

Lighthouse

Family News

Date: 29th November 2017

Issue No. 46

Inside this Edition

AGM and Christmas Breakfast

Guest Speaker at the AGM

NDIA

Information from interstate

Case Management System

Family Advisory Committee

2016-17 Annual Report

Lions Club Christmas Cakes
for sale

AGM and Christmas Breakfast

Thanks to families who attended the Annual General Meeting and the Christmas Breakfast. There has been good feedback about both events.

Special thanks also to the many volunteers who assisted – especially the Tea Tree Gully Lions Club who provided and cooked our Christmas Breakfast.



Ideas about how we can continue to improve both events is very welcome. Please don't hesitate to contact me if you have any suggestions (8256 9800).

Guest Speaker at the AGM

Maurice Corcoran (Principal Community Visitor, SA Community Visitor) was our guest speaker at the Annual General meeting. A copy of his slides can be made available if anyone would like to see his presentation in detail.

He reported very positively about the observations that Community Visitors made of our work when they visit our houses and observe workers interacting with clients. For example since 2014 to now, there have been 55 visits to houses and the Community Visitors have prepared ratings which are listed as;

Staff responsiveness to client needs	= 90%
Standard of buildings and facilities	= 90%
Standard of equipment in facilities	= 90%
Quality and choice of food	= 90%
Communication between staff and clients	= 80%
Activities available for clients	= 75%
Suitable transport for clients	= 60%
Emergency procedures and practice	= 35%

We have done very well in relation to the first 6 criteria, and plans are being developed to address 'Emergency procedures and practice'.

Transport is a topic that didn't rate very highly and this is something that is likely to become even more contentious when we transition to NDIS – directly related to the funding that NDIA has allocated to this.

NDIA

We have been contacted by NDIA with regard to organising assessments for clients in some houses, to transition to NDIA. It is very encouraging that it is some clients will transition to NDIA soon, however, the information that we had been given about the process is now outdated. This means that some of the information we have provided to families in good faith has changed. We will do our best to provide accurate information as it comes to hand.

At this point, details have not yet been clarified about which houses or when the assessments will take place, but this will be made available very soon. Families are expected by NDIA to be part of the assessment meeting, and we will endeavour to organise times that are acceptable to families. However, having said this, the NDIA has made it clear that it is working to a tight timeframe in an effort to assess as many people as possible so that funding to individuals/families is made available sooner rather than later. This sense of urgency may mean that the times that NDIA offer have a short lead time and it is unclear how flexible the appointment options will be.

A lot of work is being done to ensure that 'evidence' has been gathered for each client to enable him/her to be allocated the funding needed to address what is 'reasonable and necessary'.

It is also very clear that this is a very new process and that we are all learning as we go.

Information from interstate

The SA Government recently organised a trip to visit disability service providers in NSW and Victoria so that SA providers could learn from the experience of others already involved in the NDIS. A senior staff member of Lighthouse Disability participated and gained much valuable information.

Case Management System

After many months of exploring different products, a decision has been made that we will contract Enrite Care to provide an electronic case management system.

It is expected that the Board will approve a three year contract very soon, and a roll out is being carefully planned – which includes quality training.

This is required to enable billing and accountability for NDIA – and to record customer information that will be easily accessible to staff working in the house – and which can be shared with families. Some examples of information that will be recorded are customer details, customer goals and progress in relation to attaining the goals.

We are very excited by this development as it will make a big difference to our capacity to record and provide good information – something which will improve the quality of our communication about matters important to clients/customers.

Family Advisory Committee (FAC)

At the last FAC which was held on 9th November, Alice Woods (lawyer) provided some information about different ways in which families can secure the future of their loved one when they are no longer able to take responsibility for this.

Minutes of this meeting are available for anyone who would like to access this information. Please do not hesitate to contact my Executive Assistant, Christine Kelly, Christine@lighthousedisability.org.au if you would like a copy of the minutes.

2016-17 Annual Report

An electronic copy of our latest Annual Report can be accessed via our website www.Lighthousedisability.org.au under Who We Are \ Annual Reports. If you would like a hard copy, please contact Reception and we will organize for one to be posted to you.

Lions Club Christmas Cakes for sale

We have offered to sell Lions Club Traditional Christmas Cakes as a way of helping them raise funds – some of which they donate to us. The cakes are 1 kg each and sell for \$13. Cash only. They can be purchased from Reception at Park Terrace.



Marj Ellis
CEO