



ENHANCED NEWS

April 2017

“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...

Self-Advocacy Starts With You!

Self-advocacy is speaking up for yourself, voicing your opinions and making informed decisions for yourself. It is about understanding your rights. You may still need to seek help to find out information or make a decision, but you do this yourself. Making changes is never easy.

Self-advocacy leads to personal empowerment and strength and makes a difference in someone’s life as they have greater choice and control over decisions.

Disability service providers must encourage and support people with disability to advocate on their own behalves or collectively as a group. When someone not only knows their rights but is also able to make informed choices about their life, self-esteem significantly improves as well as their quality of life.

Nothing about us without us
Phillip Beddall

Top 5 Tips for Self Advocacy

1. Know and understand your rights and responsibilities.
2. Know what supports you need as well as why you need them.
3. Know how to effectively and assertively communicate what you need.
4. Know who the key people are and how to contact them.
5. Know when to ask questions if something is unclear

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OFFICE & BOARD NEWS

Constitution Redevelopment News

As you may be aware, Enhanced Lifestyles is redrafting the constitution for the Association. This is a lengthy and involved process which needs the support of the wider membership of Enhanced Lifestyles. The office has received a few enquires about what exactly a constitution is and what this means for the organisation so today we will answer these!

What is a constitution?

A constitution is a set of rules and objectives which guide how Enhanced Lifestyles will be directed. It describes things like what the purpose of the Association is, what kind of service it will provide, who can and cannot be a member, who can receive services from the Association, who can be on the Board of Management, who is allowed to vote and how meetings are to be run.

These are all influenced by the Associations Incorporations Act 1985, which is the government legislation that oversees the running of a not-for-profit organisation such as Enhanced Lifestyles.

Why are we redoing the constitution?

The current constitution is based on the original constitution which was drawn up over 25 years ago. Many things have changed in this period of time including changes to the Associations Incorporations Act, that overarches any association's constitution. There have also been significant reforms within the disability sector including the introduction of the NDIS which has driven the need to make changes. Our constitution needs to be updated to reflect these changes and reforms as well as include guidelines on how our Members would like the organisation to operate. These changes will not only ensure that the organisation is operating under best practise but will also ensure Enhanced Lifestyles is well prepared for the future.

Why do the Members need to be involved?

If you receive services from Enhanced Lifestyles you are automatically a Member of the Association. This means that you are able to have a say in how the Association is directed. To make changes to the constitution, it is a legal requirement of the Associations Incorporations Act that the wider membership not only need to be consulted but also need to vote on the changes and adoption of the new constitution. As Enhanced Lifestyles is your association, this is your chance to have a say before the new constitution is voted on. A special general meeting will be held in the latter half of the year to vote on the new constitution.

How can Members be involved?

In the lead up to the special general meeting, there will be multiple opportunities for the Membership to provide feedback about the new constitution starting with a session on the 10th May. Please see the enclosed flyer for more information about this information session.

The information session will be the first step in providing a forum for Members to get involved. Aileen Robertson, an external consultant who specialises in governance issues, including constitutions, as well as representative from the Board of Management will be on hand to answer any questions you may have. If you have any questions about the constitution, please direct your enquiries to Jodi McKay on (08) 8363 4477 or via email jodi.mckay@enhancedlifestyles.com.au. She will direct all enquiries through the correct channels to ensure you receive the appropriate response.

“The struggle you're in today is developing the strength you need for tomorrow. Don't give up”

- Robert Tew

Welland Update

Works have progressed quickly at the Welland Property with the final coats of paint as well as the laying of the flooring the last jobs to complete before the office relocates.

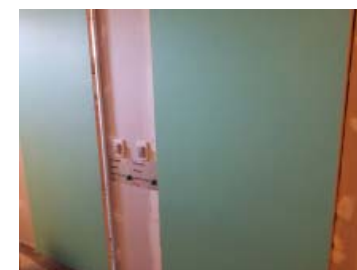
A move in date has been set for the first week of May!

Please be aware that there will be no disruption to your services whilst this happens as the new office will be fully operational from the day we move in.

The pictures to the right feature the accessible toilets and of the various offices in the building.

Since these were taken, the automatic front doors have been installed and the accessible toilets have been completed.

We are very excited that the new offices are almost ready and can't wait for people to visit.



Your Enhanced Lifestyles Representatives

Board of Management 2017

Chairperson: Phillip Beddall

Vice Chairperson: Tiffany Littler

Treasurer: Trudy Gepp

Secretary: Deb Clark

Committee Members:

- Marnie Trebilcock
- Paul McCoy
- Wombat Ten Hoopen
- Louise Braybon

Our Office Team

Executive Officer: Jeremy Mills

People & Culture Manager: Belinda Smith

Quality & Services Manager: Alice Fisher

Customer Relations Officer: Bronni Siggs

Service Delivery Officer: Joanne Howard

Service Delivery Officer: Clare Hill

After Hours Service Delivery Assistant:

Nicole Fox

Payroll/People & Culture Admin Officer:

Leonie Holmes

Marketing and Communications Officer: Jodi McKay

Billing Officer: Samantha Gully

Administration Officer: Liz Rosser

Quality Project Officer: Barry Oates

We welcome your feedback! If you have any comments or suggestions for future editions, please email us at admin@enhancedlifestyles.com.au

For any clarification on People and Culture issues, please do not hesitate to contact the People and Culture Manager Belinda Smith via email belinda.smith@enhancedlifestyles.com.au or on (08) 8363 4477.

PEOPLE AND CULTURE NEWS

Australia's Biggest Morning Tea

We will be hosting a morning tea as part of Australia's Biggest Morning Tea.

Please see the details below.

Date: 25th May 2017

Time: 10.30am

Venue: 2 Arlington Terrace, Welland 5070

RSVP: By Monday 22nd May to Leonie Holmes on (08) 8363 4477 or via email leonie.holmes@enhancedlifestyles.com.au.

We would love for you to join us on the morning at the new offices and help raise some money for this worthy cause.



Employee Satisfaction Survey

We are conducting the Employee Satisfaction Survey for the 2nd quarter of this year. Can all employees please fill out the survey before Friday 28th April.

The survey can be found at www.surveymonkey.com/r/3KKHZSM

If you fill out the survey, you could win a double movie pass! 2 prizes will be awarded to those who complete the survey. Winners will be drawn on Monday 1st May by 5pm.

ID Badges

As part of our induction process, all employees of Enhanced Lifestyles (including Lifestyle Attendants and Head Office employees) will require an ID badge. If you have not done so already, please email through a clear head and shoulders photograph of yourself to be included on your ID badge. We can also take your photograph at induction. Please email your photograph to leonie.holmes@enhancedlifestyles.com.au. We will make the ID badge and distribute to you once we have your photograph.

Long Service Recognition

Please join us to celebrate the following LA's who have been with Enhanced Lifestyles for 5 years:

- Fiona Quigley - March 2017
- Kelly Machin - May 2017
- Glenys Duenas - May 2017

And a special congratulations to Sharon Grimes who as of April has been with us for 10 years!

Thank you to these long standing LA's for their hardwork, commitment and dedication from everyone at Enhanced Lifestyles.

Harmony Day

Thank you to our Customers and Lifestyle Attendants for attending our Harmony Day morning tea on Tuesday 21st March 2017.

Enhanced Lifestyles understands and appreciates that we are all unique and we recognise individual differences. We believe that different experiences, backgrounds and ideas can contribute to our organisation's growth and success.

We welcome and embrace difference, such as ethnic or cultural background, gender, sexuality, age and disability. Difference also recognises different styles, experiences and points of view.

We commit to:

- Ensuring that all care plans and reviews identify and support the cultural, spiritual and linguistic needs of our customers
- We will utilise interpreting services where indicated by and will provide information in the language of the client
- We will actively engage with our customers and families in relation to the influence of culture and religion in personal care services
- We will aim to provide our customers with culturally appropriate Lifestyle Attendants (where possible) and ensure that they comprehend the diversity of our customer's needs



Your Invoices and Rounding

We would like to thank one of our Members for bringing this to our attention.

Enhanced Lifestyles is committed to keeping costs low for our Members. It can be difficult to round hours on invoices at times and keep the rounding to one decimal place. Enhanced Lifestyles applies standard business rounding to all invoices and rounds by 6 minute increments. We would like to highlight and clarify how rounding occurs when it splits over two shifts where penalty rate applies. In a situation where a shift spans across the normal rate and into a penalty rate, the shift will split into two separate shifts. The reason this occurs is that the two shifts are paid and charged differently:

Eg 1: 8.27pm to 9.30pm - the shift will be split and rounding will apply to the individual split shift (Lifestyle Attendant paid for 1.1 hour – Member charged for 1.1 hour)

8.27pm to 9.00pm – Once rounding applied this will = 0.6

9.00pm to 9.30 – Once rounding applied this will =0.5

Total: 1.1 hours

Eg 2: 8.28pm to 9.32pm - the shift will be split and rounding will apply the individual split shift (Lifestyle Attendant paid for 1.0 hour – Member charged for 1.0 hour)

8.28pm to 9.00pm - Once rounding applied this will = 0.5

9.00pm to 9.32pm - Once rounding applied this will = 0.5

Total: 1.0 hours

Where a shift spans across the same rate Enhanced Lifestyles provides a buffer for Members whereas the first 5 minutes rounds down to the hour. Due to the rounding capabilities of our software system, we are unable to apply these same rules to split shifts. As an organisation we have reviewed and undertaken an audit of all invoices including consulting with an external Accountant and want to reassure our Members that overall you are better off.

If you have any queries or concerns please feel free to contact our Billing Officer Samantha Gully at billing@enhancedlifestles.com.au or 08 8363 4477.

Performance Reviews

We are currently developing a performance review process for Lifestyle Attendants. The performance review process will occur twice a year and will include a self-assessment by the Lifestyle Attendant and a section to be completed by Customers. More information to follow shortly.

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. Can all LA's please ensure they have filled out their profile and alert the office if they are seeking more hours so they can be featured. If any Members are interested in our featured LA's, please contact Leonie Holmes via email leonie.holmes@enhancedlifestyles.com.au for their full profile.



Name: Sarah

Age: 32

Qualifications:

Cert 3 in Disability

How long have you worked in the sector? Over a year

Resides in: Christies Beach

Driver's License: No

How far are you willing to travel? 30 kms

Certificates:

Manual Handling

DSCI

First Aid

Continance and Bowel

Infection Control

Child Safe Environment

Safe Food Handling

Availability:

Mon & Thurs: 10am-6pm

Tues: 7am-4pm

Wed: 11am-4pm

Fri: 7am-3pm



Name: Lisa

Age: 46

Qualifications:

Cert 3 in Aged Care

How long have you worked in the sector? 2 years

Resides in: Sellicks Beach

Driver's License: Full licence and reliable car

How far are you willing to travel? 20 -30 kms

Certificates:

Manual Handling

First Aid

DSCI

Continance and Bowel

Infection Control

Availability:

Sat and Sun: 7am - 10am

Mon: 11am - 6pm

Tues: 7am-8am, 12pm-2pm & 4pm-8pm

Wed: 7am-9am & 11am-3pm

Thurs: 11am-2pm

Fri: 7am-8am, 11am-3pm & 5pm-7pm

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

Work, Health and Safety Talks Slips and Trips

Slips and trips result in thousands of injuries every year. The most common ones are musculoskeletal injuries, cuts, bruises, fractures and dislocations but more serious injuries can also occur.

Slips occur when a person's foot loses traction with the ground surface due to wearing inappropriate footwear or when walking on slippery floor surfaces such as those that are highly polished, wet or greasy. Trips occur when a person unexpectedly catches their foot on an object or surface.

In most cases people trip on low obstacles that are not easily noticed such as uneven edges in flooring, loose mats, opened drawers, untidy tools or cables from electrical equipment. Falls can result from a slip or trip but many also occur during falls from low heights such as steps, stairs and curbs, falling into a hole or a ditch or into a body of water.



Identifying slip and trip hazards

Common slip hazards include:

- spills of liquid or solid material
- wet cleaning methods
- wind-driven rain through doorways
- a sudden change in floor surface, for example joins between carpet and polished timber
- change from wet to dry surface
- dusty and sandy surfaces
- the incline of a ramp
- loose or bumpy flooring
- low light levels
- use of unsuitable footwear.

Common trip hazards include:

- ridges in floors or carpets
- worn floor coverings or broken tiles
- potholes and cracks in floors
- changes in floor level
- thresholds and doorstops
- floor sockets and phone jacks
- cables from power extension units
- loads that obstruct vision
- obstacles in traffic areas.

Information care of Safe Work Australia "Slips and Trips at the Workplace" Fact Sheet

Health and Safety Representatives

Alice Fisher, Quality and Services Manager and Bronni Siggs, Customer Services Officer have completed their Health and Safety Representative (HSR) training.

HSRs facilitate the flow of information about health and safety between the organisation and the employees. HSRs monitor the health and safety actions taken by the organisation, investigate employees' complaints and look into anything that might be a risk to the health and safety of the employees they represent. Please contact either of them on (08) 8363 4477 with any concerns related to Health and Safety in the workplace.



leading quality in
community services

Enhanced Lifestyles and Accreditation

On Friday March 31, the Accreditation program achieved a significant milestone. Our external assessor, Donna Close from Global-Mark, undertook a high-level assessment of the organisation in the form of a gap analysis which determined our state of "readiness" for accreditation.

The overall findings of the assessor included an acknowledgement that we had achieved significant development of our program in a relatively short period. Apart from a few minor corrective actions to address, Enhanced Lifestyles will need to continue to have a strong focus on the risk and quality aspects of service delivery. This will see us well positioned for the full accreditation audit in the coming months.

The outcome for Enhanced Lifestyles was a strong recommendation that we progress our journey towards a full audit as planned. **The full audit will be completed on Monday 24th April.**

Enhanced Lifestyles' Quality Management Framework

Our evolving quality management framework, is aimed at promoting and supporting process quality and driving continuous improvement and consistency. There are no guarantees unless honest internal appraisal and examination is an ongoing pursuit. To this end, we have established a function whereby the Quality Project Officer undertakes independent audits to examine effectiveness and efficiency associated with critical service delivery processes.

Equally as important, we greatly value and encourage feedback and continuous improvement suggestions from both customers and employees at any time. Whilst management and process owners can strive to continually improve the services we deliver, it is your voice that is so vital as we pursue quality goals and service excellence.

SDT CORNER!

The Service Delivery Team are focusing on improving services and communications over the next few months. We would love if both Members and LA's could be involved in this process through providing feedback to feed into the continuous improvement of the organisation. Forms for both feedback and continuous improvement ideas can be requested from the office with assistance available to fill these in on your behalf if required. Feedback and suggestions are embraced by the Board of Management and Operations Team as we continually strive to improve our services.

Dear LA's, Please make sure you check your emails regularly, not only for our weekly shift email, but also for organisational information, team notifications and urgent shift allocations.

NDIS News



REGISTERED PROVIDER

As the first stage of the NDIS Rollout for those aged 18 and over draws closer, please be aware that the NDIS are sending out letters to people with disability with information about the rollout. Disability SA are also sending out correspondence in regards to the transition of services.

PLEASE BE AWARE: YOUR SERVICES WILL NOT BE INTERRUPTED THROUGHOUT THE TRANSITION PROCESS. Once your NDIS Plan comes into effect, your current services will simply rollover to the new system. Please notify Enhanced Lifestyles the date your plan starts to ensure you are receiving the maximum levels of support for your plan.

For those of you who are transitioning from the 1st of July, your planning conversation may happen as early as May. Please ensure you are gathering evidence now including letters of evidence from your doctors and specialists to assist planners. The more prepared and more evidence you have, the more likely you are to have a positive outcome from the planning conversation.

Just a reminder that the rollout dates are as follows:

1st July 2017

Northern Adelaide (City of Playford, City of Salisbury, City of Port Adelaide Enfield (East))

Barossa Light and Lower North (Barossa Council, Town of Gawler, Light Regional Council, District Council of Mallala)

1st October 2017

Northern Adelaide (City of Tea Tree Gully)

Murray and Mallee (Berri Barmera Council, Coorong District Council, District Council of Loxton Waikerie, Southern Mallee District Council, District Council of Karoonda East Murray, Mid Murray Council, The Rural Council of Murray Bridge, District Council of Renmark Paringa)

1st January 2018

Southern Adelaide (City of Holdfast Bay, City of Marion, City of Mitcham, City of Onkaparinga)

Fleurieu and Kangaroo Island (Alexandrina Council, Kangaroo Island Council, City of Victor Harbour, District Council of Yankalilla)

1st April 2018

Eastern Adelaide (City of Adelaide, City of Burnside, City of Campbelltown, The City of Norwood, Payneham and St Peters, City of Prospect, City of Unley, Town of Walkerville)

Western Adelaide (City of Charles Sturt, City of West Torrens, City of Port Adelaide Enfield (West))

Adelaide Hills (Adelaide Hills Council, District Council of Mount Barker)

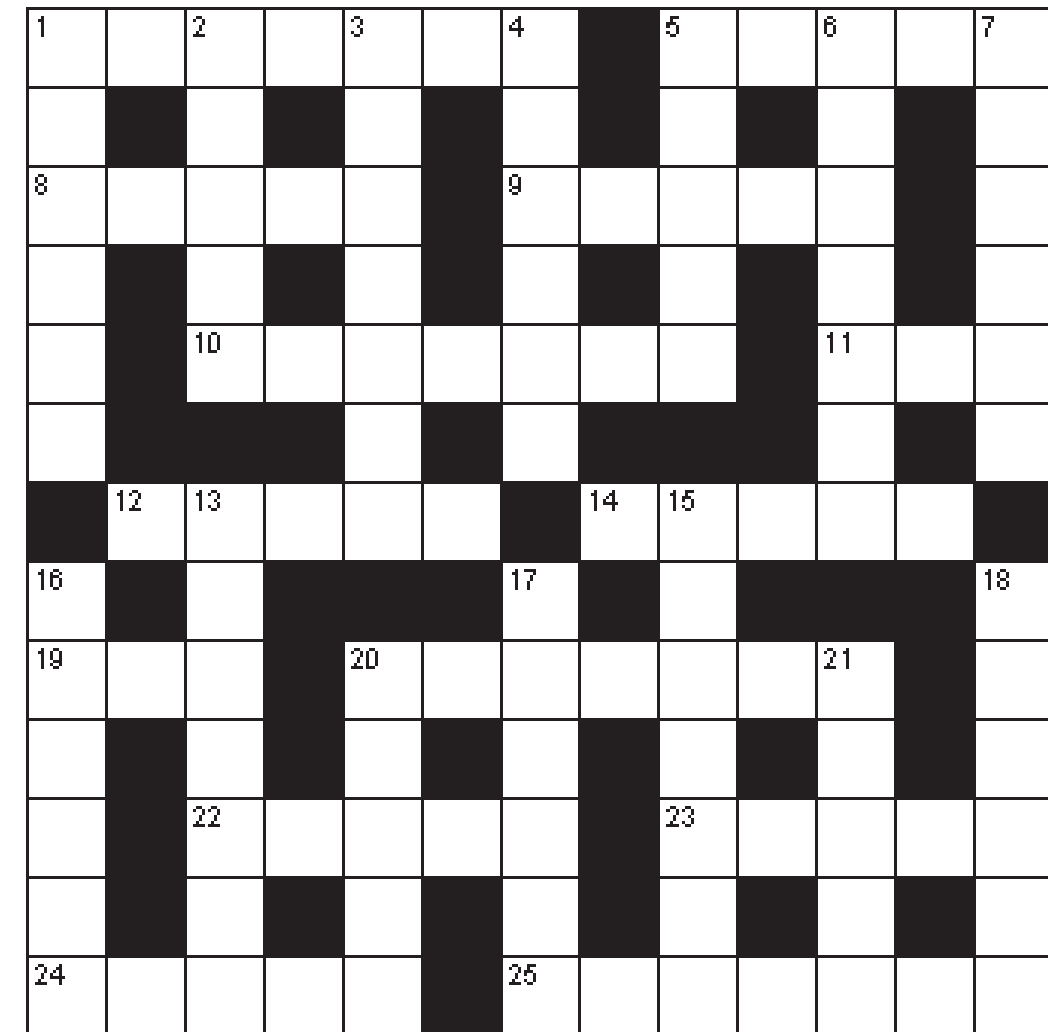
Across

1. Restricted (7)
5. Perils (5)
8. Detection device (5)
9. Villain (5)
10. The sheltered side (7)
11. Flightless bird of Australia (3)
12. Chasm (5)
14. Complies (5)
19. Prohibit (3)
20. Diplomatic (7)
22. Nimble (5)
23. Light beam (5)
24. Reside (5)
25. Boring (7)

Down

1. Food store (6)
2. Decoration (5)
3. Goals (7)
4. Fin (6)
5. Stiff (5)
6. Stage set (7)
7. Repress (6)
13. Dressing (7)
15. Perplexed (7)
16. Overseas (6)
17. Dialect (6)
18. Tusked marine mammal (6)
20. Test (5)
21. Lariat (5)

Crossword



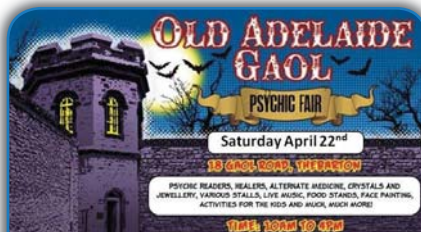
Solution on the back page

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 April

WHAT'S ON ADELAIDE



Wonderwalls Festival Port Adelaide
A street party at the Port
21/04/2017 - 23/04/2017



Old Adelaide Gaol Psychic Fair 2017
Visit the fair, gaol and even a paranormal lockin
22/04/2017



Bowerbird Design Market
Three fantastic days of ideas and inspiration
05/05/2017 - 07/05/2017



Fleurieu Olive Harvest Open Day
Free learning opportunity
07/05/2017



Adelaide Health and Wellbeing Market
What an enjoyable way to relax
22/04/2017



Adelaide Animal Expo 2017
Paradise for animal lovers
28/04/2017 - 30/04/2017



Adelaide Photographic Market 2017
Do you know your box brownie from a daguerreotype
07/05/2017



Free Events at Tasting Australia 2017
Celebrating South Australia's food and drink
30/04/2017 - 07/05/2017



Adelaide Upmarket Unley Market
Come hunting for a bargain
14/05/2017

L	I	M	I	T	E	D		R	I	S	K	S
A		E		A		O		I		C		U
R	A	D	A	R		R	O	G	U	E		B
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B	A	N			T	A	C	T	F	U	L	A
R		D			R		C		F		A	L
O		A	G	I	L	E		L	A	S	E	R
A		A			G	A		N		E	S	U
D	W	E	L	L		T	E	D	I	O	U	S