



## Lighthouse News - May 2022



### Michelle's Welcome

Lighthouse Disability recently engaged an independent firm as we prepared for a NDIS accreditation audit. However, during the course of the firm's work, billing discrepancies were identified. Immediately, a full investigation was launched.

Regrettably, it was identified that incorrect amounts had been deducted from the NDIA Supported Living (SIL) funding of our clients. These errors have resulted in a significant number of clients accounts being incorrectly invoiced.

Lighthouse Disability will repay these funds. Unfortunately, we have been informed by the NDIA that this is not a straightforward process. We must individually credit each invoice and rebill the correct amount. Due to the detailed nature of this process it will take time to complete.

Lighthouse informed clients, their families and guardians and other stakeholders commencing Wednesday 18 May 2022. We also called affected families and decision-makers directly to apologise for our error, explain their individual circumstances and answer any questions that they had. Families or guardians of clients who were not affected were also written to, to advise them of the situation. We have assembled a project team that is working diligently under the guidance of the independent firm.

Lighthouse Disability is committed to providing high quality services to people with a disability as we fulfil our vision to support their right to choose how they live their lives in the community.

We are taking steps to ensure these errors are not repeated. As per our obligations we have reported this to the NDIA and the NDIS Commission and we are currently working with them. We have already commenced reimbursement and rebilling to correct the errors. From 19 April 2022, NDIA introduced new billing arrangements including the opportunity for weekly billing subject to participant agreement and a documented program of supports. As part of the remediation plan, we are discussing with clients and families the opportunity of having a service agreement which outlines the program of supports, weekly billing arrangement and clarity on arrangements for short notice cancellations and irregular hours of support.

The independent firm is also conducting a broader review of our systems and procedures to ensure we are operating at the highest standards with robust checks and balances. We are committed to implementing the necessary changes to improve our systems to prevent reoccurrence. I will keep you updated on the organisational review as it progresses. If you wish to discuss this issue, you can contact me by calling 8256 9825 or by email at [michelleh@lighthousedisability.org.au](mailto:michelleh@lighthousedisability.org.au).

In relation to our ongoing Covid response, you may have noticed that the Emergency Management Declaration ceased in South Australia on 24 May 2022. COVID safe measures remain for some activities and places, including residential disability services, now defined by the South Australia Public Health Act. This includes requirements for:

- COVID-19 cases and close contacts
- Mask wearing in hospitals, disability care facilities, health care services, pharmacies, and some other industries
- COVID-19 vaccinations for health care, residential aged care, and in-home disability care workers have been retained
- COVID Safe Check-In in hospitals, residential aged care, and disability care facilities have also been retained

This coming week, 27 May to 3 June is National Reconciliation Week with the theme “Be Brave. Make Change”. Recently a number of our staff participated in training conducted by the NDIS team at Aboriginal Family Support Services. The focus of the training was the intersection of culture and disability and steps service providers providing supports to Aboriginal and Torres Strait Islander people can take to make services more inclusive and culturally appropriate. While we are at an early stage of our journey, Lighthouse Disability is committed to growing our understanding and our capacity to provide more culturally inclusive services into the future.

**Michelle Holian**  
**Chief Executive Officer**

## CareApp is coming soon!

We will soon be launching our new communication platform CareApp with clients, families, guardians and staff. The introduction of CareApp is a result of an action from the Client and Family Engagement Framework. This Framework was developed by Dana Shen as part of her report "Co-designing a client and family engagement approach: Final Report".

CareApp connects families and guardians through photos, videos, events, newsletters, notices and more in real time. Through CareApp our families and guardians will be informed and kept up to date on daily activities, wellbeing and any news and events happening at the house.

In the coming week you will receive a registration link with instructions on how to register and download the app. It's easy to use, free and is a great tool to keep connected with what's going on. To find out more [click here](#).

## CareApp Information Session for Families

Please join us on **Tuesday 7 June at 5:30pm** for a special information session about CareApp. The session will cover:

- **How to set-up and use CareApp**
- **App Features**
- **Where to get help**

This will be followed by an opportunity to ask questions. The session will be held at 101 Park Terrace, Salisbury and will also be available on Microsoft Teams. If you're interested in attending please email [rsvp@lighthouse disability.org.au](mailto:rsvp@lighthouse disability.org.au) and let us know if you'd prefer to attend the face-to-face session at Park Terrace or online via Microsoft Teams.

## 3...2...1 Our website has lift off!

We are super excited to launch our new website. Our new design and structure aims to make our website more accessible and user friendly, so you can easily find what you're looking for. [Click here to have a look.](#)



## At the Car Wash

As a real motor head, Jake takes great pride in driving around in a pristine looking vehicle and frequently stops in at his local Hollywood Car Wash to make sure the service car looks its best. Keep up the clean work Jake!

## Accreditation Update

As you know, we remain certified with the NDIS Practice Standards. The auditors advised that they will note two minor non-conformances and they will audit our improvement in these areas when they conduct the triennial audit for recertification in 18 months' time.

Our two areas of minor non-conformance related to:

1. **Incident Management:** "Each participant is provided with information on incident management, including how incidents involving the participant have been managed."
2. **Support Planning:** "Some individual health support plans were out of date."

Over the past month, we have worked together to develop a plan on how we will address these areas. The plan includes:

- Developing an easy read version of the Incident Management Policy (for future distribution to all clients and families/guardians).
- Updating Service Agreements to include information about incident management and how clients and families/guardians will be engaged in incident management processes.
- Creating a flowchart defining the differences between our incident reporting and complaints processes.
- Developing systems that will alert all stakeholders including clients, families/guardians, Managers of Service Delivery and Support Coordinators, when support plans are nearing or at completion, to ensure timely review and renewal of plans. A manual system was commenced in the lead-up to our mid-cycle audit and will be maintained until an electronic system is established.

## **Plan visits to accessible venues and events with the new app Pavely**

The Department of Human Services have recently launched 'Pavely', a uniquely South Australian smartphone app designed to promote social inclusion and assist people with accessibility needs.

Developed in collaboration with people living with disability, the Department for Innovation and Skills, Department of Treasury and Finance, Go2Gov program start-up 'The Moonshine Lab', Pavely is used to find, rate and review inclusive venues in South Australia.

The app provides a directory of venues and facilities across the state and allows users to search based on accessibility ratings and inclusive features such as the venue's entrance, amenities, parking and options for assistance, vision and sensory needs. To discover more information about the ground-breaking app and how to download it, visit the Pavely website below.

**[Click here to visit the Pavely website](#)**



## New online training platform for staff

We are excited to announce that we'll be launching a new online learning platform with the NGO Training Centre in early July. This is in response to our CSW requests for access to additional training and development, as well as the challenge of providing training in the middle of a pandemic.

This new platform will be available to all our staff and will transform the way we offer training to support them in their day-to-day role. It provides access to the most up-to-date training by industry experts and will contribute to their professional development journey. To find out more about NGO Training Centre and our new online platform click on the link below.

[Click here to find out more about our new online training platform](#)



## Thank you to our volunteers

On Thursday 19 May, as part of National Volunteer Week we recognised some of our 39 amazing volunteers at a special morning tea. Every day, our volunteers dedicate their time to make meaningful connections with our clients and genuinely make a real difference. A big thank you to all our volunteers for all that you do.

As part of the event, we also made a special presentation to the Tea Tree Gully Lions Club, who have been providing support for our events including the Annual Picnic, Christmas Breakfast and Boom Box Disco for many years. In recognition of our partnership, we presented them with an Award of Appreciation for over 10 years of support. While saying their thanks for the award, the Lions Club continued their generosity by providing us with a cheque for \$1000 for our Seize the Day project. Thank you Tea Tree Gully Lions Club for your ongoing support - it is greatly appreciated by our clients, families, guardians and staff.

## Active Support Training

In late June/early July we will commence the delivery of Active Support Training to all our Community Support Workers. This training will prepare our staff to actively look for opportunities to engage clients in daily activities and new experiences.

This is the first step in our plan of having Active Support Leads in each of our houses. From this training, we will be able to recognise those who excel and identify them as a potential candidate for an Active Support Lead role.

## Seize the Day Update

We are very excited to announce that **24 clients** have applied to be part of the Seize the Day project. Together with the Consumer Reference Group, we will review all the applications and determine how many people we can support to try a new experience. You can find out more about the Seize the Day project by clicking the link below.

[Click here to find out more about Seize the Day](#)



## Now for something really a-museli-ng

While this post isn't our most a-muesli-ng, we're still pretty excited to share it. Simon is known to be a great muesli maker and includes the perfect amount of fresh fruit, yoghurt and nuts. Any muesli left for us Simon?

## Positive Futures Expo

Join us on **Wednesday 1 June from 10:00am to 2:00pm at the John McVeity Centre - 182 Peachey Road, Smithfield Plains** for the 2022 Positive Futures Expo. There will be a sea of stalls representing different local businesses and industries, including emerging disability providers. It's a great networking opportunity for stall holders and attendees alike. To top it off, there will be special talks and workshops from industry professionals and creatives throughout the day. To book your **FREE** tickets follow the link below.

[Click here to book your FREE tickets](#)

## Manager, Service Delivery Recruitment Update

We are pleased to share with you the recruitment of a new Manager, Service Delivery – Jimmy Domenic. Jimmy has over 14 years' experience in community services, with the last 4 years at Life Without Barriers in Port Augusta leading their Supported Independent Living team. He has a passion for ensuring people receive the best possible support that is person-centred and strengths-based. Jimmy will be joining us on 20 June and will be mentored by our existing MSDs to ensure a smooth transition into the Lighthouse Disability team. Please join me in welcoming Jimmy.

The role of MSD is incredibly important to the organisation and while the applicants we received were all of a high standard, we have decided to advertise for the role again to ensure we find the right people for the role. We will keep you updated on how the recruitment of further MSDs goes.

## Guardianship Information Session

On Thursday 2 June at 6:00 pm the South Australian Council on Intellectual Disability (SACID) will be holding a guardianship information session for families of people with an intellectual disability. The session will cover:

- **What is guardianship?**
- **When is guardianship appropriate and when is it not?**
- **The role of the guardian and an administrator.**
- **Duty of care vs. dignity of risk.**

If you're interested in attending either in person at the SACID office (302 South Road, Hilton SA) or online via Microsoft Teams please contact SACID by phone 08 8352 4416 or email [admin@sacid.org.au](mailto:admin@sacid.org.au).



## Swinging and Sliding at St. Kilda

Playgrounds can be enjoyed at any age. The St Kilda Adventure Playground has always been one of Adelaide's most popular playgrounds, but did you know it has a few new bits of accessible play equipment? Recently we headed out to St. Kilda to check out what was new and enjoy the latest equipment.



## 80s and 90s Boom Box Disco

A few weeks ago we rolled back the years with our 80s and 90s Boom Box Disco. It was a none-stop party with some of the biggest hits of the era including George Michael, B-52's, Spice Girls, Frankie Goes To Hollywood and loads more. To check out some of the photos from the night click on the link below.

[Click here to check out some of the photos from the night](#)



## 5 minutes with Pat

We caught up with our new ICT Manager Pat who is based at our Park Terrace office.

**What's your background?** *I studied ICT, statistics, management accounting and international business management, trying to see where I fit in. I spent a lot of time in the supply chain industry and then moved into ICT.*

**What's the best part of your job?** *In almost every industry, biggest advancements come through the changes in technology and ICT plays a vital role in this. So I think that staying up to date and sharing my knowledge with my colleagues is the best part of my job.*

**Favourite TV Show?** *Tricky question. If I may keep aside the fantasy worlds of 'GOT' and 'Witcher', I'll have to pick 'Line of Duty', one of the BBC's best.*

**What movie could you watch over and over?** *Does Frozen on repeat count when your daughter makes you watch it?*

**If you could be anywhere in the world, where would it be?** *I would very much like to visit my home country, Sri Lanka. It's been too long. Sunny beaches and misty mountains, the little paradise island.*