

Lighthouse

Family News

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Introduction from the CEO

Lighthouse Disability is committed to working with families and clients to continuously improve the quality of our services.

One way we receive feedback is through the Family Advisory Committee, which is an advisory committee to the Board.

Current members of the Family Advisory Committee are:

- Sue and Chris Andrews
- Dennis and Raelene Luestner
- Kathleen Kuhn
- Barry Dwyer
- Gill Halliday
- Karren Kelly
- Barbara Davis

We thank these family members for their ongoing feedback and advice.

Following the departure of one committee member, we are now calling for nominations for a new member of the committee.

The purposes of this committee are to:

- *Engage family members/guardians in Lighthouse Disability so that, as key stakeholders, together we can continue to build the quality of care of those supported by Lighthouse Disability*
- *Identify what Lighthouse Disability does well*
- *Identify how we can improve outcomes and opportunities for those we support*
- *Seek feedback on Lighthouse Disability service delivery proposals*
- *Provide suggestions/recommendations to the Board and senior staff for consideration.*

The Terms of Reference for the Committee can be found attached to this newsletter.

Membership of the Family Advisory Committee is open to family members and/or guardians of Lighthouse Disability clients, and eligibility for membership will be based on the individuals willingness to engage with and listen to others; be constructive; and respect confidentiality where indicated. Appointments will be made by the CEO and another senior staff member, and ratified by the board.

Currently, Family Advisory Committee Meetings are held on the second Thursday of each month from 1pm – 2:30pm, at the Lighthouse Disability Head Office at 101 Park Tce, Salisbury.

If you are interested in attending a Family Advisory Committee Meeting, or joining the Family Advisory Committee, please contact Michelle Holian (michelleh@lighthousedisability.org.au or 0427 676 102) expressing your interest by the 23 July 2021.

COVID-19 Update – Restrictions

In line with South Australian restrictions introduced last week, we immediately reintroduced mandatory face mask wearing for workers in Lighthouse Disability homes.

Mask wearing in high risk settings, together other restrictions such as density requirements, were preventative actions against a potential outbreak of the highly transmissible Delta variant of the COVID-19 virus.

Thankfully an outbreak did not occur and restrictions have once again eased.

As such we have informed staff that there is no longer a requirement to wear masks.

We have also been reminding staff about the importance of maintaining the COVID-19 measures that we've all become very familiar with. These include:

- Scanning QR codes wherever these are present, including all Lighthouse Disability homes and Park Terrace
- Physical distancing – stay 1.5 metres apart whenever and wherever you can
- Staying away from people who have respiratory infections
- Practicing good hand hygiene at all times – wash your hand often with soap and water or use alcohol based hand sanitisers
- Covering coughs and sneezes – use tissues and dispose in the bin
- Frequently wiping down hard surfaces with disinfectant wipes
- Staying at home if you are unwell to avoid making others sick
- Getting tested for COVID-19 as soon as symptoms appear, no matter how mild

We have also been strongly encouraging staff to get vaccinated against COVID-19, and providing comprehensive information about how and where they can get the vaccine doses.

COVID-19 Vaccine Rollout for People with Disability

We are happy to be able to share with you that the rollout of the Pfizer COVID-19 vaccine to clients who have consent, is progressing well.

Some clients have received their vaccines in their homes, while others have been supported to attend their GP, or the dedicated vaccination hub for disability service provider clients and workers in Medindie.

The in-reach vaccination program in client's homes has been successfully coordinated with Aspen Medical.

The feedback we have had to date about the Aspen vaccination teams attending homes to support our clients has been extremely positive.

For information, the Medindie vaccination hub is located at 17 Main North Road, Medindie (phone 0437 325 123).

The Medindie hub is primarily for:

- Clients of disability providers
- Staff of disability providers and
- Family members who actively care for the clients of providers
- Aged care residents and staff

Pharmacy Services

As you would be aware, many clients of Lighthouse Disability access their medications and other pharmacy needs through HADDAD pharmacy in Unley.

This arrangement, which includes the delivery of products, has been in place for many clients for some time now.

However, we would like to remind clients and families that there is no obligation to use the services of HADDADs.

We support clients and families having choice and control in relation to the services they access and we believe that local community connections are important.

We are supportive of the services provided by HADDADs, but if you would like to make other arrangements, please discuss with your MSD and together we can look at options and how these might work.

Key Staff Appointments

There have been a number of key appointments at Park Tce over the recent months. Please see below for the announcements and an overview of our new staff.

Manager, Quality and Safeguarding – Brenton Drogemuller

Brenton has also worked at Lighthouse Disability for a number of years as Quality and Compliance Coordinator. As of the 3 May 2021 Brenton is now in the role of Manager, Quality and Safeguarding, reporting to the General

Manager, Client Wellbeing. This new role provides the organisation with greater opportunity to optimise Brenton's clinical training and extensive skills as a Registered Nurse, disability practitioner and leader and will build upon his contribution as Quality and Compliance Coordinator.

Manager, Service Delivery – Lara Homburg

Lara has worked at Lighthouse Disability for a number of years as the Rostering Coordinator, and has been successfully appointed as the Manager, Service Delivery for the Playford North Zone as of the 21 June 2021. Lara is currently involved in a transition process to ensure business continuity, and has been continuing to offer part time support the Rostering function, whilst commencing as the MSD of two services.

Manager, Service Delivery – Chris (Christine) Jukes

Chris joined Lighthouse Disability as the Manager, Service Delivery for the Playford East Zone on the 15 June 2021.

Chris is a Social Worker with extensive leadership experience in managing out of home care and practitioner advice in Child Protection. She has extensive experience in managing complex clients and multi-site operations and brings many transferrable skills to our organisation.

Manager, Support Coordination – Lynda Nicell-Mills

Lynda also commenced with us on the 22 June 2021, and is responsible for overall management of the Support Coordination Team. Lynda has a Bachelor of Psychological Sciences and Bachelor of Arts and brings experience from her previous roles at Lutheran Care and Connected Self.

IT Manager – Gajender Choudhary

Gajender joined Lighthouse Disability on the 6 April 2021 and brings with him a wealth of networking and application knowledge as well as project management. With direct hands on experience of Salesforce, Gajender's immediate goal is to assist the business in implementing the use of Service Agreements in within our existing databases and manage the change across the business, as well as manage our telecommunication and IT/Licensing contracts.

Safety and Wellbeing Advisor – Barry McFarlane

Barry joined the People, Culture, and Communications team on the 9 June 2021 and brings a wealth of experience and extensive knowledge in the disciplines of Work Health and Safety and Return to Work having worked across a variety of different sectors. Barry will be responsible for enhancing our WHS and Emergency Management Systems as a whole and continuously improving every facet of Safety and Well-being for our workers across all work sites at Lighthouse Disability.

Business Partner, People and Performance – Pronoma Mukherjee

Pronoma commenced with us as a member of the People, Culture and Communications Team on the 22 June 2021. Pronoma has a Master of Business Administration and Sociology, and brings with her a wealth of experience and extensive knowledge in the disciplines of human resources management and the social sciences. Prior to commencing with us, Pronoma had an extensive career in the state public sector. Pronoma will be working on enhancing our capabilities more broadly across the entire spectrum of People and Culture functions.

Whistleblower Policy

Lighthouse Disability has developed a new Whistleblower Policy. The objective of the policy is to encourage reporting of wrongdoing that is of legitimate concern by providing a convenient and safe reporting mechanism, and protection for people who make serious wrongdoing disclosures.

A person can make a disclosure about wrongdoing which they suspect on reasonable grounds has occurred or is occurring within Lighthouse Disability. The policy outlines the sort of conduct that would be considered wrongdoing and also outlines the procedure for responding to allegations made under the Whistleblower Policy including the process for investigation, protections for the whistleblower and confidentiality of the identity of the whistleblower.

The Lighthouse Disability website is currently being updated to enable this policy and other policies relating to quality and safeguarding of clients to be shared publicly. In the interim, if you would like a copy of this policy please contact Jess Hargreaves on jess@lighthousedsaibility.org.au or 8256 9825.

Michelle Holian
CEO