the bus driver was not spared) and also distracted us to forget the long ride to Balmoral Beach.

Once we arrived at our destination, everyone felt relaxed as they took in the panoramic scenery and the calm waters of Balmoral Beach. It is situated on the North Shore with many Cafés and fish'n'chips shops, which was quite convenient for some of us to access.

The Participants were ushered off the bus and settled under a shady oak tree to enjoy the scenery and take photos. The promenade was easily accessible

so most of our Participants were happy to go for a walk while our lunch was being cooked. We all had a great idea and ordered earlier while on the bus at the iconic "Bottom of the Harbour Seafood". This did save us all a lot of time.

After lunch it was time for frolicking at the beach, Lee and Vicki went down to the rocks in a safe area to look for crustaceans while Cassie and Doug sat on one of the vantage point benches admiring the beauty of the harbour. Ron saw an opportunity he couldn't resist when he saw his beloved animal, a dog, walking with its owners. The owners were kind enough to allow Ron to pat and talk to the dog, and we all know that Ron is an animal lover.

Next was our new Uber Ride! Cassie hailed a spare wheelchair (which belonged to one of our lovely participants Helen) for a ride assisted

by the ever helpful Eric. Helen's wheelchair proved to be very versatile that day. We had a few Participants who were so worn out from their walk that they borrowed the chair for a short trip to get to the toilets.

Big thanks to Helen for graciously coming to the rescue. Helen was happy to be seated comfortably on a park bench and watch on.

Along with my support worker Lan we walked from one end of the promenade to the other, just admiring the views and the many different yachts moored near by. This was the main activity of the trip for every one.

The interaction on the day amongst the staff, Participants and some of the locals was no doubt fun filled and priceless., but of course not without the cheekiness and the quirkiness that comes with being part of the Headway ADP Family.







# COVID-19 STAYING POSITIVE

staying positive during this time is just as important as Social Distancing. What is clear is that the Corina Virus is a once in a lifetime event that affects every single person in our community. What we make of this time is a real test of character and it can also be stressful. Many of the habits and things we enjoy in our daily life are no longer accessible or permitted.

Rather than focus on the negatives, I would like to promote the idea that it is a chance to reset some of our personal priorities and really focus on what is important.

Here are just some of the things I have observed already that shows that we often find our better selves during difficult times.

1. Community VS Individualism: Although we are all unique individuals the obvious things I have observed are about order and good manners. People tend to be kinder when we are all affected by a common threat. The willingness we have to talk to neighbours, assist the elderly or do a good deed are often heightened during these times.

2. Collective Mental Health: Poor mental health is often an hidden part of our lives or for those around us. With so many families and individuals affected by COVID 19, it is clear that mental health support will gain more prominence, and this has to be a good thing. The need for health providers to adapt their services and use

technology will be paramount at this time. Regardless of the technology, Headway ADP possibly play a more important role than ever in ensuring the mental health of participants through the crisis and beyond. Addressing the real prospect of social isolation and poor self care is of great importance through this time.

3. Affirmation: As much as the whole community is stressed and carers and participants wrestle with the directives of government, what is clear is that we are getting more feedback at this time than through many other periods in our history. For some participants, a level of certainty and reassurance is all that they need. They also need solutions to many day to day problems that a bit of thought and know how can address directly. I.e. sourcing basic supplies of food, clothing, toiletries and life staples, medical appointments, exercise options etc.

4. Carer Anxiety: We are in a unique position to listen and problem solve. Imagine for a moment that you are an elderly carer, in the high risk group for Corona Virus related health issues, and that you typically divide your time between providing supports to your loved ones and avoiding social contact. Be aware of the GP health line and available services that can give reassurance regarding medical needs.. Avoid giving medical advice. Just remain calm and affirming.

# BILLS MESSAGE CONTINUED

My commitment as the Business Manager is to give you frequent updates as the goalposts are moved by the State of Federal governments. For NDIS participants, enhanced Coordination of Supports is a feature of this period. Coordination is being made available to all participants. due to the Covid 19 crisis.

This is a timely and overdue initiative. Headway ADP will promote creativity and be a lifeline for participants/carers who feel isolated, and frustrated by the health restrictions imposed by government. Headway ADP will ensure that participants and carers are contacted frequently and that mental health and well being is maintained through regular contact, debrief and problem solving. No-one will go missing on our watch, throughout this crisis. .

I hope you enjoy reading the rest of our newsletter. We always welcome ideas, feedback and honest commentary. Without your support, none of the things we aspire to deliver as a service, can happen.

## HEADWAY ADP GOES INTERACTIVE CLUB GRANTS – A BIG THANK YOU

Headway ADP now have a fantastic interactive Whiteboard, courtesy of the Bankstown Sports Club and the NSW Clubs Grant program. The whiteboard is much more than an information recording device . With connectivity to You Tube and streamed services, it has capability to be used as an in house training screen, karaoke machine, brain storming and recording device. The technology now dominates our wall space and also allows us to do theatre style presentations. When such devices can also be used to produce streamed content and be used remotely in the time of Covid 19, it allows participants to feel that they are not socially isolated, and can access the same digital content as they would if they were sitting in an actual classroom or presentation area. I would also like to thank our IT partners in ASV computing for assisting us with installation and start up of the new technology.

Our employees all have access to an IPAD and IT platform which does some amazing things.



Firstly, it keeps secure records that can be accessed through personal login and will keep participants, safe and informed . It also allows direct contact with informal supports and emergency contacts where necessary. The IPAD also doubles as an online library, containing policies and training information. In recent times, Headway ADP have started using ZOOM networking so that live sessions and virtual classrooms can be accessed via the IPAD, meaning that some of our hallmark programs such as BEAT, Cooking and Participant Get Togethers not only bring us friendly faces and old friends, but promote the transfer of skills within the home itself. For a small provider, our commitment to our community through technology constantly leaves many of the bigger providers in awe. This is because we invest directly in resources to improve lives and participants to achieve their life goals.

# PARTICIPANT GET TOGETHER

## COVID19 – INCIDENT MANAGEMENT – GROUPS – FEEDBACK – SOCIAL DISTANCING

Our Participant get together was very important as we moved towards the shut down of face to face groups indefinitely due to COVID 19. Incident Management and empowerment of participants is an essential part of the UN Human Rights charter and the Headway ADP Quality and Safeguards framework. Our session focused on very practical discussion and feedback regarding safety, the right to feel safe, and the right to report incidents directly, through advocates, Headway ADP staff and management where appropriate. Finally, the role of the NDIS Commission and their framework was discussed. Headway ADP participants are well aware of their rights and we have every confidence that serious issues are reported in a timely manner. This session provided handouts and information packs.

After a quick briefing on groups ( and our move

to interactive mode) we discussed social distancing, the importance of hand washing and observance of social distancing in a very practical way. Diane Olsen raised the issue of avoiding cash and using tap and go wherever possible, and a very open discussion was held regarding participant options, use of hand sanitiser and public areas that have high traffic and risk- e.g. travelators, public toilets, food courts etc. Hand outs were distributed on Incident Management Reporting, a Fact Sheet on Corona Virus and an Easy Read visual provided by the NDIS on talking points i.e. "What we are doing to help stop Coronavirus from spreading". These booklets were distributed to carers and individuals who were unable to attend on the day. and kept as a record of the session.

Article By Emma Tabet - Groups Facilitator

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# SMOKE ALARMS IN YOUR HOMES

## CHOOSING YOUR SMOKE ALARMS

- Smoke Alarms installed in homes must have the Australain Standard symbol on the Package to indicate compliane with AS 3786
- Smoke Alrms should be be hard wired and interconnected where there is more than one alarm. Where mains-powered smoke alarms cannot be installed. Fire and Rescue NSW recommends trhe us eof smoke alarms with long life batteries.
- Strobe light and vibration pad alarms are avilable for people who are deaf or hearing impaired.
- Follow manufacturers recommendation on which alarms are suitable for different areas of the home.



# TRAINING DAY 01.04.20

# zoom

ARTICLE BY MARINALIASKOS

ZOOM (Not the Mazda variety) launched successfully with a big bang. Our power training session on Quality Case Notes was delivered to over a dozen staff with very little downtime. This platform will assume more importance as it delivers training in real time, without excess costs associated with travel and time away from home. It also allows interactions, questioning and engagement with peers.

Since the launch we moved forward with the Management Committee Meeting on Tuesday 14 April. This was a critical meeting because it needed to cover a range of elements that did not exist even two months ago. This included our response to the Covid 19 issue, contingency plans, and reevaluation of our Strategic Plan.

ZOOM is a very important part of our future,

even when restrictions are lifted. The reason is simple. It provides a point of access to participants who cannot always travel to Headway ADP or access our content. A number of external partners have commented in amazement as to how quickly Headway ADP has adapted to the challenges of the new environment. Let me say that without good plans, investment in technology and some lateral thinking (from my two senior staff) none of this would be possible. In reality, ZOOM is just an extension of an IT platform that we have been developing consistently over the past 3 to 4 years. The timing may be good, but it is hardly by accident. It is with us to stay and will greatly enhance our services.



## MAY

<b>Chun Bao</b>	<b>3</b>
<b>Cassandra O</b>	<b>26</b>
<b>Ghaze S</b>	<b>29</b>

## JUNE

<b>Harley D</b>	<b>14</b>
<b>Bach T</b>	<b>16</b>
<b>Phong N</b>	<b>17</b>
<b>Anil K</b>	<b>29</b>
<b>Qaaím A</b>	<b>30</b>

## JULY

<b>Rajneel K</b>	<b>16</b>
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CELEBRATE  
it's your birthday

# ZOOM ZOOM ZOOM

## COOKING GROUPS AND BEAT WILL RUN LIVE VIA ZOOM

Despite the challenges and restrictions all Australians have had to face, Headway ADP as an essential service like all other Disability services has managed to fight and support our Participants and families the best we can during the COVID- 19 Pandemic.

The Operations Coordinator Marina Liaskos and Emma Tabet have worked very hard in adapting a virtual group settings ready to commence in Term 2. This will enable all our Participants to access their favourite centre based programs that are run daily at Headway ADP. These groups include Cooking Groups, Beat Groups as well as regular Get Togethers.

ZOOM is an App that provides a remote conferencing service combining video conferencing, online meetings, training, chat and mobile collaboration. Headway ADP will be using Zoom for all our centre based activities as well as other essential services that are run on a daily basis. .

The Monday and Tuesdays cooking group will run via zoom on Monday the 27th April 2020. All Participants who currently attend any of the centre based group/s will be invited to attend the groups as a Zoom Meeting.

All of Headway ADP support staff have I-Pads that have been supplied by Headway ADP and the Zoom App is downloaded on it. They will be invited in an email link via the support worker that is scheduled to work with the Participant on the day. The Participant with the support of the staff will then click onto the link. The Participants will be able to see and hear Emma, our Group Facilitator. She will then run the group in front of a laptop and is ready to be our Nigella Lawson for the day.

All Headway ADP staff are trained on how to use Zoom. This is a new and fun way to access on line learning. Headway ADP wish to continue these groups as an extension of what has been learned over the last few years.

Headway ADP will also be implementing the Zoom App on the Beat Programs, Participant Get Togethers and a weekly online chat groups amongst all the Participants who are eager to log in and wish to participate .

This will continue until the restrictions have been lifted and life comes back to some sort of normality. We are very thankful and grateful that we have the tools to run our groups online.





OUR PARTICIPANT LEE AND  
STAFF MEMBER VICKI  
ENJOYING THEIR TIME AT  
BALMORAL BEACH 21.02.20





# WE WANT YOUR FEEDBACK

Email us and tell us what you think of our  
Newsletter, your feedback is important,  
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ADP-225475250822022/](https://www.facebook.com/Headway-ADP-225475250822022/)



Term 2 Commences on Monday 27th  
April 2020

First Virtual Cooking Group, First BEAT  
groups will run on Youtube Thursday  
30th April 2020

## NEXT EDITION JULY 2020

HEADWAY ADP

Print Post Approved

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