

Lighthouse

Family News

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Congratulations

We have received unsolicited positive feedback from another agency about the support provided to two of the people we support; one in Clairville and the other at Sophia Way. Well done to the staff involved!

Opportunity to acknowledge great work

Amanda George (Manager, Workforce and Culture) has introduced a 'Well done' book which is located on the front counter at Park Tce. We know that our staff work really hard and provide a really good service to the people we support. It is important that we find ways to acknowledge this to let staff know that what they do matters a lot. The idea is that staff and families can note the great work of a colleague or staff member – e.g. a time when they have gone 'above and beyond', or to recognise their ongoing and consistent efforts in service provision.

The entries will be reviewed each month, and three comments will be publicized in the next Staff and Family Newsletter.

We would really like families to contribute to this, so if you are not coming in to the office, please give Bianca or Sophia a call (8256 9800) and they will be really glad to make a note on your behalf.

Annual General Meeting

All families are very welcome to attend our annual general meeting. They are a little different to most! While we meet the legal requirements of an annual general meeting, the evening is an opportunity for the people we support to hear a good guest speaker (this year it is Sam Paior who comes highly recommended by others who have heard her speak), listen to a great band and dance, and enjoy some supper. Please refer to the attached flyer. *There is a community event being held nearby so there may be a little traffic congestion but parking will be available at Sfera's. Please plan to arrive in time for a 7 pm start.*

Christmas Breakfast

We are looking forward to our Christmas Breakfast on **Sunday 20th November**. (Please refer to attached flyer.) This year, Linda McCartney will provide entertainment, courtesy of the Fundraising Committee. Father Christmas will be there and we've sourced some fabulous raffle prizes. We thank the Tea Tree Gully Lions Club for generously providing the BBQ. Families are most welcome, and it is an opportunity to catch up with old friends and make some new ones. We'd really like to see you there!

Please RSVP by 10th November to 8256 9800 or rsvp@lighthousedisability.org.au

Changes as we head towards NDIS

A decision has been made for NDIS business reasons to declare two positions in the Service Delivery Team at Park Tce redundant. It was a really hard decision to make and we are very aware of the impact of this decision on the two people concerned. Julie Stansbury has now left us and Paula Musker will finish with us on 21st November. Paula will try to catch up with people with whom she has worked before she leaves. We wish both Julie and Paula well in their new journeys.

We are making other changes in anticipation of moving into NDIS. For example, a Karaoke night has been held for many years. In recent times, attendance has dropped off, and some of the people we support enjoy going to Karaoke nights that are run in local pubs. As we won't be funded for such activities under NDIS, a decision has been made to discontinue this event. However, the Disco nights are well attended and are continuing.

With the introduction of NDIS and the changes in funding arrangements, we will need to constantly review our activities to ensure that we have the funding that is needed to maintain them.

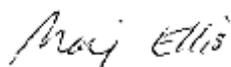
Teamwork

Staff teamwork is really important for people we support. Where teams are working well, communication between staff is good and that means that information is shared so that the likes, needs and dislikes of people we support are understood and respected. It also means that where there is a problem, staff are more likely to know how to assist a person we support effectively.

It is therefore important that we identify all the people who should be part of the team at each house. It is for this reason that we want volunteers and Edmen staff to be regarded as part of the team (especially where Edmen staff have regular shifts at a house).

People we support generally don't mind who provides support as long as staff are properly introduced to them and understand their needs. If the casual staff member is covering for someone else who is not able to fill a shift, this needs to be explained to the person we support. Where it is not already happening, we are strongly promoting the need for staff to engage with each person we support, demonstrate interest and care, irrespective of who their employer is (Lighthouse or Edmen).

While we are working hard to reduce the use of casual staff, there will always be some circumstances in which casual staff are needed. We want to make our support more effective, and expanding the concept of teamwork to include volunteers and Edmen staff is an important step to achieve this.



Marj Ellis
CEO