

Lighthouse

Family News

5th April 2019

Issue No. 63

Inside this Edition

Family Satisfaction Survey Coming Soon.... HAVE YOUR SAY!

Important Meeting on the 11th April 1-3pm

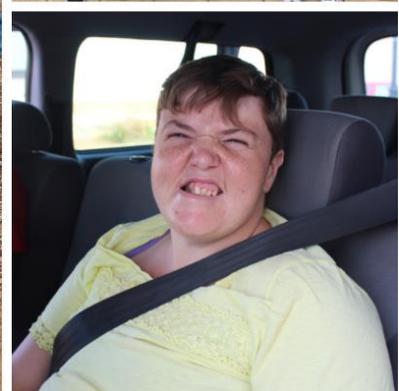
Easter Picnic Sunday 14th April from 11am to 2pm at Beefacres Reserve, Windsor Gardens

Royal Commission into Abuse of People with a Disability

Service Agreement between each family and Lighthouse Disability

Family Satisfaction Survey coming soon... HAVE YOUR SAY!

We are a business operating in a competitive market. It is in our interests (and hopefully yours) to know what you think about our services so that we can address any concerns that you might have (to the extent that it is within our control). Members of the Family Advisory Committee have offered to assist anyone who might want help to complete the survey. Details will be available soon.



Important meeting on 11th April from 1-3pm

Maurice Corcoran, Principle Community Visitor has agreed to meet with the Family Advisory Committee and other interested families to discuss 'How to keep people living in group homes safe'. We are deeply committed to ensuring the safety and wellbeing of our clients, and are aware that families also seek assurance about the safety of family members.

Dr David Caudrey (Advocate in relation to NDIA matters) has offered to meet with families to hear what is working well re the NDIA as well as the challenges. This is an important opportunity for your comments and concerns to be heard. It is Dr Caudrey's role to ensure that these are relayed to the NDIA.

If you cannot attend, but would like to have some comments included, please contact Jess Hargreaves on phone 8256 9800 or jess@lighthousedisability.org.au.

Easter Picnic Sunday 14th April from 11am to 2pm at Beefacres Reserve, Windsor Gardens

Families are warmly welcomed to join us at the family picnic. The Easter Bunny usually makes an appearance and it is a lovely setting. Please RSVP by the 5th April 2019 to rsvp@lighthousedisability.org.au



Royal Commission into Abuse of People with a Disability

The Federal Government has announced that Ronald Sackville AO QC has been appointed the Chair of the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability. He will be assisted by:

- Barbara Bennett PSM
- Rhonda Galbally AC
- Andrea Mason OAM
- Alistair McEwin
- John Ryan AM

The Terms of Reference, detailed in the [Letters Patent](#), indicate that Commission should inquire into what should be done to:

- prevent, and better protect, people with disability from experiencing violence, abuse, neglect and exploitation
- achieve best practice in reporting, investigating and responding to violence, abuse, neglect and exploitation
- promote a more inclusive society that supports the independence of people with disability and their right to live free from violence, abuse, neglect and exploitation

It will cover all forms of violence, abuse, neglect and exploitation of people with disability, in all settings and context.

The Commission is to report by 29 April 2022.

The Federal Budget allocated almost \$528 million for the conduct of the Royal Commission over five years, with \$149 million to be used for counselling and other supports to assist people with disability to participate.

A website will be established shortly.

Service Agreement between each family and Lighthouse Disability

The NDIA recommends that each service provider and client has a service agreement so that it is clear about what services are being provided, and the expectations of each party are clear, understood and respected.

Please refer to the letter below that will be forwarded to families prior to asking you to meet with a Manager to discuss the Service Agreement with the aim of formalising it with signatures from each party.

Dear ,

Re; Proposed Service Agreement between a client/family and Lighthouse Disability in relation to the SIL (Supported Independent Living) quote.

It has been recommended by the NDIA that each client/family sign an agreement with the service provider (e.g. Lighthouse Disability). As a contract, the Service Agreement recognises that each party has rights and responsibilities, and makes it clear what they are; e.g.

- *The obligations that we (the provider) are accountable for*
- *The obligations that each client has as a party to the contract*
- *How a client can make a complaint*
- *How a client/we can break the contract*
- *What the mediation processes are*

Having a signed Service Agreement means that if there is dissatisfaction on the part of either party, there is something in writing to provide a basis for sorting things out.

A new Service Agreement will need to be signed with the allocation of each new SIL allocation. The funding is for a specified period and is explicit in the Service Agreement.

The requirement to sign a new service agreement will provide another opportunity to review how you feel about the service, although we will create opportunities for this discussion regularly throughout the term of the contract. In addition, there are several proposed attachments which include important reference information for both parties.

This is a new process for everyone, and we will be glad to have feedback about how we can continue to improve the Service Agreement and quality of our service.

We welcome feedback (positive and negative) and strongly encourage you to let us know if you have any concerns. We can't guarantee that we can 'fix' everything, but we will try.

*Yours sincerely,
Marj Ellis
CEO*

What do you think about our services? Family Satisfaction Survey coming soon.



I look forward to seeing many of you on the 11th for our important meeting with Maurice Corcoran and Dr David Caudrey.

Marj Ellis
CEO