

Lighthouse

Family News

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Issue Number 71

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What a year it has been!

Thanks & acknowledgements
of many and varied
contributions

Royal Commission into
Violence, Abuse, Neglect and
Exploitation of People with
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Season's Greetings!

What a year it has been!

The most important outcome for this year is that most clients have good funding in their plans which means that they can access more services than ever before. Already, there is evidence that this is resulting in improved outcomes for them. This is very exciting and what the NDIS intended. At the same time, we are very aware that the 'newness' of the NDIS is still confusing and distressing for many. We expect that the system will 'mature' but that it will take a little while for this to happen. In the meantime, please let us know if you have any questions or concerns and we will do our best to answer them.



This year was an important milestone for us as an organisation as we celebrated 30 years of service delivery. The Governor hosted an event at Government House on 20th May, and most people who attended that continued the celebrations with some food and drinks at a near-by restaurant.



In late September, a 30th Birthday party was held at Sferas for clients with a live band and a solo artist. Clients dressed formally for this, and all seemed to have a great time.



At the beginning of this year, we appointed our first two Support Coordinators and have finished the year with five part time Social Workers which means we have a minimum of 2.3 fulltime equivalent staff. There has been a steep learning curve for all of us to understand how to make best use of this role. We know that there are still many systems issues that we as an organisation need to resolve to ensure that the collaboration between service delivery staff and support coordination staff is streamlined to maximise best possible outcomes for clients.

In the latter part of this year, preparation for the second NDIS planning process commenced. While there are some planning meetings not due until early next year, some have been completed, and we have the advantages of the involvement of Support Coordinators and having learned a lot from the first planning processes held last year.

In mid-October we commenced the process of introducing a new service delivery structure. There are many reasons for taking this step – the goal being to improve outcomes for clients by introducing a structure that better supports clients, families and staff. We now have five people in Manager, Service Delivery positions and two of these are working to the new model. Early indications are that this is working very well. However, it is acknowledged that other Managers have workloads which cannot be addressed until another three Managers are appointed. The recruitment process is in place, and it is hoped that appointments can be made in coming weeks.

The Board asked that the implementation process be overseen by a Reference Group which consists of front line staff, families, a Manager and external person – along with Steve Denholm and me. The first meeting, which was very productive, was held on Friday 13th December.

Also in the latter part of this year, we were required to undertake an Audit using the NDIS Practice Standards as the 'measure'. Although we have consistently attained accreditation through different systems, the Audit process required us to demonstrate practices which align with the NDIS. As some aspects of this are still relatively new for us, considerable effort has been put into this, with good results.

The first Brenton Wright Awards to staff for exceptional practice were awarded at the staff forums on the 12th and 13th of June and celebrated with a lunch in July attended by the nominees, the winners and their respective partners.

The nominees and reasons for their nominations were;

Tracey Burchell, who has been very involved with client care for a client who has had very significant health support needs during his time at Innes. She ensures that he feels involved in decisions relating to his life and his health. Their relationship is genuine, caring, and empowering for the client.

Keh Wan Chua, who joined the organisation having completed his disability qualification as a result of a career change (previously he worked at Holden as a team leader). He gave a lot of consideration to the change of industry and did not enter this vocation lightly. He works quietly and with compassion; he strives to ensure positive outcomes for the clients he works with and is a consistent and welcome team member at Matilda.

Jessica Davies, who is a genuinely appreciated member of the Mundon team. As a current health and safety representative and she has developed her administrative skills to ensure that appropriate documentation is supplied for clients, for example, risk assessments. Jess actively seeks ways to ensure clients are able to experience the things that they want to in their lives and that they are well supported.

Tamara Glavis, who has great knowledge about clients and works positively and collaboratively with the other staff members in their best interests. She is a strong advocate for clients and is committed to doing her best (and

beyond) when she is at work, by supporting others in the team, and when there have been challenges she is willing to reflect and alter her approach.

Ian Morgan, who provides outstanding care to a client who requires complex care and goes above and beyond to ensure client is safe. Ian creates a strong, safe and nurturing environment for the clients in his care, advocating on their behalf, and seeking therapies and other supports to ensure the clients are comfortable and well looked after.

Deanna Santerelli, who works with consistency and shows great knowledge of clients through the observations she makes during her interactions with them. Deanna is professional in her approach and advocates strongly for all clients.

Keshap Sapkota, who has grown in confidence over the past 2-3 years and is contributing very effectively in the Payneham group. Keshap is respectful, observant and positive in his communications with the team. He has been able to provide the team with invaluable guidance and peer support in working with clients who have significant support needs in coming to terms with their world. Clients look forward to Keshap being on shift because he provides clear direction, supports clients to participate fully in their own lives and helps them to understand boundaries when needed.

Andreas Scherer who, in a relatively short period, has developed a positive, safe connection with a client with extremely high and complex support needs. With concerns about client safety, Andreas will report issues, has demonstrated his reliable follow up, and displays safe, caring and consistent support to all three clients at the Alawa service.

Gagandeep Singh has been working intensively for some time with a particular client at Clearview who is known to be very challenging behaviours in certain circumstances. He has developed a great rapport with the client, based on mutual respect and trust - and is able to successfully support this client in the community on a regular basis in circumstances which others find challenging.

A panel consisting of Steve Denholm, Maurice Corcoran and Pam Simmons reviewed all of the nominations. They were all considered to be of high calibre and the winners were Ian Morgan and Keshap Sapkota.



This is an annual award, and nominations will be invited in the first part of 2020.

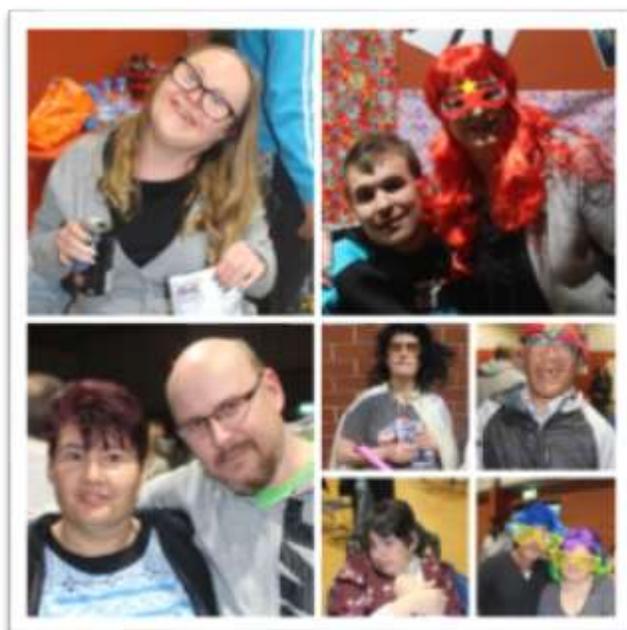
Thanks and acknowledgement of many and varied contributions

- **Family Advisory Committee (FAC)**

This group of families has given their time to meet on a monthly basis to provide feedback about issues and concerns. They also support advocacy in relation to specific matters that impinge on client wellbeing (e.g. transport) and help identify topics for which information sessions for all families should be organised. Any family member who is interested, is invited to join the FAC.

- **Volunteers**

Many people give their time (including some staff) to make it possible for 'value add' events to occur such as the Boombox, and individual outings for some clients, or activities such as playing chess with a client.



Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability

The Royal Commission welcomes submissions from families who may wish to raise current or previous issues. This is a once in a lifetime opportunity to put your views before the Commission. If you would like some help with this, please let me know. Please refer to the links below to access the relevant information.

Make a submission

You can make a submission using the submission form below. If you find it difficult to use the form, you can also make a submission by phoning or sending an email.

The form indicates the information we require about people and organisations making submissions, and includes questions about areas the Royal Commission is focusing on. An Easy Read version of the form is also available below.

- [Submission form \[DOCX 730KB\]](#)
- [Easy Read submission form \[DOCX 58KB\]](#)
- [Easy Read submission form \[PDF 3.5MB\]](#)

Note: The Royal Commission is in the process of developing more streamlined and accessible versions of the Submission form.

Please subscribe to our [Mailing List](#) to ensure you receive an email notification when new versions of the form become available.

If you need assistance with the current form, please phone 1800 517 199 or +61 7 3734 1900 (9:00am to 6:00pm AEDT Monday to Friday, excluding national public holidays).

Phone

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Email / Mail

You can also email or post a submission to us at DRcenquiries@royalcommission.gov.au or at GPO Box 1422, Brisbane Qld 4001.

We look forward to next year with great optimism about our increasing capacity to improve outcomes for clients.

Seasons' Greetings to all and we wish you a safe and Merry Christmas and a Happy New Year.

Marj Ellis (on behalf of the Senior Leadership Team)

