



## Appointment of New Board Chair

Lighthouse Disability's Board have appointed Dr. John Harvey both as a new Board Director and Chair.

John Harvey has an extensive career as a board director. A scientist by trade, he worked as a researcher in the health and agriculture sectors prior to joining the not-for-profit sector.

John currently sits as a Non-Executive Director of the National Youth Mental Health Network (also known as headspace) and Helping Hand Aged Care.

He is also Chair of Studio Nine Architects, Rural Business Support and was the immediate past Chair of Can:Do Group.

"John brings with him a wealth of experience in the not-for-profit sector and I am looking forward to working with him to achieve our vision of providing services that achieve the best possible outcomes for people with disability," Andrew Ellis Chief Executive Officer says.

After six months as Interim Chair, Jani Baker has returned to her role as a Board Director.

"Jani has provided great leadership over the last six months and on behalf of Lighthouse Disability, I would like to thank her for assisting us during this transition," Andrew Ellis says.

Sue Imgraben is continuing in her role as Interim Deputy Chair.



***John said,  
"I'm really pleased  
to be a part of  
defining the future  
of Lighthouse  
Disability and  
above all else,  
ensuring that we  
are the very best  
service that we  
can be."***

A portrait of a man with short grey hair, wearing a dark suit jacket over a light blue shirt. He is smiling slightly and looking towards the camera. The background is blurred, showing what appears to be a building with large windows.

# Andrew's Welcome

I am excited to share with you some of the developments that have taken place at Lighthouse Disability in last few months.

As part of our ongoing commitment to delivering a high-quality service, I personally have now visited over 20 of our services.

It was a great experience to witness the support our staff provide with our clients, but also allowed me to identify some opportunities for improvement. I would like to thank all the clients and their support workers who welcomed me into their homes.

Agency use is a concern throughout the sector. I have heard from families the importance of having people who are familiar with the needs of their loved one.

I am pleased to report we have reduced our agency use by more than 70% this year compared with our 5-year average. This is an incredible achievement in improving the consistency of our support services and I am sure you are starting to see some of these benefits in the support of your loved one.

To achieve this, we have welcomed 20 community support workers (CSW) to the organisation, as well as a number of Service Leads. These new staff members will be

familiar faces in our services and I look forward to welcoming even more skilled staff in the future.

We have also been busy improving the quality of our houses.

Our clients have now transitioned out of one of our houses and a full renovation is underway (kitchen, bathroom, electrical, paint, new flooring and furniture).

Further to that, I just signed off on a quote for significant work at another one of our services which will greatly improve the accommodation for our clients.

This is just the beginning and a small snapshot, so watch this space for even more improvements coming soon to our other services.

I am also delighted that we have introduced newer vehicles at a number of houses. These additions not only bolster our existing fleet, but also demonstrate our commitment to providing our clients and staff with the best possible vehicle for transport.

Check out page 11 for an overview on all the improvements we've made over the last few months.



*NDIS Forum with Minister Bill Shorten at the Playford Civic Centre*

I am equally excited to welcome Sally Ryan, our General Manager, Client Services who has been with the organisation since 21 June.

You may have met her at one of your recent meetings with Lighthouse Disability or at the recent 'Meet the Client Services Team' event.

Sally is endeavouring to meet as many families, plan nominees and staff as possible, so if you haven't met her yet - I'm sure it won't be long.

On 30 June, I attended a special forum event for participants and providers with NDIS Minister Bill Shorten. It was interesting to hear how the priorities of the Government compared to that of participants and providers.

It was great to hear first-hand some of the future priorities for the scheme and what to expect next.

Our Plan Management service continues to grow and I am firm believer that this is a reflection of the great service our Plan Managers, Jo and Chris provide.

On page 4, you can learn a bit more about Jo and Chris and their background.

If you are with an external plan manager and not happy with their service, I invite you to have a chat with Jo or Chris and experience what I'm talking about.

As you can see, this newsletter continues to grow, showing that we've got a lot to update you on.

With this in mind, as well as feedback from families and plan nominees - we will be moving to a fortnightly newsletter. This means you can stay right up to date with what's happening in the organisation.

So watch out for the next newsletter which will be coming in the middle of August.

Until then, stay warm and happy reading.

**Andrew Ellis**  
**Chief Executive Officer**

# Meet Our Plan

## Managers

### Joanne Pratt (better known as Jo)

Jo didn't always work in disability services. In fact, she used to work in finance for a pest control business!

Jo moved to Lighthouse Disability in an accounts receivable role when one of her family members acquired a disability. After seeing the challenges involved, Jo wanted to work for an organisation where she could support families going through similar experiences.

When the NDIS was rolled out and Lighthouse Disability introduced Plan Management Services, Jo was eager to work directly with customers and help to manage their funding. So, she moved across - and the rest is history. Now a seasoned plan manager, her dedication and passion shines through in her interactions with clients.



As Jo's NDIS expertise has grown, so has her personal experience with the impacts of disability. She's proud to be in a role where she can shoulder some of the burden for people on their NDIS journeys, and her customers love that she can always be relied on to 'keep it real'.

A self-described 'people person', Jo's favourite part of the job is meeting with customers and being their go-to for questions about their NDIS Plans. She also welcomes the continuous learning that the role provides - not only has she become something of an NDIS expert, she's also learned a lot about the diverse experiences of people living with disability.

Outside of work, Jo is super crafty. You'll find her beading, working with clay, making jewellery, or op-shopping for pieces that she can customise.

### **Christine Hawkett (better known as Chris)**

An exciting and rewarding career in finance set Chris up to become the Plan Manager extraordinaire she is today.

Before joining the Lighthouse Disability Plan Management team, Chris spent fifteen years working in the not-for-profit sector. For twelve of those, she was the senior finance officer at an Aboriginal organisation in Alice Springs. She loved supporting different projects that improved the living conditions in regional communities all over the top-end, such as infrastructure development, fuel deliveries, and education programs.

After leaving Alice Springs, Chris came back to Adelaide and took on a finance role in another Aboriginal organisation, this time a disability services provider. Here, Chris felt a sense of fulfilment like never before and decided she wanted to keep working in this sector for a long time.

One day, Chris saw a temp role going at Lighthouse Disability. She applied, became a plan manager, and did such a good job that she was made permanent.

Chris says the best part of the job is having contact with clients. All she has ever wanted to do in her career is use her skills to help others, and she enjoys getting to do this every day as a plan manager.

When she's not working, Chris loves sewing and quilting. She's especially talented at crafting bags and table runners, often gifting her creations to friends and colleagues. Eventually, Chris hopes to volunteer her skills to make items for service personnel and covers for hospital humidicribs.





# Supported Independent Living and Community Participation - What's the difference?

The National Disability Insurance Scheme (NDIS) in Australia provides a range of supports for people living with disability. Two key components of the NDIS are Supported Independent Living (SIL) and Community Participation (CP) - but do you know the difference?

In this blog, we will explore the differences between SIL and CP, highlighting their purposes, benefits, and how they contribute to enhancing the lives of people living with disability.

## **What is Supported Independent Living?**

Supported Independent Living (SIL) is a core support within the NDIS, designed to assist participants to live as independently as possible.

SIL provides funding for support services necessary for daily living activities. This support enables participants to develop skills to live independently, fostering greater autonomy.

Some examples that SIL may include various forms of assistance, such as:

- personal care,
- household tasks,
- meal preparation,
- managing finances and;
- accessing the community.

It can be delivered in different settings, including group homes, shared accommodation, or individualised living arrangements. SIL aims to create a safe and inclusive environment that promotes personal growth, community integration, and social connections.

Only about 5-6% of NDIS participants are funded for SIL.

## **What is Community Participation?**

Community Participation (CP) is another essential component of the NDIS, emphasising the active engagement of participants in community life.

CP funding enables participants to access various activities, programs, and services that promote social inclusion, skill development, and community connections.

CP supports can include:

- participation in sports and recreational activities (for example bowling),
- attending educational courses,
- joining clubs or interest groups,
- volunteering and
- engaging in community events.

The aim of CP is to enhance social skills, build relationships, and foster a sense of belonging within the wider community.

CP acknowledges the importance of social interaction, personal development, and community involvement in improving the overall quality of life for people with disability.

### **What are the differences and benefits between SIL and CP?**

While SIL focuses on providing support and accommodation for independent living, CP is centered around community engagement and participation.

SIL primarily addresses the practical aspects of daily living, whereas CP emphasizes the social and recreational aspects.

Both supports are essential and complement each other in supporting people with disability to lead fulfilling lives.

SIL enables independence and self-care skills, while CP encourages social inclusion, skill development, and building relationships within the community.

In summary, SIL and CP are integral components of the NDIS, each serving unique purposes in empowering people with disability to thrive independently and actively participate in their communities.

Lighthouse Disability primarily provides a SIL service to our customers. Whilst some other disability service organisations provide CP to non-SIL customers, Lighthouse Disability only provides CP to its current SIL customers.

The SIL and CP support process can be quite complex and daunting, but please know we're here to help.



# Your Complete Guide on the NDIS Code of Conduct

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## **What is the NDIS Code of Conduct?**

The code is a legal regulation that outlines the expectations of how individuals receiving services under the NDIS (also known as participants) should be treated. It aims to provide a standard of support that is built on trust, competency, and compassion.

It also covers the behaviours and actions of anyone engaged in NDIS-related activities, which includes service providers, their employees, volunteers, support coordinators, registered health practitioners and other organisations. There are two codes - the NDIS Code of Conduct for Workers and one for Service Providers.

Here are the seven elements:

## **1) Act with respect for individual rights to freedom of expression, self-determination, and decision-making in accordance with relevant laws and conventions.**

- Deliver services in a way that maintains standards and principles underpinning the NDIS.
- Support people with disability to make decisions.
- Communicate in a form, language and manner that enables people with disability to understand the information and make known their will and preferences.
- Take into account the expressed values and beliefs of people with disability, including those relating to culture, faith, ethnicity, gender, gender identity, sexuality and age, as well as disability.

## **2) Respect the privacy of people with disability.**

- Comply with Commonwealth and State and Territory privacy laws.
- Deliver services in a dignified way that maintains personal privacy.



### **3) Provide supports and services in a safe and competent manner with care and skill.**

- Ensure workers have the necessary training, competence and qualifications for the supports and services delivered.
- Provide services consistent with relevant professional codes.
- Meet relevant work health and safety requirements.
- Maintain appropriate and accurate records and follow security procedures.
- Hold appropriate insurance.

### **4) Act with integrity, honesty, and transparency.**

- Recommend and provide supports and services appropriate to the needs of the participant.
- Maintain integrity by declaring and avoiding any real or perceived conflicts of interest.
- Avoid engaging in, participating in or promoting sharp practices.

### **5) Promptly take steps to raise and act on concerns about matters that might have an impact on the quality and safety of supports provided to people with disability.**

- Foster an environment where people with disability, their families, carers, advocates and workers feel safe to make a complaint or report issues.
- Operate effective complaints processes.
- Operate effective incident management system.
- Undertake investigative and disciplinary action and comply with external investigations.

### **6) Take all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect, and abuse of people with disability.**

- Commit to eliminating any form of violence, abuse, neglect and exploitation.

- Identify and respond to incidents of violence, abuse, neglect and exploitation, and report these to the NDIS Commission and, as appropriate, to other relevant authorities.
- Reduce and eliminate restrictive practices.

### **7) Take all reasonable steps to prevent and respond to sexual misconduct.**

- Have in place clear guidance for staff behaviour.
- Operate effective processes for dealing with sexual misconduct.

### **Why is the NDIS Code of Conduct important?**

The Code of Conduct is essential because it provides a framework that every person working in the NDIS needs to follow to ensure that only the highest standard of support is provided to people with disability.

It establishes a set of values and behaviours that support the delivery of quality services and protect the rights of people receiving those services.

Additionally, it ensures the safety and well-being of people with disability, as well as the NDIS workforce.

Here are five reasons why it is important:

- **Protection of Participants:** The Code safeguards the interests of people with disability receiving supports under the NDIS. It requires providers to always act in the best interests of participants while assisting them in achieving their goals.
- **Safeguarding of Participants:** The Code emphasises the inherent dignity of participants and requires service providers to show respect and preserve their privacy and confidentiality.

- **Accountability:** The Code creates an obligation for all service providers, employees, support coordinators and registered health professionals to maintain a level of accountability for their actions.
- **Consistent Standard of Support:** The NDIS Code of Conduct ensures that participants receive a high level of support irrespective of the provider they choose. The Code also aligns with the expected professional conduct for healthcare practitioners providing services to people with disability.
- **Ethical Practice:** The NDIS Code of Conduct provides an ethical framework that providers need to abide by.

Further to that, we have developed and enforce our own Code of Conduct that complements the NDIS version. Together, both Codes ensure our clients receive the best support possible.

To see the full versions of the Code of Conduct visit the NDIS website: [ndis.gov.au](https://www.ndis.gov.au)

The Code is an essential aspect of the National Disability Insurance Scheme as it outlines the responsibilities of all service providers.

It ensures providers implement the highest standards to maintain values, ethics, and behaviours that uphold participants' best interests. Maintaining the Code of Conduct ensures a more accessible, safer experience for people accessing the NDIS.

### **Does each state have its own NDIS Code of Conduct?**

The Code applies to all service providers and workers nationally. While each state has its own laws relating to the Code, the elements are consistent nation-wide.

At Lighthouse Disability we ask all staff to undertake training in the Code and as part of this must pass a test to ensure they understand it.

# Maintenance Matters



A gardener has been through a number of our houses to tidy things up and is in the process of getting to all our other houses.



We've bought new vehicles for a number of our services.



Significant tidy up internally at a number of our houses, which will include painting, repairs and other improvements.



Major renovations have now started at at one our services with the kitchen, bathrooms and floors all being replaced.

# Out and about in Winter

We pride ourselves on delivering person-centred active support to all our clients. Check out what we've been up to below.



*Nothing brings people together on Anzac Day quite like a barbeque. At Matilda, we welcomed family and friends to enjoy a great Aussie tradition - a backyard BBQ.*



*Tarah finished her latest piece of art and couldn't be happier. There's something truly satisfying about creating something from scratch and watching it come to life.*



*When the weather is this good, why not explore the world around you. The clients from Mayfield went to explore the beautiful Belair National Park and soaked up the sun.*



*Another day of great weather, another beautiful Adelaide landmark to explore. We visited the picturesque Himeji Gardens in the city, and we are in complete awe - Mark gives it two thumbs up.*



*Jake is a Crows fanatic but that doesn't stop him enjoying the atmosphere of a Port Adelaide game. While it was a great game to watch, we can confirm that he won't be changing his allegiances.*



*We visited Cafe De Vili's for the first time and were blown away. The food was absolutely amazing and the atmosphere was so cozy and welcoming on a cold wintery day.*



*Matt just made it to the beach for the last day of sunny weather before winter really sets in. Who says the beach is just for summer?*



*Mark crossed off the grocery list and stocked up on all the essentials. There's nothing quite like the feeling of a full fridge and pantry.*



*Who says cooking pasta has to be boring? Michael certainly doesn't think so. They say you can judge your cooking by whether others want to eat it. Judging by Michael's housemate Simon - his cooking is a winner!*



*Being active is an important part of a healthy lifestyle. The open sky, sunshine, and chirping birds provided the perfect backdrop for our most recent exercise session at an outdoor gym.*



*Bowling vibes! Phil had an amazing time hitting the lanes with his squad. trikes, spares, and lots of laughter.*



*David had an incredible day at the Aviation Museum! Exploring the rich history of flight and witnessing iconic aircraft up close was an awe-inspiring experience.*



# Share your feedback

Lighthouse Disability is committed to providing high quality disability support services. This is done through the delivery of person-centered services for people with disability.

To achieve this, Lighthouse Disability reviews its services and strives for continuous improvement in all that it does. A key part of our continuous improvement is receiving feedback about people's experiences with the support services we provide.

## How do I share my feedback?

All clients, families, advocates and staff are encouraged to provide suggestions on how we are able to improve the quality of our services. Feedback can be provided by:

- **Email:** [complaints@lighthousedisability.org.au](mailto:complaints@lighthousedisability.org.au)
- **Writing to:** Lighthouse Disability, PO Box 722, Salisbury SA 5108
- **Calling:** 08 8256 9800
- **Visiting:** Lighthouse Disability, 101 Park Terrace, Salisbury SA 5108
- **Online:** [www.lighthousedisability.org.au/contact-us/share-your-feedback](http://www.lighthousedisability.org.au/contact-us/share-your-feedback)

You can provide your feedback directly to the NDIS Quality and Safeguards Commission (NDIS Commission) which is an independent Commonwealth agency established to improve the quality and safety of NDIS supports and services. You can provide feedback to the NDIS Commission by:

- **Calling:** 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
- **Online:** <https://www.ndis.gov.au/contact/feedback-and-complaints>
- Through the **National Relay Service** and ask for 1800 035 544.

## What will happen to my feedback?

- We aim to acknowledge your feedback within three working days.
- We will aim to address all feedback within a 21 working day time frame.
- We will always use your feedback to continually improve our services.

# Advocacy Organisations

If you would like more information about independent advocates that can help you share your feedback, see the below list:



## **Citizen Advocacy South Australia**

20 Myers Street  
ADELAIDE SA 5000  
Tel: (08) 8410 6644  
Mobile: 0408 811 845  
Email: office.citizenadvocacy@gmail.com  
Website: www.citizenadvocacysa.com.au



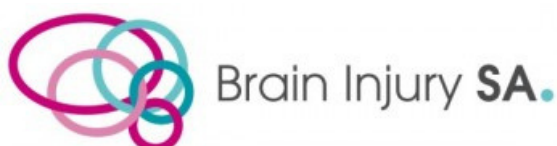
## **Independent Advocacy SA**

99 Frome Street  
ADELAIDE SA 5000  
Tel: (08) 8232 6200  
Freecall: 1800 999 884  
Email: indepadv@internode.on.net  
Website: www.independentadvocacysa.org.au



## **Disability Advocacy & Complaints Service of SA**

33 Franklin Street,  
ADELAIDE SA 5000  
Tel: (08) 7122 6030  
Fax: (08) 8332 5112  
Email: admin@dacssa.org.au  
Website: www.dacssa.org.au



## **Brain Injury SA**

70 Light Square  
ADELAIDE SA 5000  
Tel: 1300 733 049  
Email: info@binsa.org  
Website: www.braininjurysa.org.au



## **Disability Rights Advocacy Service Inc**

Shop 4/80 Henley Beach Road  
MILE END SA 5031  
Tel: (08) 8351 9500  
Fax: (08) 8152 0396  
Email: admin@dras.com.au  
Website: www.dras.com.au



## **Disability Advocacy Service - Uniting Communities**

43 Franklin Street  
ADELAIDE SA 5000  
Tel: (08) 8202 5960  
Country Callers: 1300 886 220  
Email: das@unitingcommunities.org  
Website: www.unitingcommunities.org

Lighthouse Disability would like to acknowledge and pay respect to the traditional custodians on whose ancestral lands we provide our accommodation and support services. We acknowledge the deep feeling of attachment and relationship that Aboriginal and Torres Strait Islander communities have with their Country.

We pay our respects to the Elders, both past and present, and extend that respect to other Aboriginal and Torres Strait Islander people who may engage with our services.



**LIGHTHOUSE  
DISABILITY**

**Lighthouse Disability Ltd**  
**ABN 20 606 960 865**

101 Park Terrace, Salisbury, South Australia 5108

**Email** [info@lighthousedisability.org.au](mailto:info@lighthousedisability.org.au)

**Tel** 08 8256 9800

**Web** [lighthousedisability.org.au](http://lighthousedisability.org.au)