

Lighthouse

Family News

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Celebration of 30 Years of Service Delivery

Last Friday night, all clients of Lighthouse Disability were invited to a special evening at Sferas Convention Centre (Modbury) to celebrate Lighthouse Disability having provided services for thirty years.

Nearly everyone attended and people had a great time. There was a rock band (Roadhouse Riot), a singer/guitar player, magician and lots of finger food. There was also a photo booth and a photographer was taking candid shots all night.



Lots of people enjoyed the opportunity to wear special party clothes and looked stunning.



Staff worked hard to make this a special event for clients by helping them plan and organise clothes, and on the night, engaged them in dancing and helped them with food.



Client Surveys

Employees and Families completed engagement and satisfaction surveys about Lighthouse Disability in May this year. Six clients will be interviewed soon (with the permission of their guardians) so that we have feedback about similar topics from staff, families and clients. We will report the outcome of the client surveys to you (hopefully) in the next Family Newsletter.

Lighthouse Disability Audit

In order to be eligible to provide NDIS services, Lighthouse Disability must be able to demonstrate compliance with a range of practice standards. Two auditors spent time at Lighthouse Disability on the 16th and 17th September following a self-assessment some weeks earlier.

Thank you to families who responded to questions from the auditors. It is very important that families, as key stakeholders, had the opportunity to express views about the quality of our services.

Clients were also approached to give feedback to the auditors.

The informal feedback about the outcome of the audit is that it is acknowledged that we are working hard to make lots of changes so that we comply with the practice standards. As expected, there are some topics that we need to follow up on and this is entirely consistent with a continuous improvement approach to quality.

Annual General Meeting Friday 25th October at 7pm at Sferas (191 Reservoir Rd., Modbury)

As part of our 30th birthday celebrations, we have invited Robert Fitzgerald AM to be our guest speaker at our Annual General Meeting. He has a range of very relevant experience about disability, and at the AGM, he will address the topic;

'Client Well-being and Organisational Culture: What is the connection between the two, and what are the implications for the well-being of people living with a disability in receipt of disability services'.

We will keep the business part of the meeting 'tight' so that we can maximise the time that we have with Robert.

Clients are invited to enjoy music and food in the adjoining room while the Annual General Meeting is held.

If you would like to hear Robert Fitzgerald speak, please rsvp for catering purposes to Jess Hargreaves (Jess@lighthousedisability.org.au or phone 8256 9800) by Friday 17th October.

Please see the attached invitation for more information.

Change to Organisational Structure of Lighthouse Disability

About a year ago, the Board made a decision that we will grow so that in the NDIS fee for service environment, we will maintain/expand our current market share. Having made this decision, the Board asked for a review of our organisational structure. The aim was to explore what structure is required to sustain growth as well as maintain the quality of our service delivery.

In addition, staff and families highlighted some issues in the recent engagement and satisfaction surveys such as;

- The need for more leadership in houses
- The need for improved communication
- The need for a more prompt timeframe for making decisions about clients
- Concern about the use of agency staff
- The need for more training for front line staff

The intent is to introduce an organisational structure that will help us address the concerns that have been identified as well as enable us to grow.

We have organised information sessions for families on Wednesday 2nd October from 12pm – 1:30pm and Thursday 3rd October from 6pm - 7:30pm to present information about the proposed options, and invite comments from you about these. All feedback will be tabled with the Board so that this can be taken into consideration in the decision making process.

Please rsvp for catering purposes to Jess Hargreaves (Jess@lighthousedisability.org.au or phone on 8256 9800) by Friday 27th September 2019.

Four Generations

Recently, Justin took a trip to visit his mum in Port Pirie.

His sister and her family also went along for the weekend.

Whilst there they visited Nanna Foster (Justin's grandmother) in her nursing home and captured some lovely memories which they wanted to share.

Marj Ellis
CEO

