

Lighthouse

# Family News

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## Celebration

Lighthouse Disability has provided information/‘evidence’ and SIL quotes for nearly all of our clients, and has now had one SIL quote (Cullford) approved, with more likely to be approved very soon.

In recognition of the huge effort involved in the preparation of the planning meetings, the Family Advisory Committee met with staff of Park Tce on 14<sup>th</sup> June to celebrate the achievements thus far.

They talked about their appreciation of the efforts of staff (including front line staff) and what it meant to them to be supported through this process. It was very moving to hear firsthand of the anxiety expressed by families in the lead up to the planning meetings, and their relief to find that the experience was positive.

There was acknowledgement that front line staff provided a lot of information, and that they therefore played an important part in the preparation of information. A letter has been forwarded to all front line staff to thank them for their significant contributions to this process. Many Park Tce staff played an indirect role in this process by ‘keeping the wheels turning’ which freed up other staff to concentrate on the preparation of the information and SIL quotes. All in all, it was a very successful team effort.

This celebration also highlighted that it is important to take some time to reflect on achievements and celebrate them with all concerned. Staff were most appreciative of the acknowledgement of their work and what it meant to families.



## Membership Forms

Each financial year, we invite people to either renew their membership of Lighthouse Disability (as a Company Limited by Guarantee) or to become a member. A letter is attached to this newsletter for existing members inviting you to renew your membership. A letter for families who are not members, is attached inviting you to apply to join. If you have any questions about this, please do not hesitate to contact me (phone 8256 9800).

## Insurance

On Tuesday 12<sup>th</sup> June 2018, I forwarded a letter to each family about a number of things concerning the transition to NDIA. One of these related to insurance.

I very much appreciate contact from a number of families who have raised some really important points. The issues that have been raised (and there may be more) are as follows;

- Some existing policies have some months to run. Is there any reason why these need to be terminated at the end of June 2018? **No – it makes sense for current policies to run their course.**
- Is it possible for families of clients to negotiate to continue to share the cost of insurance? E.g. where there are four people in a house, is there any reason why they can't organise/continue cover in the current form and share the cost? **Where families would like to manage insurance through a collaborative arrangement, that would be great. We are reluctant to insist on this, because 'choice and control' is a basic tenet of the NDIA. However, for a range of reasons, we strongly encourage the families of people living in the house to come to an arrangement which suits the needs of all of the people who are living in the house. We are happy to provide information which may be helpful for families who may want this.**
- What needs to be included in the insurance cover?  
e.g. what about beds, wheel chairs, household white goods, carpets and other items which are not covered by the landlord? **We need to clarify with landlords what they cover and what tenants will need to cover. We will endeavour to provide this information as soon as possible.**
- What items are covered by the landlord? How can we be informed about this? **As above, we will seek some information about this.**
- How will the costs of any damage be sorted out if there is a fire in the house, and some people have insurance and others don't? **This is potentially complex depending on who owns what, and what items are covered by those who have insurance. It is for this reason, it is suggested that for clients who can afford a small annual insurance premium, it is worth getting insurance cover.**

Contrary to the advice in my letter of 12<sup>th</sup> June 2018, please don't take any action re insurance until we provide you with new information in response to the above questions.

## Boom Box

This Disco is organised by Diane Ashford (Volunteer Coordinator) on the first Friday of each month. It is well organised, and the last event attracted 71 participants with over 100 people taking into account, parents, volunteers etc. Many were people who are attached to other disability providers, and they are most welcome. It is an opportunity for our clients to catch up with each other, meet new people, enjoy music, and have a good time. We are very appreciative of the help of volunteers – some who are Lighthouse Disability staff.



## Lighthouse Disability Annual General Meeting

Our next AGM has been organised for 26<sup>th</sup> October at 7:00p.m. at Sfera's – Reservoir Road, Modbury.

## Lighthouse Disability Model of Care

We are aware that we are one of many organisations that provides 24/7 supported accommodation. In a competitive market, we need to be aware of what differentiates us from other providers. To this end, we are developing a Model of Care which outlines HOW we provide services and the implications for client and family outcomes, staff training and key performance indicators. This has been tabled with the Family Advisory Committee (FAC) for their comments and will not be 'signed off' until the FAC is happy with it. As part of the process of negotiating service agreements that align with the NDIA funding, we will provide you with a copy of the Model of Care.

*Marj Ellis*

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CEO