

Lighthouse

Family News

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This past year has certainly been an unforgettable one due to the global outbreak of COVID-19. We have all had to learn to adapt the way we live our lives and it is pleasing that, while this pandemic has impacted day to day life for our clients for a variety of reasons such as day programs and employment being placed on hold, our staff have successfully implemented activities within the houses to keep everyone busy.

Our staff continue to develop knowledge, systems and processes to manage as effectively as possible and have done an outstanding job supporting our clients during this extended difficult time.



This year has also been memorable for the leadership of the organisation, with CEO Marj Ellis retiring after 7 years at the helm. The sector and the organisation have changed significantly during Marj's time as CEO and the Lighthouse Disability of today is vastly different from that which Marj joined in 2013. Marj brought a strong values-based approach and a genuine commitment to meeting the needs of clients. She encouraged collaboration and innovation amongst staff and reached out to engage with clients and families. She contributed to sector initiatives that added value to our work and enhanced our reputation. Through her leadership and hard work, Marj achieved the significant cultural change that was necessary to make our transition to the NDIS such a success, and left Lighthouse Disability having laid a strong foundation for its continued development.

I commenced in October with disability sector experience as an Executive in Yooralla, a Victorian Disability provider, and most recently as Executive Manager of Corporate Services for the Bedford Group.

This year we commenced a Client and Family Engagement Group with consultant Dana Shen (a previous Board Director) leading this project. The aim of this project is to establish a clear and transparent client and family engagement process, which is co-designed with clients and families, informed by the outcomes of this project.

A major focus for me as incoming CEO will be strengthening communication and engagement with our clients and families.

We are also continuing to build our new Service Delivery Structure, with 7 Managers, Service Delivery on board. We will continue to embed our Service Delivery model and supporting systems, processes and governance reporting in 2021.



After we were required to cancel most of our events this year due to COVID-19, including the temporary cancellation of the Boom Box Discos, we were pleased to be able to put on a 1970's party at Sfera's Function Centre for our clients in October. Staff and clients dressed up in era appropriate outfits, we had a live band and supper and a great time was had by all.



Also in October we held our second Brenton Wright Awards Luncheon to recognise staff who have provided exceptional and innovative practice. Congratulations again go to our finalists Kathy Anderson, Cyril Paul, Virender Singh Virk, Pat Netschitowsky and Joanne Pratt, and our winners, Karen Munayco, Inge van Rens and Kylie Swyghuizen.



At our 2020 Annual General Meeting, Board Directors Levi Mitchell and Anna Nolan were each formally appointed as Directors for three year terms. The current Directors of the Board are Sarah Scammell, Matthew King, Jani Baker, Wayne Gibbings, Anna Nolan, Levi Mitchell, Lea Stevens (Deputy Chair), and Tim Jackson (Chair).

Thanks and acknowledgment must be extended to the members of the Family Advisory Committee, who give their time to meet each month and provide feedback to enable continuous improvement of our services. Thanks also go to our volunteers who give their time to make it possible to add value to our clients lives in a number of ways such as gardening, helping at events, as well as going on outings and spending quality time with our clients.

I want to acknowledge all the Community Support Workers who provide direct support to our clients throughout the year to uphold their human rights and assist them to live the lives they choose. The Park Terrace staff also work to continuously support clients and Community Support Workers in our residential houses.

I wish all our clients, family members and staff a safe and happy holiday season and a very happy 2021.

Michelle Holian
CEO