

Lighthouse

# Family News

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Issue No. 47

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## Thank you

As we near the end of the year, it is timely to reflect on our journey over the last 12 months. As expected, there have been many achievements and some challenges. The introduction of the NDIS has created another layer of complexity to our day to day work.

Thank you to families who have let us know that you are happy with the services that we provide. It is good to know what we are getting right. At the same time, it is important to know from families about things that you were not happy about. Thank you for your information which has made it possible to address most issues, while some are still a work in progress.

Successful businesses actively seek feedback and welcome information about things that can be improved – and we have every intention of continuing to be a successful business. So please continue to let us know what you think we can improve.

I especially want to thank the Family Advisory Committee (a committee of the Board) for your regular participation in meetings that have been held each month. Your interest in what we are doing, your positive feedback and frank comments about things that you are concerned about is much appreciated.

Members of this committee are Chris Andrews, Raelene and Dennis Luestner, Barbara Davis, Judith Ferguson, Gill Halliday, Karren Kelly, Kathleen Kuhn, Elice Herramann, Barry Dwyer, Alice Woods, and Corey Martin. We look forward to your continued contributions in 2018.

## National Disability Insurance Agency (NDIA)

Much hard work has been done, and continues to be directed to preparing client profiles and evidence in readiness for NDIA funding assessments. Preparation of this information is very important, as NDIA funding decisions for the next year will be based on the information/evidence that is provided in the funding assessment meetings.

Families will be sent a copy of the information/evidence that we are preparing for the assessment process as well as the Supported Independent Living quote for your review and/or amendment. This means that you will be aware of the information that is presented to the NDIA as part of the funding assessment process, and will be (hopefully) confident that it is correct.

Our first NDIA funding assessment has been scheduled for 8<sup>th</sup> Jan., and 8 houses have been scheduled for NDIA assessment meetings in January, with many more to be organised for February – and into 2018 until all of our customers have been assessed.

Sharon Williams (NDIA Liaison Officer) is contacting families connected with the houses for which NDIA assessment appointments have been scheduled in the hope that it is possible for you to attend – and if it is not possible for you to attend, we will try to negotiate a different time with the NDIA.

The first NDIA assessments are important milestones for us: we are eager to learn from our first experiences and are committed to getting the best possible funding packages for our customers.

The NDIA assessments are organised as follows;

- Customers will be assessed house by house
- The people involved will be;
  - The customer
  - The decision makers (usually the family or guardian of the customer)
  - Feros Care – Local Area Coordinator (LAC) who are funded by NDIA to undertake assessments and capture the client information for consideration by NDIA who will then build the plan and approve funding of services that they deem reasonable and necessary.
  - Lighthouse Disability senior managers - Karen Negus, Megan Kane or Steve Denholm

This means that there is a logistical exercise to organise families to be available (one after the other) on a specific day at the house.

The introduction of the NDIA means that there will be many changes in the way in which services are provided, and you are invited to contact Sharon Williams if you have any questions about this. It is important that you understand what is involved, and if you are uncertain about aspects of this, you are not on your own!

**In summary, some of the changes are;**

- **People with a disability will have choice and control (within limits) about what services they want and from whom they purchase these services.**
- **The NDIS is a ‘fee for service’ system; that is all services need to be paid for and if there is no funding for a particular service, businesses will not be able to provide it.**
- **Service providers will now be operating in a competitive environment, and understand that if a customer is unhappy with the quality of a service, it is likely that s/he will seek an alternative option.**
- **It is expected that many customers will be better off with the NDIA funding packages, although there are examples quoted in the media where this is not the case.**

## Having fun!

- 1) Leigh and Andrew from Cullford have been participating in the Ten Pin Bowling League “Skittles” held at Brahma Lodge each Saturday morning. They strive to do their best each game. Last week they were awarded with a trophy for their efforts throughout the year with their team placed at 3<sup>rd</sup> Runner Ups.
- 2) Kevin and Sam from Mahood have just returned from a wonderful holiday on the Yorke Peninsular staying in a beach house at Wallaroo. They visited Tarnasey Farm and fed many animals. Kevin was very interested in all the old cars and farm machinery at The Farm Shed Museum and Tourism Centre at Kadina which reminded him of when he used to work on a farm. Sam particularly enjoyed the Moonta Mines Railway Station and loved pushing the buttons to start the miniature trains depicting how the mines once worked. As a result of their holiday, both Sam and Kevin are relaxed and ‘revived’; and eager to plan for next year’s holiday.



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## Seasons' greetings!

We wish you a happy and safe festive season and look forward to transitioning to the NDIS next year.

*Marj Ellis*

**Marj Ellis**  
CEO

