

MONTHLY UPDATE

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JANUARY ISSUE 2023



Jordan's road to recovery

Our Ranui in-patient team was delighted with a January visitor from Jordan, a young man who sustained a moderate brain injury in 2022 and spent several weeks at ABI rehabilitating from his injuries. Jordan went on to raise over \$4,500 for Auckland Hospital and ABI, running the Auckland Half Marathon in October 2022, a mere nine months after his accident. This was his way of saying thank you for the help with his recovery.

Jordan formed strong connections with many of his rehab team, including Jess (neuropsychologist) who helped him process what had happened and the feelings and emotions that go along with sustaining a brain injury.

We are working with Jordan on how best to use his fundraising dollars to further improve services for our clients.



Jemma (SLT), Jess (Neuropsychologist), Jordan (Client), Kloe (OT) and Julia (PT)

“When your life gets tipped upside down, you’ve got to look at it from another angle.”

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Engagement results are out

Late last year, we asked everyone to take part in our engagement survey to understand what we're doing well and what we could do better. I'm pleased to say 58% took the time to feed back to us and we're using this information in 2023 to improve our service and support you more. Below are some key insights and we will be engaging with you on individual initiatives throughout the year on improvement plans and projects.

Overview of responses

- 25% of responses came from Community Services
- 70% of responses came from Inpatient & Residential Services
- 5% of responses came from Administration/Corporate Services.
- 34% responses were from RAs
- 32% responses were from Allied Health Staff
- 10% responses were from nurses.
- 42% of respondents commenced working with ABI in the last 12 months.



You told us we do especially well in:

- Recruitment processes (75-90% agreement across survey questions from respondents employed in the last 12 months)
- Access to ongoing learning and development (63% agreed or strongly agreed and less than 1% strongly disagreed)
- Feeling part of a team (85% agreed or strongly agreed and less than 1% strongly disagreed)
- Having a good friend at work (77% agreed or strongly agreed and less than 1% strongly disagreed)
- Good relationship with line manager (86% agreed or strongly agreed and less than 1% disagreed or strongly disagreed)
- Feeling informed by leaders at ABI (67% agreed or strongly agreed and 15% disagreed or strongly disagreed)
- Our staff go the extra mile when needed (91% agreed or strongly agreed)
- Staff would recommend ABI to friends or family as a place to work (76% agreed or strongly agreed and 1% disagreed or strongly disagreed).

You told us opportunities to strengthen include creating more:

- Time for non-client facing activities (mostly related to Intensive Services)
- More information on how to access continuing education funds (23% would like more info here)
- Feedback to staff about their progress (27% would like more feedback within a six-month period)
- Working on how we can support staff not to feel emotionally drained (24% strongly agreed they often feel emotionally drained at the end of work).



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Rough start to the year

It's been an eventful beginning to 2023 and my thoughts have been with our whānau in Auckland who have been affected by the severe weather and flooding. Our resilience shines through in these trying circumstances with no services affected and all our clients continuing to receive the highest level of care. Thank you on behalf of everyone – it's appreciated. Please access support services such as Clearhead which are available (to employees) which may be helpful for those of you personally impacted by the weather event.

Round the Bays

We're supporting our employees to take part in Round the Bays this year and are encouraging those who might be interested in registering to be part of the ABI team. We will be hosting a celebratory stand after each event with a BBQ and some refreshments for the team. Speak with your manager if you'd like to take part.

Wellington: Sunday 19 February

Auckland: Sunday 5 March

Kiwi Saver and other notifications from IRD

If you have received permanent residency in the last six months, ABI may be asked to change your Kiwi Saver contribution rate by IRD (Inland Revenue). If you do not wish to participate in Kiwi Saver, it is important that you complete an opt-out form and submit this to IRD. This will prevent ABI receiving notices that direct changes are made consistent with Kiwi Saver legislation.

There are also some other situations where ABI might receive instructions from IRD to amend Kiwi Saver contributions or tax codes. ABI will contact you when we receive notifications. It is important that you respond promptly to ensure that IRD, yourself (as the employee) and ABI agree on changes in any related IRD matters. This will prevent ABI receiving notices from IRD requesting changes are made to comply with Kiwi Saver legislation.

Ngā mihi,
Chris



New team members to join us in January:

Asish Mundekkalettu Mony

Reeja Jose

Rosie Bolger

Diana Kleijberg

Lijin Thomas

Vaishak Satheesh Nair

Claire Montgomery

Jazmin Henare

Anthony Lebis

Morwenna Isa'ako-Wright

We're glad to have
you on the ABI team!



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Pride Month

Late last year, ABI's first Pride Committee was formed and we are proud to officially celebrate Pride Month this February with a range of events across all services. Stay tuned for more information throughout the month but we hope you celebrate with us.

We have arranged a drop-in virtual Rainbow Diversity and Inclusion workshop with Pride Pledge on Wednesday 15 February. More information about the workshop and how to register will come through soon.



Long COVID rehabilitation programme

ABI is collaborating with the NHS to deliver an online self-managed long COVID rehabilitation programme here in Aotearoa New Zealand. There is little support for those with long COVID with some physiotherapists and exercise physiologists delivering one-off programmes in the community and some DHB services have clients accessing rehab through cardiology/respiratory clinics.



Your
COVID Recovery

We know that many of the symptoms of long COVID mirror concussion and many researchers and clinicians overseas are starting to talk about neuro-COVID indicating the neurocognitive changes some may experience with long COVID.

We are hoping to start receiving GP referrals, assessing and supporting clients who have been diagnosed with long COVID in February. We are excited to offer this programme and have some eager clinicians ready to start doing assessments and monitor the self-directed platform. If you are interested in knowing more about this service please contact Michelle Wilkinson, Jonathan Armstrong or Annie Jones.

Got feedback or a story you'd like to share?

We'd love to hear from you.

feedback@abi-rehab.co.nz