



Annual General Report



2017/18

Enhanced Lifestyles has accreditation with:



Enhanced Lifestyles has supporting memberships with:



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About Enhanced Lifestyles

Enhanced Lifestyles is a not-for-profit disability services provider. We provide services to people with a wide range of disabilities, from children to adults.

Our services are individually tailored, which means we give our Customers the power to adapt the services to suit their needs. As a Customer with Enhanced Lifestyles you choose your Lifestyle Attendants (support workers), you choose your times of services, you choose how you want those services delivered, and you choose how your roster is managed.

Our organisation was designed specifically by people with disabilities to ensure service users had a voice and could be involved with their service delivery, with our Board comprised solely of our Customers. We are one of the few service providers in Australia to have a completely Member-Governed service.



Our Strategic Objectives:

Diverse and Dynamic: The Association will have a diverse and dynamic workforce that is tailored to meet individual needs.

Visionary Leaders: Our Association will be a visionary leader through learning and development.

Inclusivity: We will have a team that is Customer service focused and is at the forefront of the sector.

Sustainability: We will build a business model that is sustainable and viable into the future.

Superior Choice and Control: We will deliver quality services that continue to offer superior choice and control.

Member Driven: We will be the leader in user-led services maximising choice and control.

Our Vision, Purpose and Values



Vision

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



Purpose

To enable independence through maximum choice and control.



Communication

Being open and honest with all stakeholders of the organisation,



Members

Members will lead and direct their services.



Quality

We will ensure excellency through continuous improvement.



Commitment

We are willing to go the extra mile for our Members and their needs.



Teamwork

Our team will work together to ensure Members are satisfied.

Organisational Structure and Chart

Board Members:

Office Bearers

Chairperson • Phillip Beddall
 Vice Chairperson • Deb Clark
 Secretary • Marnie Trebilcock
 Treasurer • Trudy Gepp

Committee Members

Member • Louise Braybon
 Member • Erin McKenzie-Christensen
 Member • Dianne Lindsay (Dec 2017 - July 2018)
 Member • Anna Farrugia (July 2018 - current)

Operations Team:

Management Team

Chief Executive Officer • Jeremy Mills
 Executive Assistant • Alexa Worley
 Operations Manager • Melissa Morgan
 Quality and Training Manager • Noel Cornwill
 Marketing and Communications Manager • Jodi McKay

Service Delivery

Customer Relations Officer • Bronni Siggs
 Service Delivery Officer • Kate Chandler
 Service Delivery Officer • Kate Hughes

Service Delivery Officer • Nicole Fox
 Service Delivery Officer • Amy Hyatt
 Service Delivery Officer • Deb Anderson
 Service Delivery Officer • Haydon Ford
 Service Delivery Officer • Daina Howard
 Service Delivery Officer • Halden Jones

People and Culture

People and Culture Officer • Verity Harries
 Billing Officer • Samantha Gully
 Finance Officer • Jordon Lee

Communications

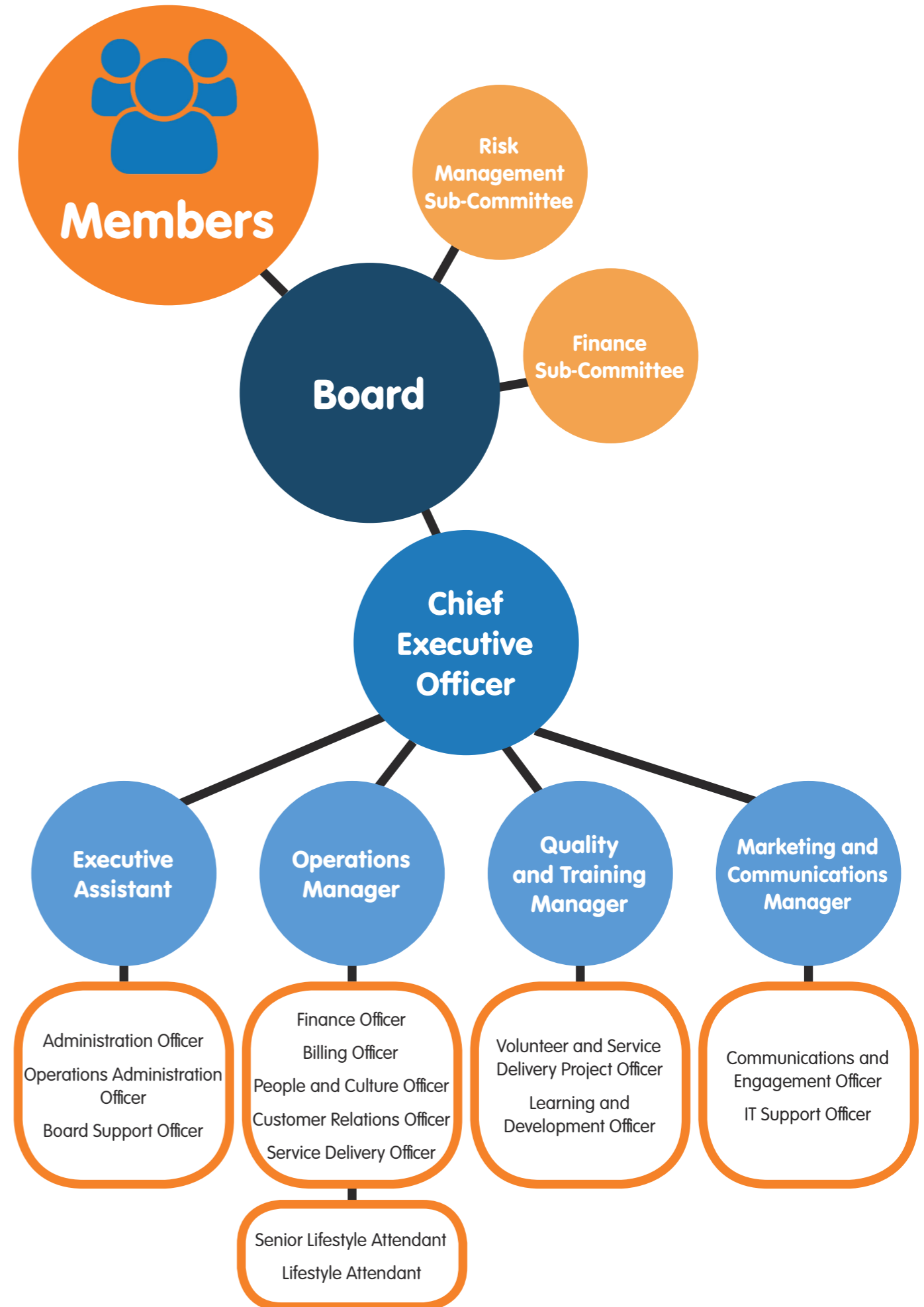
Communications and Engagement Officer • Emma Moss
 IT Support Officer • Haydon Ford

Administration

Operations Administration Officer • Annie Maschmedt
 Administration Officer • Emma Sharples
 Board Support Officer • Kate Hilton

Quality

Volunteer and Service Delivery Project Officer • Clare Hill
 Learning and Development Officer • Emma Moss



Chairperson's Report



Member-led Model

After the adoption of the new Constitution in 2017 which introduced the new category of Honorary Life Membership, the Board was delighted to award the first Honorary Life Memberships to Maurice Corcoran, Trevor Harrison, Elizabeth Coady and Jacky Chant. They were awarded at the Customer Recognition Night for their outstanding contribution and leadership to the Enhanced Lifestyles Association. The event was a great opportunity to celebrate our rich history and reflect on our achievements as a truly Member led organisation.

Ensuring that Customers remain at the forefront and the Association continues to be Member-led, is central to all decisions made by the Board. Current changes in the sector have prompted

renewed efforts to sustain our model of leadership with participation across all areas of the Association down on previous years. Consultation with our Members and new Customers has shown the main reason for this is the rollout of the NDIS and the added pressures associated with transitioning from state-based funding to federal funding.

Due to this, a Board membership engagement strategy has been developed to ensure the sustainability of our Customer-led service model. The strategy will be finalised in late 2018 and implemented in January 2019.

The strategy will be reviewed regularly and will remain a priority for future Boards. Some key actions include the implementation of a traineeship and mentoring program for future members, increased engagement with Association members, regular workshops and information sessions, and invitations to scheduled viewing sessions at meetings throughout the year.

Our Member-led model is vital to the operation of the Association. The benefits to Members, especially in rural and remote areas where flexibility is needed, cannot be understated. Without involvement, we will not be able to sustain a Member-led model into the future. I encourage all Members to ask themselves one question: how can I contribute to the future success of Enhanced Lifestyles?

Welcoming New Members

Welcome to the new Members of the Association. We recognise that it's not always easy to take a leap of faith to begin in a new organisation. Some of us may take choice and control for granted and/or find running our own service an easy thing to do, but for those starting out it can be a steep learning process. Thank you to the new Members for your support and for the skills and knowledge you bring to the organisation.

Board Training and Development

The Board has recruited a new professional member this year — Anna Farrugia. Anna is a business owner with a strong financial background and previous experience in human resources and accounting.

There has been an ongoing review of Board policies and practices to ensure that governance is meeting best practice. A focus has been the development of a Board Support Policy by Board Members Deb Clark and Marnie Trebilcock, this has been endorsed by the Board. The policy aims to ensure that the Board is appropriately supported to maintain a high degree of professionalism, accessible for individual needs and continues to remain Customer-led. Strategies are in place to ensure members are able to participate in meetings through transport support or via the use of conferencing technology such as Zoom or Skype.

Over the past four years, Board participation in training has increased significantly. It is increasingly important that members remain aware of their responsibilities and understand the changing context of the disability sector at a state and national level. The Board's training has enabled Enhanced Lifestyles to be responsive to changes, stay ahead within the industry and maintain a flexible model as well as equipping the

Board with the necessary tools to make informed decisions.

All Board members now undertake two days annual training before the first meeting as well as additional training throughout the year, which includes:

- an overview of the member role and responsibilities
- a summary of policies and meeting procedures
- understanding the Constitution
- the distinction between governance and operations
- strategic planning and financial management

The Board appraisal process, implemented in 2016/17, was once again undertaken this financial year. After positive feedback, Aileen Robertson (Pinnacle HR) was engaged to assist in the process. The report, detailing the findings and recommendations, is used as a tool to assist with improving Board Members' performance and identifying areas where support and training are required. Moving forward, the Board will provide an annual overview and report findings to members in next year's Annual Report.

Financial Sustainability and the NDIS

The Board's key focus over the past four years has been to ensure the organisation's financial sustainability during the NDIS transition period by achieving annual surpluses and minimising costs. Our success has not only allowed the organisation to invest in infrastructure to improve quality of service, but also to strengthen the Association's financial viability.

Organisational cost efficiencies have also ensured that the transition from payments in advance to

Chairperson's Report

payments in arrears has not impacted the running of the organisation. This has been an area of great concern for other disability service providers with management of cash flow highlighted as a major problem area since the rollout of the NDIS. Instead, we have been able to invest in additional employees to assist Customers with their NDIS transition, including pre-planning support, support with implementation, and assistance with reviews and appeals.

Due to successful preparation in previous years, Enhanced Lifestyles will be one of the last providers in South Australia to be audited against the NDIS Quality and Safeguard Framework mid next year. This is because we already hold the Attendant Care Industry Standard Certification and the Australian Service Excellence Standard Certification. This will hold us in good stead to successfully pass the audit and retain certification against the NDIS Quality and Safeguards Framework.

New Technologies: Benefits and Impacts

Investment in technologies continues to be an area of focus. Implementation of new technological systems ensures that services are delivered in an efficient manner which remains consistent with our Customer led model. Currently this includes the customisation of our customer management system (CMS), to enable Customers access for

rostering purposes. This is the first time the CMS has been used this way which not only shows how innovative we are as a service provider but also how unique we are in comparison to the rest of the disability sector in Australia. The trial phase of the software is coming to an end, with the full rollout to the rest of the Customer base to occur in 2019. Board members have been directly involved in the trial as service recipients, in addition to overseeing the project from a governance perspective.

While the organisation has made many positive changes that further long-term goals, we acknowledge that this has been challenging for some founding members and longstanding Lifestyle Attendants. Whilst Customers are always at the forefront of change decisions, consideration is also given to employees and other stakeholders. The Board would like to thank those who have supported us through the change management process for new technologies and hope you continue to do so throughout the remainder of the technology rollout. The implementation of the Shift Acceptance within CiMS has proven that there is support for new technologies which will transform the way services are delivered.

Due to the competing nature of priorities and to keep up with the significant changes in our sector, progress has seemed slow at times. The Board would like to highlight the challenges

involved in a rollout where over 550 stakeholders (Customers and staff) are involved. Although the Board understands people's enthusiasm about the upcoming changes, significant planning and change management is needed to ensure success. We will continue to monitor the changes scheduled for the next year.

As highlighted by winning the 2017 Adapt Award for Pioneering Organisation Adaptation, Enhanced Lifestyles is not only responsive to the needs of the sector but ahead of some of the other disability service providers. Since the rollout of the NDIS in SA from July 2017, most organisations have indicated that they are struggling to operate at the NDIS benchmark pricing. Some providers have had to withdraw service types or reduce geographic scope, and limit investments in service development and continuous improvement, or have experienced hardships and uncertainty in adapting to new funding processes.

While we confront our own challenges, the rollout and introduction of the NDIS has not substantially impacted the organisation nor the services we provide. The changes and challenges presented have inspired Enhanced Lifestyles to develop processes and systems that meet and effectively manage sector issues, while also improving and developing our service range.

Diversification

Enhanced Lifestyles will diversify revenue sources to enable the Association to remain boutique in size, ensuring that we can meet the needs of Customers and continue to individually tailor services. Currently the organisation is working towards becoming a Registered Training Organisation (RTO) which will establish a premium training service for current employees and the sector in SA, providing an alternative revenue source.

With advice from the CEO and the Operations team, and endorsement from the Board, Enhanced Lifestyles is currently working on cost modelling and the design of a new innovative service model. Enhanced Lifestyles is working towards evolving into a multi-tiered agency that can provide Customers with increasingly broader choice around their services and level of independence in managing their services.

The Board would like to especially thank our CEO, Jeremy, for his contributions and vision for the future. The organisation is positioned strongly and will remain financially viable well into the future. While our sector is generally finding it difficult to adapt, Enhanced Lifestyles is thriving in our changing environment

Personally, I would also like to thank my fellow Board Members for their support and service this year. I especially would like to thank Deb Clark, for her assistance as Vice Chairperson, Marnie Trebilcock for Chairing and leading the Risk Management Sub-Committee and Trudy Gepp for Chairing and leading the Finance Sub-Committee. I would also like to thank Jeremy Mills, the operations team and the Lifestyle Attendants for their hard work this year especially in an ever-changing disability sector and environment.

Finally, I would like to thank the Customers who have contributed to the ongoing success of our Customer led model through involvement with sub-committees, focus groups or attendance at Member events.

Nothing about us, without us



Phillip Beddall

Chairperson of the Board

Chief Executive Officer's Report



Overview

Enhanced Lifestyles continues to strengthen its market position in a sector where many organisations are being challenged to keep up with the rapid pace of change.

The organisation has reinforced its position by achieving a financial surplus for the fourth consecutive year. Our effective financial management has facilitated a smooth transition to the NDIS, most notably by allowing Enhanced Lifestyles to maintain a strong focus on providing high quality flexible support to our Customers.

We have invested in new technologies and developed alternative revenue sources, provided substantial training to our employees, and engaged expert consultation in key areas such as market gap analysis, governance and

strategy, marketing and communications, and development across our organisation.

Every year brings its own challenges. While we know the delay in the full rollout of the NDIS in South Australia has been disappointing for some Customers, Enhanced Lifestyles has used this time to learn from the issues and challenges that are affecting the industry. The organisation has embraced the opportunity to adapt and make changes that not only strengthen our position but ensure that our Customers have a significant level of support to transition to NDIS. Specific activities we have undertaken in this regard include preplanning meetings and assisting Customers with administrative appeals and reviewable decision.

Adaptation and Development

A significant investment continues to be made in the purchase and implementation of smart technologies as well as innovative enhancements to current technologies. These new innovative developments are driven by the unique service delivery model, which includes tailored individualised services led and directed by our Customers.

I can truly say that Enhanced Lifestyles is transforming the standard model of service, not only from a Customer perspective but also from a technological use and design. The team has been working closely with developers and investing

in further functionality of technologies, turning a standard Customer relationship management system intended for office-based staff use into an application that manages our Customer profiles, information and rosters. We now have a multi-functional system that allows Customers total choice and control to manage and update their own information, view their roster and monitor live service records. The system provides access to a noticeboard which allows the Customer to take control of their services and provide up-to-date information to their team. Staff will then be able to log into the system with the use of their smart devices to obtain these updates and prepare for upcoming services.

Adaptability has been embraced by the Enhanced Lifestyles team. In the past year we have taken every opportunity to review current practices and implement positive change by:

- adhering to best practice
- staying ahead of changes
- embracing NDIS principles
- always putting Customers at the forefront
- tailoring and delivering individualised services in the way that Customers want
- enhancing and developing technologies in ways that exceed the expectations of Customers and employees.

Enhanced Lifestyles received national recognition this financial year from Disability Services Consulting in their national awards, winning the 2017 Adapt Award for Pioneering Organisation Adaptation. More than 500 organisations were assessed nationally, with Enhanced Lifestyles being awarded in recognition of its adaptability and ability to change whilst embracing the NDIS principles and remaining true to its foundation as a Customer-governed organisation. Enhanced Lifestyles was recognised for our Customer Lead

model, our individual tailored service model, our ability to adapt and implement new technologies, and our ability to decisively develop and implement change that is in line with the NDIS while ensuring the success and sustainability of the organisation.

Governance and Administration

The organisation continues to operate successfully under the NDIS benchmark pricing while the majority of organisations within the sector are still determining their means of operating at the NDIS pricing.

Enhanced Lifestyles continues to refine and streamline administration processes, while tackling challenges in implementation and ensuring that Customers are at the forefront. Through engagement activities such as Customer coffee clubs, focus groups and the Continuous Improvement committee, Enhanced Lifestyles ensures that all Customers have a say and that this information is fed through to the Board to support their decision making.

Quality assurance remains key, with the achievement of the two accreditation standards: ASES (Australian Service Excellence Standard) and ACIS (Australian Care Industry Standard). Our first surveillance audit for ACIS was undertaken in April 2018. The organisation was audited on two standards out of four, where we successfully passed with no recommendations for improvement being put forward by the auditor.

Service Delivery and Training

Final plans have been approved for stage two of our Welland property development. The build is commencing in June 2018 with expected completion in March 2019. Stage two includes a purpose-built training room; an adult change area, including change table and ceiling hoist; a lift to the second floor of the building; and a fully

Chief Executive Officer's Report

accessible kitchen.

We were successful this financial year in procuring an NDIS Information Linkages and Capacity (ILC) Jurisdictional Grant to develop a volunteer linkage program for people with disability. This project aims to establish an accessible platform for people with a disability to prepare for, seek, acquire and maintain volunteer roles that promote community participation.

Training continues to be an area of focus.

Enhanced Lifestyles is committed to ensuring that all Lifestyle Attendants have the skills necessary to provide the best possible service to Customers and have the skills to be responsive to changes in Customer conditions. Lifestyle Attendants participate in disability awareness training as well as complex health supports training as part of the induction process. Specialised training is provided in several subject areas including:

- child safe environments
- disability awareness
- bowel care
- medication awareness
- PEG feeding
- seizure management, including Midazolam competency.

Enhanced Lifestyles has partnered with other organisations including Minda Inc. and Holiday Explorers, to deliver tailored training solutions.

This continues to be a focus as an alternative revenue source for the organisation. It is one of the strategies that enable Enhanced Lifestyles to continue to operate below the NDIS benchmark pricing and to remain boutique — which, for our Customers, means remaining accessible, creative and tailored to the specific requirements of individuals.

Enhanced Lifestyles is currently working towards becoming a Registered Training Organisation (RTO). This will not only provide an additional revenue source but will also provide opportunities to upskill current employees, refer students into the business, reduce training costs and allow Enhanced Lifestyles to design and deliver training that meets and is tailored to our unique service model. Enhanced Lifestyles will target trainers with a disability and lived experience, with an aim for over 50% of training to be delivered by these trainers.

Communication and Engagement

Communication continues to generate a significant amount of feedback from both Customers and employees. In response, Enhanced Lifestyles has created and implemented the new position of Communications and Engagement Officer. The primary focus of this position is:

- improving communication across the organisation

- ensuring feedback is managed effectively in line with company policy, including acknowledgment of receipt and outcome, process timeline is adhered to and achieved
- collation of feedback and oversight of feedback register, including reporting of trends
- chairing the CI Committee and ensuring tabling of feedback.

Future Focus

In the year ahead, Enhanced Lifestyles will continue to strengthen Customer involvement at the organisational and Board levels. We will keep exploring the diversification of revenue sources to position Enhanced Lifestyles as a financially-viable, Customer-led boutique agency providing services below NDIS benchmark pricing.

We will continue improving technologies to enable Customers to have even more control over their services and to remain closely and efficiently engaged with our staff. This will involve ongoing refinement of our communication pathways between Customers and the organisation.

In our service delivery, alongside a focus on communication and development of our specialisation in disability sector training, we will continue to facilitate effective management of rosters and response time, and enhancement of the matching of Lifestyle Attendants to the specific requirements of each of our Customers.

Final Words

I would like to extend a very warm and genuine thank you to our Board, employees, Lifestyle Attendants and Customers for another successful year at Enhanced Lifestyles.

Special thanks go to our operational employees for being adaptive, responsive and embracing

change, and also to Jodi McKay for stepping up into the role of acting CEO, handling a senior leadership role and being an NDIS knowledge champion.

Thanks also go to Belinda Smith for her contributions to the organisation over the past two years, where she has been instrumental in the development of best practice Human Resource systems, policies and procedures. Belinda has moved on to pursue career advancement and new opportunities and we wish her all the best for her future.



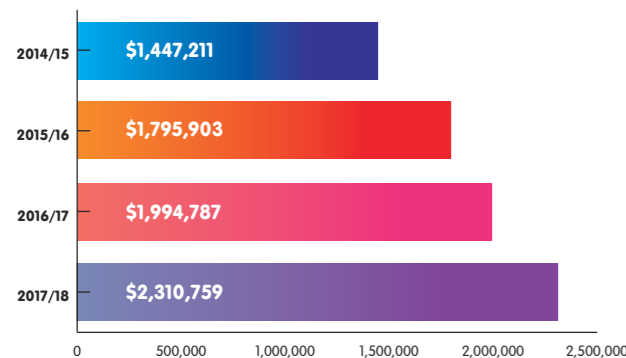
Chief Executive Officer

Treasurer's Report

I am pleased to present the Treasurer's Report for Enhanced Lifestyle for the year ending 30th June 2018.

Enhanced Lifestyles' financial statements have been audited by Peter Hall and Co and are published in the Annual Report. These audited statements, which include a Statement of Comprehensive Income and Expenditure Statement and Statement of Financial position along with accompanying Notes to the Financial Statements are prepared and presented in accordance with accounting standards and as required under the Associations Incorporation Act 1985.

It is pleasing that our retained surpluses continue to grow and indicate good financial management by the Chief Executive Officer and the finance team.

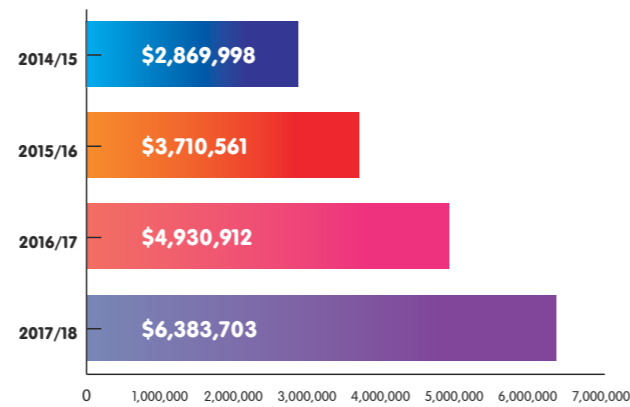


Retained surplus comparison over the past 4 financial years

Revenue streams are shifting away from government grants to individualised funding and the future will see funding from NDIS as a major component of Enhanced Lifestyles revenue.

The largest expense of the organisation is the

employee salary and associated costs.



Employee salaries and associated cost comparison over the past 4 financial years

Net Assets as at 30th June 2018 are \$2,310,759 an increase from 30th June 2017 \$1,994,787.

Cash Balances as at 30th June 2018 are \$1,846,197.

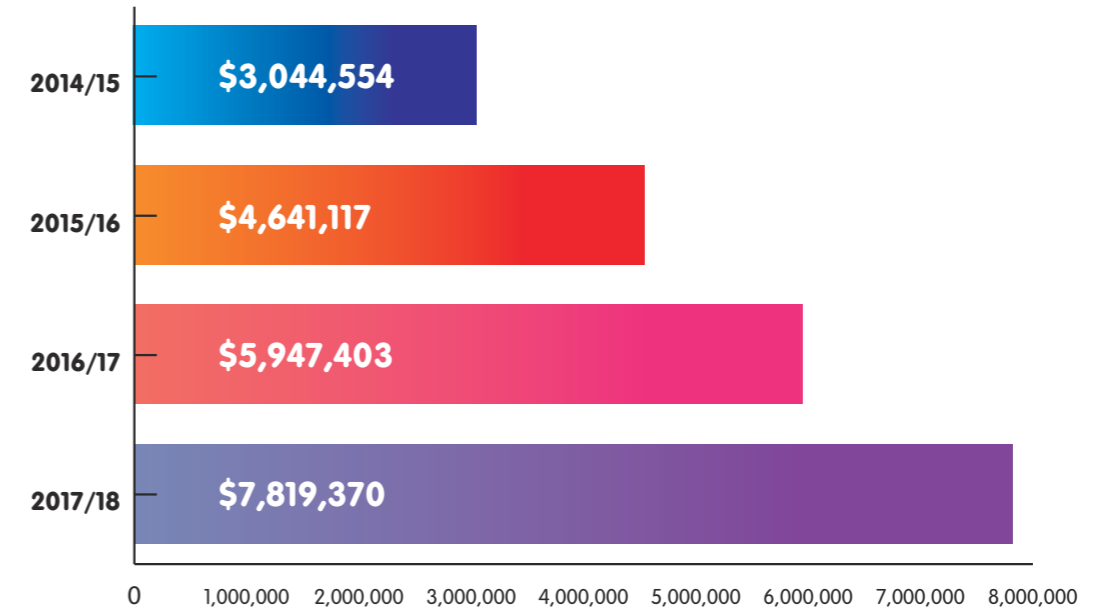
Enhanced Lifestyles finance audit and risk management committee still meets regularly to look at the finances and policies associated with good financial management. This means the committee can get the finer detail and overview of the organisation and report back to the Board.

The 2018-2019 financial year budget has been approved by the Enhanced Lifestyles Board. I would like to thank the committee for supporting me as Treasurer for the 2017-2018 financial year and to Jeremy and all the finance team for their dedication to the accuracy of the reports.

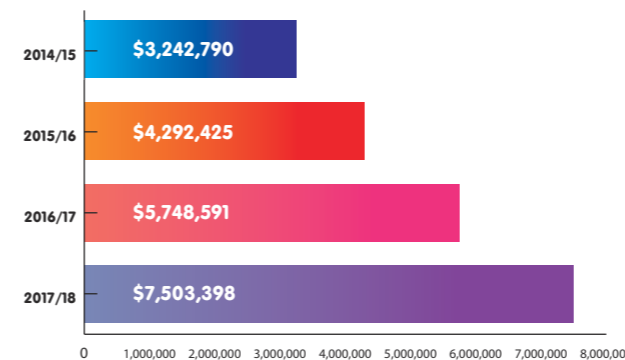
Trudy Gepp

Treasurer of the Board

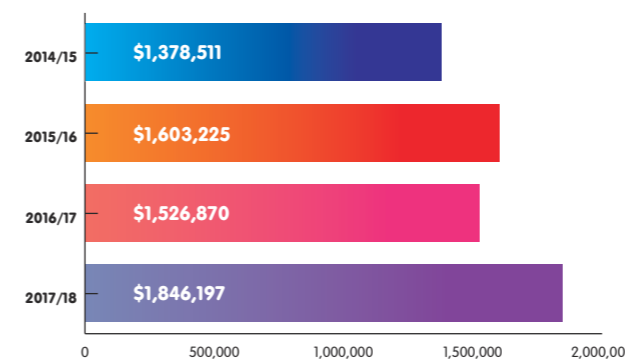
Financial graphs



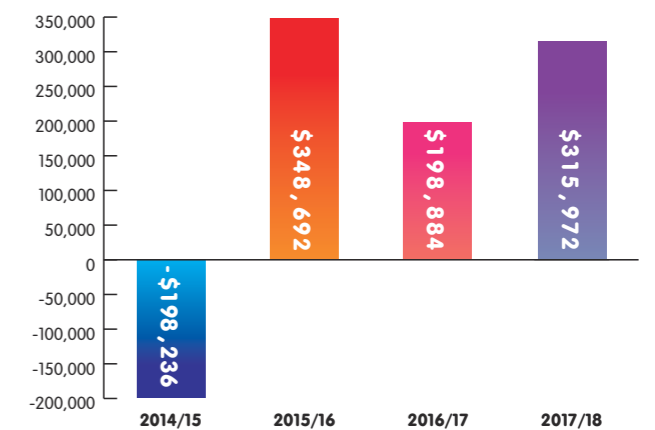
Income comparison over the past 4 financial years



Expenditure comparison over the past 4 financial years



Cash at Bank comparison over the past 4 financial years



Surplus/Deficit comparison over the past 4 financial years

Quality and Services

Enhanced Lifestyles has committed significant resources to supporting Customers with transitioning to NDIS in the past year. Key initiatives have included:

- development of an NDIS booklet
- establishment of pre-planning meetings with our Customer Relations Officer
- assisting Customers with the administrative appeal and reviewable decision process
- post-planning with Customers including development of a budget.

Our office hours have been extended in response to Customer and employee feedback. The new hours are 7am to 8.30pm Monday to Friday and 7am to 3pm Saturday and Sunday.

Several new technologies have been rolled out to streamline and improve efficiencies. A number of benefits have been obtained from these rollouts, including reduced overheads, capacity to shift greater resourcing into staffing and training of Lifestyle Attendants, and the ability to maintain pricing below the NDIS benchmark.

Rostering System Trial

Enhanced Lifestyles is trialling a self-rostering system for our Customers. The organisation is working closely with CiMs (customer management system) to ensure the software is adaptive and meeting the needs of Customers and employees. Three Customers are currently working closely with Enhanced Lifestyles to develop the interface for Customers to have access to the rostering

application, with a focus on creating a user-friendly experience.

Enhanced Lifestyles is pushing the boundaries of responsive service delivery through adapting technology to fit our unique service delivery model. Our plan is for Customers to have the ability to utilise software to take control of their services including:

- information provided to Lifestyle Attendants
- service requirements and requests
- rosters.

Mobility Tool

Alongside the development of the self-rostering system for Customers, Enhanced Lifestyles has launched a mobility platform enabling employees to have access to CiMs via smartphone, tablet or computer. Employees are able to view live up-to-date rosters and Customer information, including risk plans and service requirements.

The mobility tool is totally secure and encrypted with the organisation having administrative control, enabling Enhanced Lifestyles to restrict and deactivate access as required.

Accept and Decline Functionality

Enhanced Lifestyles has rolled out a new function where rosters are released to employees on a fortnightly basis. Employees are required to login to CiMs and accept or decline their shifts for the coming fortnight. This functionality has provided:

- increased accuracy of rosters both for



201
Customers were provided with services



3,412
hours of services provided per week on average

Customers and Lifestyle Attendants

- availability of live up-to-date rosters for Lifestyle Attendants with the ability to login at any time from a smart device
- reduction in no shows to shifts
- reduction in multiple people attending the same shift
- improved efficiencies within the Service Delivery Team.

Quality Assurance

There has been a significant focus on improving the processes and systems currently used by the Service Delivery Team. Communication continues to be a key priority. A significant amount of time has been spent in training the team to ensure that staff not only have greater understanding of their role and responsibilities but also understand frontline service provision. All current Service Delivery Officers have had experience in, and currently assist, in the field as Lifestyle Attendants. Areas covered in training via a combination of internal and external delivery methods have included:

- training sessions delivered by Customers of the service
- completion of Lifestyle Attendant Induction Program including Complex Health Support Training
- Disability Awareness Training
- bi-monthly Mentoring sessions, provided by Community Business Bureau (CBB)
- Customer Service Training

- Communication Training
- Team Building.

With the rollout of the National Disability Insurance Scheme the organisation has been working towards ensuring compliance under the new framework. Enhanced Lifestyles' recent accreditation with both the Australian Service Excellence Standard and the Attendant Care Industry Standard has placed the organisation in a strong position with minimal changes needing to be implemented.

Due to Enhanced Lifestyles holding two current quality standards, the National Quality and Safeguarding Commission has assessed the organisation as a low priority for its first audit through the Commission, with auditing to take place in the latter half of 2019.

Staffing

Feedback management has been high on the agenda this year, with an increased focus on acknowledging the receipt and outcome of feedback. In response to Enhanced Lifestyles' commitment to improved Customer service and to ensure feedback is managed effectively, Emma Moss has been appointed to the new role of Communications and Engagement Officer. This position will be responsible for ensuring the effective management of feedback ensuring that it is actioned within a timely manner.

Noel Cornwill has been appointed to the position of Quality and Training Manager. Noel comes to Enhanced Lifestyles with over 40 years' experience in both the community and healthcare sectors. Noel

Quality and Services

currently holds registration as a registered nurse.

Customer Satisfaction Survey

171 Customers were surveyed in April 2018 in the annual satisfaction survey with 40 responses returned.

New questions introduced around the management of service and improvements over the past three years show the following:

- A majority of Customers surveyed participate in the running of their service with 15% completely managing their services, 44% mostly running their services with minimal office support and 18% assisting in the management of their services with the support of the Service Delivery Team. This is different to our own internal analysis of our Customer base. We have found that 52% of Customers seek moderate to high support from the Service Delivery Team to run their services.
- A majority of Customers agree that the organisation has improved over the past three years, which was attributed to the change in management and Service Delivery improvement. One Customer commented that these improvements are the reason they are still with the organisation after being ready to leave.

A summary of the results are shown on the following page as well as a snapshot of the recommendations of improvement directly based on the feedback

within the survey. Overall a large majority of Customers are happy with their service, feel the service offers them choice and control, feel confident in directing their service, are happy with their team of Lifestyle Attendants and would recommend the service to others.

The Year Ahead

Enhanced Lifestyles is committed to tailoring its services to fit with and meet Customer expectations. We are prioritising the establishment of comprehensive in-house training and are working towards providing a higher level of clinical support to Customers where requested.

Current complex health supports training provided by external providers, will be brought within our scope and delivered in-house. This training will be designed in consultation with Customers to meet Enhanced Lifestyles' specific needs. Customers will be consulted and will contribute to the development of the training.

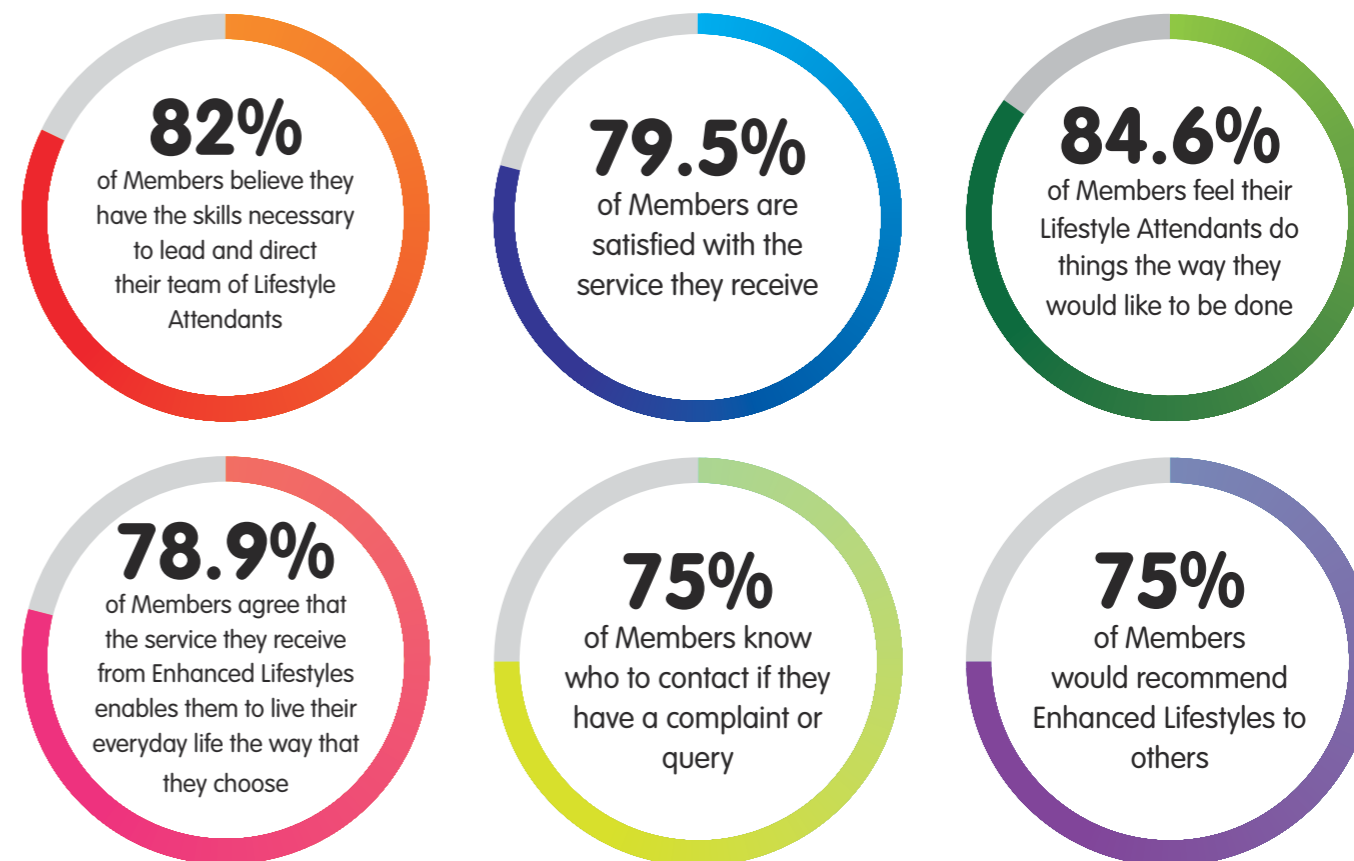
To ensure best practice, Enhanced Lifestyles will be implementing a clinical governance committee for oversight and review of all complex health supports training and other clinical practices across the



melissa morgan

Operations Manager

Customer Satisfaction Survey Results



Customer Satisfaction Survey Recommendations

- Implement a social committee made up of Customers of the service to create low cost group outings which will be offered to Customers.
- Create a comprehensive database of allied health providers to assist Customers to link into allied health services.
- Implement a formal feedback process where Customers can liaise with one person within the organisation when they have issues within their service.
- Enforce with operational employees the importance of personalised contact with stakeholders of the organisation and have less reliance on text and emails.
- Implementation of an app for Customers to directly connect with LA's.
- Create a matrix for Customers to inform service delivery practices on an individual level.
- Bring all mandatory training for LA's in house so Enhanced Lifestyles can ensure the quality of knowledge and skills for LA's.
- Additional training on subjects such as brain injury and autism offered to LA's.

Elizabeth Coady Customer since 1991

“Joining Enhanced Lifestyles has literally saved my life! I became disabled on the 20th of June 1990 and became a C4 incomplete quadriplegic. At the time, I wasn’t aware of the supports available and my life was literally turned upside down. However, once I joined Enhanced Lifestyles, my life changed and I can’t speak more highly of the hard working Lifestyle Attendants who are always there to assist with anything that I need. Just knowing that they are there means more than anything to me. I would like the public to know the outstanding and essential services that Enhanced Lifestyles provide. I cannot thank the Board and the organisation enough for providing valuable services that make a difference to my life.”

Being able to be involved as the Chairperson of the board as well as being involved in various committees over the years has been very valuable and brought a new purpose to my life. The people you get to meet through Enhanced Lifestyles are incredible-not only consumers but other members of the organisation. Hearing about their personal stories has had a positive impact on my life.

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



2017/18 Highlights



Renovations at Arlington Terrace, Welland

In mid-2018, the renovations of our property at Welland began. The first stage, which has been completed, was the update of the front entrance to ensure the health and safety of our Customers. Slippery pavers and a narrow walkway were replaced with non-slip concrete and a widened front entranceway. An additional ramp was installed in the sidewalk to enable those with access requirements have a safer entrance to

the building. Parking restrictions were also put in place directly outside the building to ensure that there is a drop-off zone for taxis.

The second stage, which is currently underway, includes the building of customised training rooms, a lift to the second floor, and an adult changing area. This work is on target for completion by March 2019.



Services

Winner of the 2017 Adapt Award for Pioneering Organisation Adaptation from Disability Services Consulting, in recognition of our adaptability to change whilst embracing the NDIS principles and remaining true to our foundation as a Customer-governed organisation.



Training

All complex support training has been brought in-house, ensuring all trainees receive training which is appropriate and in line with internal policies and procedures.



Marketing

Increased the community profile and brand recognition of Enhanced Lifestyles through attendance at numerous expos and events and implementation of Customer-focused events to improve Customer engagement with the organisation.



People and Culture

Development of further employee engagement initiatives to improve employee retention and engagement, including a social club and LA of the Year Awards.



Governance

Appointment of a skills-based Board Member with a background in human resources and accounting, including financial awareness. This has assisted the Board to plan for the long-term financial sustainability of the organisation.



Recruitment

Appointment of a People and Culture Officer with a strong background and experience in recruitment, which has improved the recruitment of new employees and strengthened our induction process.

People and Culture

Employee engagement

In the past year there has been a strong focus on engaging with our employees as a means to drive performance, ensure satisfaction and achieve improved retention of staff. Having high performing and engaged employees assists with Customer satisfaction and consistent delivery of service.

Ongoing initiatives and efforts to engage with and acknowledge our Lifestyle Attendants include quarterly employee engagement surveys, competitions, an end of financial year celebration, a Christmas party, and other ad hoc celebrations throughout the year to reward and recognise our most valuable organisational asset.

We are also continuing to run team building days for the Service Delivery Team (Operational Team) based at our Welland office.

Rollout of our CiMSability accept-decline function has occurred alongside other Customer service and engagement initiatives.

Lifestyle Attendant Coffee Club

The Coffee Club, which commenced in June 2018, is a new initiative to facilitate employee engagement and increase intra-organisational networking opportunities for our Lifestyle Attendants. The Coffee Club provides a platform for Lifestyle Attendants to share their knowledge and understanding with co-workers in a relaxed social context. The activity involves

inviting Lifestyle Attendants to meet at a café or restaurant and is coordinated by operational staff. Coffee and cake or a meal is covered by our head office.

The Coffee Club is being held monthly in locations around Adelaide, and we plan to spread the concept to other regional areas in the near future.



Lifestyle Attendant of the Month Awards

Many nominations were received for the Lifestyle Attendant of the Month Award recognition program throughout the year, from Customers and Lifestyle Attendants alike. Winners were chosen from nominated Lifestyle Attendants each month, with winning Lifestyle Attendants being rewarded with double movie passes as well as being publicly acknowledged in our bi-monthly newsletter.

Learning and Development

Enhanced Lifestyles maintains a focus on

ensuring that our operational team and Lifestyle Attendants receive comprehensive training and development opportunities. By promoting internal and external training opportunities we encourage our Lifestyle Attendants to upskill in a variety of areas. Operational staff participate in upskilling and complete training as required, in order to achieve consistently improved outcomes in our day-to-day operations.

Child Safe Environments training is run internally by our Learning and Development Officer. We maintain a partnership with Total Training Solutions to deliver specialised training in bowel and continence, medication awareness and seizure management for all new Lifestyle Attendants.

Regional Expansion

Our expansion into the Riverland region has continued, including investigation of the potential to open and operate a regional office in the Riverland. Enhanced Lifestyles has many new Lifestyle Attendants employed in the Riverland region, with team leadership provided by our Senior Lifestyle Attendant within the region.

Recruitment and Selection

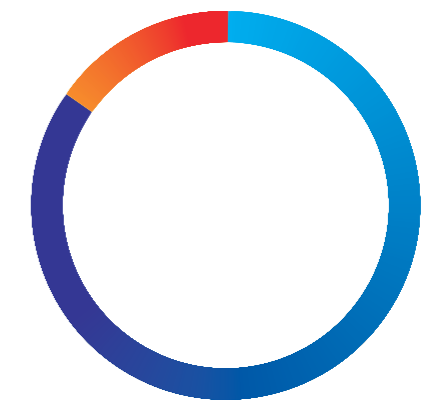
Our induction processes have been refreshed and relaunched in the past year. We have created an effective advertising and position marketing strategy alongside the design of a candidate evaluation strategy and process.

Other Achievements

New measures have been introduced to ensure professional adherence to Enhanced Lifestyles' policies and procedures.

HR reporting, statistical information systems and data analytics across the organisation have improved in the past year.

We have continued to network actively and



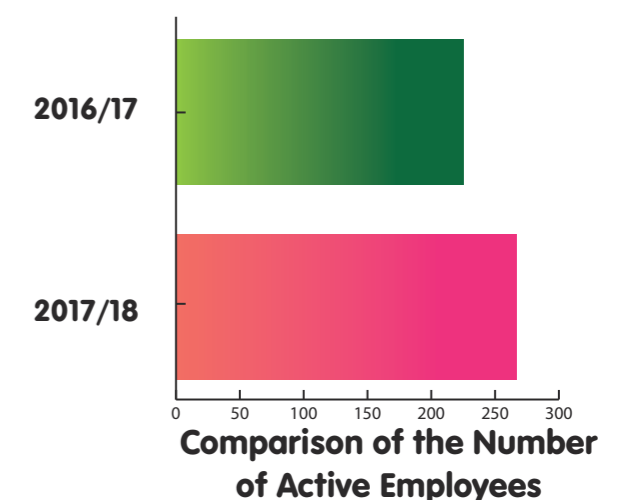
Female vs Male Employees

Female employees 83%
Male employees 17%



Lifestyle Attendants vs Operations Employees

Lifestyle Attendants 92%
Operations 8%



People and Culture

successfully with job network agencies, MINDA, NDIS Hub, Barkuma and other allied agencies.

Length of Service Awards for the 2017-18 financial year

Congratulations to the following Lifestyle Attendants for their long service recognition:

Linda Deegan: 20 years
 Fiona Philpott: 10 years
 Xris Gregory: 10 years
 Vanessa Curnow: 10 years

The Year Ahead

A key priority over the next 12 months will be the refinement and streamlining of inductions; this will include investigation through online learning modules. This will provide current employees with more training, knowledge and information about not only the organisation but also the disability sector as whole.

The People and Culture Team will focus on updating employee qualifications in our internal database. This will provide the Service Delivery Team with the tools to better match Lifestyle Attendants to Customer requirements and service requests. Once complete, the system will provide more detailed information about employee interests and experience; this will ensure we not only provide Customers with the best possible service, but also ensure employees are better matched based on their skills and experience.

A review of the appraisal process for all employees has commenced with recommendations for improvement put forward. A new process will be implemented in the beginning part of 2019, with a greater focus on employee engagement and on recognition of high performing employees. There will also be an emphasis on identifying areas of improvement and ensuring adequate supports are in place to assist employees to improve work practices. Part of the new process will include regular review meetings, with both formal and informal processes.

Employee retention will remain a key focus, with employee engagement initiatives continuing. Enhanced Lifestyles will continue to seek feedback to ensure that initiatives are targeted and meet the needs of employees.



Belinda Smith
People and Culture Consultant

Employee Recognition

Enhanced Lifestyles held its annual Lifestyle Attendant of the Year Awards on 23 June 2018. The event is a family-friendly appreciation day for Lifestyle Attendants with an accompanying awards ceremony.

Winners for each category in 2018 were:

- Teamwork:** Peta Dixon
- Commitment:** Kate Chandler
- Quality:** Joy Packer
- Customer:** Lisa Turton
- Communication:** Catriona Kennedy
- Joanne Howard Memorial Award:** Sharon Biddle

The categories are based on the core values of the organisation - Teamwork, Commitment, Quality, Customer and Communication, with the bestowal of the Joanne Howard Memorial Award as the foremost accolade. The Joanne Howard Memorial Award was named in memory of Service Delivery Officer, Jo Howard, who passed away in 2017 after a long battle with cancer. Jo epitomised the core values of the organisation through her dedication, commitment and Customer focused service delivery. We honour Jo's memory and the people she touched through this award.

The awards event was a fantastic day, full of celebration. The organisation received positive feedback from our Lifestyle Attendants. We are looking forward to continuing this tradition annually to recognise and reward our high performers and all Lifestyle Attendants.



Joanne Howard Memorial Award Winner Sharon Biddle with Chairperson Phillip Beddall.



Lifestyle Attendant of the Year Award winners pictured with Phillip Beddall, Chairperson
 From left to right - Catriona Kennedy, Joy Packer, Peta Dixon

Marketing and Communications

Enhanced Lifestyles has continued to maintain a high public and sector profile, particularly through our extensive involvement in events and expos in the past year.

Expos and Events

Some of our major contributions and promotional efforts in 2017–18 include the following:

- Disability, Ageing, and Lifestyle Expo: Enhanced Lifestyles was a network sponsor and a keynote speaker at the service provider networking event. Over 3000 people attended this expo.



- Riverland Field Days: this is the biggest annual event in the Riverland, giving local businesses the opportunity to showcase their good and services. Enhanced Lifestyles maintained a stall that was available to an estimated 15,000 people who attended the event over the two days.



- KYD-X Expo: as an exhibitor sponsor, Enhanced Lifestyles was invited to deliver a 10 minute presentation to the attendees of the expo. Close to 1000 people attended the expo and were an audience to our presentation.



- NDIS expos hosted by the State Department of Human Services (DHS) to raise awareness about the NDIS in the lead up to the rollout in relevant regions: Enhanced Lifestyles exhibited at 12 different locations including Berri, Golden Grove, Kangaroo

Island, Port Lincoln, Victor Harbour, Paradise and Mount Barker. Approximately 1500 people attended these expos.

- Celebrate on the Square: South Australia's premier International Day of People with Disability event. Enhanced Lifestyles held a stall at this event.



Enhanced Lifestyles participated in several other events throughout South Australia to promote our service offerings and unique approach to Customer support and engagement. These include a presence at the following events:

- Gawler Disability and Ageing Expo
- Positive Futures Expo
- Community Expo organised by Plan Management Partners
- Expo in Mount Gambier organised by the Disability Workforce Hub
- Adelaide Careers and Employment Expo
- Universal Design Forum



Key Achievements

Key achievements for the marketing team within

Enhanced Lifestyles for 2017–18 include:

- Implementation of focus groups to assist with the creation of business documents and processes for the organisation. The first round of focus groups involved three meetings resulting in the workshopping and creation of self-rostering tools and other resources for Customers to be accessed on the portal on our website.
- Implementation of Coffee Club for Customers. This initiative provides an opportunity for Customers to meet each other as well as members of the operations team and selected Board members. The Coffee Club in the north has been a great success and is well attended.



- Development of NDIS information resources to support Customers through the planning process, including understanding and preparing for NDIS.
- Major Sponsorship of the National Disability Services (NDS) SA Conference.
- Implementation of new digital media strategies, including banner ads and Google AdWord campaigns to increase brand awareness and increase Customer referrals from Google.
- Engagement with founding members to develop a timeline of organisational history. This has included the production of an

Marketing and Communications

information and promotional video that celebrates the organisation's beginnings and history, and which reinforces the core values of the Association.

- Customer Recognition Night — in 2017–18 an inaugural event took place and this will be held annually into the future. Inaugural Honorary Life Memberships were awarded to Maurice Corcoran, Jacky Chant, Trevor Harrison and Elizabeth Coady for their service and dedication to the organisation.



The Year Ahead

With a majority of Customer referrals coming from Google and our website, digital media advertising will continue to be key in promoting the organisation throughout 2018/19. Regular monitoring and enhancements of the website, Facebook page and Google AdWords will remain a key priority throughout 2018/19. A key focus will include the rollout of IT developments, including an internal portal which will provide Customers

and employees with up-to-date news about the organisation and provide resource for Customers to access tools to self-manage their service independently.

Focus groups will continue to run, which will enable the organisation to directly seek feedback from Customers about key initiatives, including Customer engagement events, service delivery improvements and self-management tools. Customer engagement activities including coffee club are also will be expanded after continued feedback from Customers requesting more engagement and events to be run by the organisation.

Enhanced Lifestyles is focussed on expanding in the Riverland and offering new fee for service options, including training and brokerage in 2018/19, and we will heavily support these initiatives through promotion and advertising.

Jodi McKay
Marketing and Communications Manager

The Inaugural 2018 Honorary Life Members



Maurice Corcoran

One of the founding Members of the Association and instrumental in the development of the Association's first Constitution as well as a being previous Board Member.



Jacky Chant

One of the first Customers of the service, previous Chairperson of the Board, long time standing committee member and change champion of the Association.



Elizabeth Coady

One of the first Customers of the service, previous Chairperson of the Board, long-time supporter and advocate of the service and Association



Trevor Harrison

Founding Member of the Association, instrumental in the development of the Association's first Constitution as well as previous Executive Officer and Chairperson of the Board.

Training

Inductions continue to be a priority at Enhanced Lifestyles, with the induction program regularly being reviewed and updated to ensure our Lifestyle Attendants are responsive and well trained. In response to changes in the organisation and sector, a commitment was made to re-induct all current employees. In 2017–18, 170 existing employees were re-inducted with 32 new employees successfully completing the induction program.

Complex Support Training

Complex support training has now been incorporated for Lifestyle Attendants, who are now required to successfully complete the training before commencing work with Customers. The new training includes bowel and continence care, medication awareness, seizure management, Midazolam administration and PEG feeding. The development and implementation of the additional training is to ensure that Enhanced Lifestyles employees have the skills and knowledge required to provide a high level of service to Customers and be responsive to changes in needs.

Enhanced Lifestyles partnered with Total Training Solutions to deliver complex health supports training, the Certificate III in individualised supports, and specific Customer training. Individualised training provided included tracheotomy care, oxygen, CPAP, VPAP, colostomy

care, and diabetes care, including administration of Midazolam.

The appointment of Noel Cornwill to the position of Quality and Training Manager has allowed Enhanced Lifestyles to develop and deliver in-house health support training. Noel has over 40 years' experience as a registered nurse working in the armed forces, healthcare and the community sector. His experience encompasses complex health, medical, surgical and developmental fields as well as the delivery of training.

"Noel Cornwill had good knowledge and experienced at teaching and training." - Anonymous, Lifestyle Attendant

Developing our in-house training platform will yield multiple benefits, including customisation to the specific requirements of our Customers and employees, significant cost savings, and optimal responsiveness and timeliness in relation to Customer needs.

Fee For Service Training

Enhanced Lifestyles continues to offer training on a fee-for-service basis to external organisations. Enhanced Lifestyles has delivered training to both employees and volunteers of organisations such

as Minda, Matchworks and Holiday Explorers. Child Safe Environments, along with Complex Health Supports, Disability Awareness and WHS training has been delivered externally, generating an additional revenue source that supports the organisation to maintain competitive prices below the NDIS benchmark pricing.

"Emma conducted the training in a professional and friendly manner whilst affording her trainee's plenty of opportunities to discuss ideas and comment on issues as they related to the trainee's own personal experiences. This enabled clarification not only from a legal perspective but also produced a deeper and broader insight into what constitutes child abuse and neglect. I particularly found valuable the primacy of a 'child focus' approach in relation to assessing child abuse and how our values and attitudes impact our assessment of others. Emma was encouraging and knowledgeable throughout this process." - Fiona, Lifestyle Attendant

In-house training for Customers and Employees

The organisation has continued to offer Customers training opportunities in 2017–18 including WHS and cultural diversity. The key focus on upskilling and equipping the Customer with new tools to fully take charge and lead their service is a unique point of difference for Enhanced Lifestyles. In 2018–19 there will be training offered in the areas of managing NDIS

funds, including budgeting and managing performance.

"Very happy with the how session [confidentiality training] went today. Very well presented and very useful for everyone to attend." - Anonymous, Customer

The Year Ahead

With our purpose-built training rooms due for completion in March 2019, Enhanced Lifestyles has commenced the process of becoming an RTO. This project will be managed by Noel Cornwill with Emma Moss will continuing to develop and roll out Customer-specific training.

Enhanced Lifestyles will become a training organisation that specialises in disability-related fields designed around Customer choice and control. We are in discussion with several organisations regarding the opportunity to act as a preferred training provider for their employees and volunteers.

This business development opportunity is part of the organisational strategy to diversify revenue sources to enable Enhanced Lifestyles to remain boutique, offer Customers an enhanced service experience that minimises costs, and ensure that Enhanced Lifestyles employees are among the best trained in the industry.



Noel Cornwill
Quality and Training Manager

KyMBERLEIGH RICE-NEWBURY Customer since 2011

"I joined Enhanced Lifestyles 6 years ago! Prior to that I didn't have much paid support because the main agency was not providing me with enough support to be able to be fully functioning in the community.

I like the fact we provide in home and community support and I like the Members Coffee Club! The Coffee Club is a nice way to get together with your friends who are like minded and have something in common.

I am really happy with the 3 Lifestyle Attendants that I have who are all fantastic. I don't have to tell them what to do once they come in they get on with the job. I like how the staff at Enhanced Lifestyles are always approachable and caring and you can also have a laugh with them."



Finance Snapshot

A snapshot of the Association's finances for the year, followed by the full Auditor's report.

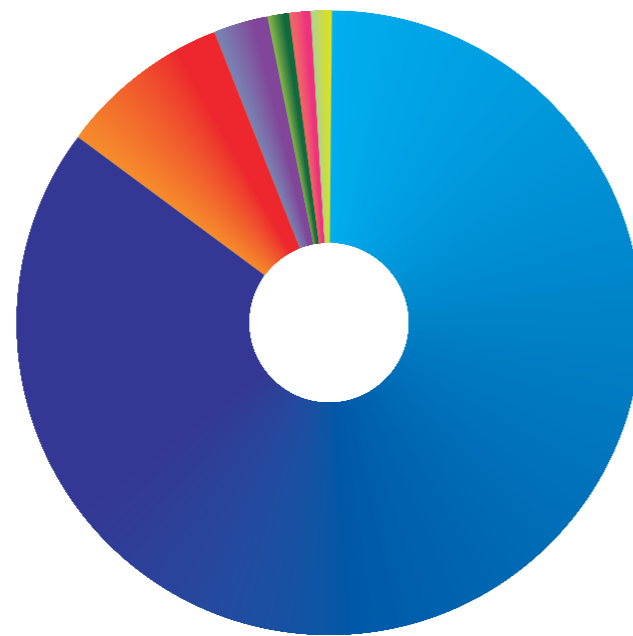
2017/18 Results

Total Revenue	\$7, 819, 370
Total Expenditure	\$7, 503, 398
Result - Surplus or (Deficit).....	\$315, 972



Income 2017-18

■ DSA Brokerage (DHS)	39%
■ Individualised Funding (DCSI)	23%
■ Hosted (DHS)	14%
■ NDIS	14%
■ Fee For Service (FFS)	6%
■ Other	4%



Expenditure 2017-18

■ Employee benefits expense	85%
■ Other expenses	9%
■ Consulting fees	3%
■ Office expenses	1%
■ Depreciation and amortisation expense	1%
■ Property expenses	<1%

Enhanced Lifestyles Incorporated

Members Report For the Year Ended 30th June 2016

The board members present their report, together with the financial statements, on the Association for the year ended 30 June 2018.

Board Members

The following persons were board members of the incorporation during the whole of the financial year and up to the date of this report, unless otherwise stated:

Phillip Beddall	Chairperson
Deb Clark	Vice Chairperson
Trudy Gepp	Treasurer
Marnie Trebilcock	Secretary
Louise Braybon	Board Member
Erin McKenzie-Christensen	Board Member
Tiffany Littler	Board Member
Dianne Lindsay	Board Member
Paul McCoy	Board Member

In accordance with Section 35(5) of the Associations Incorporations Act 1985, the Board of the Enhanced Lifestyles Incorporated hereby states that during the financial year ended 30 June 2018:

- (a) (i) No officer of the association;
- (ii) No firm of which the officer is a member;
- (iii) No body corporate in which an officer has a substantial financial interest;

Has received or become entitled to receive a benefit as a result of a contract between the officer, firm or body corporate and the association.

Officer of the association has received directly a stipend from the association which represents reimbursement of expenses related to the attendance at Board meetings.

Signed On Behalf of the Board:

BOARD MEMBER

BOARD MEMBER

On the 16th day of October 2018
Adelaide

Enhanced Lifestyles Incorporated
STATEMENT OF INCOME AND EXPENDITURE
FOR THE YEAR ENDED 30 JUNE 2018

	NOTE	2018 \$	2017 \$
REVENUE	2	7,819,370	5,947,403
EXPENSES			
Employee benefits expense		(6,383,703)	(4,930,912)
Consulting Fees		(202,415)	(56,805)
Depreciation and amortisation expense		(84,239)	(61,568)
Motor Vehicle Expenses		2,641	(9,683)
Office expenses		(90,907)	(126,538)
Premises Rent and On Costs		0	(69,264)
Property Expenses		(66,692)	(104,629)
Other expenses		(678,083)	(389,120)
TOTAL EXPENSES		<u>(7,503,398)</u>	<u>(5,748,519)</u>
SURPLUS FOR THE YEAR		<u>315,972</u>	<u>198,884</u>

Enhanced Lifestyles Incorporated
STATEMENT OF FINANCIAL POSITION
FOR THE YEAR ENDED 30 JUNE 2018

	NOTE	2018 \$	2017 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	3	1,846,197	1,526,870
Trade and other receivables	4	440,498	184,731
Other Debtors and Prepayments		0	0
Total current assets		<u>2,286,695</u>	<u>1,711,601</u>
NON-CURRENT ASSETS			
Plant, Equipment, Building and Motor Vehicles	5	1,235,055	1,265,981
Total non-current assets		<u>1,235,055</u>	<u>1,265,981</u>
TOTAL ASSETS		<u>3,521,750</u>	<u>2,977,582</u>
LIABILITIES			
CURRENT LIABILITIES			
Trade Creditors		96,181	123,328
Provision for Staff Entitlements		86,136	53,213
Grants in Advance		114,816	0
Other Creditors and Accruals		913,858	806,254
Total current liabilities	6	<u>1,210,991</u>	<u>982,795</u>
NET ASSETS		<u>2,310,759</u>	<u>1,994,787</u>
REPRESENTED BY			
EQUITY			
Retained surpluses		2,310,759	1,994,787
NET FUNDS		<u>2,310,759</u>	<u>1,994,787</u>

Enhanced Lifestyles Incorporated
STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30th JUNE 2018

	2018	2017
	\$	\$
Cash flows from operating activities		
Receipts from funding bodies and others	7,673,565	6,124,140
Payments to suppliers and employees	(7,326,705)	(5,151,803)
Net operating cash flows	<u>346,860</u>	<u>974,337</u>
Cash flows from investing activities		
Proceeds from sale of plant and equipment etc Payment for plant and equipment etc	56,874 (84,407)	 (1,050,692)
Net investing cash flows	<u>27,533</u>	<u>(1,105,692)</u>
Net increase (decrease) in cash held	(319,327)	(76,335)
Cash at the beginning of the year	<u>1,526,870</u>	<u>1,603,225</u>
Cash at the end of the year	<u>1,846,197</u>	<u>1,526,870</u>

The accompanying notes form part of these financial statements.

Enhanced Lifestyles Incorporated
NOTES TO AND FORMING PART OF THE FINANCIAL
STATEMENTS FOR THE YEAR ENDED

30TH JUNE 2018

Note 1. STATEMENT OF ACCOUNTING POLICIES

This financial report is a special purpose financial report prepared in order to satisfy the financial reporting requirements of the Associations Incorporation Act (SA). The Board of Management has determined that the Enhanced Lifestyles Inc is a reporting entity and accounting standards and other mandatory professional reporting requirements apply in the preparation and presentation of this report.

The financial report has been prepared on an accruals basis and is based on historical cost and does not take into account changing money values or, except where specifically stated, current valuations of non-current assets.

The following material accounting policies, which are consistent with the previous year unless otherwise stated, have been adopted in the preparation of this financial report.

Employee Entitlements

Provision is made for Enhanced Lifestyles Inc liability for employee entitlements arising from services rendered by employees to the balance date. Employee entitlements expected to be settled within one year have been recorded at their nominal amount. Other employee entitlements payable later than one year have been recorded at the present value of the estimated cash outflows to be made for those entitlements. Contributions are made by Enhanced Lifestyles Inc to employee superannuation funds and are charged as expenses when incurred.

Going Concern

The financial report has been prepared on a going concern basis, which is dependent on adequate and continued funding from government sources.

Income Tax

As Enhanced Lifestyles Inc is a Public Benevolent Institution, it is not liable for the payment of income tax.

Non-Current Assets

Plant and Equipment and Motor Vehicle are recorded at cost. All non-current assets are depreciated over their estimated future useful lives.

Note 2. Revenue

	2018	2017
	\$	\$
Grants Received	6,645,619	5,411,023
Interest Income	26,915	31,672
Other Income	1,146,836	504,708
	<u>7,819,370</u>	<u>5,947,403</u>

Note 3. Current assets - cash and cash equivalents

	2018	2017
	\$	\$
Cash at Bank - Current Account	171,494	455,848
Investment Accounts	<u>1,674,703</u>	<u>1,071,022</u>
	<u>1,846,197</u>	<u>1,526,870</u>

NOTES TO AND FORMING PART OF THE FINANCIAL
STATEMENTS FOR THE YEAR ENDED

30TH JUNE 2018

Note 4. Current assets - trade and other receivables

	2018	2017
	\$	\$
Receivables	476,214	226,731
Provision for Doubtful Debts	(35,716)	(44,000)
	<u>440,498</u>	<u>184,731</u>

Note 5. Non-current assets- Plant, Equipment and Motor Vehicles

	2018	2017
	\$	\$
Plant, Equipment - at cost	295,766	279,851
Less: Accumulated depreciation	(128,089)	(87,174)
	<u>167,676</u>	<u>192,677</u>

Motor Vehicles - at cost	68,492	56,874
Less: Accumulated depreciation	(9,035)	(17,335)
	<u>59,457</u>	<u>39,539</u>

Buildings - at cost	1,041,361	1,041,361
Less: Accumulated depreciation	(33,439)	(7,595)
	<u>1,007,922</u>	<u>1,033,766</u>

Note 6. Accounts Payable and other payables

	2018	2017
	\$	\$
Trade Creditors	96,181	123,328
Tax Clearing Account	147,672	75,692
Employee Entitlements	86,136	67,011
Mortgage - Welland Property	389,526	428,655
Other Creditors	214,816	234,896
Employee Leave Provisions	276,660	53,213
	<u>1,210,991</u>	<u>982,795</u>

Note 7. Contingent liabilities

The incorporated association had no contingent liabilities as at 30 June 2018 nor 30 June 2018.

Note 8. Events after the reporting period

No matter or circumstances has arisen since 30 June 2018 that has significantly affected, or may significantly affect the incorporated association's operations, the results of those operations, or the incorporated association's state of affairs in future financial years.

ENHANCED LIFESTYLES INCORPORATED

STATEMENT BY BOARD MEMBERS

The Board of Management has determined that Enhanced Lifestyles Inc. is not a reporting entity. The Board of Management has determined that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

In our opinion of the members of the Board of Management:

- (i) the financial report presents fairly the financial position of Enhanced Lifestyles Inc. at 30 June 2018 and its performance for the financial year ended on the date;
- (ii) at the date of this statement, there are reasonable grounds to believe that Enhanced Lifestyles Inc. will be able to pay its debts as and when they fall due;
- (iii) no officer of Enhanced Lifestyles Inc. has received or become entitled to receive a benefit as a result of a contract between the officer, a firm of which the officer is a member or a body corporate in which the officer has a substantial financial interest and Enhanced Lifestyles Inc. during the year ended 30 June 2018; other than benefits relating to an officer's employment by Enhanced Lifestyles Inc.; and
- (iv) no officer of Enhanced Lifestyles Inc. has received directly or indirectly from Enhanced Lifestyles Inc. any payment or other payment or other benefit of a pecuniary value, other than remuneration on normal commercial terms for services provided.

Signed in accordance with a resolution of the Board of Management

At Adelaide this

13th

day of September 2018

INDEPENDENT AUDITOR'S REPORT

Enhanced Lifestyles Incorporated

We have audited the accompanying financial report of **Enhanced Lifestyles Inc.** which comprises the Statement of Financial Position as at 30 June 2018, and the Income and Expenditure Statement for the year then ended, a summary of significant accounting policies and other explanatory notes.

The Board of **Enhanced Lifestyles Inc.** are responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations). This responsibility includes designing, implementing and maintaining internal control relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditor's responsibility

Our responsibility is to express an opinion on the financial report based on my audit. We conducted my audit in accordance with Australian Auditing Standards. These Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion of the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the **Enhanced Lifestyles Inc.**, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for my audit opinion.

Auditor's Opinion

In our opinion, the financial report presents fairly, in all material respects, the financial position of the **Enhanced Lifestyles Inc.** as of 30 June 2018, and of its financial performance for the year then ended in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations).

Independence

In conducting my audit, I have complied with the independent requirements of Australian Professional Accounting Bodies.



Peter Hall, Chartered Accountant

Dated 17th October 2018



