

HEADLINES APRIL 2021

In this Edition

**IT'S YOUR BIRTHDAY -
APRIL-MAY-JUNE**

3

**NEW AT HEADWAY ADP
HOUSE**

4

**BUSINESS MANAGERS
MESSAGE - RESILIENCE**

5 & 6

**DRIVING MADE
POSSIBLE -
ARTICLE GABBY
YOUNNES**

7

**PARTICIPANT GET
TOGETHER - COVID
VACCINATION**

8

**RONS ALL STEAM
AHEAD**

9

**NEW INTERACTIVE
WEBSITE**

10

**WHATS ON IN TERM 2
AT HEADWAY ADP
2021**

12



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INSIDE THIS EDITION



IT'S YOUR BIRTHDAY - APRIL-MAY - JUNE

3

NEW AT HEADWAY ADP HOUSE

4

BUSINESS MANAGERS MESSAGE - RESILIENCE

5 & 6

**DRIVING MADE POSSIBLE - ARTICLE
GABBY YOUNNES**

7

**PARTICIPANT GET TOGETHER - COVID
VACCINATION**

8

RONS ALL STEAM AHEAD

9

NEW INTERACTIVE WEBSITE

10

WHAT'S ON IN TERM 2 AT HEADWAY ADP 2021

12



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'IT'S YOUR BIRTHDAY'

APRIL

Brett L - 1
Peter R - 6
Ari T - 8
Judith C - 17
Alex T - 24

MAY

Chun B - 3
Cassandra O - 26
Ghaze S - 29

JUNE

Mark W - 1
Harley D - 14
Bach T - 16
Phong N - 17
Anil K - 29





**NEW AT
HEADWAY
ADP**

You have seen many changes at Headway ADP that tackle our future "Head On".

As a non for profit, Headway ADP wants to invest to make Headway House even better for participants. At the forefront of our thinking are three things:

- 1. Access,**
- 2. Security and finally,**
- 3. Purpose.**

1 - ACCESS

Our move to electronic doors has addressed a long-term problem of proper wheelchair and disability access by ensuring that the entrance to the building is the same for everyone, trip hazards are eliminated, and people no longer need to use side or emergency doors. It is visually more appealing and highly professional.

2 - SECURITY

Building security is now guaranteed for staff and participants through a set of four security cameras which cover all external entrances and allow effective monitoring potential hot spots including our car port, front reception (Pass tab), our FRONT entrance and rear access. These areas are constantly monitored and are visible via an internal TV Monitor located in the main office area.

New roller shutter doors allow full security in the evenings as do designated entry and exit codes.

3- PURPOSE

The purpose of the building is to feel less like a compound and more like a modern office. Our rooms and AV are approaching club standards with participants able to enjoy their time in a friendly air-conditioned environment. The recent site works give more air and a modern look, with demonstrably better light. What a great place to come to for a social activity, meeting or company.

BUSINESS MANAGER

WRITTEN BY
BILL SAYERS

My message this month comes from the sunny Hawkesbury on the wrong side of the river.

Australia certainly is a land of contrast. Fires, Covid lock downs and now floods. Over the past year and a half, it seems that we cannot turn on the TV without seeing a story about a natural disaster or restrictions. Yet through this, we see some amazing people doing amazing things. We see flood rescues, doctors keeping people alive, people saving animals and homes. People generally survive, their lives changed, but they carry on, doing the best they can.

This leads me to a subject that you all know about.....RESILIENCE.

Resilience can mean many things to many people: It means more than survival and it means a great deal more than recovery or determination. To some it is the power to bounce back and keep going when it seems impossible to do so.

Living with an Acquired Brain Injury demonstrates that you have amazing resilience. It is true to say that our team at Headway ADP feel that it is a privilege to work with you and assist you to achieve your life goals and help make you even stronger. We do this through helping you exercise choice and control and through steps (below) that aim to help you achieve a better, more fulfilling life. We are proud of carrying the torch as an Acquired Brain Injury Specialist

**THE SIX DOMAINS OF RESILIENCE:
How Headway ADP walk beside you.**

1.CLEAR GOALS:Having a clear set of goals helps you to focus on what you would like to achieve through your NDIS or Service Plan. Headway ADP has a strong record of advocacy



BUSINESS MANAGER MESSAGE

and helping you get the outcomes you want through supporting your plan goals.

2.NETWORKS: Headway ADP brings new friends and new supports into your life. Being part of Headway ADP is so much more than receiving services. It is about being connected to the people you choose to be with and finding services that you want and need support to access. Some of your networks will be with you for life.

3.DEALING WITH STRESS: Staying calm through life's challenges is always hard. Headway ADP staff are committed to helping you develop strategies/resources so you can deal with the situations that cause you stress or anxiety.

4.HEALTH: Supporting life choices that will keep you fit and well is what we do at Headway ADP. Whether it be through our Cooking group, support to change eating habits, exercise programs or talking to health professionals, we are here to give guidance and walk along side you. The current vaccine roll out is a good example.

5.DETERMINATION: Headway ADP encourage you to use your voice and pursue the things that you want in life.Nothing is more rewarding than seeing you achieve an outcome through your efforts- with or without support.

6.REASONING: Problem Solving is what we do at Headway ADP. WE are also committed to helping you develop problem solving skills. WE encourage you to work with us to find the solutions you want.

I look forward to 2021 being a year where we emerge from COVID lockdown and put many of our recent natural disasters behind us. To some extent, the choices we all make, and a pinch of optimism, is important. As my dear departed Mum used to say to me, "look forward, not behind, and choose to look up, not down". Let us all work on being resilient and the best we can be. But always know that Headway ADP is there for you when you need us.



DRIVING MADE POSSIBLE. GABBY YOUNES



Gab has always had strong interests in cars and driving. He loves the sense of being in control, the speed, and freedom. Since the brain injury, one of his biggest dreams is to be able to drive again. Whilst Gab is in the process of applying for his conditional driving license, he had the chance to make his long-term goal comes true.

It all happened at Go Extreme Karting in Villawood, an indoor go-karting venue with a 500m long track, equipped with 270cc Biz karts and Australia's only fast paced overpass bridge. We went for a 20 minute driving session, and after the first 2 laps, Gab proved to be a sound motorist. His best lap time was 51 secs, outran his support worker of 53 seconds. Awesome work Gab! Here's what Gab had to say:

What did you like most about go-karting? *It gave me an opportunity to drive again, something I've always loved to do but unable to since my brain injury.*

What was the best thing about this event? *Feeling like I am in control. Going fast and changing directions quickly was really fun. I think the staff were also real friendly, patient, and thorough with their instructions. I was very happy overall.*

What did you not like about go-karting? *It was initially difficult for me to get comfortable in the kart, getting used to press the pedal and turn the steering wheel. But once I got the hang of it, it was "mad".*

How did the helmet feel? *I am glad there was one that fitted my big head.*

PARTICIPANT GET TOGETHER 24th March 2021

Our most recent Get Together gave us a fabulous opportunity to review our first term of activities and programs but even more critically, allowed us to tackle the wicked problem of communicating Covid Vaccination information clearly.

Choice and control drives Headway ADP's culture and we were able to put together simple information to take away in hard copy. We held a Question and Answers session with the Business Manager and afterwards, Marina established a survey tool via Survey Monkey to ensure that all participants were able to make informed choices.

Bill ZOOMED in on the day to make sure that all participants could ask questions. We now have a good process in place so that people can make their own arrangements if they wish or use Headway ADP supports if they choose to do so. Survey Monkey is a great tool, and it provides us a simple means of ensuring we meet or exceed participant expectations.

After all the formalities were done, the Participants enjoyed a beautiful seafood Easter lunch that was served on the day. Fish 'n' Chips, Calamari with Greek Salad were served on the day.

Happy Easter to all :)))))))))

Connie Chrisafis - Admin Officer



RON'S ALL STEAM AHEAD

Before Ron came to Headway ADP he felt that other providers weren't doing a great job. Ron does not like to complain. Ron spoke to Di Martin (Team Leader at Liverpool Hospital BIU) who recommended that Ron talk to Headway about what we could do because she thought we might be better for him. He agreed.

Ron had problems with water coming in from the apartment. This caused bubbling in the bathroom and in the kitchen area. Housing would not take the issue on and Ron asked Maria and Bill to follow up. The job was done once but not well. Ron was assisted to find an alternative tradesman.

Ron's hot water system wasn't working. Two different people came out to try and fix it. Bill and Maria contacted Bankstown MP Tanya Mihialuk's Office, to expedite the repair. This was done to Ron's satisfaction within the next 2 to 3 months. They also repaired the lock in the bathroom and provided a key.

Maria organised a new bed, a double power feature including a TV in his bedroom and adaptive equipment- a wardrobe, tables and a recliner and lift chair. Diane Martin came over to see Ron and was amazed at his apartment's transformation. Maria has also supported Ron to address his issues with gait and posture, podiatry and physiotherapy.

Ron was aware for a long time that having an internal hot water system was problematic, having been flooded out twice. When his system failed this time, Faye reported a leak under the sink which Bill later investigated. On investigation, Bill checked the system with Ron to find that the real issue was that the hot water system had failed completely, the overflow tray being filled to the brim. The plumber attended within 24 hours and determined that Ron's water system was likely to cause a flood his house within 48 hours. This led to an urgent escalation.

Ron had stated to Housing for years that his indoor hot water system was problematic. After years of poor response, the department finally relented and have relocated his system outside. It is brand new, poses no risk of internal flooding and he is very proud that he stuck to his guns.

Choice and control in decision making is about being heard, involved in decision making and seeking an outcome that meets your needs. Ron is a great example of determination, and appreciation. He has wanted to be sure that his property would not be damaged, having experienced two flood events previously. Ron is achieving a great deal and determining his own future.



These days, an accessible website that serves a range of purposes is vital to the success of any provider. It is the window for news, services, and the identity of any good business. It is a way of promoting a brand, values, and points of difference. What will you see that is different

VIRTUAL? TOUR: Headway ADP is not your average disability service. With a satisfaction rate of over 90% we want to be able to showcase our premises and show the community that we are not just about supports. Headway ADP has always been about promoting an interactive lifestyle and engagement. Our social development programs and atmosphere are worth experiencing in person or online.

TTP and Quality Provider: As a quality provider Headway ADP wants to demonstrate that it leads the way on quality and participant experience. Through Facebook, newsletters, photographs, and a calendar of events (past and future) we want to give our website users a real sense that Headway is not only an ABI specialist, but the provider that people will opt to choose once they know what we really represent.

TALENT: Once people find us, they need to be able to contact us. An online portal that allows people to check us out and express their interest, their desire to work for a great organisation or make a referral easily, is what we strive for. Our new website will be more accessible, have a more contemporary look and make us stand out as a service of choice- to participate with or work for. We want to attract everyone who can benefit from Headway ADP – from participant to carer to worker.

NEWS and CONTENT: Our website needs to inform and declutter information. Through COVID and other crises, our website can be far more than a place of interest. It can declutter thinking about serious issues, encourage social interaction and help people stay connected. Our goal over the next 3 years will be to build awareness of our service, expand our distribution and reach. Our key challenges will be navigating the NDIS changes and ensuring that we use our website as a window for advocacy, training and information.



BATTERED AT THE BAY LE-PEROUSE 09.03.2021



HEADWAY ADULT DEVELOPMENT PROGRAM

- **Term 2 commences Monday 19th April 2021**
- **The Riverboat Postman - Brooklyn 21.04.2021**
- **The Acres Club - Greenacre 5th May 2021**
- **Games Day & 2nd Participant Get Together 28th May 2021**
- **Plough & Harrow - Camden - 8th June 2021**
 - **Term Break Friday 18th June 2021**



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TELL US WHAT YOU *think*

HEADWAY ADP

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