



Matapaki



SUMMER EDITION
2018/2019

In this issue...

Dream Big!

Find out how William Morris now sees life as the whole cup.

Quality and Research

See how we plan to share our knowledge in 2019.

ASPIRE Awards

Get inspired by the outstanding work practices demonstrated by our great staff at ABI.



*Meri Kirihimete
Monuina e Kilisimasi
Manuia te Kilihimahi
Maligayang Pasko
Manuia le Kirisimasi
Merry Christmas*

The decorations are up, Christmas parties are in full swing and carols are blaring out at the mall. This can mean only one thing... I am late yet again with my Christmas shopping!!

As the end of the year approaches, it is a good opportunity to reflect on the year that has been and on doing so you should all be very proud of your achievements. Here are some of the highlights of 2018...

- Great result from mid point health cert
- Completed a service wide CARF survey (results to come – but looking good)
- Merging of community PRS service with ABI and opening of the Botany office
- Great results from the RESTORES pilot (return to work post stroke)
- Re-location of the entire Wellington inpatient service
- Wi-Fi almost site wide and a telehealth solution
- Intensive Services – saw 317 clients with 288 discharges of which 240 were discharged home (83%)
- Residential Services – 62 clients served with 13 clients discharged (8 of them went home)
- Community – 645 clients seen under a TI programme, 1323 clients under concussion contract

Thank you, thank you, thank you. To the doctors, office support, those behind the scenes (accounts, IT, HR, maintenance, quality etc), managers, cleaners, chefs, nurses, allied health, rehab assistants, rehab programme coordinators, admission coordinators and anyone I've missed – your hard work, compassion and commitment to excellence have resulted providing some amazing client outcomes (like the one shared in this edition). Without you this would not be possible.

I wish you a very merry and safe Christmas. For those having some time off – enjoy your break and to those working through – Thank you. See you all in 2019!!!

Tony Young
GM Rehab Services

The Real Value...

We all know the profound effect of a brain injury on a person and their family-whanau. Relearning how to live and adjusting to being a 'new person' must be one of life's greatest challenges. The mahi that our teams do makes us part of bringing new life back to a person. What could be more important in life than working with that kaupapa? When we first started ABI in 1996, a doctor who was supporting me made the point that technical skills in the team are very important but in her view accounted for only about 20% of the real healing value.

The real value for the client came from the person delivering the skilled inputs – their wairua, compassion and ability to see and value the real person in front of them and engage with the client and their whanau.

You guys have that gift in spades! Thank you so much. Wishing you and your lovely families all a very happy, blest and joyful Christmas.

Max Cavit

Managing Director



Get Connected!

A free service is now available providing Internet access to ABI clients and their families-whānau.

To access the Wi-Fi, clients must request a voucher from their therapist, who will consider the appropriateness of the application. A maximum of two vouchers per client are available, with vouchers also able to be used for client or shared with a family-whānau member.

The purpose of the ABI Wi-Fi is to enable internet connection but not facilitate open access to streaming. Limitations to speed have also been put in place that will allow adequate service to multiple users across the ABI sites.

Wi-Fi is now available at the following sites:

Ranui	NorthWest	Manor Park	Whitby
Grafton	Tawa	Botany	

ABI Wi-Fi is available inside ABI houses and indoor zones from 8am until 10pm every day, but is not provided in outdoor areas.



How does NZ stack up against the rest of the world?

Something that I can't help doing, as a Kiwi transplant from overseas, is comparing how things are here in New Zealand with how they are 'back home'. (And usually, this wonderful place that's become home comes out well on the top!!) So when Max asked me to prepare a summary of some current research in TBI and neurorehabilitation, I thought it might be a good place to start by looking at how TBI facts and figures in NZ stack up against the rest of the world.

This question was first really systematically investigated about five years ago by an epidemiological research group out of AUT University and Auckland University. Led by Professor Valery Feigin, the team also included Alice Theadom, Suzanne Barker-Collo, and Kath McPherson who have been collaborators with ABI Rehab on a number of research studies in the past. Their study was called 'BIONIC' (which stands for 'Brain injury outcomes New Zealand in the community').

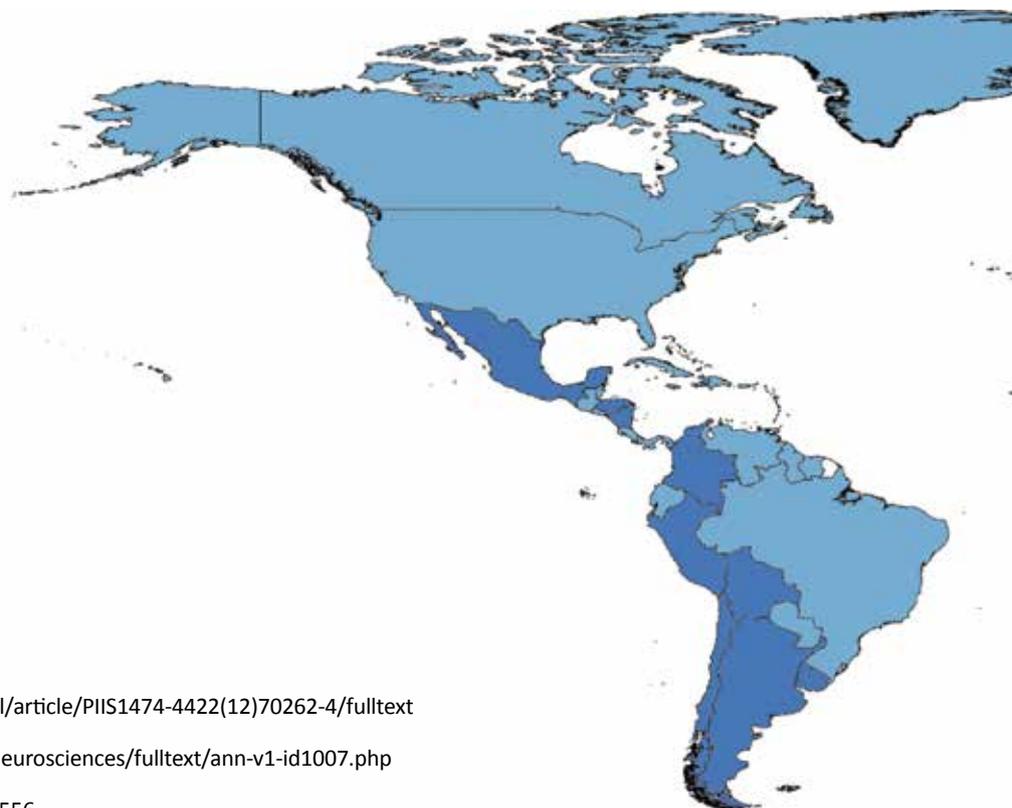
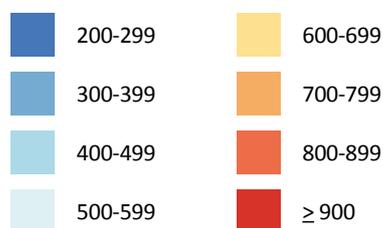
Its research question was, 'Exactly how many, and what kind of, TBIs happen in New Zealand in a year?' The study was ground-breaking because of its really rigorous methods. For a calendar year, the BIONIC team did a 'census' of every single TBI that occurred within the Waikato district. This meant not only accessing hospital records, but also reaching out to rehab providers, ambulance services, coroners, GPs, schools, and the general public. This strategy meant that every TBI – regardless of its severity and regardless of its outcome – was counted. Then, since they knew the number of TBIs and they knew the underlying population size, they were able to scale that up to estimate the total number of TBIs that occur in a year throughout the whole of New Zealand. Additionally, the researchers asked a proportion of people with TBI to complete questionnaires to understand the consequences of their injuries. ABI Rehabilitation participated in the BIONIC study by helping to enrol subjects.

Overall, they study found that, out of every 100,000 population, 790 New Zealanders sustain a TBI every year. With our current population, that works out to about 38,000 people per year, nationwide!

Now, about 95% of these were mild TBIs [concussions], but of course we at ABI know that even concussions can come with serious symptoms.

BIONIC's results were startling because the rate of TBIs in NZ was much higher than had been previously reported, worldwide—in fact,

Age-standardised incidence of traumatic brain injury per 100 000 population by location for both sexes, 2016



1. [https://www.thelancet.com/journals/lanneuro/article/PIIS1474-4422\(12\)70262-4/fulltext](https://www.thelancet.com/journals/lanneuro/article/PIIS1474-4422(12)70262-4/fulltext)
2. <http://austinpublishinggroup.com/neurology-neurosciences/fulltext/ann-v1-id1007.php>
3. <https://www.ncbi.nlm.nih.gov/pubmed/29701556>
4. [https://www.thelancet.com/journals/lanneur/article/PIIS1474-4422\(18\)30415-0/fulltext](https://www.thelancet.com/journals/lanneur/article/PIIS1474-4422(18)30415-0/fulltext)

about two or three times higher! (Previously, it was believed that the rate of TBI was about 200 to 500 per 100,000 people). The results were so compelling that they were published by the prestigious journal Lancet Neurology. ⁽¹⁾

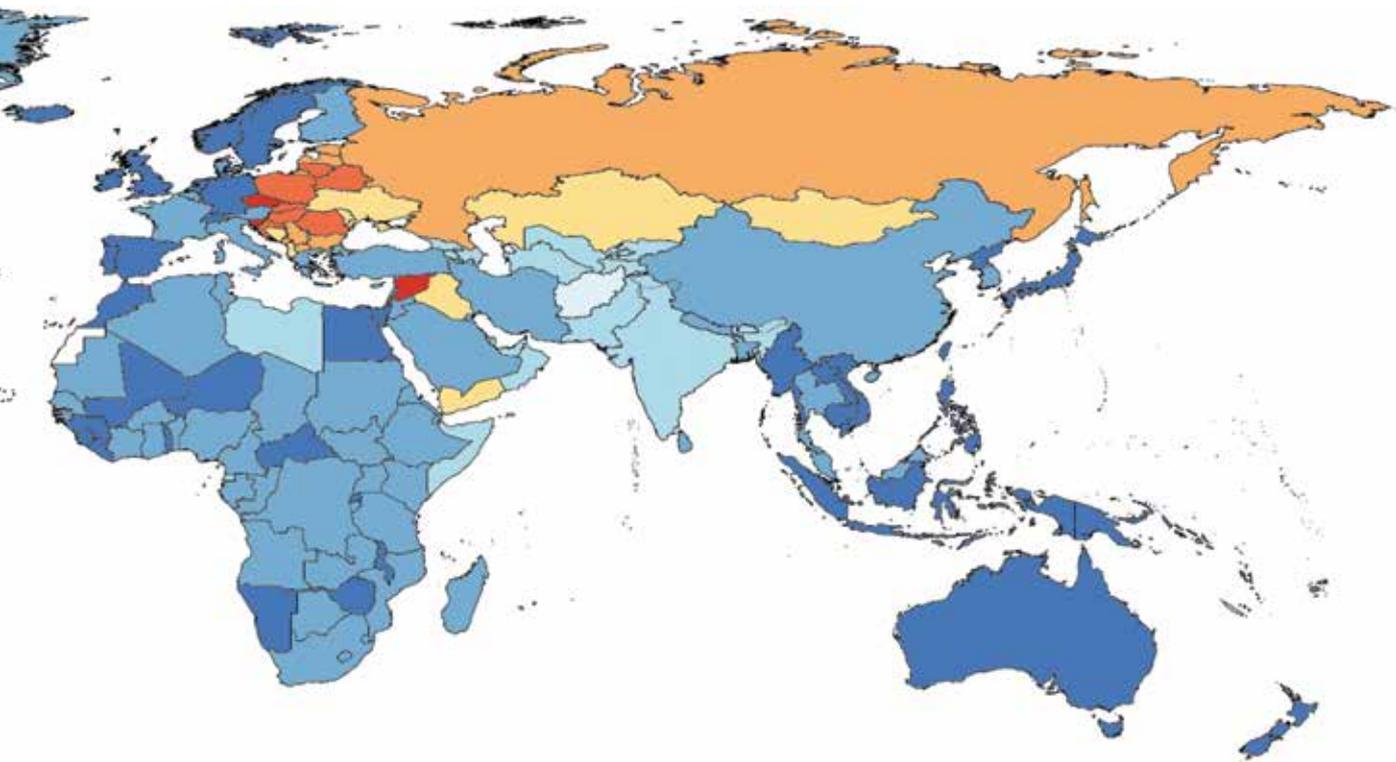
The BIONIC study ignited some interest in really understanding the true rates of TBI, worldwide. Two research groups did some really interesting research that combined published evidence (journal articles), hospital records, and computer modeling. One of them found that over 60 papers have been published on TBI rates, and identified motor vehicle accidents as the biggest cause of TBIs in Australasia (which is consistent with ABI Rehab's own data). ⁽²⁾

Another article calculated that as many as 69 million people may have a TBI each year, worldwide. ⁽³⁾

That brings us to 'breaking news' (not even officially published, yet!), again out of the Lancet Neurology. The Global Burden of Disease project is a massive research study that has been run through the World Health Organization since 1990. It aims to understand the rates of dozens of diseases and conditions in nearly every country of the world, with the idea that if we can understand disease trends, we will be better placed to solve them. It uses sophisticated surveillance and statistical methods, but even so, some of the mild cases may be missed (unlike in the BIONIC study). For the first time, the Global Burden of Disease database has been used to describe the worldwide rates of TBI. And, interestingly, one of the leaders on this project was our colleague Alice Theadom, who also worked on BIONIC!

The Global Burden of Disease project has identified that the worldwide incidence of TBI is 759/100,000 worldwide, with rates of 534/100,000 in New Zealand and over 1,000/100,000 in parts of Asia and the Middle East. ⁽⁴⁾

Together, these articles indicate that there is growing interest in the field of TBI in general and that the methods for identifying and reporting TBI cases have improved (leading to higher numbers, overall). New Zealand no longer appears to lead the world in TBI incidence (a dubious honour, anyway!). Recognising that the 'silent epidemic' is, in fact global may lead to increased research into TBI treatments, including neurorehabilitation.





One never envisions their future, waking up in rehab. So, when you find yourself waking up in rehab for brain injury you must do a quick adjustment of your life, that adjustment entails changing your future goals, how you are going to function and if you have any physical issues working out ways to manage them.

My stay at ABI rehab Auckland, changed my perspective on life the last thing I remember was getting ready for a night in town then the next time I remember, 6 weeks had past and I couldn't move my left arm and my left leg was in a cast.

***Life is the whole cup,
both half full and
half empty because
life is both positive
and negative.***

Looking at life that way has enabled me to make fun of difficult situations to improve my current environment around me.

I had a wonderful team help me. Ben my physio, Charlotte my OT, Stephanie my Psychologist, and Maegan my SLT. I couldn't have achieved my recovery without them and also other staff that were at ABI, Julia, Laura, (aka Thunderthighs & The door kisser), Angelo, Hika, and all of the staff that were with and around me day-in and day-out. My time at ABI was memorable and made so much easier by joking around and laughing all the time. I even enjoyed the naysayers because it helped motivate me to push further and get discharged as fast as I could. I wouldn't change my time in ABI, everyone was supportive and caring.

The beauty about being human is that we can imagine ourselves in a better position than where we currently find ourselves. Dream Big is a testament to that power of imagination.

I am always moving and looking forward and I have had plenty of difficult situations since rehab, life doesn't get easier you just get stronger. Being self-reflective has enabled me to fix my failures to conquer them the next time I face them.

With my ability to overcome difficulties that I am faced with, comes from my self-belief. I am nothing special, I believe that everyone too can overcome difficulties that they face in life. They just need to trust in themselves and I want to facilitate that growth through motivational speaking, workshops, and coaching, 1 on 1 or groups. I am working towards that goal everyday and I am grateful to now being offered speaking opportunities. I love helping others and my goal is to just make this world an easier place to navigate for everyone.

With Sincere Appreciation
Ngā mihi mou te whakaaro

William Morris



LEFT: I was asked to be a guest speaker at Professor Barry Willer's workshop for brain injury.

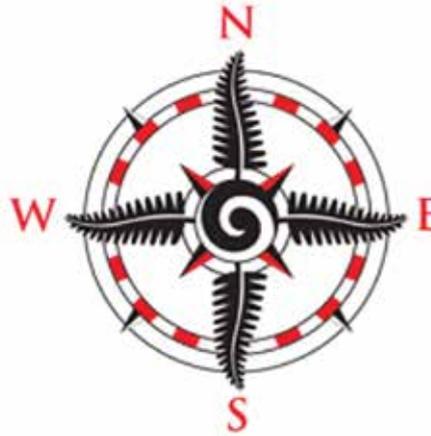
I thought about quitting, then I noticed who was watching!



ABI Rehabilitation New Zealand is committed to being part of growing the field of neuro-rehabilitation in New Zealand through scientific health research.

Learning and Sharing Knowledge

North to South, East to West



The Asia Oceania Conference of Physical and Rehabilitation Medicine (AOCPRM) took place at Sky City in November.

The aim of the conference was to pass on knowledge and skills and promote discussion on important issues supporting rehabilitation medicine, with the theme for the Conference being: "State of Art of Rehabilitation Medicine: North to South, East to West".

ABI Rehabilitation was well represented, with a stand at the conference, manned by Tarun Sharma from our community services team. There were many visitors to the stand who took away pamphlets describing our work in inpatient and community services.

Dr Richard Seemann and Dr Robin Sekerak were presenters at an all day workshop on severe traumatic brain injury on the first day of the meeting, along with the doyen of TBI research in the USA, Professor David Cifu, and Associate Professor Ian Baguley from Sydney NSW. In the last part of the session, Associate Professor Alice Theadom from AUT University in Auckland and Dr Debbie Snell, neuropsychologist and concussion researcher from Christchurch, also presented on the outcomes of their research.

Attendees from ABI Rehabilitation were Rachele Bennett, Amanda Shapleski, Dr Soyoung (Sue) Kim, Dr Xin Yi Yap and Dr Victor Somu. Dr Tanya Harris was also present at the conference, having just arrived from Florida to start work as the new Specialist Physician with ABI Auckland. She went above and beyond the call of duty as she reports that her contribution was to serve as a model for an electro-myography demonstration session, which involved her getting small electrical shocks in her limbs!

At the end of the conference, a half day concussion workshop was held that was attended by over 50 people, and Richard Seemann, Kristen Clarke, Hannah Carter and Chris Dyson from ABI all presented various topics on the multi-disciplinary management of concussion.

There were many different and interesting presentations and posters during the conference, given by both local and international researchers and clinicians. Over 500 people attended the meeting and there were many from Australia, China, Japan, Korea, Indonesia and other Pacific rim countries present. Lots of networking took place, and hopefully there will be opportunities for collaboration with TBI clinicians and researchers around the region in the future.

L-R: Dr Mark Fulcher (Sports Physician), Evan Brown (Behavioural Optometrist), Richard Seemann, Hannah Carter, Kristen Clarke and Chris Dyson.



A Lot to Talk About in 2019!

Two major conferences are combining forces next year. From May 2-4, 2019, Wellington will host the inaugural Trans-Tasman joint conference of the Australasian Society for the Study of Brain Impairment (ASSBI) and the New Zealand Rehabilitation Association (NZRA). The ABI Rehabilitation team will be well-represented at the conference, with seven abstracts having been submitted. This shows the breadth of good work that's being done across the organisation. A future issue of Matapaki will have some of the conference highlights! Meanwhile, a summary of the abstracts are listed below.

1. Attention and communication following TBI: Making the connection through a meta-narrative systematic review

Communication difficulties are one of the hallmark characteristics of adults following Traumatic Brain Injury (TBI). A difficulty that incorporates multiple aspects of cognition and language. This review explores the relationship of attention and communication following TBI, and aims to connect the two through telling the story of how attention and communication have evolved over time within the scope of TBI. Review of theories and specific constructs of these two skills are explored.

2. Hypoxic brain injury post-intensive rehabilitation: Are clients and families ready for discharge?

Background and aims: A gap in service delivery was identified in transitioning and discharge planning clients following inpatient rehabilitation for hypoxic brain injury (HBI) in New Zealand. Anecdotally, inequalities have been reported in community based services, to the detriment of clients' long-term outcomes. Further data is required to improve seamless service delivery.

3. The Future of Bariatric Care in TBI: Can we cope with the load?

Background and Objectives: Obesity in NZ has become an important health concern with 5.5% of adults having a body mass index (BMI) of higher than 40.0 (Ministry of Health, 2017). At ABI Rehabilitation, this presents a challenge in an area of already complex rehabilitation to ensure healthcare provision is both effective and safe for staff and clients.

4. Maori cultural support: A unique role within brain injury rehabilitation

Background and Objectives: Māori are over-represented in New Zealand traumatic brain injury (TBI) rehabilitation populations, just as indigenous groups are in Australian TBI statistics. This abstract describes an essential role within the multi-disciplinary team at our organisation – Kaiarahi Kaupapa Māori (Māori Cultural Support).

5. Enhancing early engagement for transitions to community

Background and Objectives: Traumatic brain injury providers, clients and funders participating in a Collaborative indicated there are delays in receiving community rehabilitation following discharge from residential rehabilitation. This was contributing to a lack of continuity of rehabilitation for clients. A pilot was commenced in May 2017 to improve continuity of rehabilitation and client experience.

6. TBI at ABI: Trends over the past three years

Background and Objectives: ABI Rehabilitation has held the ACC contract for moderate to severe traumatic brain injury (for clients aged 16 years and over) inpatient rehabilitation for the North Island and Upper South Island. Referrals originate from 16 of the 20 DHB's in New Zealand, representing about 85% of the population. This provides an opportunity to analyse the data and determine what learnings can be made from this.

7. Visual care plans to enhance communication and efficiency

Background and Objectives: Clients within ABI Rehabilitation present with a variety of support needs. The current method for sharing this information among staff has been through individualised, written care plans (WCP). WCP comprise multiple pages of information which staff are required to review several times a day to ensure safe client management. ABI Rehabilitation's objective was to develop a more efficient method of sharing this important client information.



Sailing Away with a Sense of Independence!

Sailability Wellington Trust (Inc) is a charitable trust that provides sailing opportunities for people with any form of disability.

ABI was invited to attend a regatta in November, that also had the Americas Cup on display to inspire all the keen sailors!

Dion, a client at ABI Wellington was able to attend this special sailing event. Although he did not get any places the enjoyment he got out of participating was more than enough reward!

Dion's parents would like to thank both Rua and James for making themselves available to take Dion to this event.

ABI Wellington residential services currently have three clients involved with Sailability Wellington, which helps develop the clients sense of independence.



Te Waka Kuaka and Te Waka Oranga

In a previous issue of Matapaki I introduced the concepts of Te Waka Kuaka and Te Waka Oranga, as tools to improve outcomes for our Māori clients. Here is a summary of the principles:

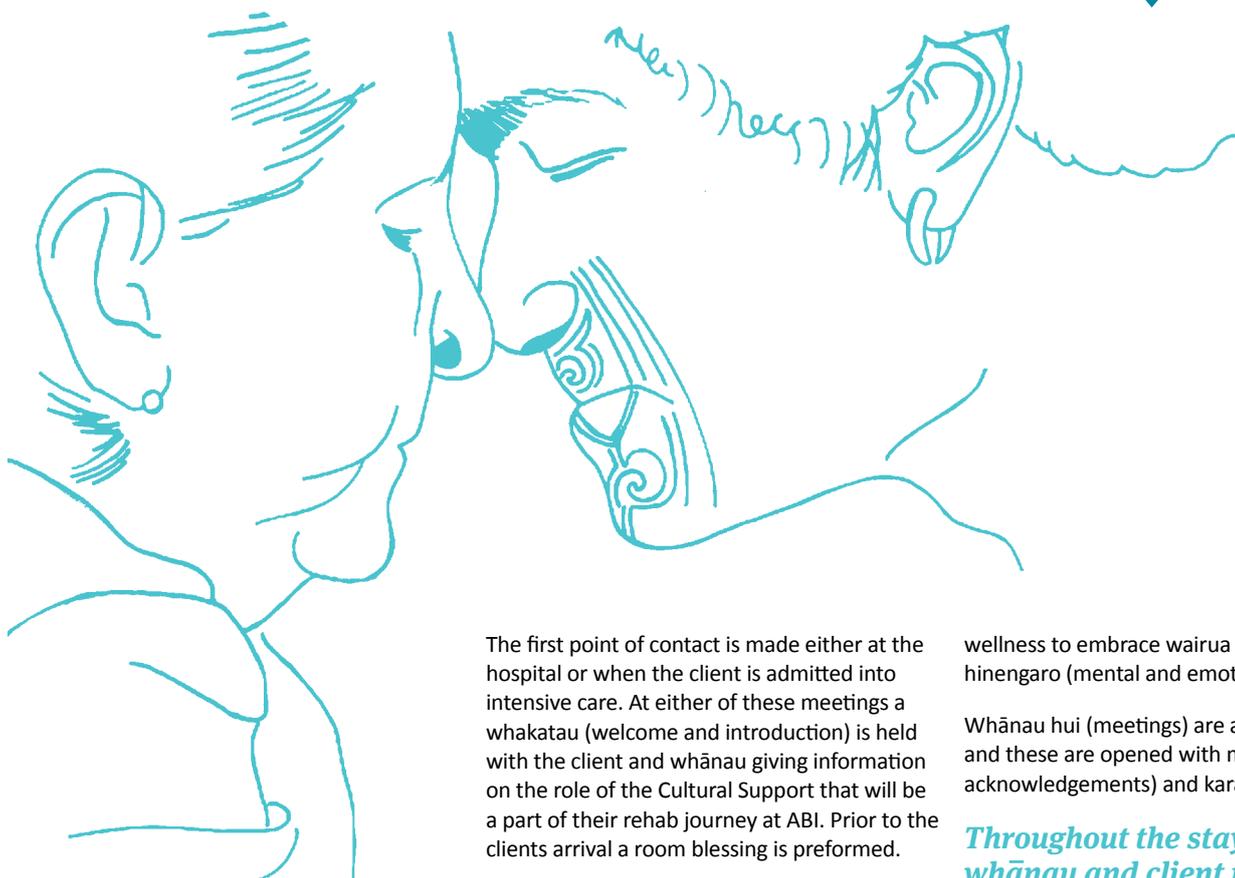
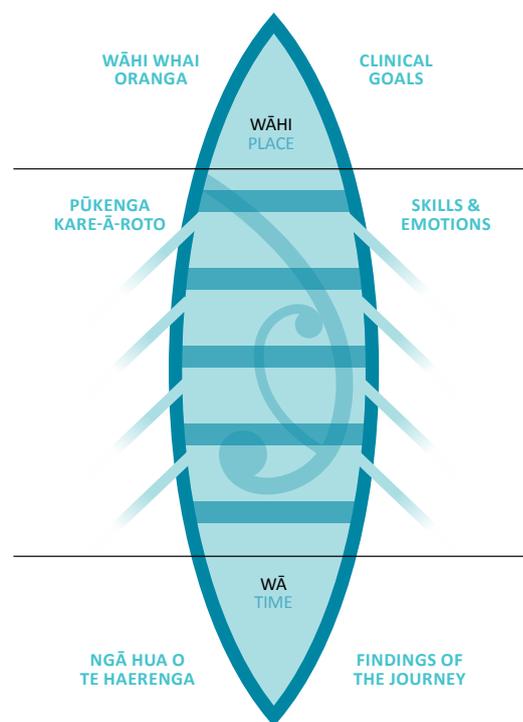
The role of whānau (extended families) is recognised as an essential aspect of hauora (wellbeing) for Māori, who are over represented in populations where there is injury of insult to the brain. Whānau knowledge is a potent resource for enhancing recovery outcomes.

Te Waka Oranga describes a process of bringing together whānau knowledge skills, and feelings, with health workers knowledge, skills, and feelings in the context of identifying recovery destinations and to improve outcomes for whānau using the metaphor of a waka.

Te Waka Kuaka is a Māori bilingual cultural needs assessment tool that has been developed to further guide this work, which uses the metaphor of a flock of godwits. Using these two tools with the whānau at the centre embraces an holistic approach.

These two tools are introduced at the first point of contact to the client and whānau and is presented at in-service trainings to staff.

Resources and activities are created and introduced to whānau alongside both of these tools.



Working with Whānau to Improve Outcomes

The first point of contact is made either at the hospital or when the client is admitted into intensive care. At either of these meetings a whakatau (welcome and introduction) is held with the client and whānau giving information on the role of the Cultural Support that will be a part of their rehab journey at ABI. Prior to the clients arrival a room blessing is preformed.

Throughout the clients stay, there is regular contact with the Māori cultural support as Te Waka Kuaka assessment tool is utilised to build an understanding of the cultural needs as the client, whānau and health worker come together in identifying recovery destination.

Resources which include, images, pepehā (locator, origin) of the client, waiata, activities including (trips to Kura Kaupapa Māori, carving site, marae) whakapapa (geneology) are a part of the activities offered for further cultural

wellness to embrace wairua (spiritual) and hinengaro (mental and emotional) wellness.

Whānau hui (meetings) are a regular feature and these are opened with mihimihi (speeches, acknowledgements) and karakia.

Throughout the stay, the whānau and client remain at the core of the recovery programme and are encouraged to be a part in the sharing of their (mātauranga) knowledge as health worker and whānau work together.

Kia ora

Ngawairongoa Herewini

Kaiarahi Kaupapa Māori

A Streamlined Community Service...

It's now a year since PRS merged with ABI and the team at the Northwest branch (old PRS) are now well established in 'the ABI way.' Northwest has become one of the 4 branches of ABI Community Services (Grafton, Northwest, Botany, Tawa), with the community managers working collaboratively to gradually streamline processes across the branches.

The Northwest branch contracts approx. 40 professionals across the disciplines of OT, physio, SLT, nurse, dietitian, social worker and psychologist. We specialise in two areas of practice:

- Paediatrics, with clinical services mostly provided in the child's home or school setting. We also provide private clinical services to individual families and organisations such as Oranga Tamariki.
- Assessment services for all ages: wheelchairs, equipment, single discipline assessments, SNAs, Education assessments, retrospective assessments and short term needs assessments (IRAs)

One of the differences at Northwest is we don't just specialise in brain injury. We see all types of acquired injury through our paediatric and assessment services.

This includes spinal cord injury, burns, major trauma, birth injury/ cerebral palsy, hypoxic injuries (near drownings, suicide), amputations, treatment injury and non-accidental injury.

Deb Andrews (GM, ABICS) and Pauline Penney (National Assessment Services Manager) are based at Northwest and always welcome visitors – we are located right above the Northwest shopping mall so the coffee and food are guaranteed to be good! Please drop in and say hi if you're passing.

National Contracts

As well as running clinical teams based in Auckland and Wellington, the ABI Community Services team also undertake assessment work with children and adults. Some of this work is based in the two main centres, but the ACC funded Support Needs Assessments and Education Assessments are national contracts, based out of the Northwest office.

This means we have assessors who regularly travel around NZ to undertake work. Sounds glamorous, but it's a pretty big day flying from Auckland to Invercargill, doing a 3-hour assessment and returning home! For that reason, we also sometimes stay overnight at various locales.

Having national contracts means we have been able to attract contractors to our team who live outside Auckland and Wellington. So team meetings involve people Zooming in from around the North and South Islands, comparing whose weather is best on any given day!

Pauline Penney

National Assessment Services Manager



Going Weightless

The new Kelvin House premises has offered the team an opportunity to have an on-site hydro therapy pool. This has facilitated clients the opportunity to expose clients to this therapy earlier and in shorter bursts

Here is client CK enjoying this therapy as soon as he is able to take advantage of this weightless body movement with senior physio therapists Gina and Christal with other team and clients awaiting their opportunity.



Progress at Last!



The past few months have been a bit frustrating as we have tried to finalise the various deals that will enable us to start building on our new site at Hospital Road.

Here are the highlights:

- The site we are going to build on has been formed. Have a look. It is a lot more elevated than we thought it would be but that's good. Lots of sun!
- The Carrus Group that currently owns the land has lodged an application with the Porirua City Council to transfer title to ABI. This may take a couple of weeks to be processed. We are expecting to have the title by mid-January 2019.
- I met yesterday in Auckland with the main contractor, Armstrong Downs, the architect and the representative of Westpac, our bank. Armstrong Downs presented the final contract price which is just under \$8M. There are a few details to work out before we sign, but these will also be settled in the next two weeks.
- I haven't got the final timeline in front of me as I write, but should have this before Christmas. The expectation is that we will be established at Hospital Road by this time next year or hopefully a bit earlier. Weather is a critical factor in Wellington but once the building is closed in, progress will be rapid. So pray for a fine Autumn!

I'm very confident that the January Matapaki will be able to announce a start date for our new building.

Max Cavit
Managing Director

ASPIRE Awards

The Winners / November 2018

The ASPIRE awards are based on the six categories of Accountability, Support, Passion, Integrity, Respect and Excellence. The purpose of this staff recognition awards programme is to recognise and value outstanding work practices demonstrated by employees. This programme is designed to promote and embed the organisational values and philosophies that ensure high quality service delivery.



A 

Accountable
Tina Croxon
Accounts and Referrals Manager
Auckland Community

The nomination...

Tina has a super high workload during the transition from Gensolve to the CMS. She worked multiple weekends and extra hours needed to ensure a successful outcome.

She worked tirelessly resolve issues and provide support to users, all while maintaining her good mood!

The benefit...

Tina's work enabled an on-time and smooth transition to the new CMS. While the workload continued with bug fixing, her supportive attitude took a lot of pressure off users and the CMS team.



S 

Supportive
Amy Smith
Occupational Therapist
Wellington Intensive

The nomination...

Amy is a stand-out incredibly approachable and supportive OT deserving of recognition for the many ways she goes above and beyond to ensure the best outcomes and smooth provision of services in Wellington.

Despite having to cope with her own clients, groups and projects, Amy pro-actively makes time to assist in helping with the management, protocols and strategies of other clients.

She also supported the residential service during the move and is involved in the review of the neurobehavioural and emerging conscious programmes.

The benefit...

Amy's attitude to her work, both therapeutic and project, benefits clients, staff and the organisation as a whole.



P 

Passion
Hiraina Tuhiwai
Gardener
Auckland

The nomination...

Hiraina is very passionate about her role in the garden. Not only does she keep our environment looking amazing, but she shares her gift with others. Hiraina actively seeks to involve clients in the garden as a therapeutic tool within their rehab journey. Hiraina is currently studying and has written about her view of therapeutic gardening stating:

“Working in the garden is obvious, meaningful and enjoyable, human is, at heart, an active creature, and activity is healthful in itself. If one has a chance to use one's body and mind in the pursuit of pleasurable and meaningful occupations one feels rewarded. Gardening can, in a simple way, stimulate a greater number of cognitive processes and physical exercises.”

How fortunate are we to have such a passionate leader in this emerging therapy!

The benefit...

Having an attractive environment is key to supporting positive wellbeing in clients and whānau who have recently been through traumatic events. Hiraina upkeeps all our gardens, so clients benefit from her work in multiple ways. As well as the individual benefits of smelling the flowers or feeling different textures in the sensory garden, Hiraina also works with clients in therapy-led sessions. She also creates a beautiful environment outdoors which family and visitors can utilise when interacting with the client.

I



Integrity

Amanda Shapleski

Occupational Therapist
Auckland Community

R



Respectful

Patrick Matthews

Physiotherapist
Wellington Intensive

E



Excellence

Lindsey Farrelly

Occupational Therapist
Auckland Community

The nomination...

Amanda has been the OT for a colleague's husband. This is not an easy position to be in as a healthcare professional, but she has done a wonderful job. She has remained professional in all her dealings with him, her work colleague, and all other relevant parties.

The benefit...

Amanda's ability to provide a level of care to the highest standard has been appreciated.

She has gone to the effort of protecting the client's privacy within the organisation. Amanda sorts everything out for him and there have been times when his family have learned about an issue once it has been resolved. It helps to keep everyone's stress levels under control, and in turn allows the client to concentrate on his recovery rather than him worry about whether he is recovering slower than we were anticipating.

The nomination...

Patrick has a calm, easy going nature and a good-natured sense of humour that puts clients (and staff) at ease and instils confidence in those around him. At a time when we have a number of clients presenting with challenging behaviours and have been relatively short in numbers, I have observed Patrick going above and beyond, taking clients out for a walk or just taking the time to talk with clients to settle them before they escalate. This includes clients who he is not necessarily working with.

He is able to motivate clients who would otherwise choose not to participate in their rehabilitation and help them to recognise the positive changes they are making.

The benefit...

Patrick's relaxed and positive demeanor has had a settling effect on the team and the clients in the service. He treats everyone with respect and is an integral part of the MDT.

The nomination...

Lindsey has been extremely pro-active in trialing the new CMS system at Community Services that includes updated processes for concussion and TI's.

She has taken extra time to trial each new component and as a result has been able to provide relevant, thorough and essential feedback to the IT department and developers.

The benefit...

Lindsey's dedication to trialling the new CMS system and updating the team and IT, has enabled the rest of the team to maintain their caseload and billing. It has also enabled consistency of feedback.

Supreme Award Winner for 2018

Rebekah Kooge

Specialist Keyworker

Rebekah was nominated for exceeding across all values, with multiple nominations in different areas of her work.



Respectful Manaaki



A S P I R E

Accountable

Rangatiratanga

We believe that access to quality rehabilitation services is a right for children and adults in New Zealand

Supportive

Manaaki

We commit ourselves to warm-hearted service, care, hospitality and support

Passion

Matapaki

We have a passion for learning and sharing knowledge

Integrity

Mana

We aspire to earn trust by being honest, reliable and accountable

Respectful

Manaaki

We recognise the mana, strengths, goals and aspirations of our partners - clients, whānau and funders

Excellence

Hiranga

We commit to achieving excellence in the practice and science of rehabilitation

So how can I be more respectful?

Show kindness and courtesy

Being respectful starts with a basic consideration of other people's feelings. Ask yourself how you'd want to be treated in a given situation, and make an effort to treat other people that way. Treat everyone you encounter - clients, coworkers and family/whānau members - with respect and courtesy.

Be polite

The concept of etiquette and good manners seems pointless when you're a kid, but when you grow up you realize that these customs function as a way to keep society running smoothly. Practicing good manners is a way to be respectful of other people's space and time. If no one bothered being polite, everyday situations like eating in a restaurant, waiting in line at the Post Office or dealing with bad traffic would be completely intolerable.

Don't discriminate

Be respectful to everyone - not just people you know or those you perceive as having a higher status than you. Many people save their respect for people upon whom they want to make a good impression, and they're rude to everyone else. But there is truth in the saying, "You can judge the character of others by how they treat those who can do nothing for them or to them."

Respect differences

Be respectful to people who are different from you, even if you don't understand them very well. The differences among us are what make life interesting, and besides, you probably have more in common with people than you know. Even when you really don't see where someone else is coming from, be courteous and civil. You don't have to love everyone you meet, and you certainly don't have to agree with them, but you can still show them respect.

Respect spaces

Any space that you share with other people should be treated with respect. You wouldn't appreciate it if other people trashed the places where you spend time every day, so be sure to clean up after yourself and do your part to keep them nice for others.

Listen when someone is talking

When you're having a conversation, being a good listener is a basic sign of respect. If you look bored or interrupt the person, you're showing that you don't really care what he or she has to say. Practice listening more intently and waiting until the person is finished talking before you respond.

Be respectful to others even if they're not respectful to you

As difficult as it might be, try to show patience and humility. The other person may learn something from you. If the person is downright rude or mean, try to defend yourself without sinking to his or her level.

Spot the Green Fingers!

**Introducing
Hiraina Tuhiwai**
Gardener / Auckland

**ASPIRE
Award
Winner**

Tell me about your role

My title is Gardener and I'm tasked with consistently maintaining our gardens and keeping our lovely environment in good condition.

I loved coming into this garden because our previous gardener, Marie Cavit, had done an amazing job with the landscaping ideas and planting out before I arrived.

What do you love about working at ABI?

My colleagues are fab, and working with clients is the best. I love being outdoors all day. Having the connection with the clients but being outdoors is a pretty special role.

What has made you proud over the last year?

It's amazing how many people are interested in gardening, and I like being able to share the information that I have. I felt like all the clients have got a lot out of the garden. They like different things, I had one client who loved pruning – gave lots of things wild haircuts! Another young woman really liked sweeping because she didn't want to get her beautiful shoes dirty! I can change tasks depending on their interests and therapy program.

I think progressing this role to involving clients in a practical way while doing therapy is pretty exciting. They are working muscles, engaging cognitively, interacting socially, all while completing enjoyable practical tasks.

**Introducing
Mark Leyland**
RA / Physio Assistant

At your Assistance...

What led you to join ABI?

Having worked in the disability sector back in Melbourne, I decided to continue working in the healthcare industry upon my return back to Auckland in March 2016.

What do you love about working at ABI?

I enjoy making a contribution in the clients overall recovery during their time at ABI. I also appreciate being a part of a collaborative team effort where individual input is valued.

What has made you proud over the last year?

Being given the opportunity by ABI to study for my Careerforce Level 4 Certificate in Health and Wellbeing, achieving a pass and being presented with my certificate recently at the company's graduation ceremony.



Fun + Fitness with the ABI Run Club!

We are frequently talking with our clients and their whānau about their health and wellbeing but this is equally important for staff too. We each like to take care of ourselves, de-stress and boost our wellbeing in different ways. For a group of us, this involves a weekly mission to make it up the Metcalfe hill and around the block. On a Tuesday afternoon at 4pm, rain or shine, we run, we walk... sometimes we crawl... around the 5 km course. After a few enthusiastic people initially laid down the challenge, habit formed and ABI Run Club was created. Since, we've taken on all sorts of

challenges – firstly, finding the motivation, to making it around the block (which is not flat), to completing two half marathons - Cotton On Women's Half Marathon (June 2018) and the Omaha Beach Half Marathon (December 2018). It's not a competition, it's about making it to the end with good people, good yarns and a tonne of laughs along the way! All welcome, come join us.

Stephanie Kennerley

Clinical Psychologist
Clinical Lead – Psychosocial Team

Welcome Dr. Tanya Harris

Hailing from the US, Dr. Tanya S. Harris received her medical diploma from Philadelphia's Temple University School of Medicine in 2002. She went on to graduate at the top of her residency at the University of Kentucky before starting her own rehabilitation practice. Drawn to neurorehabilitation, she went on to earn subspecialty board certifications in Brain Injury Medicine and Electrodiagnostic Medicine.

She has had the pleasure of serving as the TBI/Polytrauma Director for Bay Pines Veterans' Hospital where she helped bolster function and quality of life among combat veterans.

She enjoys teaching at local medical schools and volunteering as a medical board examiner in her free time. She is now excited to contribute to brain injury care in New Zealand under the auspices of ABI, Auckland.



Comings and goings...

We wish to welcome the following staff who started in November and December 2018.

ABI REHABILITATION

Tanya Harris
Medical Director / Auckland

ABI REHABILITATION NZ LTD

Sophia Devlin
Personal Assistant
Lena Kenny
Payroll Administrator

ABI COMMUNITY SERVICES LTD

Kathryn McMaster
Counselling Psychologist / Grafton
Sue Roe
Community Team Lead
Paediatric Services
Sarah Roberts
Clinical Psychologist / Grafton

ABI SERVICES WELLINGTON LTD

Hineone Gilbert
Registered Nurse
Rukhmani (Manju) Sami
Rehabilitation Assistant
Zubeda Wahid
Rehabilitation Assistant

We wish the following staff who have left or are leaving all the best for the future.

ABI REHABILITATION

Raj Kumar
Rehabilitation Assistant
Mini Mathew
Registered Nurse

ABI COMMUNITY SERVICES LTD

Mary Lawson
Community Occupational Therapist

ABI SERVICES WELLINGTON LTD

Rangi Rakuraku
Chef
Rebekah Kooge
Registered Nurse

ABI NZ LTD

Nicole Spashett
Payroll Administrator

Outstanding performances from a star-studded guest-list!



The multi-purpose 'Trusts Arena' played host to its biggest event of the year on Saturday the 8th of December. The ABI Rehabilitation Christmas Party lived up to expectations on many fronts, with its star-studded guest-list and some outstanding performances on the night. Security was understandably tight around the venue and subsequent traffic delays in the area ensured some guests arrived fashionably late. None more so, than the Social Committee's, Laura, who scooped the award in the competitive category of 'Best Dressed'. The biggest upset on the night came in the 'Most likely to fail a Berg Balance Assessment' category. Janne had been the strong favourite to win this award coming into the awards night, but Jacinta and Jacqui made sure they were firmly in the running on arrival. Jacinta, who had been preparing for the night hours before the party kicked off, stole the show by collecting the prize much to her surprise although her acceptance speech suggested that she was a worthy winner.

Other notable winners on the night included Herbie who brought his infectious positivity to the party and continued it well into the early hours of Sunday morning; and Kurt who continued his rich vein of form by wearing closed toe shoes for the 26th day in a row. Despite being nominated and winners of awards on the night, Enate and Francis were nowhere to be seen in the auditorium when asked to collect their respective awards. Their whereabouts at the time remain unconfirmed but an anonymous source reported that they were "outside getting fresh air."

Prior to the event, rumours of a controversial seating plan circulated which had some guests concerned, but this was the only major talking point that threatened to overshadow the night. Before this could happen, the party guests gradually disregarded the seating plan and instead opted for hovering ominously on the outskirts of the soon-to-be dance floor.

Professional boundaries were soon abandoned as guests took to the dance floor to show off their best impressions of some highly controversial dance moves.

DJ Smokey Bacon was on the decks for the night and was playing all the crowd pleasers but became frustrated as his set was put on hold temporarily for further prizes to be awarded just as his set was peaking.

A generously stocked buffet ensured that guests were sufficiently fueled to continue through the night beyond the Trusts Arena. A small group of revellers decided to light up the dance floor of O'Hagan's in the Viaduct to round off a very enjoyable night. A huge thanks to Laura and Angelo, our amazing Social Committee, for organising the night. Merry Christmas everyone!





ABI Rehabilitation New Zealand Ltd

www.abi-rehab.co.nz enquiry@abi-rehab.co.nz
09-831-0070 (Auckland) 04-237-0128 (Wellington)

