

Lighthouse

Family News

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Australia Day Picnic

Thanks to the Fundraising Committee who were responsible for organising and funding the picnic. Thanks also to the families who were able to join our clients and staff on a beautiful day at Beefacres Park. People were in picnic mode enjoying games and entertainment from Linda McCartney. Most houses participated.

As an extra, the Fundraising Committee donated 3 prizes - \$500, \$300 and \$200 for houses to take their clients on holiday.



Feedback from a new family to Lighthouse Disability

We want to provide better services to clients and it is wonderful encouragement when we receive positive comments – as summarized below:

“We are so very happy with all the care and attention that is being given to B since his recent arrival at Lighthouse. We are amazed at the commitment of all staff who support B in a truly wonderful and caring way. We have seen an improvement in B’s outlook on life and also on his physical wellbeing. We are very grateful to Lighthouse Disability as a whole and want to express our thankfulness and gratefulness for the staff directly caring for B.”

Congrat’s to staff at Cullford for providing this service, and sincere thanks to the family who let us know of their appreciation.

While it is great to receive positive feedback, it is also important that we are aware of any concerns that you might have. We need this information to be aware of what we need to do better. This is all the more important as we prepare for the NDIS because we will be competing with other services for clients – it is in our interests to know what you think of us!

Death of a staff member

We are greatly saddened by the death of Jody Wallis who was the Service Manager at Riveau for many years. She was a strong advocate for clients and was well known and liked. Her funeral was on Friday 17th February and her farewell included clients of Riveau and another service, many staff (past and current) and some families.

New OT students

We have recently welcomed two 4th year Occupational Therapy students from UniSA who will be completing their Participatory Community Practice (PCP) placement with us over the next 9 weeks. Kim and Naomi will be running a PCP Project where they aim to engage clients in meaningful activities within the home environment. They will be working specifically with clients at Riveau and hope to provide outcomes that lead to an increased quality of life.



Fundraising Committee

This committee was established (or more accurately re-established 18+ months ago) to raise funds for clients. During this time about \$17k has been raised and, on application to the Committee, clients have been the recipients of funding for various requests.

The Fundraising Committee started with a one family taking a strong leadership role supported by staff who volunteered their time. One client is also involved in the committee. For a range of reasons, staff time has declined significantly which has left one family with the responsibility for managing all facets of Committee activities. This is not sustainable.

Therefore, the Committee is seriously considering ceasing its activities, and this is a final call to families who might be prepared to give some time (at most, one meeting/month at Park Tce). Please refer to the attached Terms of Reference. If you would like to know more about this or be part of the Committee, please phone Chris or Sue Andrews on phone 8250 0754.

Information about NDIS

At the next Family Advisory Committee meeting it is hoped that there will be discussion about some further information sessions for families about the NDIS. We have a commitment to support families prepare for the assessment process so that you have the confidence to ask for what you need for your family member. There will be more information about this as details are finalised.

On **Tuesday 28 February at 1.30pm ACST** the NDIS will be hosting a webinar about developing and starting your first plan. If you have any questions about getting ready for your planning conversation, you may want to register via the link below.

<https://www.ndis.gov.au/event/Webinar:%20developing%20and%20starting%20your%20first%20plan%2028%20Feb>

NDIS – and different use of language

For many years, we have referred to our clients as ‘people we support’. It is understood that one reason for this was to embed in our language and in our way of working, that our role is to support people and promote their involvement in their lives, as compared assuming that they can’t do anything, and that we ‘do it for them’.

The introduction of the NDIS means that there is another important shift in language. A basic premise of the NDIS is that people with a disability will have choice and control. Therefore, it is timely to review how we refer to the people with whom we are working. The NDIS refers to people with disabilities as ‘participants’, some service providers are referring to people as ‘customers’ (they are seeking to purchase a service) and others refer to people as ‘clients’ (‘he who pays the piper calls the tune’ – reflecting the concept of choice and control).

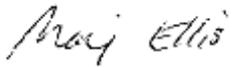
A decision has been made that we will refer to people seeking to purchase a service from us as ‘customers’ (they are shopping around to find the service that will best meet their needs) – and once a contract for service provision has been agreed, the person with a disability becomes a ‘client’ (a person that pays for the services of an organisation, and can exercise choice [within limits] about those services, or seek them elsewhere).

You may have already noticed a shift in how we refer to the people with whom we are working. It is important that our language reinforces how we want to work and that it reflects the new NDIS environment, and all that it stands for.

Organisational Intent

- Our current Vision and Mission statements (and tag line) are in need of review in the context of NDIS.
- We don’t often make reference to them which suggests that they are not strongly linked to our everyday work.
- As part of positioning Lighthouse Disability in the NDIS environment, the Board and Leadership Team have agreed that we need to develop an ‘Organisational Intent’.

- It has been a bit of a struggle to work out what this actually means. The most helpful way of understanding it, is to think about the questions;
 - 'Why are we here?'
 - 'What do we do that is value add/different?' (compared with other like organisations)
- A first step for us to adapt to the NDIS environment is to understand the answers to the above questions.
- The outcome/s of this then shape how we work and with whom we work.
- The Board has asked us to present some option/s by 1st July on the understanding that staff, families and other key stakeholders are involved in the process of developing some options.
- When we have developed a process to involve you, we will let you know.



Marj Ellis
CEO