

Lighthouse News



A QUARTERLY NEWSLETTER *from* LIGHTHOUSE DISABILITY

Vale

We ended 2017 with much sadness with the untimely death of the Chair of our Board, Brenton Wright. He was '...a big person – physically large, intellectually powerful, personally and professionally courageous. Sometimes loud and always outgoing, Brenton was a trusted adviser and mentor to many...'. Brenton was a Director of Lighthouse Disability for more than 3 years, and Chair for over 2 years. His vision and leadership are sorely missed.

Annual General Meeting

We were delighted that Maurice Corcoran (Principal Community Visitor) agreed to be the guest speaker at our AGM (held on 10th November). While some of the data presented by Maurice indicates we have improvements to make in some aspects of our service delivery, we are very proud of the rates accorded to Lighthouse Disability for other important aspects of our work, as reported below.

Since 2014 there have been a total of 55 visits from the SA Community Visitor Scheme to Lighthouse Disability. Ratings for various aspects of our work were reported by the Community Visitors as;

- | | |
|---|-----|
| • Staff responsiveness to clients' 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 for clients | 75% |

Board Members

Following the AGM, Tim Jackson was appointed as Chair of the Board and Lea Stevens as Deputy Chair. Matthew King is Chair of

ISSUE N^o 7

DATE January 2018

INSIDE THIS ISSUE

Vale

Annual General Meeting

Board Members

Welcome to 2018

New Staff

Our Commitment

Case Management System

2016-17 Annual Report

the Finance Committee, and other Directors are Antonio Dottore, Tony Russo, Corey Martin and Sarah Scammell. We were very sorry to lose Dana Shen who did not stand for re-election after serving 3 years on the Board.

Welcome to 2018

This year promises to be an exciting year for Lighthouse Disability. Key important developments are the transition of all of our adult clients to NDIA and the implementation of a new Client Management System. Both of these initiatives will result in a huge shift in how we provide services.

To assist this process, in June 2017 the Board made a decision that we should focus our service delivery efforts to transition our adult customers to NDIA. The complexity and diversity of the vulnerabilities of most of our customers is significant, and the required depth and breadth of 'evidence' to justify funding requests is significant.

Therefore, respite services for children were deferred last year, and community support services for young adults will be suspended soon.

We expect that the transition process for adults in 24/7 will be completed by May 2018. At that time, we will review the pros and cons of providing services that have been deferred.

Our first 18 NDIA assessments occurred from 8th – 16th January. The process involved Feros Care (funded by NDIA to prepare preliminary information about the 'participant' for NDIA), families/guardians and a senior staff member of Lighthouse Disability. Although there was considerable apprehension about the process because it is new for all of us, for the most part, the comments from families and staff alike are that it was a positive experience. Our introduction to NDIS is creating an opportunity to forge good relationships with staff from Feros Care and NDIA.

Lighthouse Disability staff have put a huge amount of time gathering information and assessments to provide 'evidence' and it is very reassuring that there has been positive feedback about the quality of the 'evidence' that has been prepared about our customers to inform the funding process.

It will be some weeks before we become aware of the funding implications of the evidence that has been presented.

In the meantime, customers continue to be scheduled for the funding assessment process.

New Staff

We are very pleased to start this year by welcoming a number of new staff members such that our middle management and frontline support infrastructure positions are now filled.

Our Commitment

After extensive consultation with frontline staff, we have decided that Lighthouse Disability's commitment is to ensure that our customers have safe, happy and fulfilled lives.

Case Management System

Following very thorough due diligence processes during the past year, we have finally committed to a new case management system which will be rolled out very soon. This electronic database is another significant step in improving both the quality and accessibility of customer information.

Annual Report

The Lighthouse Disability Annual Report 2016-17 is now available on our website via this link

<http://www.lighthousedisability.org.au/who-we-are/annual-reports>



Marj Ellis

Marj Ellis
CEO