

Lighthouse

Family News

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Sophia Way – Birthday Party

A very happy day was organised for a birthday celebration for a person we support at Sophia Way recently. Thanks to family who let us know how pleased they were with how it went, and to staff who assisted to make it a special day.

Information session on NDIS Funds for Housing

The NDIS has allocated money for housing for people with significant disability. To help us better understand what this means, we are holding an information session on **Thursday 25th August from 5:30 – 7:30 pm** at 101 Park Tce, Salisbury.

Michael Hicks (Manager, Evidence and Analysis, Housing Strategy and Reporting, Housing SA, Dept for Communities & Social Inclusion) is very knowledgeable on this topic and will share information about the funding and how it can be used.

A light meal will be served, so we would appreciate your RSVP by Monday 22nd August to Pat@lighthousedisability.org.au or call 8256 9800.

NDIS

Information sessions

Three information sessions on current funding and how this will change in the NDIS, were held on 29th and 30th June and 26th July. About one third of the families of the people we support participated in these sessions. At the same time, information was presented about the NDIA assessment process for funding.

Although the topic of NDIS is daunting for many, the general feeling was that the information was useful.

Thanks to Karen Polkinghorne and Paula Musker for their presentations and to Caroline Simpson for her input.

New Manager, Service Delivery

Megan Kane commenced work with Lighthouse Disability on 8th August as the Manager responsible for Spruance, Mahood, Mayfield, Alawa, Carson, Innes, Clearview, Payneham, Tarakan, Pauls and Rowe.

Megan comes to us with a wealth of knowledge and experience within the human services in the areas of Health, Aged Care, Child Protection, Disability and Crisis Prevention.

Follow up with Families

Pat Netschitowsky (Exec Assistant to CEO) has been asked to take on a Customer Liaison role as part of her duties. She will contact each family once/6 months to explore what is working well and if there are any issues. This is important information for us. We will do our best to respond to issues of concern, and if we can't address an issue, we will explain why.

While we will follow up every 6 months, we strongly encourage families to let us know asap if there is something that you are not happy about. There are several ways in which you can let us know of any concerns;

- Contact staff at the house
- Contact Service Delivery Coordinator of Rome, Mercedes, Audley and Salmon (8256 9800)
- Contact a Service Delivery Manager (Karen Negus, Megan Kane or Paula Roberts on 8256 9800)
- Contact General Manager, Service Delivery (Steve Denholm on 8256 9800)
- Contact me (8256 9800)

Already families have been very generous in providing information about concerns. We are very appreciative of this as it gives us the opportunity to address issues of concern and /or provide information about what might already be in process.

Three new Board Members

- **Corey Martin** is filling a casual vacancy behind Richard Dobek who had taken a few months leave from the Board and has now resigned because his job creates a conflict of interest. Corey has a brother at Mayfield and brings a wide range of experience including HR and recruitment.
- **Lea Stevens** has an impressive range of experience; former Director of Northern Connections, former Minister for Health and other significant roles including Member for Elizabeth, and
- **Tim Jackson** is the Chairperson of Volunteering Australia and Chairperson of Volunteering SA/NT. He was CEO of Playford Council for many years before retiring over 12 months ago.

Membership of Lighthouse Disability

As a Company Limited by Guarantee, our Constitution requires us to have members. At an annual cost of \$10, membership gives you the right to vote for the appointment of Directors to the Board, access minutes of members' meetings, and be kept informed of progress through newsletters and our Annual Report.

Some families are already members and have been invited to renew their membership. Within the next week, we will forward the application forms to those of you who are not currently members with an invitation to apply. All applications for membership must be accepted by the Board, in accordance with our Constitution.

Board and Leadership Team Planning Session

The Board and Leadership Team met on 16th July for another Planning Session. The outcomes are;

- A commitment to continue to provide detailed reviews of business costs compared with the fees that we are likely to attract
- An increased realisation that we cannot provide services for which there are no fees
- A commitment to improve the quality of our housing
- A commitment to explore the capital investment options that we have.

Quick Update about us

- We have 91 adults in supported accommodation with 2 children in 24/7.
- There are 9 vacancies in the adult system; 2 new people are being transitioned into our houses, 2 vacancies are being held because of urgent house renovations. That leaves 5 'active' vacancies.
- There are 13 children who use our centre based respite services regularly (and there are increasing numbers of enquiries in relation to respite as more families have funding through NDIA).
- We provide Community Support to 8 people.
- At 30th June we had 202 staff and 174 of these are front line staff.
- The Retention rate of our workforce has improved significantly in the last financial year. Turnover for front line staff was 19.5% - down from 23% the previous year.
- 35% of our workforce are people for whom English is a second language.
- 64% of our workforce are female with a relatively even spread of age groups between 18 and 69 years. The smallest age group is 60-69 years while the biggest is 40-49 years.

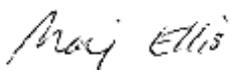
Evaluation of the new Service Delivery Model

Lighthouse Disability has made a commitment to talk to people we support, families and staff at various stages of this 12 month pilot. The Evaluation Reference Group met recently to informally review the preliminary findings of the first stage of the review.

As expected, there is rich learning about things we will now do differently, and valuable comments from families and staff about their respective experiences thus far. Again, as expected in the first stages of a new way of working, there are mixed views with considerable variation between the houses that have been part of the process thus far. We look forward to the presentation of the formal report and to implementing our learning.

Farewell to Jane Paneros

Our Developmental Educator, Jane Paneros, has been successful in gaining a Senior Developmental Educator role with DCSI and has therefore tendered her resignation. We thank Jane for her commitment to the people we support and her role in the evolution of the current Consumer Reference Group.



Marj Ellis
CEO