

Lighthouse

# Family News

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## Information sessions about the NDIS with Joanne Cregan on 23<sup>rd</sup> May

This session, which was facilitated by Joanne Cregan, was well attended with about 50 people present. Most of the people who participated are associated with Lighthouse Disability, but a few people brought friends who have a family member with a disability. All are very welcome!

Joanne provided detailed information about the basis of the NDIS and the requirements for assessment in relation to a funding package. The necessity to be prepared for the assessment process was emphasised: funding is based on information about;

- services currently provided (**not** the funding currently allocated)
- allied health assessments
- medical information about the nature of the disability and
- client goals

Decisions will then be made by a planner from NDIA based on what is considered 'reasonable and necessary'.

There was discussion about some significant challenges for all concerned. The NDIS is a new program and NDIA staff are new. Many do not have a knowledge of disability and the program is evolving quickly such that staff often end up providing contradictory information. The administrative capacity of NDIS is 'stretched' and there are many frustrations related to contacting staff and receiving and sending information in a timely way.

Lighthouse Disability is very aware that families do not have knowledge of the current day-to-day services provided to family members and this,

aside from any other challenges, is very concerning for many. Therefore, with the permission of families, we will collate information to inform the assessment process. In addition, again with the permission of families, Lighthouse Disability will ensure that allied health assessments are current.

We are trialing the preparation of information for assessment by working in partnership with **Pearson Allied Health Services**. This company has extensive experience of preparing plans for assessment for children (as part of the trial site) and providing allied health assessments and services. We are very glad to have the benefit of their knowledge and experience as we transition to NDIS.



*Information session with Joanne Cregan about NDIS funding*

It has been confirmed in writing, that NDIA assessments will commence in November for our houses in the Playford, Salisbury and Port Adelaide – Enfield East.

It was agreed at the meeting, that people who participated in the information session on 23<sup>rd</sup> May will be invited to a follow up discussion about 4 weeks after this meeting. Therefore, people who participated in the information session on 23<sup>rd</sup> May are invited to a **follow up discussion on Monday 26<sup>th</sup> June**. The focus of the meeting will be to explain how we propose to manage the planning process and to respond to questions (if we can). **Please RSVP by 21st June** to Pat Netschitowsky ([pat@lighthousedisability.org.au](mailto:pat@lighthousedisability.org.au)) or phone 8256 9800.

For those who could not attend the first information session with Joanne Cregan, **there is a second session on Monday 19<sup>th</sup> June from 1 – 3 pm** at 101 Park Tce., Salisbury. If you haven't yet indicated your interest in attending, **please RSVP by Thursday 15<sup>th</sup> June** to Pat Netschitowsky ([pat@lighthousedisability.org.au](mailto:pat@lighthousedisability.org.au)) or phone 8256 9800.

The duties of **Sharon Williams** (an experienced Senior Project Officer) have been realigned to a position with the title of 'NDIS Liaison'. She will oversee the planning process and expects to have contact with families soon in relation to this. Sharon will be part of the follow up meeting to be held on 26<sup>th</sup> June and will attend the Information session with Joanne Cregan on 19<sup>th</sup> June.

The planning process will be the first of many significant changes.

One of the most challenging will be the introduction of the concept of 'user pays' which is very different to the historic welfare approach to disability. While this is a huge change for families, it is also a huge change for service providers. When we talk to you about this, please understand that we are sharing with you information about our 'new world' – to which we are all required to adapt.

## New Service Delivery Model

On 5<sup>th</sup> June, 2017 the Board approved the formal introduction of Service Delivery Coordinators as part of the organisational structure of Lighthouse Disability. This decision will not change the situation where there are Service Managers (Log, Clearview, Clairville, Cullford, Alawa, Grantham, Rowe, Wattle, Innes/Carson).

Additional Service Delivery Coordinators will be introduced if and when Service Manager vacancies arise.

The history to this decision is that in December 2015, the Board approved a pilot service delivery model which gave us the opportunity to trial two Service Delivery Coordinator positions when it became evident that we could not recruit Service Managers to vacant positions. At the time the pilot was introduced, Service Managers were reassured that Service Delivery Coordinators would only be allocated houses where there is no Service Manager.

An evaluation of the pilot was presented to the June 2017 Board meeting. The houses currently involved in the pilot are; Rome, Salmon, Matilda, Mercedes, Mayfield, Sophia Way, Pauls Drive, Mahood and Spruance.

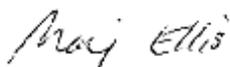
Since the decision to run the pilot, there have been several more Service Manager vacancies such as Payneham, Riveau, Mundon/Albion, Tarakan and Janet. Audley is also without a Service Manager. There is no Service Manager for Children's Services. Given the Board approval to formalise the new service delivery model, a third Service Delivery Coordinator will now be appointed as soon as possible.

There was much rich learning and lots of progress during the pilot process. However, there is still a lot to do to build the quality of service delivery, engage with families effectively and support front line staff.

In her role of Service Delivery Coordinator in the pilot, **Sarah Wagnet** is thanked for her important contributions. We look forward to her continuing energy and commitment and also welcome **Ania Orłowska** to the role. As indicated above, a third Service Delivery Coordinator will now be appointed asap.

It is also important to thank **Chris Andrews** for the important role he has played in the Evaluation Reference Group (Chris is the representative of the Family Advisory Committee.) He has been very generous with his ideas and clearly expressed opinions from the perspective of a parent which have been invaluable.

The Evaluation Reference Group will continue to the end of this year to review progress on the extension of the service delivery model, and its future will then be reassessed.



**Marj Ellis**  
CEO