

HEADLINES

Empowerment
Inclusion
Respect
Transparency
Diversity
Quality

THE NEWSLETTER OF HEADWAY ADP

JULY
2021

Consequat... it amet posuere nibh
...tatis mauris vitae nulla
...neidunt ligula vulputate.
...scenas quis feugiat nibh.

BRAIN INJURY AWARENESS WEEK

16TH-22ND AUGUST 2021

**'EVERY BRAIN
INJURY
IS DIFFERENT'**

Theme for this year

Empowerment
Inclusion
Respect
Transparency
Diversity
Quality

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HAPPY BIRTHDAY TO OUR PARTICIPANTS WHO ARE CELEBRATING

JULY

RAJNEEL K 16

AUGUST

THI T 7

OMAR I 16

ERIC H 22

SEPTEMBER

NATI P 27

CLAY CREATIONS

Headway ADP has a long history with Ceramics and other art forms (think mosaics and garden ornaments). Bankstown Arts Centre have given our participants a wonderful opportunity to re-engage with great support from Vandana and Machiko. As a local service, having talented people in the community committed to supporting our participants is fantastic. It also recognises that our community of participants is diverse and enjoy a choice of activities. Thank you to the team at Bankstown Arts Centre for making a real difference and bringing a joyful activity to our service users. We look forward to this relationship blossoming further in the future.

ZANEKOB
STUDIO

Above: Ari creating a jug for a decorative piece in his home.

FROM THE BUSINESS MANAGER



As I put out this message, I realise that it is now a full 15 months that we have been living with COVID 19 in our community. What none of us have anticipated was another lockdown that would impact on the whole sector. Not just this sector, but the whole economy.

What is Headway ADP doing to ensure that we continue to deliver essential supports and services?

1. We will be putting out daily directives to Support Workers, so they are aware of the latest hotspots for COVID within the Greater Sydney Region. This enables them to give you the right advice about safety and travel.

2. We will be observing State Health directives to ensure that we minimise risks and maximise your safety. My role is to inform staff so they can assist you to make informed decisions. Ignoring directives not only puts you at risk but can result in fines.

3. We will be sending out separate communication to you and carers, whenever we see the need to delay or change scheduled activities: e.g., We will put off groups until July 26, review health directives and keep you informed where we see that exposure risks are unacceptable. We will ensure we make these decisions well in advance of scheduled dates.

4. We will adapt our service offerings to suit your needs, whilst respecting your choices and decision making over this period.

5. We will be communicating changes that impact on you and workers: e.g., The Astra Zeneca Vaccine will now be made available to all persons under 60. Our advice is to discuss this option with your GP and advise us if you decide (based on good medical advice) to have the vaccine, or not.

6. Persons with no informal supports (family or friends) will be a direct priority for Headway ADP to assist (to remain connected) and ensure access to essential services.

7. Headway ADP House will remain open, and our Senior staff are here to address your enquiries. Together, we will get through the current crisis and continue to provide the services you want and deserve.

8. The results are in on our annual survey. Thanks to all of you for your feedback and suggestions. Your opinion matters. We are doing many things well but there are areas where we can improve. The most striking feedback is how the NDIA go about their work. Their method of contact and communication is rejected by nearly 100% of participants.

Keep Safe

Bill Sayers

Business Manager

RESULTS ARE IN PARTICIPANT YEARLY SURVEY - 2021 -



I want to thank all participants who have contributed to our annual quality survey.

This survey aims to ask serious questions about our performance against quality standards, your support needs, and the environment in which the NDIS is delivered.

What have we learned?



Generally, you feel that staff listen, keep you informed and protect your interests. You feel that Headway ADP will advocate for you and will take responsibility in any situation where you are at risk or need emergency support. You know who to go to if you have a complaint and you have confidence in Headway ADP's capacity to deal with crises like the Corona Virus Outbreak.

The NDIS as a scheme, has improved your life.



Perhaps the following comments are a little harsh because most were positive. We do have some work to do around communication, particularly as it applies to some of our internal policies and information. We will use Participant Get Togethers to help make this information more meaningful: e.g., How we store your personal information and why we make certain support decisions. It is a reminder to us that information is the key to empowerment.



Although there is no doubt that the NDIS has improved lives greatly, the way the bureaucracy communicate with participants is at best poor, and in many cases, totally ignores choice and control. Any method of review that does not consider your preferred location and means of contact, is falling short of the values that drove the scheme in the first place. Participants look to services like Headway ADP for advocacy and lack confidence that the agency understand ABI well enough to make sound decisions. The portal is neither user friendly or accessible.



SurveyMonkey®

THE ACRES CLUB | 5TH MAY 2021





On May 28, our Participant Get Together provided a great opportunity to discuss the Strategic Directions for Headway ADP from 2021 to 2024.

Financial sustainability, being here for the long haul, maintaining quality and improving efficiency remain critical cornerstones of our unique service. Participant feedback endorsed the need for our exclusive ABI focus to continue, our scale to be modest, and the service to keep its very personal orientation: ie as an individual, not a number.

Headway ADP take pride in being an exception to the large providers, focused on people, not numbers.

I am pleased to report that the key objectives, supported by participants, have been endorsed by our Management Committee and you, our participants.

**GAMES
DAY | &
GET
TOGETHER
28TH
MAY
2021**



headwayadp



ALL THINGS ARTY

Nearly everyone has noticed the wonderful mural that greets them on the way into Headway ADP House.

Just over two months ago, Marina felt that something needed to be done about our very sterile front entrance to make it as welcoming as the interior of the building. After a brief discussion and investigation, we decided to seek a solution.

Through the assistance of "Book and Artist" Ms Alessia Zanetti devised a large work built on a range of activities and concepts that speak visually to our participants. Partly abstract and certainly contemporary, the design incorporates the items and activities that connect with the hearts and minds of

our ABI community, and most of our participants can find a piece of themselves in the work.

Alessia approaches her work with a broad life perspective. Growing up in Italy, studying philosophy and moving to Australia, Alessia is inspired by the stories behind her work, and a genuine interest in creating something that tells a story to the audience.

Thank you Alessia, your work has exceeded our expectations and draws the viewer in. It is a statement of who we are, the elements of our life, our joys, struggles and frailties.

Feedback by Participants | " This mural has many things I enjoy to do in my spare time, such as fishing, drinking coffee and yoga. Thank you Alessia for a great job. FANTASTIC" Ari

The football on the mural identifies my passion for the game, should of been the bunnies colours" Peter



Communities & Justice

Headway ADP is currently rolling out 40K worth of technology thanks to a business development grant from NSW Government Department of Communities & Justice Social Sector Transformation Fund. . This grant enables Headway ADP to remain at the cutting edge of service provision through a significant upgrade to its IPAD, desktop and web capability. Improvements in technology will enable our field staff to do a lot more with participants on field visits, activities within the home during poor weather and communicate more effectively via email or notes. The benefits will extend to upgrades to our desktops at Headway House, including touch screen technology and larger screens for the visually impaired. Our upgraded website will have a real “wow” factor, be easier to navigate and will provide a platform for referral, information, and feedback. We will be looking to make some of our existing equipment available to participants as the upgrade is completed. This is a real win/win for our whole ABI community. Headway ADP extend a heartfelt Thank you to the NSW Government, Community & Justice Department.

INFORMATION TECHNOLOGY AND YOU

PARTICIPANT JUDITH COULEY HITS 7 NEWS

This event was covered extensively
by 7 News
(see below link).

<https://youtu.be/bz8t2U33BSE>

Many of you know that Judith Couley has a rare talent as a seamstress and sewer but what you may not be aware of, is her ability to design and produce beautiful, distinctive garb for religious ceremonies and ordination.

Late May, Judith had the rare privilege of creating chasubles for two newly ordained priests, who were presented to the congregation at St Mary's Cathedral Sydney, by Archbishop Anthony Fisher. What made this event unique was the fact that the new priests were brothers. I



was totally unfamiliar with the term "chasuble" but simply put simply it is a sleeveless, decorated vest used by Catholic or Anglican Ministry to conduct religious ceremonies.

Judy's work is spectacular, and just shows you what talents we have within our Headway ADP Community. As I always say to Judith, the beautiful thing about the work is that it is something she leaves behind for individuals to savour for years to come. We do not all get to do this. It is a gift.

A key element of Headway ADP's culture is about local participation and giving back. I was privileged to be invited to speak at the Annual Meals on Wheels Award ceremony held last month within the Bankstown City Council precinct.

Headway ADP participants were acknowledged for their selfless contributions by the Mayor and Bankstown Counsellor Khal Asfour at a ceremony held at the Bryan Brown theatre on May 19, 2021. The ceremony acknowledged 55 years of service by Meals on Wheels from very humble beginnings. It is a program that provides connection and monitoring of many vulnerable and elderly people within the community.

Of note, was the recognition of Peter Robinson and Omar Nemra, who have both achieved 15 years of service to the local community. Both gentlemen have an outstanding commitment to community service, and it was acknowledged by organisers that the contribution Headway participants have made over many years, has provided a backbone to the service.

The past year has been particularly tough for Meals on Wheels through Covid, and the

PARTICIPANTS AWARDS FOR COMMUNITY SERVICES



Meals on Wheels
New South Wales

contributions of
Bankstown
Council staff
were also

acknowledged. It is great to see a mayor and council staff lead by example when the community is under enormous stress.

The photo slide show presented on the day also featured Phong Nguyen, who is a long-term contributor to the program. Phong clearly knows how to find a photo opportunity.

Congratulations to Peter, Omar and Phong for their selfless commitment, and to the current staff and those who set up this partnership many years ago. Finally, Headway ADP pay our respects to the Meals on Wheels organisation, who are an essential part of the Australian Social fabric.

MEET OUR COMMUNITY STAFF



headwayadp



Left to Right

Silvia R | Johnathan S | Tiffany Q (top) | Vicky R (Bottom) | David K |
Husinatu J | Aimee C | Nam P | Charles C | Rana A | Chantelle K |
Emma T | Danilo T (Top) | Silvana R | (bottom) | Tram T | Silvia V |
Thanh N | Marco G | Alison B | Lan T | Christian A | (top) | Sharon O
(bottom).

Headway ADP appreciate your hard work and dedication. We acknowledge your diligence and care for participants during the COVID shutdown period. Your commitment has been outstanding .

HEADWAY ADULT DEVELOPMENT PROGRAM

CONTACT US



headwayadp

Term 3 commences Monday 26th July (events to be confirmed depending on Covid a) 2021 | **State**
Of Origin 14.07.2021 - Como Pub Lunch 27.07.2021 | Brain Injury Awareness Week 18.08.2021- Theme
"Every Brain Injury is different" | Ferry Ride Rydalmere to City 10.09.202 | Term Break 10.09.2021

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HEADWAY ADP

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