

Lighthouse

# Family News

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## Happy New Year!

We have started the New Year with lots happening.

## New Client/s

We welcomed a new client who moved into Cullford earlier this week, and there are several discussions in process with other people who may come to us to fill some of our vacancies.

## Family Advisory Committee

The committee continues to grow with a current membership of 11 family members. The interest from families in Lighthouse Disability and contributions made in meetings are very much appreciated. We believe it is important to continue to work closely with families about any issues of concern - and the future, especially in relation to NDIS.

At the most recent meeting, Les Jones (who is employed on a short term contract to explore the feasibility of developing our properties with NDIS funding) talked about what he is doing. His work at this stage is 'high order' and it is too soon to be clear about whether there is any point in developing a detailed development proposal.

Sharon Williams, a Senior Project Officer at Lighthouse Disability, shared information about the work she is doing to develop protocols to seek funding for staff to stay with a client once s/he is admitted to hospital. Once the protocol is complete, this information will be made available to families.

In the meantime, please be advised that it is possible to seek funding for a staff member to be present with a person admitted to hospital, but funding must be approved by the Nursing Director of the relevant ward.

Should your family member be admitted to hospital and you consider a staff member should be with him/her, (and we haven't already taken steps to organize this) please contact your Service Manager, Service Delivery Coordinator or Manager, Service Delivery to discuss how we can ensure approval for funding is given.

## Staff Survey

In November, 54% of our workforce participated in a survey about their employment experience with us as a service provider. The survey is particularly important because it is a pilot that included 6 different disability services to gather workforce data from the disability sector. Funded by the SA Government (Department of State Development) and NDS, this is a 'first'. We are hopeful that there will be additional funding to support our involvement in a follow up survey to assess the improvements we expect to make.

The information that has been generated is very helpful and suggests that we are doing some things well and that there is room for improvement in others. An action plan is being developed to provide direction about how we address some of the issues that we need to address.

## Board and Leadership Team Planning Day

On 21<sup>st</sup> January, the Board and Leadership Team will be meeting to set the direction for the year ahead.

## Australia Day Picnic

A big thank you to the Fundraising Committee for generously funding and organizing our 2017 Australia Day Picnic. This year the picnic will be held by the Beefacres Community Hall on Pittwater Drive, Windsor Gardens SA 5087. Please refer to the attached flyer for details.

**Thursday 26<sup>th</sup> January 2017**

**11:00 am to 2:30 pm**

**Families are very welcome to attend**



## Thanks to Staff

As we start the New Year, I want to acknowledge and thank our frontline staff for the work that they do. Many staff teams are working hard to connect with each other and staff at Park Tce with a commitment to achieve the best outcomes for our clients – your family members. There are lots of positive changes happening. Where we can see that things can be done differently/better, staff are exploring how to make these changes. Feedback from some people indicates that the efforts made by staff are being noticed. Thank you for your comments. At the same time, please let us know if you have concerns. We will listen and keep you informed about what we do to address them.

## Review of the last 6 months

We have started the new year with a review of achievements during the past 6 months because;

- It is important to acknowledge that we are in a different place compared with this time last year,
- We are in a period of great change, and sometimes we overlook the gains that have been made, and
- We all need a sense that our continued efforts have made a difference and that they are valued.

The list below is not exhaustive but does give an indication that a lot has been achieved. The list includes direct services to clients and there is a lot of activity ‘behind the scenes’ to support and improve the quality of service delivery – as well as activity in preparation for the NDIS.

## Activities and achievements from 1<sup>st</sup> July to 31<sup>st</sup> December 2016

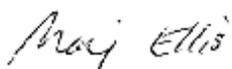
- Provided support to (fluctuating numbers) between 88 and 95 adults who have complex and diverse disabilities
- Worked closely with DSA to assess new people who will be a good match for others living in the houses where there is a vacancy
- Provided respite care to about 12 children for different periods ranging from once/week to once/month
- Provided community support to 8 clients
- Provided 24/7 accommodation and support to two guardianship children
- Assisted many clients to realise their goals
- Supported 20 people to attend the Down Syndrome Ball
- Supported 10 clients to participate in the Bedford Soccer Tournament and attracted sponsorship from Agri-Bits for professionally designed soccer uniforms
- Hosted a visit from the Hon Leesa Vlahos, Minister for Disability and Mental Health, at Mahood on 14<sup>th</sup> November
- Hosted a visit from Tony Piccolo, MP for Light, at Alawa and Rome on 21<sup>st</sup> November
- Introduced a Family Liaison role to contact families for feedback about our services
- Introduced Client Mail-Outs as a way of communicating directly with clients
- Held two information sessions for families; one about NDIS funding on 26<sup>th</sup> July, and the other about Specialist Disability Accommodation (Michael Hicks on 25<sup>th</sup> August)
- Introduced a Charter of Expectations to provide an outline of our expectations of how we will provide services, and our expectations of our customers
- Participated in the Disability Expo at Adelaide Showgrounds on 23<sup>rd</sup> September
- Expanded the Family Advisory Committee to 10 family members
- Rolled out a revised medication policy; ‘Medication Administration’ and prepared for the rollout of a new policy on Restrictive Practice
- Provision of ‘Medication Only’ small refrigerator to each service
- Reviewed Master Rosters so that they;
  - Meet client needs
  - Are aligned with the allocated funding
  - Are equitable for staff
  - Comply with our EBA

- Held a joint Leadership Team and Board Planning Day re preparation for NDIS on 16<sup>th</sup> July
- Leadership Team and Managers attended training re the use of a complexity assessment tool
- Using the complexity tool to assess client entitlements under NDIA (Kayla Wood and Ashleigh Trinne)
- Sent a frontline worker (Kym Hoskins) to a IASSISDD Disability Workers Conference in Melbourne (titled 'Individualised Support, Inclusion and Community Participation: Your Role')
- Farewelled some staff from Park Tce (Jay Nasser, Jane Paneros, Kylie Samorowski, Julie Stansbury, Paula Musker, Paula Roberts, Christie Spry)
- Welcomed Megan Kane, Sarah Wagnet, Greg Hovhannisyan
- Farewelled two Board members (Richard Dobek and Jane Hyde) and welcomed four new people (Corey Martin, Lea Stevens, Tim Jackson and Matt King)
- Bestowed Life Membership on Sue Andrews for her service to Lighthouse Disability
- Introduced IT upgrades such as Microsoft 365 the current version of Citrix, and moved to the Cloud.
- Introduced a 'Well Done' book so that staff and others can comment on the good work that they have appreciated
- Introduced the concept of teamwork in houses to include staff, volunteers and Edmen staff
- Appointed Terella Rosen to the position of Volunteer Coordinator
- Volunteers continue to add value to our organisation
- EBA negotiations recommenced
- Market Research undertaken with Intuito
- NDIS Protocols project in readiness for the introduction of a case record system
- Continue to address quality issues raised by the accreditation process
- CEO appointed to the State NDS Committee
- Organised our first Annual General Meeting as Lighthouse Disability
- Enjoyed a very successful Christmas breakfast with clients and their families
- Ran two Staff Forums for all of Lighthouse Disability staff on 9<sup>th</sup> November
- Park Tce staff successfully catered for about 90 staff for Christmas lunch
- Established a project to explore whether we can develop the properties that we own for purpose built accommodation.
- Exploring different service delivery options for a family with NDIA funding

In the last 6 months, we also acknowledge with sadness, the passing of Liz Meikle and David Coley.

As we commence this year, a major focus will be preparing our adult clients to be assessed for NDIA funding. It also means adapting to a competitive environment where customer service will be key to our ongoing success as a business. We will all need to continue to work hard to demonstrate to our current clients that we provide excellent services that are high quality and good value for money.

We look forward to you being part of our exciting journey into the new world of the National Disability Insurance Scheme (NDIS) in 2017.



**Marj Ellis**  
CEO