

Lighthouse

Family News

Date: 26th September 2017

Issue No. 44

Inside this Edition

NDIS

Transport

Service Delivery

Rosters for Lighthouse Disability staff

Staff Update

Board Member visits to houses

Next AGM

Donation from TTG Lions

Customer satisfaction

NDIS

A huge effort is being made by Lighthouse Disability to organise the required information for the NDIA funding assessment.

Staff continue to attend information sessions about what is required, and we are confident that we are aware of what is needed and why.

Most clients will need a current Positive Behaviour Support Plan – and possibly other plans will need to be updated by a relevant allied health service provider.

Families will be consulted and asked to provide written consent for any assessments that are sought.

NDIA have requested information about the cost of providing 24/7 support services (Supported Independent Living) and calculations of the recommended support services are being prepared for consideration by NDIA as part of the funding assessment process.

Over the coming weeks, assessments for clients will be conducted by Brain Injury SA (for clients with an acquired brain injury) and Positive Behaviour Support assessments by Pearson Allied Health Services.

Transport

The Family Advisory Committee has written to the Hon Christian Porter (Minister responsible for NDIS) and Dr Helen Nugent (Chair of the Board of NDIS) re concerns from families about inadequate funding for transport under NDIA. At this point, a written response has not been received, but it is expected that there will be one.

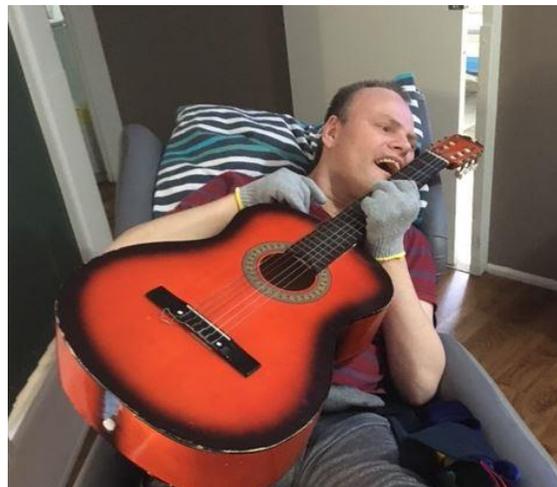
Service Delivery

We have had some recent feedback from members of the Governor's Leadership Foundation project team that they have observed that our

frontline staff are passionate about working with clients. This is great information and consistent with most of the feedback that we receive.



David at Riveau



Brenton at Mercedes

After months of being confined to indoors, staff made it possible for David (Riveau) to enjoy some sunshine recently. His face says it all!

Staff at Mercedes are very aware of that Brenton loves playing his guitar. His pleasure is really evident.

Rosters for Lighthouse Disability staff

It is important that staff and families have accurate information about how the rosters in Lighthouse Disability are developed and operate. This information has recently been provided to staff in a Staff Newsletter;

There are 4 key points;

- **Client need**

The roster is based on the number of staff needed to address the day to day living needs of each person. The more assistance a client needs, the more staff are required – and the funding reflects this. For example, some clients need 0.5 of a staff member's time, others need a staff member specifically allocated them, and in rare instances, some clients need two staff to be rostered on at all times.

The times that staff are asked to work reflect the needs of clients. For example, most houses don't have staff rostered during the day when clients are at day programs.

- **Funding**

All rosters are consistent with the funding that has been allocated to us – to do it any other way would mean that we would go broke. (ie we can't spend more on rosters than we are allocated by Disability SA – or in the new NDIS world, the fees paid by clients for specific services).

- **Comply with the conditions of the Enterprise Bargaining Agreement (EBA)**

The rules that govern employment conditions of staff employed by Lighthouse Disability are documented in the EBA. We are legally obliged to comply with these.

- **Staff preferences**

We know that all staff 'have a life' outside of work and that there are some times that it is hard to be available for work. This is one of the many challenges of managing a 24/7 roster. Therefore, each worker is asked to indicate one preference, and to the extent that it is possible, every effort is made to respect this.

- When a new master roster has been developed, it is sent to the house two weeks before it is due to be loaded onto the system with the intention that staff have an opportunity to raise any concerns – and if possible, changes are made.
- There are many examples where changes have been made when we have had requests to do so. It is not possible to accommodate all requests.
- It is important that the roster is viewed as a contract with clients to meet their needs. In the NDIS environment, this is the essence of choice and control. Clients pay for a service and expect to get it.

Picking up extra shifts

- It is our preference that Lighthouse Disability staff have first option on vacant shifts.
- We encourage any staff who want to work more than the contracted hours, to either pick up extra shifts as they arise in the house, or do an orientation to another service so that they can pick up extra shifts at another house (as long as overtime is not incurred).
- It is very easy to organise.

Swapping Shifts

- Sometimes a worker has a pressing necessity to negotiate a different shift.
- Staff are encouraged to see if a colleague would be willing to swap.
- BUT – staff are required to get approval because it is possible that by swapping with someone, this person may end up in overtime, or working hours that are contrary to the EBA.
- Timesheets also need to be adjusted to ensure that each of the workers concerned are paid correctly.

As with any aspect of our operation, we are very open to any suggestions about how roster arrangements can be improved.

Staff Update

When the NDIS was originally introduced, because of the scale of the changes to the sector, it was suggested that many organisations will have to make lots of changes to their organisational structures and staff profiles. We were advised to expect considerable staff changes as people see opportunities elsewhere and we recognise the need for new skill sets.

We welcome **Diane Ashford** to the role of Volunteer Coordinator. Diane brings a wealth of knowledge and experience in working with volunteers, having previously worked with Life Care and with Red Cross.

Sarah Wagnet (former Service Delivery Coordinator) has been appointed to Feros Care and we welcome **Michelle Thompson** to the role. Michelle comes to us from CSI (Community Support Inc) and brings a wealth of experience of working in the disability sector.

Kerry Smith who did some really important pioneering work in supporting new staff has retired for health reasons. Her resignation is a great loss to us, and we will endeavour to continue the work that she has started.

Kate Martin (HR Admin Assistant) has worked for Lighthouse Disability for over 4 years and has been appointed to a new role with Max Employment which offers her some new challenges.

Pat Netschitowsky (Exec Assistant) has worked for Lighthouse Disability for more than two years and is well known to many families. She has signaled her intention to retire to pursue lots of voluntary activities – and enjoy spending time with her grandchildren. A selection process for a new Exec Assistant is in process.

Board member visits to houses

Each month, a Board member visits two houses to have the opportunity to meet staff and clients and develop an understanding of the issues facing both. Earlier this month, Tim Jackson visited Clairville and Wattle, and was offered the opportunity by Denni to wear one of his favourite wigs.



Tim Jackson (Board Member), with Denni and Andrew (support worker)

Next Annual General Meeting

Families and interested others are invited to our next AGM to be held on **Friday 10th November 2017** at 7pm at Sfera's Function Centre, 191 Reservoir Road, Modbury. Guest speaker will be Maurice Corcoran, Principal of the Community Visitor Scheme, with entertainment from Dance Down Performance Team. A light supper will be served.

Donation from Tea Tree Gully Lions Club

We are most grateful to the Tea Tree Gully Lions Club for their generous donation towards the running costs of our monthly BOOM BOX disco. The Lions have been very supportive of our organisation over many years and also chip in with catering and cooking at our Christmas breakfast and annual picnic.

Customer satisfaction

Families are invited and encouraged to approach staff with any concerns (Karen Negus, Megan Kane, Steve Denholm or me). It is important that you are satisfied with the service that we provide, and if you are not, it is also important that we know of your concerns so that we can address them.

We have received some very good feedback from families which is very welcome because it confirms that we are making a positive difference in the lives of our clients. We also occasionally receive comments of concern, and are committed to addressing these. In most situations, we can resolve these with families.

Marj Ellis
CEO