

Lighthouse

Family News

30 January 2020

Issue Number 72

Inside this Edition

Review of 2019

New Service Delivery Structure

Plans for 2020

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

Bouquets and Brick Bats

Happy New Year and Happy New Decade!

Review of 2019

Last year was a busy year as we continued to learn how to make best use of the opportunities that the NDIS offers to improve outcomes for our clients.



NDIS - Some of the key points are;

- **Support Coordination:** Having asked Di Gursansky to set up this new service late in 2018, in January 2019, we appointed our first two Support Coordinators. By the end of last year, we employed 5 part-time Support Coordinators.

This is a new service that has been introduced by the NDIS and our Support Coordination staff have had a strong focus on learning and being well informed about NDIS and Lighthouse Disability systems and processes.

While many of our clients are using the Support Coordination Service, we also receive referrals for clients who are not receiving SIL (Supported Independent Living) services from us. We therefore expect this service to continue to grow.

This year, we will consolidate the Support Coordination service. Di has completed her 'set up' role and we thank her most sincerely for her expertise over the last 16 months that has enabled us to now offer this service confidently. As she finishes her time with us in this role, we provide Support Coordination services to 93 people.

- **Plan Management:** Our Plan Management service started with relatively small numbers, but has grown to 54, and is expected to grow substantially in coming months.
- **Supported Independent Living (SIL):** Our main service is the provision of Supported Independent Living (24/7). We currently have 90 clients with two pending placement when NDIA funding is approved.

All staff have worked hard to ensure that 'evidence' has been available to inform the second planning process with NDIA for each client. Information is required from a range of sources to justify the funding allocations that are made to enable clients realise their goals.

Our front line workers record client activities on our Client Management System (CMS) so that it is possible to track the progress that clients are making in relation to their goals. This information is very important when it comes to planning for the next allocation of funding.

The preparation of SIL quotes (the cost of providing 24/7 support services) involves several Lighthouse Disability staff because of the different knowledge that they can contribute;

- Manager Service Delivery (good knowledge of the client and his/her needs, especially in relation to the roster),
- Support Coordinator (discussion with families about the needs of their family member, knowledge of the range of services required in addition to SIL and responsibility for preparing information/evidence for the planning meeting with NDIA), and
- Finance (who do the calculations concerning the SIL quote).

Most of our clients have had significantly improved access to services since transitioning to the NDIS and this is reflected in improvements in wellbeing.



- **New Service Delivery Structure:** In late November 2019, we introduced a new service delivery structure (approved in mid-October). The aims of the new structure are to improve client outcomes by appointing a team of nine skilled and experienced Managers. They will have a much reduced span allowing for greater depth and connection with clients, families and workers.

At this stage, we are still recruiting Managers to work in the new structure.

- **Audit in relation to Practice Standards:** In order to maintain registration as a service provider of NDIS services, we are required to undergo an Audit which means that we are assessed against the NDIS Practice Standards. We attained the required standards, and as is inherent in any continuous improvement system, we are aware of aspects of our work that need further development. The Audit has a strong focus on the development of service systems which are required to report data regularly to the Quality and Safeguards Commission.
- **Employee and Family Surveys:** In June of last year, the results of Employee and Family surveys were analysed. Both had good response rates, and the data that was produced was very encouraging. The overall satisfaction rating for staff was 81% and families was 79%. At the same time, there was valuable information about what we need to improve on, and efforts are now being directed to those issues. Surveys to assess client satisfaction were conducted late last year, and the results of these will be finalised soon.
- **Transport:** We know that clients are not funded adequately by NDIS to pay for transport requirements. The Board of Lighthouse Disability has recognised the significance of this, and has made a commitment for the immediate future to continue to fund transport. We hope that you are aware that this is an important 'value add' service that your family member can and does access.



Plans for 2020

Aside from the day to day business of providing 24/7 services, there are a number of projects that will directly or indirectly improve outcomes for clients. Further to comments already made, they are;

- Building relationships with housing providers
- Preparation to extend our organisational structure as we grow
- Development of a Client and Family Engagement Framework
- Appointment of more staff (IT, Maintenance, Plan Management)
- The development of a records management system
- The development of some robust measures about our work

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

Pam Simmons has been appointed to lead our preparation for the Royal Commission. At this stage we do not have information about what will be required of us, but there are parallels with the Royal Commission into Aged Care which serve as a guide about what we need to prepare.

People living with disability and/or families are very welcome to lodge a submission. Please [click here](#) to refer to our website which will give information about how to do this. This page also offers information on advocacy.

Assuming that families would like to know more about the Royal Commission, we plan to hold an information session within the next two months for interested people.

Bouquets and Brick Bats

As always, if you would like to make a comment about our services, please don't hesitate to let us know. If you're happy, it helps us to know what we are doing well, and it is particularly important that you let us know what you are not happy about.

For example, I/we know and understand family concerns about the high use of casual staff. We are very concerned when we provide workers who don't know our clients, but it is important to note that some casual workers know the people they work with very well. And it is also important to note, that we could not provide a service at all if we don't use casual staff in some instances. We are doing our best to recruit staff, but workforce shortages for front line workers are a national problem. If you have any suggestions about how this might be addressed, please let me know.

You are very welcome to talk to your Manager, Steve Denholm, or me – or to lodge a complaint by contacting reception (info@lighthousedisability.org.au or 8256 9800).

Marj Ellis
CEO