

Lighthouse

# Family News

21<sup>th</sup> December 2018

Issue No. 59

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## Acknowledgement of Good Work

We know that most staff work very effectively with your family members, and that this is appreciated. It is great when families let us know when you are really happy with a worker's efforts because it is important for staff to receive positive feedback. We also know that acknowledgement of our efforts provides an incentive to continue good work.

We want to be known as a 'learning organisation' because we know that however effective we are, we can continue to improve. Therefore, if you have any concerns about any aspect of our work we want to know because this provides information about how we might improve and therefore is important learning.

Some examples of good work which families have recently acknowledged are:

## Congratulations to Anand (Mayfield)

Corey Martin forwarded the following information in recognition of Anand's assistance to his brother regarding the preparation for an involved medical procedure.

*'Due to David's disabilities the pre-operative processes were extremely difficult (both the day prior to surgery and the morning thereof). The lengths that Anand has gone to assist with this process has been exemplary. The day before surgery Anand has spent the whole day assisting in getting David to take the prep medication (from what I have been told quite terrible) whilst also managing his restrictive diet, and the many "accidents" throughout the day resulting from the medications. Then on the morning of the procedure he arrived to the house at 6.15am in the morning to get him ready for his appointment at the hospital. However the most admirable part was at the hospital. Whilst David was somewhat agitated Anand went to the length of getting suited up, to accompany David through the process, and was there when he awoke from surgery.'*

*I felt it was important to recognise and acknowledge his efforts. The picture captures the look in David's eyes which to me says it all....'*



## Congratulations to Janet Court staff

- Please see below, a message to Michelle (Coordinator) from a parent thanking Janet Court staff for taking clients to the Zoo recently.

*'... just a quick message to thank you for your organisation of today. Both Tiff and I enjoyed ourselves as well as the boyo (client). Really happy to see him enjoy himself immensely. Even though the weather wasn't the best fun was had by all who attended. It was also pleasing to see all the staff as well in a different setting. Once again thank you for your efforts...'*

## Congratulations to Matilda staff

- Recently Keh Wan and Beatrice visited one of their clients (S) who was in Modbury Hospital and took one of the other clients who shares the house with S.
- The client in hospital (S), had been very excited to see them (she had heard Beatrice talking to the Nurse in the corridor and started screaming with delight).
- Staff reported that S seemed to really enjoy their visit. The next morning, the nurse caring for S said that *'... S's health had improved over the last 24 hours since the visit from her 'housemate and Carers'. The Doctor had stopped her Oxygen Therapy and if she coped would be discharged later that afternoon.'*
- S's Dad indicated to Michelle (Coordinator) that he was extremely happy to see staff and one of her house mates visiting S when he arrived at the hospital.
- He stated both he and his wife are very happy with the care and support given to S by front line and Coordinator (Michelle) staff and it eases the stress on them.

## Update on NDIA

We now have over 62 people with plans approved and expect that there will be several more before the end of December. This means that clients have been allocated funding to access a range of services as well as having the SIL (Supported Independent Living) quote approved. Many clients have an increase in staff hours for SIL which is very important. However, there are challenges in recruiting new staff to provide these services.

Families are reminded that it is wise to work with a Support Coordinator to access the funds in your family member's plan because there are a number of complexities involved in interpreting how to make best use of these funds. In addition, some people have found that there have not been enough funds allocated to the plan and that it is advisable to seek a review. The Support Coordinator will assist you with this.

Support Coordinators were initially 'in kind', which meant that it was intended that a Support Coordinator would be allocated by the Department for Human Services (DHS). However, given significant delays in the allocation of an 'in kind' Support Coordinator, families can now seek a 'release' from this arrangement. We had understood that there is a form that can be completed for this, however, NDIA has not been able to assist us to locate it. Therefore, it is suggested that you write a brief email to [modbury@ndis.gov.au](mailto:modbury@ndis.gov.au) and provide information in response to the following questions;

- What is the reason for the request for release from in kind Support Coordination?
- Who is the provider you wish to use for Support Coordination?
- Have you 'connected' with the provider you wish to use for Support Coordination?

If you want some assistance with this, please contact Pat Netschitowsky on 8256 9800 (she works part time, so if she isn't available, please leave a message and she will return your call).

We encourage you to do this before your plan is approved, because when your plan is approved, you can approach a Support Coordinator to assist you to access your plan. Once you have received approval, you will have funds allocated to your plan to pay a Support Coordinator of your choice to assist you. Pat Netschitowsky is contacting each family when we are aware that the plan has been approved to make sure that you have the information that you need – e.g. in relation to Support Coordination.

Lighthouse Disability is offering this service, and we are happy to work with you – BUT it is important that you are aware of different service providers so that you are aware of other options. That is, you have choice and control over who you choose to use as your Support Coordinator.

Support Coordination is provided by EBL (phone (08) 8252 1000 and Northern Carers Network (08) 8282 0388. We are aware that they provide a good service, but we are aware that there is high demand for these services, so you may need to explore whether they have a waiting list.

## Regular Information Sessions for Families and Interested Others

Next year, we aim to provide a series of information sessions on topics suggested by the Family Advisory Committee and/or staff. A calendar for these will be provided early in the New Year. Topics that have already been suggested are; Assistive Technology, an update on the NDIA, Palliative Care and Guardianship arrangements if/when current family members/guardians are no longer able to maintain direct involvement with your family member.

## Assistive Technology

There are some amazing ways in which technology can make a huge difference to the lives of people who live with a disability. Stretchy-Tech is a small company which offers a range of options. Please see the below:

*We offer simple, discrete and contemporary customised inclusive technology packages that allow you to achieve things with ease that you would otherwise find difficult or out of reach. We use the term inclusive to describe the technology solutions that we offer because they increase your control, independence and freedom, we use the latest cutting edge technology that works through state-of-the-art smart devices.*

*We take the time to ensure we understand your situation and what you want to achieve in all areas of life. We know what technology works and we'll put together a custom technology package for you based on your interests, we'll work closely with you to get you operating this technology with ease, whether that be by hand, switch, voice control or any other method. We'll review and adapt until we get it right!*

*Nothing out of reach - That's our tag-line because we want you to go big on your goals and your aspirations. It's our job to empower you to reach what you want with inclusive technology.*

For catering purposes, please phone Reception on 8256 9800 or email [rsvp@lighthouse-disability.org.au](mailto:rsvp@lighthouse-disability.org.au)

Kristen Kohl, Occupational Therapist has offered to present information at a Family Information Meeting which is scheduled for Wed 6<sup>th</sup> Feb from 6.30pm to 8.00pm at Lighthouse Disability, 101 Park Tce., Salisbury.

It is important to note that if there is 'evidence' which meets the criteria of 'reasonable and necessary', it is possible that assistive technology could be funded in the next NDIA plan. Therefore, it is important to consider what might make a difference to the life of your family member.

## Christmas Breakfast

We thank the many families who joined us for the Christmas breakfast which was held on 25<sup>th</sup> November – especially those who participated for the first time. The general view is that it was the best Christmas Breakfast thus far!



## Donations

Certificates of appreciation were presented last week to the Tea Tree Gully Lion's Club and Subnet for their generous donations of \$500 each and to thank the Lions Club for their generous assistance preparing BBQ food during the year, and most recently, the Christmas Breakfast. The Subnet donation was used to purchase prizes for the raffle at the Christmas Breakfast.



## Staff

We now have five Service Delivery Coordinators, and two Managers, Service Delivery with a third person in the process of being appointed. We welcome Mike Michaud to the role of Service Delivery Coordinator. Recruitment of Community Support Workers continues, and we have welcomed many new staff over recent weeks.

## Brief Review of 2018

For all of this year, the transition to the NDIA has been a major preoccupation for us. We are really pleased that both DHS and NDIA have acknowledged the quality of the evidence presented to assist the planning process, as well as the quality of the SIL quotes. The quality of this work was in part due to working in partnership with families and front line staff – and clients where possible. We have made good progress re the transition to NDIA notwithstanding the challenges of implementing the new arrangements.

It is expected that a focus for next year will be to consolidate the changes that have resulted from the transition to NDIA.

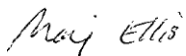
The Board has made a commitment that we will grow, and we are already working on how to do this effectively.

## Family Advisory Committee

As part of the review of 2018, it is important to thank members of the Family Advisory Committee who meet once a month with me and the Chair of the Board to share concerns, comment on proposals, and provide suggestions about how we respond to some matters. Members of the Committee are Chris and Sue Andrews, Dennis and Raelene Luestner, Barry and Linda Dwyer, Gill Halliday, Karren Kelly, Barbara Davis, Elice Herraman and Kathleen Kuhn. Others interested in joining the committee are most welcome. Please contact me for more information (8256 9800).

## Season's Greetings

On behalf of staff of Lighthouse Disability, I wish you a safe and happy festive season, and a great start to 2019.



**Marj Ellis**  
**CEO**