

Lighthouse

Family News

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Australia Day Award

We congratulate Ken Algate, who, as part of the recent Australia Day Awards, was awarded the Medal of the Order of Australia (OAM), for service to people with a disability, and to the community.

Ken's achievements include:

- Founding Treasurer, Leveda (now Lighthouse Disability Services), 1992-2005; Life Member.
- Treasurer, SASRAPID (Sport and Recreation for People with Intellectual Disabilities, now Inclusive Sport SA), 1997-2014; Life Member.
- Kilburn Football and Cricket Club: Coach, SASRAPID Side, 2000-2001. Board Member, 1972, 1981-1992. Treasurer, 1989-1992. Past Player, 340 Games. Life Member, since 1982.
- Volunteer, Point Turton Progress Association, since 2015.
- Volunteer, Yorke Peninsula Community Transport, since 2014.
- Volunteer, Royal Volunteer Coastal Patrol, since 2015.
- President, Southern Yorke Peninsula Dirt Circuit Club, since 2016.



Ken is a founding member of Leveda / Lighthouse, and was actively involved in setting up the organisation. He was involved in overseeing housing, and was also the founding treasurer where he offered financial support to the organisation including paying wages and overseeing all accounting and financial aspects of Leveda until a professional system was set up in Leveda's 15th year.

Client Activities

Happy times at Thornton park today, with 3 houses attending for some outdoor fun. It's great to see our clients out and about.



New Board Members

Joan Russell and Jani Baker have been appointed to the Board of Directors. They are filling vacancies created by the resignations of;

- Kym Shreeve who resigned in September to take up employment which she considered might put her in position of conflict of interest, and
- Antonio Dottore who resigned in early December last year.

Joan Russell has extensive experience in governance at senior levels in government and not for profit organisations, high order consultancy, leadership and change management. Jani Baker works for an aged care business in an Executive role, and brings strong experience of customer service, communication skills, change management and commercial experience of working with new models of care and service.

Board Business

The Board has been developing a new Strategic Plan, and as part of this, has determined some new Objectives for Lighthouse Disability which are as follows;

- Service Improvement – We will continue to improve the effectiveness and efficiency of our services to provide better outcomes for our clients
- Workforce – We will maximise our workforce capability through the engagement, empowerment and development of our people
- Business development – We will actively pursue relevant opportunities for development and increase the size of our business
- Property and Homes- We will facilitate access to quality homes for our clients
- Financial Sustainability – We will continue to be financially sustainable.

The Board has also decided that the Key Performance Indicators for the organisation until June 30th this year will focus on client and employee satisfaction, compliance with Quality and Safeguards Commission Practice Standards and a satisfactory finance outcome. The KPI's are outlined in the table below:

Category	Weighting	Indicators	Measure	Weighting	Targets	
					Satisfactory	Outstanding
Non-financial	50%	Client and worker satisfaction	Client	25%	Client/family satisfaction survey 70%	Client/family satisfaction survey 80%
			Worker	25%	Employee satisfaction survey 70%	Employee satisfaction survey 80%
Non-financial	20%	Compliance	All compliance Requirements met	20%	90% compliance requirements attained	100% compliance attained
Financial	30%	Profitability	Net surplus as a proportion of revenue	30%	Net profit as a% of revenue target 1.6% of approved budget (excluding one off items under and over budget)	3.0%

Client and Employee Satisfaction Surveys

The Board is committed to understanding what our clients and workers think about Lighthouse Disability. The views of clients are important because they are why we exist, and the views of workers are important because we can't provide services to clients without our staff.

With the introduction of the NDIA, we are working in a competitive environment which means that clients can purchase services from other providers if they choose to. Therefore, it is very important that we understand what we are doing well, and the aspects of our service provision which we need to review. We plan to invite families to undertake a survey very soon to indicate your views about our services. This information will assist us by providing information about aspects of our services that you are happy about, and those that you are not. We will use this information to continue to build the quality of our services.

There are increasing challenges to recruit and retain staff because there are significant workforce shortages. Staff will also be encouraged to complete a survey to provide us with information about what they think about their employment conditions - and what we need to do to make Lighthouse Disability a better place to work.

Dr. David Caudrey, State Disability Advocate

Many families will know David Caudrey as the former Executive Director of Disability SA. He is very knowledgeable about the disability sector and is committed to the provision of quality services for people who live with a disability. He was recently appointed to the above role.

Dr Caudrey has expressed a keen interest to hear from families about what is and isn't working for them in the new NDIA scheme. The Family Advisory Committee of Lighthouse Disability has expressed a wish to meet with Dr Caudrey and he has agreed to do this. It will be an opportunity to talk to him about what aspects of the NDIA are working well, and those that are creating concern and confusion. Information about the date for this meeting will be circulated to all families as soon as it has been confirmed.

Extreme Weather

Lighthouse Disability staff have worked hard in the recent series of very hot days to ensure that clients are comfortable. If you have any comments or concerns, about this (or anything) please do not hesitate to contact Managers (Megan Kane, Jye Sims and Jen Thompson on 8256 9800).