

Lighthouse

# Family News

4 July 2019

Issue No. 66

## Inside this Edition

Family Engagement and Satisfaction Survey

Brenton Wright Awards

Lighthouse Disability Framework for Positive Living

NDIA

Housewarming at Mundon

New Appointment

## Family Engagement and Satisfaction Survey

Thank you to the families who completed the survey at the end of April and into mid-May this year, and congratulations to Sue Andrews who won the \$100 voucher provided by Dr Shikha Sharma.

The response rate to the survey was great and the information that you provided was both very encouraging (some great feedback) as well as pointing to a number of matters that we need to continue working on.

In brief;

- The response rate from families was 60% of all families associated with Lighthouse Disability. This is regarded as a strong response rate.
- The overall satisfaction rate with Lighthouse Disability expressed by families was 81%
- The data suggests that there is a high level of engagement with most families
- There was a strong comment about the need for staff to have more opportunities for training and development
- Some concerns were expressed about excessive use of agency staff
- There were comments about the need for improved communication
- It was suggested that we should review our organisational structure with regard to leadership at house level
- 92% of families indicated that they will keep their family member with Lighthouse Disability.

- There were comments that we need to attend to needs of family members more promptly
- 98% of respondents indicated that they are encouraged and supported to have contact with their family member
- 87% families indicated that their family member feels comfortable in their home
- Families indicated that they are satisfied with, and trust senior leadership.

The key issues that were raised are;

- Excessive use of agency staff
- Need for improved leadership of staff at house level
- Need for more opportunities for front line staff to have developmental opportunities
- Front line staff are expected to help family members for develop (not babysit them).

We look forward to sharing this information in more detail with families with the aim of developing some strategies to address the areas that we need to improve.

## Brenton Wright Awards

Brenton was the Chair of our Board when he died as a result of a motorbike accident at the end of 2017. His family very generously directed donations in lieu of flowers to Lighthouse Disability. The Board made a decision that these funds will be allocated to a \$500 'Brenton Wright Award' for two staff each year for quality and innovative practice.

The first of these awards were presented at staff forums on 12<sup>th</sup> and 13<sup>th</sup> June. The selection panel was Pam Simmons (Brenton's partner), Maurice Corcoran (Principle Community Visitor) and Steve Denholm (General Manager, Service Delivery).

Nine nominations were received, all of very high quality. The panel awarded the Brenton Wright Awards to Ian Morgan (a long time Lighthouse Disability worker at Alawa) and Keshap Sapkota who has also worked with us for many years and is currently based at 3 Crane St.



## Lighthouse Disability Framework for Positive Living

Recently, this publication was launched at Staff Forums.

We are very proud of this statement of the principles that shape our work which is illustrated by photos of our clients, staff and volunteers.

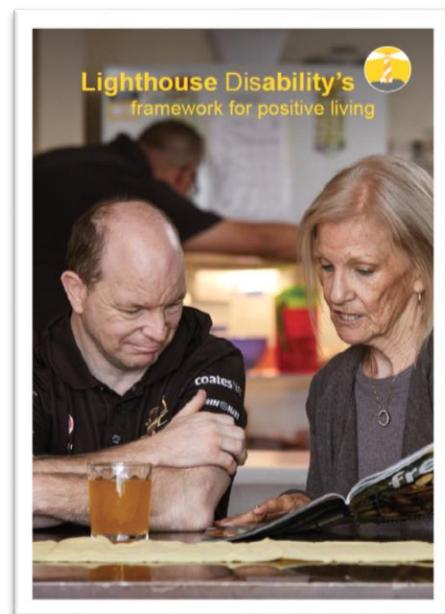
The Framework will form the basis for staff training.

A copy of this will be forwarded to each family in the next few days.

We welcome all feedback (positive or negative) and will modify the document before we print new copies.

Please refer to the following link for an online version of the Framework.

<https://www.lighthousedisability.org.au/who-we-are/framework-for-positive-living>



## NDIA

Some of our clients are due for a plan review having been allocated NDIA funding about 12 months ago. We are working with NDIA staff to clarify how to expedite this process.

In some instances, client circumstances have changed which means that we need to approach NDIA regarding a 'Change of Circumstance'. The process as we understand it is complex and time consuming – however we hope that we can work with NDIA staff to explore ways to make it more 'user friendly'.

We have some new Support Coordinator staff (experienced Social Workers) which Lighthouse Disability clients, if they choose to, can approach for a Support Coordination Service. We are receiving a number of external referrals.

The Social Workers who are providing our Support Coordination Service are Kate Carter, Lauren Hunter, Tina Sharkie and Christina Veprek. All of the Support Coordinators are working part time, and in total, there are a little over two full time equivalent staff.

Jenny Munro has worked with us since early January, and has tendered her resignation. She will be missed by colleagues and families with whom she has worked. Families who were working with Jenny will be allocated a new worker (probably next week) and we will write to inform you who the new Support Coordinator will be).

Di Gursansky continues to provide leadership in establishing the Support Coordination program.

## Housewarming at Mundon

Over recent months, we have welcomed two people to Mundon who are new to Lighthouse Disability, and one person who transferred to Mundon from another house. The photos tell the story of this event!



## New Appointment

In February this year, Karen Polkinghorne, Finance Manager resigned from Lighthouse Disability. She had worked for us for over 5 years and we are very appreciative of her time with us.

Luke Culhane commenced work with us on 3<sup>rd</sup> June as the Senior Manager Enterprise Services. His responsibilities include management of finance, IT and other matters that are part of corporate roles.

He is working hard to understand the NDIA and is looking forward to spending some time in houses to get to know the nature of our service delivery.

**Marj Ellis**  
CEO

