

Lighthouse Disability: Release

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NEW FRAMEWORK FOR POSITIVE LIVING

Client choice and control is at the centre of a new Framework for Positive Living released by one of the State's largest disability organisations.

Lighthouse Disability is a provider of 24/7 supported accommodation to more than 90 South Australians and has developed its new principles with reference to the philosophy of the NDIS.

The report's release comes in line with results of a staff survey showing many positive results including a strong endorsement by staff of their ability to make decisions and implement new ideas.

Tim Jackson, Chair of Lighthouse Disability (which was formerly known as Leveda), said the report is the culmination of the significant work by staff in preparation for the organisation's growth within the new National Disability Insurance Scheme. This is a new era of customer choice in a competitive market.

"We believe we have done the hard work to make sure we are not only providing excellent services to people in their homes, but leading the sector in putting those people and their families at the centre of decision making," he said.

"Our primary objective is to ensure that people who live with complex and diverse disabilities will be safe, happy and live life well and this document sets us up to deliver on that promise."

The six principles within the Framework for Positive Living document have been categorised as;

- Choice and control;
- Belonging in the community;
- Contributing to everyday life;
- A supportive environment;
- Engagement with families; and
- Financial sustainability.

"These principles underpin every aspect of our work," Lighthouse Disability Chief Executive Marj Ellis said.

"We strive for a work culture of always seeking to learn and do better, which means the quality of our work is constantly improved."



Ms Ellis said the organisation was heartened by results of an all-staff survey in May 2019 where 80 per cent said they would recommend the organisation as a great place to work and 89 per cent said they are proud to work for the organisation.

The survey, conducted by an independent consultant, focused on communication, culture, organisational leadership, customer orientation, engagement, and satisfaction.

It found:

- 73 percent of 90 per cent respondees* agreed or strongly agreed that the organisation introduced new ideas in the past 12 months to address the needs of clients;
- Another 74 percent of 88 per cent respondees* said they are supported to encourage the contributions of clients to everyday life;
- 79 percent agreed or strongly agreed with the sentence “I am encouraged to develop new and better-ways of addressing clients’ needs”;
- 64 percent employees agree that Lighthouse Disability motivates them to go beyond their role.

“This staff survey is significant because it really allows our organisation to test and feel what we are trying to achieve,” Ms Ellis said.

“The survey clearly found that relationships with clients and making a difference in their lives is core to our staff and we want to harness that goodwill and continue to improve what we do and the impact that we have.”

The Framework for Positive Living sets principles, commitments and responsibilities for staff, clients and family members and delivers practical advice on how to achieve these goals.

Copies of the Framework for Positive Living are available from Lighthouse Disability (8256 9800).

**a percentage of employees did not respond to certain questions as they were not applicable to their roles (Corporate Services Staff).*