



ENHANCED NEWS

October 2016

“We will be an innovative leader within the disability sector, delivering high quality, Member-Governed services”

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A message from the Chairperson of the Board...



Mindfulness – respect for ourselves and for others.

Mindfulness does not necessarily highlight problems, nor does it dismiss them. It is respectful to take the time to listen – whether its someone with a disability taking longer to communicate, or doing physical tasks. Slowing down, being aware and in the moment are all key ways of showing respect. Routines are important e.g. moving furniture or an unplugging a power point can make it difficult to remain independent in the home.

Remember Lifestyle Attendants are our hands and feet and an extension of our bodies. It's not care plans or balance sheets that are the most important for the success of Enhanced Lifestyles Inc.- it's the relationships we build and the respect and mindfulness we practice that is priceless.

Nothing about us without us.

Thank you Alan!

On behalf of the Board, Members and Organisation, I would like to thank Alan Bawden for his years of service to Enhanced Lifestyles. He has served in many different positons during this time including as Chairperson, Office Bearer and Committee Member. I would like to formally recognise his dedication and leadership throughout his service especially during a time of change within the disability sector. Thank you once again Alan!

Due to Alan's resignation, there has been a slight reshuffle of the Board with Trudy Gepp now Treasurer and Louise Braybon filling the position of Secretary. Until the next AGM in just under 2 months' time, Wombat Ten Hooper has been co-oped onto the Board to fill the vacant seat.

“Life is not a dress rehearsal, the curtain is up and you are on, so get out there and give it your best shot!” - Anonymous

OFFICE & BOARD NEWS

Your Enhanced Lifestyles Representatives

Board of Management 2016

Chairperson: Phillip Beddall

Vice Chairperson: Deb Clark

Treasurer: Trudy Gepp

Secretary: Louise Braybon

Committee Members:

- Tiffany Littler
- Joe Macri
- Wombat Ten Hoopen



Phillip Beddall, Bri Price, Alice Fisher, Samantha Gully, Belinda Smith, Jodi McKay, Rebecca Moukachar, Joanne Howard, Clare Hill and Louise Braybon

Our Office Team

Executive Officer: Jeremy Mills

People & Culture Manager: Belinda Smith

Quality & Services Manager: Alice Fisher

Customer Relations Officer: Bri Price

Service Delivery Officer: Joanne Howard

Service Delivery Officer: Clare Hill

Payroll & HR Administration Officer: Rebecca Moukachar

Administration Officer: Jodi McKay

Billing Officer: Samantha Gully

We welcome your feedback! If you have any comments or suggestions for future editions, please email us at

admin@enhancedlifestyles.com.au

Congratulations!

Elizabeth Cody on winning the participation prize for the Members Engagement Survey

and

Isabella I Baviosa on winning the participation prize for the Employee Demographic Survey.

Thank you to all Members and LA's who participated.

In the last edition of the Bi-Monthly Newsletter, we provided some information on the Importance of hand hygiene. We would like to clarify the information provided as it was mis-worded in the article. LA's ARE NOT required to wear gloves at all times when handling food and providing personal care services. Please use common sense to determine when it is and isn't appropriate to use gloves and always practice good hand hygiene techniques.

Name the Newsletter Competition

Name the bi-monthly newsletter!

Come up with a snappy name for the newsletter and you could win a \$50 gift voucher. Email your submission to admin@enhancedlifestyles.com.au with the subject title Newsletter Name, your suggestion and contact details by 5pm Friday 21st October to be eligible to win. We will then pick the Top 5 to face off in a facebook contest to find the winner. The winner will be announced on our facebook page at 12pm Monday November 1st (you will also be contacted personally). Good luck and we can't wait to hear your suggestions!

Exciting Announcement: We are moving!

Enhanced Lifestyles is very excited to announce that we will be moving to a new premises! The Board and employees have been hard at work the past few months finalising the details for the purchase of a new office space. We are currently in the process of organising building modifications, ensuring it will be fully accessible with automatic sliding doors and modified bathrooms and kitchen.

Within the new space we will also be adding training rooms so that all training and development can be achieved onsite. We are hopeful of being able to move in early December once the modifications have been made to the main office area, with the full renovations due for completion early to mid next year. We are very excited to share this news with you! Stay tuned for further announcements about the new building and the extension of services it will bring.



SAVE THE DATE
ANNUAL GENERAL MEETING
NOVEMBER 29TH 2016

This year's AGM will once again be held at the BioSA Conference Centre with a barbeque dinner to follow. All Members are encouraged to attend on the night and vote for their elected spokespeople in the organisation.

This year's process will be different to previous years, with formal nominations taken before the night. Bio's of any person nominated will then be sent out to all Members in the beginning of November for their consideration. The voting process will be determined on the night with more information about this included on the nomination form. Nomination forms are in the process of being sent out to you and must be returned by 5pm Friday 21st October to be considered.

Formal invitations to all Members will be issued later in the month, as well as the invitations to any LA's whose long service will be recognised on the night.

OFFICE & BOARD NEWS

Communication and Continuous Improvement

Enhanced Lifestyles' operational employees have been working hard this past year to improve the communication processes and services offered to all Members and fellow employees of the organisation. There have been many new ideas and initiatives that have been implemented throughout the past 12 months as well as improvements to existing forms of communication. These include:

- The introduction of the Member's Reference Group where Members can come along, meet with other Members and employees and voice their opinions about key decisions that affect the organisation.
- A Continuous Improvement Committee has been established with two Members as representatives in the group. They will have input into improvements within the organisation and make recommendations on how they can be implemented for the betterment of the organisation.
- Continual improvements to the bi-monthly newsletter which give Members and LA's a forum.
- The addition of the monthly Quality and Services Newsletter, ensuring news is delivered to Members and LA's more frequently.
- Running our first ever Members Satisfaction Survey and Lifestyle Attendant Satisfaction Survey, which gave everyone an anonymous way to rate the services and communication Enhanced Lifestyles provides plus provide suggestions on ways to improve the organisation.
- The creation of a facebook page for the organisation and the use of messenger to communicate with customers.

- The redesign and update of the website which includes more comprehensive and relevant information.
- The use of email to keep Members and LA's up-to-date with the current goings on in the office and other important organisational news.
- Adding Member and LA Engagement Initiatives like Bowling and the Member Information Night.
- Learning and Development Workshops for customers (which we will be expanding once we are in the new building).

Throughout the next 12 months we will be looking to implement the following communication initiatives:

- A portal for Members and LA which will enable users to log in at our website and access additional information including policies, procedures and forms.
- A Teleclock web based interface where customers can log in and check time sheets.
- A new system of inducting LA's where customers can actively participate in the process.
- Moving into a new accessible building which is more welcoming for both customers and LA's.
- More investment into information technology which will improve accessibility and communication within the organisation.

Enhanced Lifestyles is continually seeking ways to improve not only the organisation, but the communication methods with both customers and LA's. If you have any ideas how we can make improvements, please let us know. We are always open to new ideas and customers do have a voice at Enhanced Lifestyles.

2016 Disability, Lifestyle and Ageing Expo



On the 23rd September, the Catalyst Foundation once again held the Disability, Ageing and Lifestyles Expo of which Enhanced Lifestyles was a proud sponsor and participant. On the day, we were overwhelmed with interest from visitors, running out of showbags to give everyone! Board Members Phillip, Louise and Tiffany came down on the day and participated at the booth along with the operational employees for Enhanced Lifestyles. There was also a large group of Members who came down on the day and popped past the booth to say hi which was wonderful. We gave out free popcorn on the day which was a huge hit with the crowd! The brand awareness of the organisation was much improved compared to last year with a greater number of service providers and suppliers of medical provisions knowing who Enhanced Lifestyle are and what services we provide. Expo's like this are a vital way for Enhanced Lifestyles to start educating the broader community on the benefits of our organisation and we hope that Members and LA's alike can continue to support these initiatives.



Networking Function

Enhanced Lifestyles was the major sponsor of the Network Function for the 2016 Disability, Ageing and Lifestyles Expo held on the Thursday night before the Expo. Bri Price, our new Customer Relations Officer, gave a brilliant 5-minute presentation on the organisations services and benefits to the other providers of disability services in South Australia who attended. Bri's presentation can be viewed on our facebook page.



Please see the Quality and Services News page for information on the upcoming KYD-X Expo which will be the next Expo we are involved in and would love for Members to come along to!

A thank you from the Catalyst Foundation



For any further information on Quality and Services, please do not hesitate to contact the Quality and Services Manager Alice Fisher via email alice.fisher@enhancedlifestyles.com.au or on (08) 8363 4477.

QUALITY & SERVICES NEWS

Child Safe Environments Training

We will be running a training session on Child Safe Environments (CSE) for any interested LA's. This training is mandatory for any LA who would like to work with a Member who is under the age of 18 or has any direct or indirect contact with anyone who is under the age of 18 in a work environment.

This training covers many different aspects of working with children including reporting, responding to a disclosure, prevention, child-safe environments, definitions and indicators of abuse and neglect as well as the South Australian legislation that covers this area.

CSE Training is designed to assist you to fully understand your role as a mandated notifier and remind us all that the protection of children requires a holistic approach and is a whole-of-community responsibility.

Alice Fisher will be conducting the session and has been certified by Families SA to deliver the training. Please contact Alice Fisher on 8363 4477 or email alice.fisher@enhancedlifestyles.com.au if you are interested in attending.

Date: 1st November 2016

Time and Location: To be advised closer to the date.

Please be aware that this will be a whole day training event as it is quite a detailed and intensive course.

Compliment and Feedback Process

Currently, there seems to be some slight confusion over the complaint and feedback process within Enhanced Lifestyles. To clarify:

- All Lifestyle Attendant issues and feedback is to be reported directly to the Service Delivery Officers, Jo Howard and Clare Hill.
- All Member feedback, compliments or issues are to be directed to the Customer Relations Officer, Bri Price.
- All HR or pay issues are to be directed to the Payroll/ HR Administration Officer, Rebecca Moukachar
- Any feedback concerning billing is to be handled by the Billing Officer, Sam Gully.
- If necessary, any feedback will be escalated to Management i.e. to Belinda Smith (People and Culture Manager) or Alice Fisher (Quality and Service Manager)
- Only where all avenues have been exhausted or in serious cases, will the Executive Officer, Jeremy Mills, be involved in the process

If you have any queries about this process, please contact Alice Fisher on 8363 4477.

Health and Safety Representative

Joanne Howard has recently completed her HSR training and is currently the trained Health and Safety Representative for Enhanced Lifestyles so any matters relating to this need to be raised with her. Alice Fisher is currently halfway through her training and will be completing it before the end of the year.



KYD-X
Kids & Youth Disability Expo

www.kyd-x.com.au Find us on 

Featuring a wide range of South Australian service providers with a strong focus on kids and youth disability. The expo will offer parents, carers and individuals an opportunity to chat face to face with service providers to become more informed on the choices available to them.

Venue Priceline Stadium (Netball SA)
Address 155 Railway Terrace, Mile End South
Date October 15, 2016
Hours 10:00am-5:00pm
Parking Ample free parking
Entry Gold coin donation with proceeds going to Team Kids

Food and refreshments available
Presentations and performances throughout the day - ATM on site - Chill out rooms
Road Less Travelled competition
KYD-X Service Provider Handbooks available

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AAMI

Different... but just as beautiful



KYD-X Expo

After the success of the Disability, Ageing and Lifestyle Expo, Enhanced Lifestyles is sponsoring and attending is the KYD-X Kids and Youth Disability Expo held on the 15th October.

Please see the flyer for all the details on the day!

Enhanced Lifestyles will be in booth 18 and be a stop on the Road Less Travelled which is similar to the Yellow Brick Road at the Royal Show. Bri Price will be doing a presentation on the organisation between 12.30pm and 1pm which will be accessible to all attendees on the day. Come along and show your support for Enhanced Lifestyles!

Continuous Improvement Committee

The Continuous Improvement Committee has been established and the representatives are: Glenda Lee (Member), Jacky Chant (Member), Merriam dela Cruz (LA), Tracey Pridham (LA), Clare Hill (Operations Employee), Belinda Smith (Operations Employee) and Alice Fisher (Operations Employee/Committee Chair).

The Committee will be overseeing a variety of initiatives to aid the improvement of the organisation from communication and marketing to training and policy decisions.

The Committee will look at directly implementing recommendations made at the Members Reference Group. So if you have any suggestions for change, please come along to the meetings.

The next Continuous Committee meeting was held with the group focusing on the new induction process which will be implemented in the coming months.



Why you should say 'YES' to salary packaging

As Enhanced Lifestyles is a not-for-profit organisation, we are able to offer you salary packaging through MAXXIA. MAXXIA is the largest and most trusted provider of salary packaging services throughout Australia. As not every employer offers this benefit, please take the time to understand the advantages salary packaging has to offer.

Pay less tax

When you salary package, you could be eligible to pay for a range of expenses - such as vehicle running costs, additional superannuation contributions, and some work-related costs - with your pre-tax salary. You are also able to salary package items such as your mortgage or rent payments.

Enjoy more spending money

With salary packaging, you could end up with more money ('take home pay') in your pocket. It's a great way to make your salary go further and increase your spending money.

Here's how:

We all have expenses such as mortgage or rent payments, groceries and bills. Usually, we pay for these using our post-tax pay but with salary packaging, you can use your pre-tax salary to pay for these expenses. This reduces your taxable salary and decreases the amount of tax you pay so more of your hard-earned salary ends up in your pocket! Best of all, how you choose to spend your tax savings is up to you. You could use it to pay for everyday expenses, purchase that special item you've been saving up for, go on a trip - or put it away for a rainy day.

If you would like more information about salary packaging, please contact Rebecca Moukachar in our People and Culture team on 8363 4477 or contact MAXXIA directly on 1300 123 123 to find out just how much you could save on tax with salary packaging. Alternatively, visit www.maxxia.com.au.

QUALIFICATIONS

Please ensure that all of your qualifications are current and that we have a copy of your qualifications. It is a condition of employment that all Lifestyle Attendants have the following current qualifications:

- DCSI Screening (Child preferred)
- First Aid
- Manual Handling

It is your responsibility to ensure that your qualifications are current. If you do not have current qualifications, please ensure you renew your qualifications ASAP as to not jeopardise your employment with Enhanced Lifestyles. If you enrol with a training provider, please ensure you email a copy of your training enrolment confirmation as this will suffice as evidence that you are in the process of obtaining your mandatory qualification. Please email directly to rebecca.moukachar@enhancelifestyles.com.au

ATEC offer training. Please see their website for more information www.atec.asn.au

Please retain a copy of your tax invoice as you will be able to claim your training costs at tax time. Emails will be sent this week to employees that do not have current qualifications.

Dress Code and Uniform Announcement

A Dress Code and Uniform Policy for all employees has recently been developed to help ensure the health and safety of both employees and Members.

All administration and office personnel are now in corporate attire and debuted their new look at the Networking Event for the 2016 Disability, Ageing and Lifestyle Expo where we received many compliments on how professional the team looked.

The policy will be distributed to all employees this week. Can all LA's please read through the Policy carefully and ensure that they are adhering to the guidelines applicable for LA's, especially in regards to footwear.

Fully enclosed, non-slip shoes are to be worn AT ALL TIMES. These include sneakers or gum boots (for showering purposes) but they must have a non-slip sole. NO thongs, boots or shoes that do not have a non-slip sole are allowed. Anyone who is in inappropriate footwear may be asked to go home and change their shoes as it is an Occupational, Health and Safety issue.

EXAMPLES OF APPROPRIATE AND INAPPROPRIATE FOOTWEAR



For showering purposes only



A MESSAGE FROM BILLING....

Thank you once again for all those that have been making prompt payments.

If we send you a reminder letter to make a payment, please don't take offence. As a not-for-profit organisation, all money received goes back into the service to improve the quality of services provided and is used to pay employees.

For those of you that are making payments through EFT, could you please put the name of the person the invoice is for and the invoice/s numbers in the description field. This helps us to allocate the money received to the correct invoices and better keep track of payments made.

As of next fortnight, we will be sending out receipts for payments made.

We are open to suggestions! If you have any suggestions to help improve our billing process, please contact Samantha Gully via email billing@enhancedlifestyles.com.au or (08) 8363 4477.

PEOPLE & CULTURE NEWS

TeleClock: A friendly reminder

We would like to remind both Members and Employees of their responsibilities when it comes to the use of the TeleClock System. Below is an excerpt of the TeleClock Policy. If you would like to read the full policy, please see the News section of our website or if you have any questions regarding the use of TeleClock, please contact the People and Culture Manager Belinda Smith via email belinda.smith@enhancedlifestyles.com.au or on (08) 8363 4477.

Responsibilities of Members

ALL MEMBERS of Enhanced Lifestyles are required to allow employees to clock in and clock out for each shift worked. If a Member does not have a landline or mobile telephone, a token will be provided by Enhanced Lifestyles to the Member.

The organisation mandates the use of TeleClock and Members are required to be compliant. If a Member is found to be non-compliant, services may be suspended until compliance is reached.

Responsibilities of Employees

ALL EMPLOYEES must record time and attendance using the TeleClock system. It is the responsibility of each employee to clock in and clock out at the beginning and end of each scheduled workday and lunch period (if working over 5 hours in a day) and to report his/her time

worked. All employees leaving for personal reasons during the workday must clock in and clock out when leaving and back in upon returning.

Any falsification or misrepresentation of time and attendance information may result in disciplinary action, up to and including termination.

If an employee legitimately forgets to clock in or clock out, or there are issues with the TeleClock system (because of malfunction), they must immediately advise the Payroll and HR Administration Officer at Enhanced Lifestyles by emailing teleclock@enhancedlifestyles.com.au with a full explanation of their hours worked, break times and the reason for not adhering to the Enhanced Lifestyles TeleClock policy. These hours will be audited and checked with the Member who engaged the employee at the specified time.

Calling all Casual Employees.....

If you have been working with us for more than six months, and would like to discuss moving from casual employment to permanent part time employment, please contact Belinda Smith, People and Culture Manager on 8363 4477 or alternatively via email belinda.smith@enhancedlifestyles.com.au

Lifestyle Attendant Profiles

We will be featuring LA profiles in all newsletters including the monthly Quality and Services Newsletter to assist Members in selecting LA's to join their team. If any Members are interested in our featured LA's, please contact Rebecca Moukachar via email rebecca.moukachar@enhancedlifestyles.com.au for their full profile.



Name: Charissa

Age: 40

Qualifications:

Cert 3 in Aged Care
Cert 3 in Community Services
Diploma in Counselling

How long have you worked in the sector? 24 years

Resides in: Huntfield Heights
Driver's License: Full licence and reliable car

How far are you willing to travel? Up to 25-30 kms

Certificates:

Manual Handling
First Aid
DCSI
plus a variety of certificates including Child Safe Environment, Medication Awareness and Continence

Availability:

Tues-Thurs: 10am-3pm



Name: June

Age: 35

Qualifications:

Cert 4 in Disability
Diploma in Child Care

How long have you worked in the sector? 5 Months

Resides in: Camden Park
Driver's License: Full licence and reliable car

How far are you willing to travel? Up to 20km

Certificates:

Manual Handling
First Aid
DCSI
Child Safe Environment
Medication Awareness
Safe Food Handling

Availability:

7 days: 11am-8pm



Name: Sarah

Age: 32

Qualifications:

Cert 3 in Aged Care
Cert 3 in Disability

How long have you worked in the sector? 1 years

Resides in: Clovelly Park
Driver's License: In the process of obtaining

How far are you willing to travel? Up to 30 minutes

Certificates:

Manual Handling
First Aid
DCSI
Medication Awareness
Safe Food Handling
Continence

Availability:

Bowel
Infection Control
7 days: 7am-6pm

REMINDER!

If you haven't already done so, can you please return your signed copy of the Drug and Alcohol Policy ASAP. These are now overdue and need to be returned either via email to admin@enhancedlifestyles.com.au or via post to PO Box 294, Marden SA 5070 or you can drop it into the office any time between 9am – 5pm.

Thank you to everyone who has already completed and returned the form! Anyone who has not signed the form, will be required to attend a meeting with Belinda to explain your reasoning behind your decision not to comply with the Policy.

CALLING ALL LIFESTYLE ATTENDANTS!

Enhanced Lifestyles would love to have a profile for every LA who is a part of the organisation to make it simpler for our Members to select their LA's. It is also a great way to start getting your name out there if you would like to pick up some extra shifts!

We are currently looking for more LA's to feature in our newsletters, so if you are interested in appearing, please contact Rebecca Moukachar on 8363 4477 or via email rebecca.moukachar@enhancedlifestyles.com.au

Our Service Delivery Team , Clare, Jo and Bri, are dedicated to ensuring the smooth running of all Member's services. If you have any questions, concerns or suggestions, please do not hesitate in contacting them or the head of the department, Alice Fisher on 8363 4477!

SERVICE DELIVERY TEAM NEWS

The Service Delivery Team: Who are we and what do we do?

Hi I'm Clare.

My rostered hours are from 7am - 3pm Monday to Friday plus I am responsible for the after hours service every second week.

I have been a Service Delivery Officer at Enhanced Lifestyles since 1st July 2015.



My role is to coordinate rosters and answer any concerns or requests from customers and LA's to ensure a smooth service for customers.

I come from a nursing background spanning across 28 years! I began working in aged care at the age of 15 and eventually at age 30, became an Enrolled Nurse.

I have had a wide range of experience working in Community Health, Mental Health, Aged Care, Disabilities, Palliative and Acute Care.

I thoroughly enjoy making a difference in people's lives no matter how small that difference may be and I am always happy to have a chat with anyone about anything at all.

I would love to get to know more of our wonderful customers and will be getting out into the community to do consultative visits very soon, so I hopefully will get to meet you all soon.

Hi my name is Joanne!

My rostered hours are from 10am - 6pm Monday to Friday

I am one of the valued Service Delivery Officers here at Enhanced Lifestyles.

I started with the agency in January 2015 as Administration Assistant and took on the role of Service Delivery Officer (SDO) not long after.

Like Clare, I also assist customers with roster co-ordination and answer any concerns, issues or requests from both customers and LA's to ensure the best possible outcome for the customer.

My role here is very rewarding to me as I believe I can contribute to the vision, purpose and core values of Enhanced Lifestyles. I enjoy building relationships with all stakeholders and providing excellent customer service to assist people in achieving their goals which enables their independence and enhances the control of their own lives.

Recently I completed my Health and Safety Representative training so I can now be the point of contact within our organisation to consult with customers and LA's regarding any health and safety issues or concerns. I can also help in identifying any hazards or risks and work to find solutions ensuring a safe workplace for everyone.



Hi I'm Bri!

My rostered hours are from 8.30am - 4.30pm Monday to Friday plus I am responsible for the after hours service every second week.

I have been a Customer Relations Officer at Enhanced Lifestyles for the past 2 months.

As the Customer Relations Officer, I am the first point of contact for potential customers, providing information on the services Enhanced Lifestyles offers. I work closely with individuals and their loved ones, meeting with them to discuss their goals and service requirements.

I continue to work closely with customers as we put together a team of suitable LA's and create their individualised roster. Once services commence and customers have their teams up and running, I continue to assess and review all aspects and ensure customers are receiving high quality services.

I also assist existing members by reviewing their current services and implementing any changes that may be required. This involves engaging with current members by conducting regular phone calls or home visits.

As an Enrolled Nurse I hold 14 years of experience with assisting customers in developing, assessing and reviewing their requirements. Sharing this experience and knowledge with our members allows us to provide you with tailored services that best suit your needs.



What to do in an emergency....

Recently we have had a few enquiries from LA's as to when it is suitable to call an ambulance for a customer.

If you suspect that a customer is in a life threatening situation and may require emergency treatment, it is your duty of care to call an ambulance. You must also call an ambulance if a customer requests it.

If a customer asks you not to call for emergency assistance but their life is in danger, please remind them of your duty of care and they have the right to refuse assistance once the ambulance arrives.

As you are not medical professionals, it is always safer to err on the side of caution and encourage additional medical assistance if you do not feel capable of administering it yourself.

After Hours Phone

Just a reminder that the after hours phone is operational once the office has closed at 6pm weekdays and operates all weekend. Enhanced Lifestyles is a 24 hour service, so if you have any pressing issues or concerns, please do not hesitate to contact us on 0433 769 157.

Looking for extra shifts?

We have had an amazing response to our weekly emails to LA's which outline available shifts! Please remember to check your emails every Friday for available shifts in your area.

Note: Please check your availability before committing to any shifts to avoid disappointing our customers and causing missed opportunities for other LA's.

TADSA: Making life a tad easier



Are you looking for equipment to assist you with your day to day needs and nothing on the market is adequate? Technical Aid to the Disabled SA

(TADSA) may be able to help! People with exactly the same disability or condition may have very different needs in terms of equipment or devices needed in their day to day life and that's where TADSA volunteers can help! They invent unique devices or equipment to solve unique problems.

TADSA, which is in its 38th year of service, is a state-wide charity that aims to help clients overcome problems by designing, building or modifying devices where there is no other solution commercially available. The devices built by TADSA's inventive volunteers, improve the quality of life for clients whether they are in care or live independently. The equipment TADSA creates can also assist clients in entering or returning to work, studying and with recreation or sport.

The charity received a 2012 Para Quad SA President's Community Award for its unique service to the South Australian Disability Community. TADSA is also registered to supply supports for National Disability Insurance Scheme participants.

No referral is necessary to use TADSA services. Clients, carers, disability support workers/ organisations and allied health professionals can all contact TADSA direct. If anyone has an issue related to disability or ageing and they think TADSA can assist, please contact the office on 08 8261 2922 or send an email to pm@tadsa.org.au. Please visit www.tadsa.org.au for further information.

NBN & Medical Alarms

With the introduction of the NBN throughout Australia, existing phone lines and internet cables will be slowly phased out. These are the lines and cables which your medical alarms use to communicate with either emergency services or family and friends. To avoid your service being disrupted during the changeover, please register your medical alarm at nbn.com.au/medicalregister or call 1800 227 300. Not all alarms will work on the new system so it is important that you register your alarm and contact your provider to ensure your device will work before the switch over happens.

Your action checklist

- Call **nbn** on 1800 227 300 or visit nbn.com.au/medicalregister and register your medical alarm.
- Call your medical alarm, autodialler or emergency call button provider for advice and to find out if your services will work on the **nbn**™ network.
- Call your phone or internet provider and tell them you need the same Priority Assistance Service levels over the **nbn**™ network (if applicable).
- Test your medical device and alarms are working after any changes are made.

i For more information
call 1800 687 626 or visit
nbn.com.au/medicalalarms

Some areas may not switch over for another few years but it is better to find out now so you are prepared early. For more information about when your area will be switching over, please visit www.nbn.com.au/switchoff or call 1800 687 626.

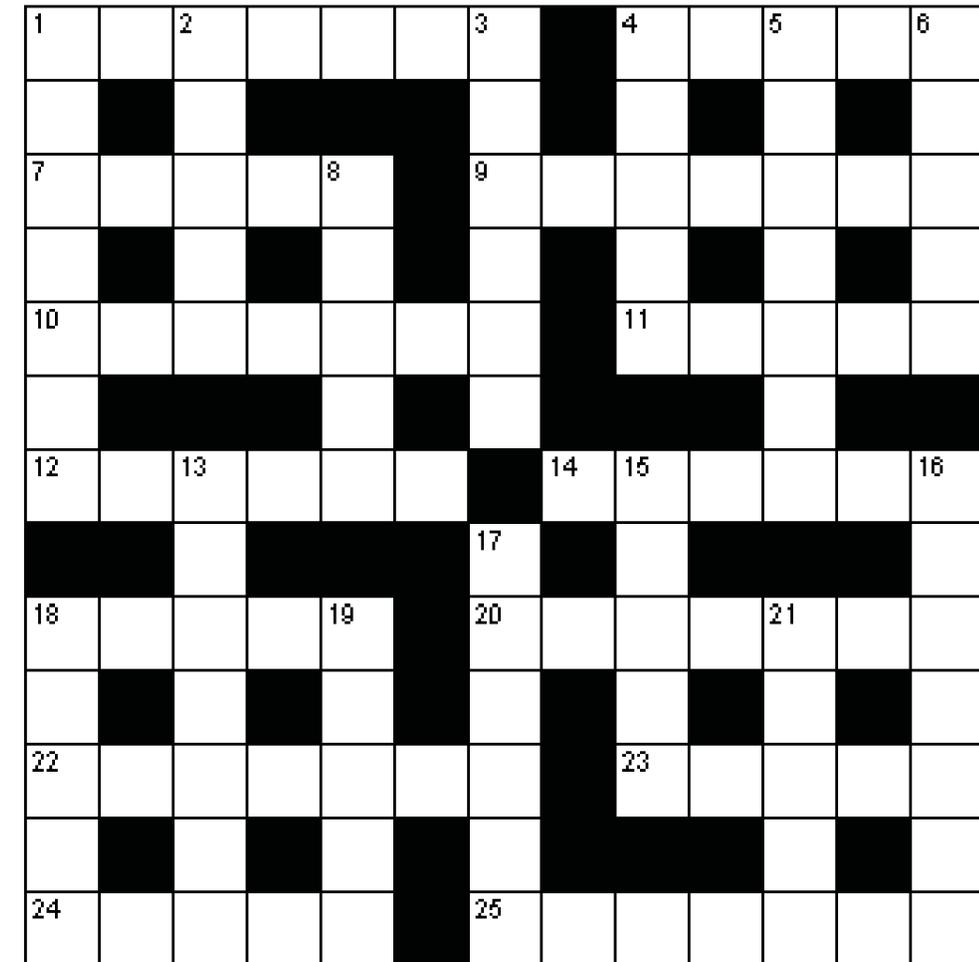
Special thanks to Erin McKenzie-Christensen for drawing our attention to this matter

Across

1. Floorshow (7)
4. Spooky (5)
7. Detection device (5)
9. Vertical (7)
10. Inactivity (7)
11. Measuring implement (5)
12. Dictator (6)
14. Ecclesiastic (6)
18. Copious (5)
20. Drawn (7)
22. Pouch worn with a kilt (7)
23. Diadem (5)
24. Admittance (5)
25. Spiny anteater (7)

Down

1. Transported (7)
2. Emblem (5)
3. Tropical bird (6)
4. Mistake (5)
5. Dependable follower (7)
6. Go in (5)
8. Magnitude relation (5)
13. Reinforcement (7)
15. Reasoned judgment (5)
16. Musical passage (7)
17. Opportunity (6)
18. Part of a church (5)
19. Ahead of time (5)
21. Obviate (5)



Solution on the back page

If any Members are looking to feature a hobby or their business in our newsletter, please email admin@enhancedlifestyles.com.au. We are very enthusiastic about showcasing our Members amazing talents and interests and would love to feature a Member in our next newsletter in December

WHAT'S ON ADELAIDE



Craft Market 2016
05/11/2016



Lions Gumeracha Show & Shine 2016
Entertainment and lots of cars to view
13/11/2016



Festival Of Vintage Boats, Planes and Trains
Not to be missed
15/10/2016 - 16/10/2016



Credit Union Christmas Pageant 2016
Get Into The Christmas Spirit
12/11/2016



November Lollipop Markets
Handmade, boutique, unique
20/11/2016



Clare with Fresh Eyre
A match made in Heaven
01/10/2016 - 31/10/2016



Open Gardens in Adelaide This Spring
Time for some inspiration
08/10/2016 - 09/10/2016



The Dressmaker Costume Exhibition
See the fabulous style of the 1950's
01/09/2016 - 11/12/2016



A Few of Our Favourite Things Exhibition
State Library of SA
State Treasures come to light
02/09/2016 - 05/02/2017

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