

Enhanced Lifestyles Summer News 2020

In-home | community disability services

Featuring

**A Year In
Review**

**New Short Term
Accommodation House**

**Head Office Christmas
Information**

**Elizabeth's
Story**

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Chairperon's Message



On behalf of the board, I would like to wish everyone a happy and safe Christmas/ holiday season! Whether you are spending it with family and friends or just on your own, I hope you enjoy some delicious food and have the time to do something you enjoy.

The board would like to thank everyone who has contributed to the ongoing success of Enhanced Lifestyles this year, including customers and lifestyle attendants. It has not been an easy year, but with everyone pulling together, we have remained a strong and healthy association.

Key achievements:

Despite the rollercoaster ride of COVID-19, the association achieved the following during 2020:

- Purchased an office in Berri. This will not only assist our regional customers and employees in the Riverland but will also serve as an investment for the association.
- Paid off the Welland office mortgages and renovations. We now own this office, offering customers and employees a purpose-built central place to meet and participate in events and training.
- Development of a mini

strategic plan to cover the 2020/2021 financial year. The board reviewed the previous strategic plan, providing feedback opportunities for employees and customers. A new three-year plan will be developed next year.

- Developed a COVID-19 contingency plan that meant we were able to respond to changing circumstances quickly.
- Offered customers creative alternatives when COVID-19 prevented access to usual services. Our virtual coffee clubs were quite popular, although not quite the same as catching up in person.
- Organisation restructure to appoint four general managers to provide support to the operations team and ensure greater NDIS quality management.

Provided a full-time quality and engagement officer position to listen to customer concerns, suggestions and feedback and to help provide solutions as quickly as possible.

Membership matters

Many thanks to the members who attended the 2019 Annual General Meeting and the Special General Meeting in November. Your attendance and support (either electronically or by proxy) to endorse reports or vote on amendments to the 2017 Constitution was greatly appreciated.

The changes ensure our association will continue to be member-led; 50% of the board positions will be taken up by FULL members (i.e. customers of the association).

The most significant change

was to invite individuals and organisations who support the objectives of Enhanced Lifestyles to become associate members.

Associate members can be:

- family members of customers
- customers who do not want to be full members
- associations or individuals who support the objectives of the association.

The board will now have the chance to access different skills and expertise, making it stronger and more representative.

Join the club

We would welcome any new members but particularly encourage associate members. If you are interested in becoming a member, call the office for an application form.

As the association's purpose is to serve its members, the board will be focusing on member benefits next year. What benefit would you like as a member? If you have an idea for a particular member benefit or a skill you can offer, please let us know. Please forward any ideas to boardsupport@enhancedlifestyles.com.au.

Finally, thank you to all the management and operations team for your hard work during the year. The board would also like to acknowledge and thank our CEO Jeremy Mills whose creativity, dedication and vision have been pivotal to the team's success.

To everyone, I wish you a happy and successful 2021!

Deb Clark
Chairperson

THE ENHANCED LIFESTYLES TEAM

Board Representatives

Chairperson

Deb Clark

Vice Chairperson

Marnie Trebilcock

Treasurer

Trudy Gepp

Secretary

Louise Braybon

Committee Members

Anna Farrugia

Gordon Browne

Operations Team

Chief Executive Officer

Jeremy Mills

Chief Operations Officer

Noel Cornwill

Executive Support Officer

Sharon Walker

Corporate Services Team:

General Manager

Leigh Goodenough

Senior Human Resources Officer & Return to Work Coordinator

Belinda Smith

Human Resources Officer

Anna Braunack-Mayer

Senior Finance Officer

Jordon Lee

Assets & Systems Officer

Puneet Chauhan

Project Officer

Ebony Seidel

Administration & Teleclock Officer

Janice Farrow

Business Development & Culture Team:

General Manager

Bronni Siggs

Marketing & Communications Officer

Jamie Denyer

Quality, Learning & Development Team:

General Manager

Ryley Johns

Learning & Development Officer

Emma Moss

Engagement & Quality Officer

Russell George

Quality Assistant

Joshua Philpott

Services & Accommodation Team:

General Manager

Sarah Maynard

Customer Relations

Lisa Turton

Claudine Sutter

Daniella Ross

Billie-Joan Dawkins

Customer Liaison Officer

Debra Anderson

Support Coordination Team:

General Manager Support Coordination

Briony Drappala

Support Coordinators:

Danielle Kirkness

Carol Mayersbach

Dagmar Searle

Everly Smith

Sharda Nettle

Cassie Gillen

Michelle Downie

Michelle Kelly

Muhammad Atif

Sarah Sayer

Service Delivery Team:

Senior Service Delivery Officer

Tahlia Hedges

Service Delivery Officers:

Mia Anfiteatro

Michelle Holzberger

Cheyenne Smith

Susan Goode

Sheree Smith

Tiffany Chung

Troy Sferco

A Year In Review

We had an ominous start to 2020. Australians watched on as many parts of the country experienced devastating bushfires which were quickly followed by equally devastating floods.

During some of Australia's darkest days, we saw the strength of the human spirit. Communities, friends and strangers stood together to support those affected by these natural disasters. Money was raised, donations were given and people worked hard to ensure that everyone was looked after. The "mateship" that is so proudly Australian was evident to everyone.

What came next, nobody was prepared for. COVID-19 has changed the way we live our

daily lives and has created new social norms.

Customers and staff have also experienced challenges this year. However, we have also been fortunate to have experienced many achievements.

Enhanced Lifestyles entered the new year focused on achieving competency in all areas of our NDIS audit; in March, that audit took place. Auditors were on-site and audited our entire scope of practice.

The audit outcomes were very positive, and we continue to work to ensure that our organisation meets the NDIS Safeguarding Practices. Valued feedback from auditors has allowed

Enhanced Lifestyles to review some of our systems and work towards continuous improvement within the organisation.

After the audit was completed, we all took a deep breath and looked forward to a few quiet days, but this was not to be.

Shortly after our audit was completed, the South Australian Government announced COVID-19 restrictions.

As information filtered through, Enhanced Lifestyles were proactive in developing a COVID-19 Business Continuity Plan. This measure helped us to provide services under the constraints of COVID-19 whilst ensuring we provided a safe environment for all customers and staff.

In the first few weeks, nobody knew the extent or the severity of what we were to expect. While we did adapt to a new way of working and customers adapted to the restrictions, it was still a challenging time for everyone. Although this year has come with some challenges, there were a few highlights (continue to page 6).





The 2020 Lifestyle Attendant of the Year Awards was hosted at Palace Nova Cinemas, Prospect in August. This event recognises the high-performing lifestyle attendants who go above and beyond for their customers.

There were seven categories that customers and employees could nominate individuals for, with a mix of awards based on merit and our core values. We would like to congratulate all nominees and award winners for this year's ceremony.

Despite the impact that COVID-19 had during the build-up to the event, it certainly didn't affect the turnout. There were a total of 80 people in attendance. This was made up of staff and family members who enjoyed mingling and getting to know one another.

Thank you to everyone who attended on the day. We look forward to hosting the event next year and hope that it continues to grow!

On the subject of growth, the organisation took a big step in expanding our services to a new region. During this year, we began service provision in Mount Gambier. This is a very exciting time for the organisation as we are continually growing and providing member-governed services in new areas of South Australia.

Recently, we set up an office and training spaces for new lifestyle attendants that join the organisation.

Towards the back end of the year, we also relocated our office locations in the Riverland region from Loxton to Berri.

Initially, we had combined offices with our sister company, LAAS; they have since moved into their new office space at their Day Options building in Loxton.

This year has proved what a great team we have. The commitment and dedication of our staff have shone through

during the difficult times. Enhanced Lifestyles is very grateful to have built such a skilled workforce.

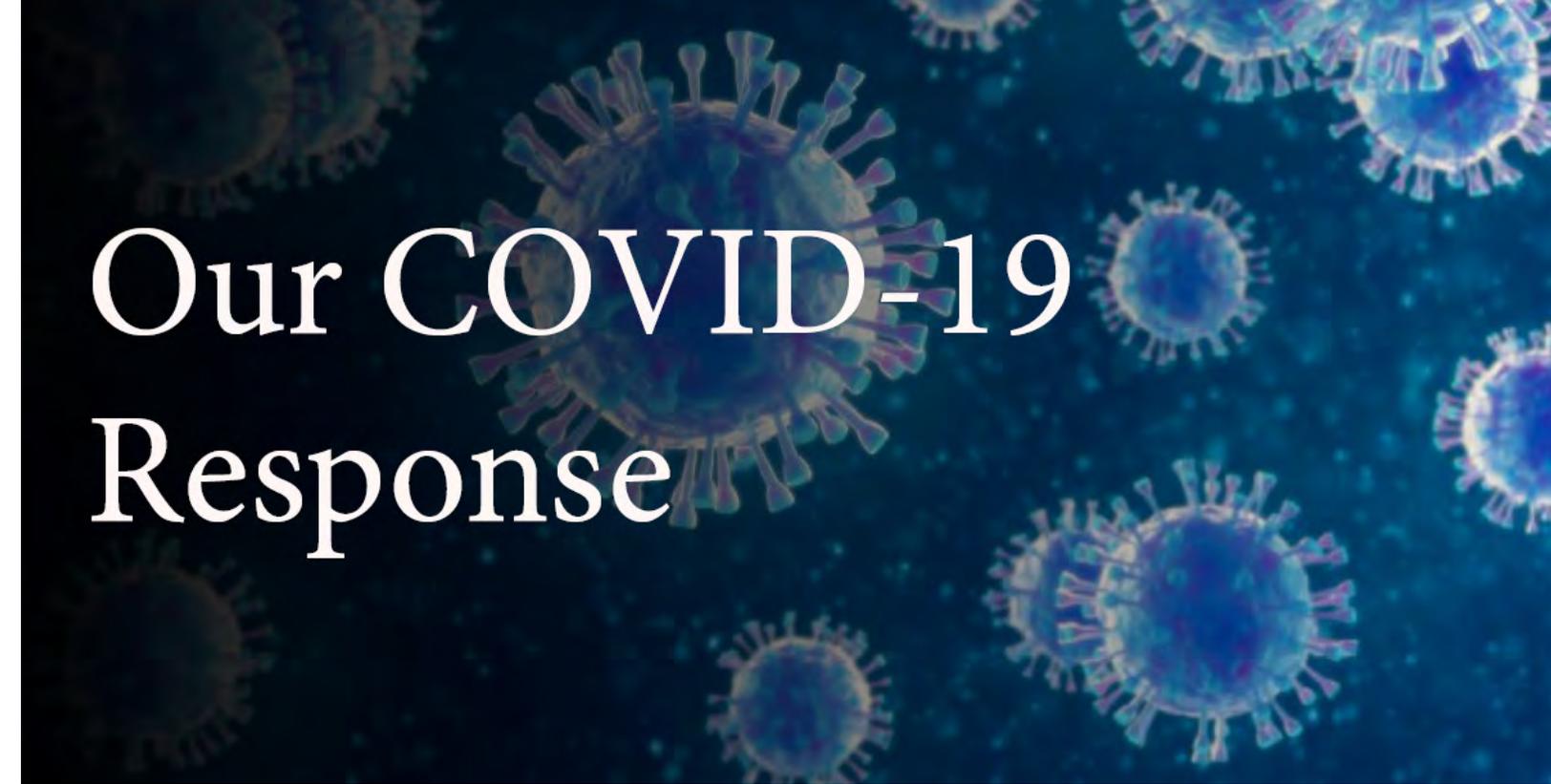
As we near the end of what has been a truly challenging year, we would like to take this opportunity to express our thanks and gratitude to all customers, families and employees. We commend your dedication, support and commitment to the organisation in the face of the immense changes made throughout the year.

We're grateful for the opportunity to work with and for you. No matter what the climate was, we persevered together and have come out stronger.

Working together this past year has been a pleasure, and we're proud to have you all with us. As 2020 comes to a close, we look forward to 2021 and the new opportunities that present themselves.

We are unsure what the rest of the year will bring with regard to COVID-19 restrictions. Enhanced Lifestyles is prepared to meet any COVID-19 requirements, ensuring the safety of our customers, staff and stakeholders is paramount.

From the team at Enhanced Lifestyles, we wish you all a Merry Christmas and a happy and safe new year!



Our COVID-19 Response

As COVID-19 restrictions are gradually easing, we would like to remind you that we are committed to the health and wellbeing of all people in the community. We feel it is important to share with you the measures we have put in place to safeguard our customers, employees, families and stakeholders.

During the the second wave of COVID-19 in South Australia, we implemented several measures to safeguard all Customers and employees. Our response was as follows.

As we are an essential service, we will continue to provide supports to Customers whilst also keeping their health and wellbeing at the forefront every step of the way.

As part of our risk management strategy, we implemented the following actions for 14 days to best support our Customers.

- Community access has been limited. We can accompany customers to the shops for groceries;

however, we would like to minimise this where possible. Lifestyle attendants can attend the shops on behalf of customers to obtain essential items.

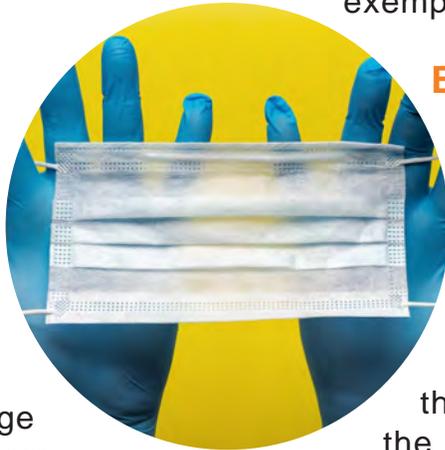
- There were three lifestyle attendants rostered between 7 am and 12 midnight each day to cover emergency shifts when required, where staff are requested to isolate or are unable to do shifts.
- There were dedicated lifestyle attendants available to deliver PPE equipment if customers/ staff were low on supply.
- We actively reduced staff travel between customers in different regions/suburbs to

minimise risk; rosters have been modified to ensure this.

- We are working towards reducing instances where lifestyle attendants are travelling to multiple customers.
- Lifestyle attendants are to use PPE wherever required, e.g. when providing supports to vulnerable customers with respiratory conditions.
- We have increased our communication with all customers by conducting check-in calls to ensure they are receiving the support they require during these times. All customers will be contacted via phone call throughout the 11-day

period.

- Our team of employees had previously completed the online COVID-19 Infection Control course and are required to do so again. This is to refresh their knowledge and enable them to best assist customers during these times.



Enhanced Lifestyle's mask direction

23rd December. Masks will remain mandatory in these settings, except where exemptions apply.

Following the current restrictions that apply under the Public Activity Direction, all lifestyle attendants must continue to wear a mask when on shift with a customer.

We have also had enquiries as to whether customers need to wear a mask when in the presence of lifestyle attendants. We want to clarify that this decision lays with the customer as they have the right to exercise choice and control.

Please note that a person is exempt where the mask will hinder the care being provided or there is a medical condition, as well as when communication with a person who is deaf or hard of hearing is required, the person is under 12, or the person is a live-in staff member or a resident of a residential care facility.

Acquiring PPE

We will provide the

following collection and delivery options for you to choose from:

Collection by a Lifestyle Attendant/individual

A lifestyle attendant can collect masks, gloves and hand sanitiser from the office by arranging an appointment in advance.

The designated person collecting the gloves/sanitiser is required to sign the sign-off sheet before leaving the premises for tracking purposes.

Express Post

Masks, gloves and hand sanitiser can be sent via Express Post to your address.

Home Delivery

Masks, gloves and hand sanitiser can be delivered to your address via courier by prior arrangement.

Please contact Janice Farrow, Administration Officer on 8340 2000 or via admin@enhancedlifestyles.com.au and advise the collection/delivery method you wish to choose.

Personal Protection Equipment

PPE assists in preventing germs from spreading, minimising the risk of COVID-19. When using PPE, it must be clean, hygienic and in good condition.

Please make sure that you have the correct sizing and that the fit is comfortable. It's important to remember that PPE cannot take the place of other, more effective control and preventative measures, such as regular hand hygiene for everyday tasks.

From Monday 14th December 2020, restrictions were eased throughout South Australia.

Restrictions that apply under the current Public Activity Direction for health, disability, allied health and residential care sectors will still be in place until

#StopTheSpread

7 Steps to prevent the spread of COVID-19

- 01** Wash your hands frequently
- 02** Avoid touching your eyes, nose, and mouth
- 03** Cover your mouth when you cough using a tissue or the bend of your elbow
- 04** Avoid crowded places and close contact with anyone who has fever or cough
- 05** Stay home if you feel unwell
- 06** Seek medical care early if you have a fever, coughs, and difficulty breathing—but call first
- 07** Get information from trusted sources

New Additions to the Service Delivery Team



Troy Sferco

Troy joined the Service Delivery Team In November this year. He has extensive experience as a support officer with 8+ years in the telecommunications industry. Troy has completed a Bachelor of International Studies at the University of Adelaide and is currently undertaking a Bachelor of Economics at the University of Adelaide. Some of you may have spoken to Troy on the phone already, please make him feel welcome, we look forward to having him on board!



Tiffany Chung

Tiffany joined the Service Delivery team in November this year. Tiffany's aim is to have a fulfilling career that will enable her to apply her interpersonal skills to their fullest and pursue commitment to providing Enhanced Lifestyles the very best service possible. Tiffany has years of experience across several industries working in Administration and as an educator, please make her feel welcome! We're very much looking forward to Tiffany working at Enhanced Lifestyles.



Susan Goode

Susan joined the Service Delivery Team in November this year. After taking a year off from the workforce, Susan was ready for her next journey. Susan's professional experience and skill set is perfect for the Service Delivery position. She has worked as a Customer service representative and Administration officer across throughout the community sector. Please introduce yourself and make Susan feel welcome as she gets to know our Customers and Lifestyle Attendants, we look forward to her contributions.



Sheree Smith

Sheree joined the Service Delivery Team in November this Year. Sheree is a highly motivated, responsible, hardworking, conscientious individual with many years' experience in administration, hospitality, wholesale/retail industry. She has a friendly and efficient manner and works well in a team environment. Please make her feel welcome if you speak to her on the phone. We look forward to Sheree assisting our Customers and Lifestyle Attendants!

Head Office Holiday Hours



The Enhanced Lifestyles Head Office will be closing for the Christmas and New Years' period on Wednesday, 23 December 2020 at 2.00pm , and re-opening on Monday, 11 January 2021 at 7.00am.

The Service Delivery Team will be working during this period. Our 24-hour, seven days per week emergency after-hours phone, will be operational as usual.

Several departments within Head Office will be on leave from 23 December, with some returning from 4 January and 11 January 2021

Please see the below operational Service Delivery hours for the Christmas and new year's period:

December 2020:

- 23 December 2020, 7.00am - 2.00pm (After-hours service available)
- 24 December 2020, 7.00am - 7.00pm
- 25 December 2020, After-hours services (for emergencies only)
- 26 December 2020, 7.00am - 5.00pm
- 27 December 2020, 7.00am - 5.00pm
- 28 December 2020, After-hours services (for emergencies only)
- 29 December 2020, 7.00am - 7.00pm
- 30 December 2020, 7.00am - 7.00pm
- 31 December 2020, 7.00am - 7.00pm

January 2021

- 1 January 2021, 7.00am - 5.00pm
- 2 January 2021, 7.00am - 5.00pm
- 3 January 2021, 7.00am - 5.00pm
- 4 January 2021, 7.00am - 8.30pm

Please note that from 4 January 2021, our regular office hours of 7.00am - 8.30pm will recommence.

Welcome Josh & a variation to registration



Welcome to the team, Josh Philpott! Josh has worked for Enhanced Lifestyles in several front-line roles, so his name may be familiar to you.

In his role as quality assistant, he will be taking on some new responsibilities, such as being our dedicated reporting officer for positive behaviour support plans and restrictive practices.

In support of his move to this new role and for the benefit of the organisation in general, he has been attending training and workshops with the local SA NDIS Commission office and a representative of the Unauthorised Restrictive Practices National Taskforce. We wish Josh all the best in his new role—he has our full support

Variation to registration

As some of you may be aware, the NDIS Commission has informed all NDIS service providers of a change to their obligations as part of their registration.

The focus of these changes is to increase the safeguards and oversight that the provider has in place for customers with a single support worker providing their services.

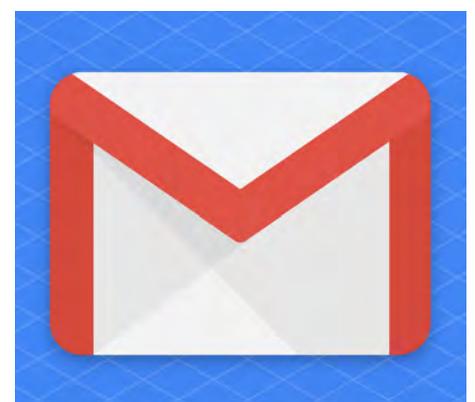
We have been busy putting the processes and documentation in place to meet these new requirements. This will ensure that the type of abuse and neglect that shocked us all earlier this year with Ann Marie Smith can be prevented from occurring again. At Enhanced Lifestyles, we will be working closely with our customers that only work with one lifestyle attendant.

An assessment will be conducted on the risks that the NDIS Commission has highlighted. After this, we will create an agreement on the safeguards and supervision plan for your services and lifestyle attendants that suits our customers' lives.



Checking you junk email

On some occasions, Customers and Lifestyle Attendants have been receiving organisational updates in their spam or junk mail. Sometimes due to the organisation sending numerous emails, our email addresses will accidentally get listed as spam. Important emails, such as reminders about important qualifications and certificates are expiring are being sent to your spam boxes and are missed. Every email we send does have a purpose behind it, and we would hate for anyone to miss out on important information because of this. Could everyone please ensure they are checking their junk or spam inboxes at least weekly and ensure all Enhanced Lifestyles email address are on your Safe Senders list.



Learning & Development Update

Over the last three months, Enhanced Lifestyles has delivered several free sessions for lifestyle attendants and LAAS support workers.

This includes communication strategies for lifestyle attendants/support workers, working with vulnerable adults, introduction to acquired brain injury and child-safe environments training.

We delivered our last child-safe environments training session on 28th October to members of the public.

Unfortunately, we had to cancel several sessions due to the COVID-19 lockdown in November 2020. We apologise for any inconvenience caused by this.

Please keep an eye out for the next Enhanced Lifestyles and LAAS training and events calendar, due to be rolled out early 2020.

Please note, we offer a range of training platforms to suit your needs, including face-to-face, online via Zoom and self-paced e-learning courses. Below is a snapshot of some of the available e-learning courses.

All of the training is free to Enhanced Lifestyles and LAAS employees.

Registration is easy; send an email to the learning



and development officer via training@enhancedlifestyles.com.au with the course/s you wish to complete.

The learning and development officer will provide you with information on how to register and complete the online training.

Courses

- NDS e-Learning Working with People with Disability
- NDS e-Learning Introduction to Human Rights for Support Workers
- NDS e-Learning NDS Online Understanding Abuse training
- NDS e-Learning Recognising Restrictive Practices Training
- NDS e-Learning Supported Decision Making
- Emerging Minds e-Learning Understanding Child Mental Health
- Emerging Minds e-Learning The Impact of Trauma on the Child

Incident Training by Vanessa Moore e-Learning

The incident training for lifestyle attendants and support workers is a pre-recorded training session facilitated by the highly experienced WHS consultant and facilitator Vanessa Moore from Moore McPhee WHS Consultants Pty Ltd.

Training Delivery Options

Zoom training sessions are free to Enhanced Lifestyles and LAAS employees. They are delivered with a mixture of video, activities and live facilitation via Zoom.

Face-to-face training refers to live sessions delivered at Enhanced Lifestyles or LAAS by relevant employees or the learning and development officer.

We have a range of e-learning courses from the NDS EtrainU and the Emerging Minds training catalogues.

A word from Russell, our Engagement & Quality Officer



There are requirements for managing incidents and complaints in accordance with the NDIS Incident Management and Reportable Incidents Rules and the Complaints Management and Resolution Rules. Enhanced Lifestyles created the position of quality and engagement officer with the specific purpose of managing incidents, complaints or other feedback. The position was filled by Russell George on 1st July 2020.

An important aspect of managing incidents and complaints is to engage with customers and staff where possible. Toward that end, some of you may have had occasion to speak with Russell when he was investigating issues.

Seeking the input of our Customers is critically important as they will have lived experience of disability. They also have an understanding of the impact it may have on their health and wellbeing.

Enhanced Lifestyles reviews incidents and complaints and seeks to identify any issues that reoccur (systemic issues). Training, as well as other strategies, may be implemented



to prevent their reoccurrence.

In some cases, a recommended solution is added to our Continuous Improvement Register. This is where a committee meets regularly to review recommendations and approve them if they are found to be a viable solution.

On a positive note, we received numerous compliments from customers on the service provided by our lifestyle attendants. When compliments are received, we send a letter of acknowledgement to the lifestyle attendant to advise them of the feedback.

Sometimes lifestyle attendants receive feedback via phone call or email, depending on what is practical.

All feedback is used to inform us about what we can do better or what we are doing well. We encourage you to continue to provide that as the purpose is to ensure we are providing a service that meets your needs and achieves the goals you have set.

You can do that in person or by email, letter, phone or through the feedback portal on our website, accessible through <https://enhancedlifestyles.com.au/contact/feedback/>.

Thank you for continuing to support us to provide you with quality services.



Feedback is extremely important to us so we can work out what we're doing right and what we need to improve on. This is to ensure that we can provide quality services for our Customers as well as a safe, rewarding and positive work environment for all of our employees.

You can provide all types of feedback, whether that be a compliment, complaint or suggestion for improvement. It is just as important to let us know when we are doing something right as well as when there is an issue to give us a balanced view of the organisation.

Once you provide feedback, it will be assessed and responded to depending on the type of feedback provided.

In line with the National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018, LAAS is committed to investigating and dealing with all feedback in a fair and timely manner. This is to ensure all relevant parties are consulted at every stage of the feedback process and a resolution achieved.

How to provide feedback



Website

The Enhanced Lifestyles Feedback Page includes a form in which individuals can provide feedback to the organisation. Feedback can remain anonymous and could be a compliment, complaint, comment or a suggestion.



Hard copy

By filling out a hard copy feedback form either at head office or mailed to you.



Verbally

By speaking to an operations employee who can fill a feedback form out on your behalf.



Electronically

By requesting an electronic version which the operations team can email to you.



www.enhancedlifestyles.com.au

Please feel to provide any feedback online via <https://laas.com.au/contact/feedback/>

Restrictive Practice and Zero Tolerance

Restrictive-practice training provides support staff with an understanding of what a restrictive practice is and the legal responsibilities of service providers and support staff to identify more empowering ways to support people with a disability according to the NDIS Quality and Safeguarding Framework.

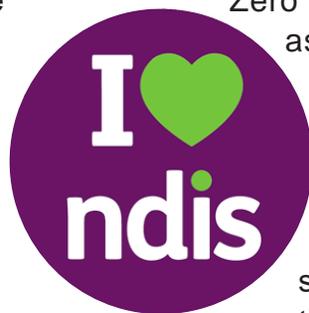
The training explores the five forms of restrictive practices:

- Physical restraint
- Chemical restraint
- Mechanical restraint
- Environmental restraint
- Seclusion

In addition to defining what a restrictive practice is, the training promotes:

- an understanding of the difference between authorised and unauthorised restrictive practices
- the identification of different forms of restrictive practices

- the fulfilment of reporting obligations in line with the NDIS Incident Management and Reportable Incident Rules 2018.



Zero tolerance (ZT) training assists disability service providers to understand, implement and improve practices which safeguard the rights of people they support. Built around a national evidence-based framework, zero tolerance is:

- a way for organisations to understand what they can do to prevent and respond to abuse, neglect and violence when it comes to people with disability
- a clear message that abuse, neglect and violence are not okay
- a way of thinking about abuse as a human rights issue, not a disability issue
- an organisational and

personal commitment to act on:

- anything that makes a person with disability be or feel unsafe
- anything that doesn't support a person's human rights
- anything that we could be doing better
- a collection of resources to educate and train staff at all levels to understand their responsibilities and responding to abuse



- a way of working collaboratively within and outside the disability sector to prevent and respond to abuse.

The zero tolerance commitment is a commitment to recognise, raise and respond to any deviation from the human rights of people using disability services. It is a personal and organisational commitment to always have our eyes open and always do better to support rights.

ZERO TOLERANCE

Focus on rights, target abuse

The zero tolerance commitment is a commitment to recognise, raise and respond to any deviation from the human rights of people using disability services.

It is a personal and organisational commitment to always have our eyes open and always do better to support rights.

Service Providers and support staff are involved with supporting people who may have difficulties with everyday life due to disability, ageing or chronic illness.

They are responsible for protecting the safety and wellbeing of vulnerable people, while at the same time enabling positive risk-taking behaviour.

Every individual has a different 'risk appetite', or an amount of risk that they are willing to take. Similarly, organisations have different risk appetites that they will tolerate.

These impact the type and level of support a consumer may want, balanced against the type and level of support that an organisation will provide.

When the risk appetites of consumers, families and organisations come into conflict, a moral dilemma may occur concerning the level of compromise each party is willing to make.

As a way to minimise the negative consequences that result from risk, it is important to balance the likelihood and extent of potential harm against the possibility and extent of potential benefit to all parties.

This may not just be in relation to the consumer and worker but may also include family members, other consumers, and other staff and community members. It is essential to clearly articulate all of the variables in balancing harm against benefit so that

bias is controlled as much as possible.

Once this analysis has been completed, a brainstorming exercise is done to identify risk-mitigation strategies.

Such strategies need to be based on the least restrictive options to meet the person's goals while, as far as possible, ensuring the safety of all parties.

From the identified risk-mitigation strategies flows a plan of action which, when implemented, renders the balance of harm against benefit equal.



New Short Term Accommodation House

During early 2020, LAAS in partnership with Enhanced Lifestyles purchased property in Waikerie. The property features five bedrooms, each with its own self-contained kitchenette and bathroom, previously used as an aged care home.

The property was quickly identified as a potential short-term accommodation (formerly known as respite) site and the first respite accommodation facility for LAAS.

After the property was secured, the logistics of planning and executing a respite facility came into effect.

LAAS envisioned a modern facility with the latest technologies and the comforts of home.

On 17 October, after many months of hard work, the initial vision of a modern respite facility became a reality. LAAS opened the facility by extending the property to clients, staff, stakeholders and community members.

The opening was met with an overwhelmingly positive response, with many attendees surprised by



how inviting and comfortable the accommodation was.

Attendees commented that they had always thought of respite accommodation as a hospital-type facility.

They were impressed by how comfortable the rooms felt, how well equipped the property was and how well laid out it was, in addition to its accessibility.

Each bedroom also has its own outdoor access, allowing for privacy. All the bedrooms include smart televisions.

Other entertainment features include Google Home Minis and gaming systems such as the Nintendo Switch and a Playstation Four; rooms can be tailored for



House Features



adults or children.

A room has also been set up with a motorised bed and lifter for clients with limited mobility.

John Woodberry, one of the founders of LAAS, spoke regarding the history of the organisation; Sue Crispe (LAAS COO) and Jeremy Mills (GM) also spoke at the event.

The Waikerie house is open to members of the public. You will be supported by dedicated, qualified support workers who are committed, friendly and experienced in providing services to people with disabilities

For short-term accommodation enquires please call 8584 6569 and talk with Sue Crispe.



- 5 accessible bedrooms
- Ensuite in each bedroom
- Kitchenette in each bedroom
- Fully equipped kitchen
- Modern appliances & facilities
- Fully furnished property
- Hospital bed
- Interchangeable children's room
- Wi-fi
- Large parking area at rear of house
- Linen & toiletries provided during stay
- Large entertainment area
- Floor hoist / lifter









Elizabeth enjoys an Enhanced Lifestyle

Not knowing who to turn to for support can be a worrying time in one's life. On June 20th, 1990, Elizabeth Coady's entire life was turned upside down and she didn't know what to do after acquiring a disability. But connecting with disability service provider, Enhanced Lifestyles has given Elizabeth maximum choice and control over her services to help her live as independently as possible

Not knowing who to turn to for support can be a worrying time in one's life. On June 20th, 1990, Elizabeth Coady's entire life was turned upside down and she didn't know what to do after acquiring a disability.

But connecting with disability service provider, Enhanced Lifestyles has given Elizabeth maximum choice and control over her services to help her live as independently as possible.

In 1990, after developing a rare arm condition requiring immediate treatment or amputation, as a result of an injury, Elizabeth became an Enhanced Lifestyles Customer.

Choosing to undergo treatment, Elizabeth experienced complications that led to a spinal cord abscess and at 34 years old, she was



classed as a C4 incomplete quadriplegic.

Unsure of what to do or who to turn to for support, Elizabeth spoke to someone who was accessing disability support through Enhanced Lifestyles and decided to also become a Customer.

Elizabeth receives domestic assistance and community access through Enhanced Lifestyles which she says has "literally saved her life."

"I can't speak more highly of the hardworking Lifestyle Attendants (support workers) who are always there to assist me with anything that I need," she says.

"Hearing about their personal stories has had a positive impact on my life which I am truly grateful for."

Staying positive

Always maintaining a positive outlook despite the changes she has experienced throughout her life, Elizabeth has a great attitude and gives everything a go. "I live it day-by-day," she explains.

"Some days are good and some are bad.

"You live with your disability to the best of your capabilities and get through whatever is thrown at you."

Elizabeth is very happy she found a service provider that meets all her needs and helps her to live independently.

"I've always had a fantastic reception from whoever I speak to at the office, nothing is too hard for them and they're always friendly," she says.

"My support workers are a breath of fresh air; I enjoy spending time with them and don't know what I'd do without them".

Keeping connected

Previously Elizabeth worked as a Registered Nurse at the Women's and Children's Paediatrics hospital and specialised at the Royal Children's Hospital in Melbourne.

Following her injury she dedicated her life to volunteer work and helping others before she became unable to sit for long periods of time.

Over the years Elizabeth volunteered at Adelaide Children's Hospital (SA Genetics), The Paraplegic and Quadriplegic

Association of SA, Enhanced Lifestyles, Helping Hand - Ingle Farm, Hampstead Rehabilitation Centre and the Royal Adelaide Hospital.

She says volunteering meant the world to her and allowed her to meet so many fantastic people along the way.

“I saw my disability as the beginning of a whole new experience,” Elizabeth explains. “There’s so many things you can do, and volunteering really filled that void for me.

More than a Customer

Since she first began accessing support through Enhanced Lifestyles, Elizabeth has also

been heavily involved with the organisation, not only as a client but also on the Board, serving as Chairperson from 1991-1997.

“There aren’t enough words to describe how much I am committed to the organisation”

“Being able to be involved as the Chairperson of the Board as well as various committees over the years has been valuable and brought a new purpose,” she explains.

“I cannot thank the Board and the organisation enough for providing valuable services that make a difference to my life,” she says.

Elizabeth has formed many friendships since connecting with the organisation which has meant a lot to her.



Still strongly involved with the organisation, she loves hearing people’s stories and experiences they’ve had throughout their lives and enjoys attending social events to keep in contact with everyone.

“The people you get to meet through Enhanced Lifestyles are incredible ... not only consumers but also members of the organisation.”

I ♥ ndis

Individually tailored in-home and community support for people with a disability

How we can support you:

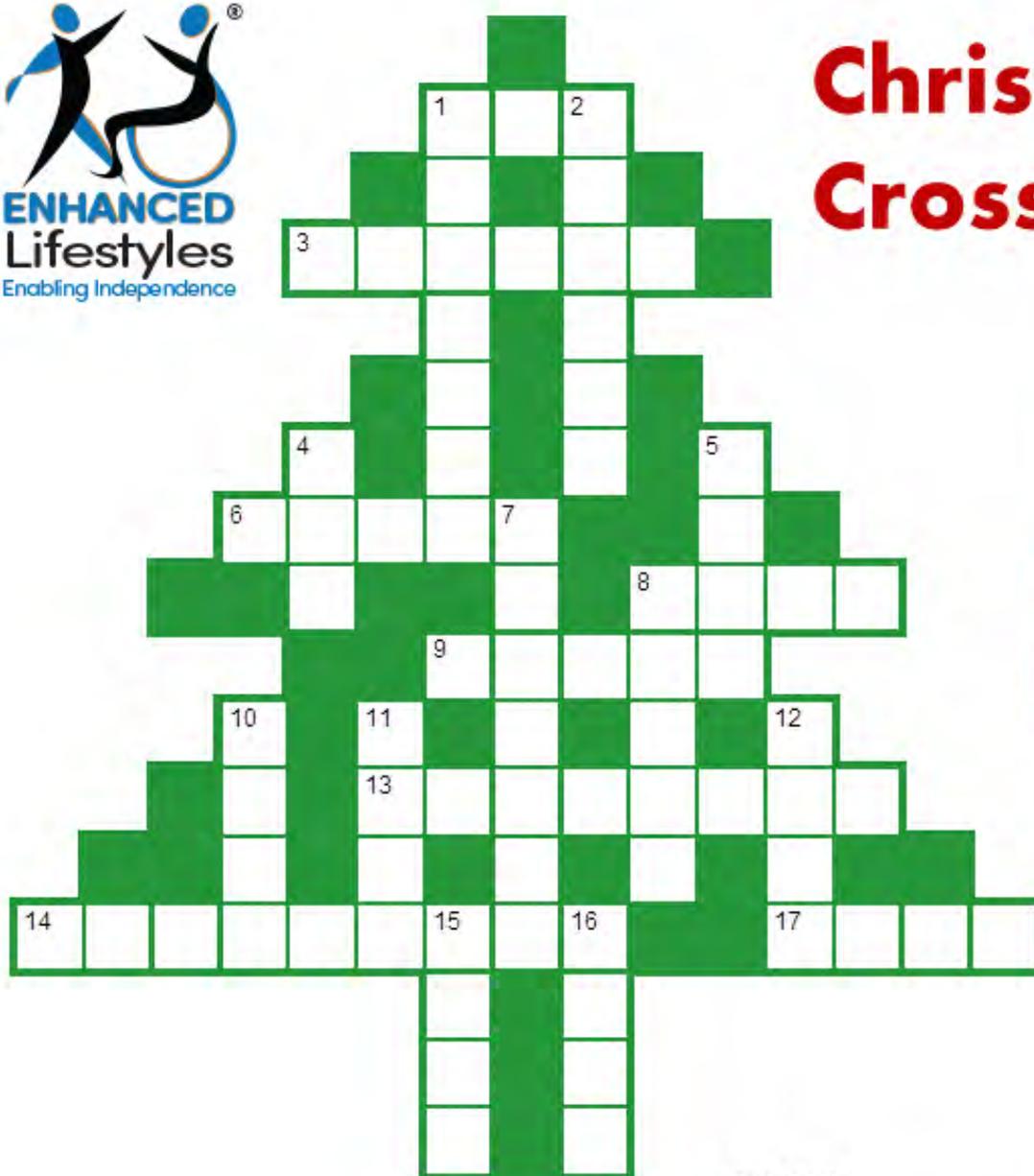
- Personal Care
- Domestic Assistance
- Support Coordination
- Community Access
- Complex Health Support
- Supported Independent Living
- Transport
- Accommodation
- In-Home Respite Care
- Meal Preparation
- Gardening & Maintenance

Get in touch: Call us on (08) 8340 2000 or email admin@enhancedlifestyles.com.au

Learn more: www.enhancedlifestyles.com.au



Christmas Crossword



ACROSS

1. Pumpkin or mincemeat
3. Santa's ride
6. Celebration
8. Newborn
9. Northpole crew
13. Word of praise
14. Words on a Christmas card
17. It's opened on Christmas

DOWN

1. Alternative word to 17 across
2. Christmas drink
4. Christmas dinner centerpiece
5. Dec. holiday
7. Christmas warmer
8. "Jingle _____"
10. Christmas tree
11. O. Henry's "The Gift of the ___"
12. What carolers do
15. French Christmas.
16. Snow glider



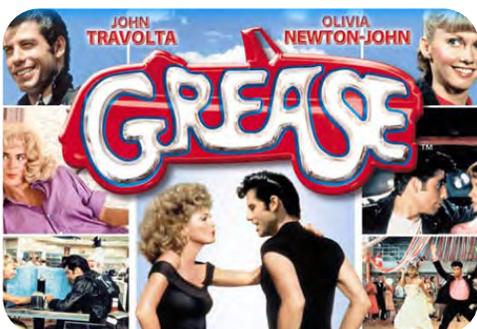
James Maculloch Movie Reviews



Introducing James Maculloch, a Customer of Enhanced Lifestyles. As a hobby and an interest, James has been conducting film reviews since September 2019. James' film reviews range from all different movie genres from Action, adventure, comedy, science fiction and many more! James' film reviews are going to be featuring in each of our quarterly newsletters throughout the next year. In this edition we have included the following films. Grease (1978), Dead Poets Society (1989) and The Karate Kid (1984) Please note that if you have not seen the films included in this newsletter but you plan on watching them, there will be spoilers! If you have a film that you recommend for James to review please contact Jamie Denyer, Marketing and Communications officer, via marketing@enhancedlifestyles.com.au

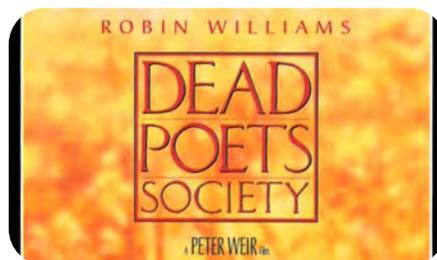
“ Grease “ 1978

Starring John Travolta and Olivia Newton-John. One of the most recognised and iconic films of all time. THE musical for all ages, Whether you are 7 or 70, “Grease” is the word. A musical love story set in California 1958, Good girl Sandy Olsen and Greaser Danny Zuko fell in love over the summer on the beach. Now they find out they both go to the colourful Rydell High. Sandy is brought out of her shell by the Pink Ladies and Danny cruising with his T-birds whilst trying to keep up his bad boy image, live, love, fight, race cars, crack wise, dance and most importantly sing. From start to finish “Grease” is a highly enjoyable and entertaining. The Oscar nominated music score is probably one if not the most acknowledged and appreciated.



“Dead Poets Society” 1989

An inspirational English teacher John Keating (Robin Williams) inspires his all Boys students to look at poetry with a different perspective of authentic knowledge and feelings. He uses very unorthodox methods and tells them about the “The Dead Poet's Society” and encourages them to live their lives. Oscar winner for writing, screenplay. Nominated for Best Director, Picture and Actor. I've seen it 7 times and I love it to bits. 12/10.



The ending will make you stand on your table and cheer. This film is inspiring, touching, thought provoking, has memorable and inspirational characters and is very emotional. Beautifully Directed and Acted. It shows you life in a real and stunning way.

“The Karate Kid” 1984



One of the best Underdog stories. Directed by John G. Avildson the Director of another Underdog story “Rocky”. An undisciplined boy and his mother move to California for her new job. He struggles to fit in, gets into many fights as a group of bullies hassle him as he follows his heart with the local rich girl. It's up to the local Okinawa landlord Mr Miyagi to give him strength, discipline, wisdom and teach him Karate and build a lasting Friendship. “Pat”Morita was nominated for a supporting actor Oscar for his role. He plays Mr Miyagi with a fantastic performance. It offers Humour, warmth, spirit, excitement and the best ending. (You'll find yourself cheering at the end!) Great 80's soundtrack. Most definitely worth a watch. Put a note on your fridge.

Crossword Solution



Newsletter update

In 2021, newsletters will be sent to Customers and employees each quarter. A quarterly newsletter allows for increased quality of content and provides a greater overview of news and events. We hope you enjoy our first quarterly edition! We are very much looking forward to distributing our quarterly newsletters next year.





From Enhanced Lifestyles

Merry

Christmas



On behalf of Enhanced Lifestyles we
wish you all a

MERRY CHRISTMAS!

And

A HAPPY NEW YEAR!

**OUR HEAD OFFICE WILL BE CLOSED FROM
23 DECEMBER 2020 - 11 JANUARY 2021**

**SERVICE DELIVERY WILL BE STAFFED
DURING THIS PERIOD, PLEASE READ PAGE
11 FOR MORE INFORMATION**