



# ANNUAL REPORT

2019 / 2020

# OUR STORY

Enhanced Lifestyles is a not-for-profit disability services provider. We provide services to individuals (children to adults) impacted by a wide range of disabilities. Our services are tailored to suit individual needs and ensure our customers have the power to adapt our services to meet their unique needs.

Enhanced Lifestyles was established in 1990 by a group of individuals living with disabilities. They lobbied for funding which allowed them to form the Disabled Independent Persons of South Australia (DIPSA) in 1982.

Two key lobbyists established an incorporated body from the South Australian Council of Social Services (SACOSS) to form a company called Community Independence Association (CIA) in 1983.

The Board is comprised of individuals with disabilities who used the service with the intention to see it develop into a completely user-led organisation. They introduced the revolutionary concept of offering members choice and control over their services.

During the CIA's initial funding, the Board also applied for funds to create a second organisation called South Australian Independent Lifestyles (SAIL).

This was to cater for 15–20 people, each of whom would receive in-home support.



The CIA and SAIL co-existed for ten years. In 1990, the Board identified the need for growth to remain feasible. Thus, CIA and SAIL merged to form Enhanced Lifestyles. The current organisation continues to be one of the longest-running user-led and tailored service providers.

Our management Board solely comprises individuals living with a disability who use our services. This gives the organisation a true understanding of the needs of its customers. The Board is responsible for determining the strategic direction of Enhanced Lifestyles, overseeing both the organisation's legal and financial obligations.

Board Members are elected by the customers of the service and are the representatives of the customers. Enhanced Lifestyles ensures its customers are always at the forefront when developing plans and directives. The customers themselves are those making the decisions.



## **Our Vision**

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

## **Our Purpose**

To enable Members and families to lead and direct their services to maximise independence.

## **VALUES**

### **Communication**

Being open and honest with all stakeholders of the organisation.

### **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.



# CHAIRPERSON'S REPORT

**Deb Clark**  
Chairperson



The sudden and unexpected passing of our Chairperson, Phillip Beddall, on the 30 August 2019, came as a huge shock to the Board and the Association as a whole. Phillip's death had a far-reaching impact on the Association and the entire disability sector, but particularly for Members. Many had known Phillip for a long time, some since childhood.

Phillip was a staunch supporter and advocate of Enhanced Lifestyles. A humble man with a dry sense of humour, Phillip lived and breathed the Association's objectives, dedicating hundreds of hours to the Board each year. He showed tremendous professionalism in his role as Chairperson. In constant contact with the membership, Phillip ensured decisions made in the boardroom considered members' diverse opinions and challenges. He was not afraid to show the true face of disability as he advocated on members' behalf to ensure that "Nothing about us without us" was embedded in the Association's culture.

Phillip chaired the Board through some of the Association's most testing times. Prior to his passing, he supported the Board to lead the Association through national disability reforms. This transition challenged customers, members, and employees as the Association shifted from state-based funding and legislation to national funding and associated NDIS regulations. Change management is challenging at the best of times, and not always popular, however, Phillip used his professionalism and governance expertise to ensure chosen strategies were always in the best interests of the Association and its Members.

Phillip's networking ability had him serving on many other Boards and Committees. It wasn't actually until after Phillip's death that we discovered just how many associations Phillip contributed to. These included:

- South Australian Council of Social Services
- South Australian Dignity Party
- Young People in Nursing Homes Alliance
- Radio for the Print Handicapped (5RPH).

Phillip's contribution to the Association and the disability sector was incredibly important. He will be sorely missed and fondly remembered for a long time.

**The 2019/2020 financial year has been one of shocks, challenges, creativity and learning.**

## Risk Management

The Association has closely examined its operations and governance functions to identify key areas of risk in this challenging year. This included participating in two gap analyses which provided focus for key areas of development:

- Maintaining a member-governed Association which could meet its legislative obligations in an NDIS environment.
- Ensuring customer and employee safety during COVID-19.
- Guaranteeing that the Association could remain solvent during COVID-19.
- Understanding and implementing new reporting protocols and processes to comply with the NDIS Quality Safeguards Framework.

## Constitution Reform

Maintaining a member-governed Association was of vital importance to the Board. During 2019/20 the Board saw a 50% attrition rate in Board membership due to competing commitments, illness, and increased responsibilities. Recruitment of new Board Members has become increasingly difficult and has threatened our member-governed Association. This led to the Board exploring a range of amendments to the 2017 Constitution which was circulated to the membership for feedback. Unfortunately, the AGM and SGM needed to be postponed due to COVID-19 restrictions.

Thankfully, Mr Gordon Browne was co-opted onto the Board as a core Board Member in February 2020. Gordon has served on other boards of management and has run his own business as a builder. He was a welcome addition to our team, bringing new skills and contributing to a stronger gender balance.



## COVID-19

In March 2020, the focus was all COVID-19. The Association immediately developed contingency plans for all Departments.

As many customers are more vulnerable to catching COVID-19, the operations and management teams focused on ensuring services could continue as safely as possible. Where services could not be provided due to restrictions, alternatives were organised.

While most operational employees were working from home, they were keeping the wheels turning to provide our customers with essential services and ensure continued revenue for the Association. The Board monitored these strategies and developed a governance contingency plan. Deputies were identified to assist with Executive positions on the Board in case of any extended Board Member illness.

## Financial Performance

Despite the COVID-19 crisis our financial performance remained very strong. Whereas many agencies struggled through this year, Enhanced Lifestyles' ability to be creative has produced a significant financial surplus. The Board decided it was in the best interests of the Association to pay the Welland office mortgage in full. This means Enhanced Lifestyles fully owns the Adelaide office including all renovations, adding to our investments.

## Keeping on Track

With such a chaotic year it was important to develop plans to keep the Board focused and pushing through its essential work. These included a Governance Action Plan, Governance Training Calendar, COVID-19 Governance Contingency Plan, and the 2020-2021 Strategic Plan. We are pleased to acknowledge that all identified tasks were completed!

## Learning and Development

Following our annual Board appraisal, a Training Calendar was developed to ensure continuous improvement and further learning and development of Board Members. Topics included: Governance in an NDIS Environment, Risks and Risk Management, and The Board's Role in Plans and Policies. Learning and Development will remain an important function to ensure all Board Members feel confident and capable of carrying out their duties.



## GRANTS & PROJECTS

### AFDO Sustainability Grant

As part of our AFDO membership, the Board was able to access a grant of \$2,941.00. This is being used to explore ways to ensure the sustainability of our Member Governance Model.

### Governance Peer Mentoring Program (ILC Grant)

To provide members with greater opportunities to participate as Board Members we have developed a peer mentoring and training program. This program will consist of 15 training sessions providing potential Board Members with the knowledge and skills to step confidently into the boardroom.

## Enhanced Lifestyles Commitment

With the introduction of additional NDIS legislative requirements and COVID-19 disruptions, the landscape of service provision has been ever-changing. To keep up with these changes everyone at Enhanced Lifestyles worked over and above what would normally be required of them.

On behalf of the Board of Management, I would like to thank and congratulate the CEO, Management and Operations teams for their dedication and hard work during one of the most challenging periods we have faced. I also wish to thank the hundreds of Lifestyle Attendants who undertook additional training and worked the frontline during this period to enable customers to remain at home.

The Board has contributed considerable additional time and energy this year, often dropping personal commitments to ensure the Association met its governance obligations and ensured the safety of customers and employees. Thank you, for all your efforts.

I would like to personally thank our CEO Jeremy Mills, whose vision and creativity during this crisis has meant that as an Association we not only survived – we thrived!

Finally, and most importantly, I would like to thank all the customers, members, and families who have selected Enhanced Lifestyles as their service provider. You are why we exist! Your ideas contributions and feedback are invaluable.

# Strategic Plan

With the constantly changing landscape, it was decided to develop a mini strategic plan for the year 2020-2021. The Board conducted a SWOT analysis and reviewed the Association's core values and objectives. Next year, the Board will take a broader view of the Association and develop a three-year plan.



## Vision

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

## Purpose

To enable Members and families to lead and direct their services to maximise independence

## Core Values

### Communication

Being open and honest with all stakeholders of the organisation

### Quality

We will ensure excellency through cotineuous improvement

### Respect

We will promote and advocate for people's rights for dignity of risk and privacy

### Commitment

We will commit to ensuring services are tailored to meet Member's needs

### Teamwork

Our team will work together to ensure Members are satisfied

Strategic Goals	Governance	Culture	NDIS	Financial
<b>Aspirations</b>	<p>We will have a governance team that has the required skills to lead the organisation into the future</p> <ul style="list-style-type: none"> <li>Develop a strong governance model with Members leading the way</li> <li>Implement a mentorship program</li> <li>Upskill Board Members</li> <li>Implement succession planning</li> </ul>	<p>We will build a positive Culture across the organisation for both Customers and Employees</p> <ul style="list-style-type: none"> <li>Engage and enable our workforce</li> <li>Develop a positive culture across the organisation</li> <li>Engage with and listen to Customers</li> </ul>	<p>We will support Customers to ensure they have the required knowledge to access necessary supports and make informed decisions</p> <ul style="list-style-type: none"> <li>Provide training and support to maximise funding opportunities</li> <li>Deliver information to Customers on the NDIS Practice Standards</li> <li>Communicate changes taking place</li> </ul>	<p>We will ensure the organisation is financially viable and successful into the future</p> <ul style="list-style-type: none"> <li>Invest in alternative revenue sources</li> <li>Explore value add opportunities for Members</li> </ul>



# CEO'S REPORT

The 2019 – 20 financial year was challenging and emotional for Enhanced Lifestyles and the world in general. The Enhanced team demonstrated its resilience and tenacity by pulling together, embracing change and exceeding expectations.

The passing of Phillip Beddall in August 2019 brought sadness not only to Enhanced Lifestyles but to the whole disability sector. We said goodbye to a good friend, colleague and mentor and an amazing advocate for human rights; not only for people with disabilities but also for fairness and equity for all.

Early in 2020, COVID-19 occurred and required us to rethink the way we deliver services and we not only continued to deliver the services, but we even grew the organisation.

Despite shifted priorities and uncharted challenges, there were still many successes that need recognition. The organisation successfully passed its first audit against the NDIS Quality and Safeguards Framework. The auditors recommended our continued registration and the organisation achieved Attendant Community Industry Standard 2018 (ACIS2018) accreditation.



## Vale Phillip Beddall

On 30 August 2019, we said goodbye to Phillip Beddall. He was an amazing advocate for human rights, not only for people with disabilities but also for equity and equality for all.

Phillip was my boss, friend and mentor for the past five years as well as a friend and mentor to the many who were fortunate to know him. He was an innovative and dynamic person who firmly believed that services should support people with a disability and the community as a whole. His belief in an inclusive, fair and accessible community began from an early age. And he pursued that dream with energy, mentoring so many of us along the way.

Phillip's extraordinary life included being our Chair at Enhanced Lifestyles for the previous 10 years. He was also a strong supporter of many disability and social justice organisations. I want to acknowledge the impact Phillip had on my life and others. The commitment, dedication, foresight and leadership he demonstrated over the past two decades delivered the organisation to where it is now — moving sustainably and prosperously into the future.

Phillip was instrumental in ensuring the ongoing sustainability of Enhanced Lifestyles whilst maintaining our Customer-led governance model and core values. The operations team, Lifestyle Attendants and customers all miss Phillip immensely. He was always available for a chat, welcomed questions and took the time to build understanding, and explain concepts from the perspective of someone with a disability. Phillip, you are remembered.





## COVID-19

COVID-19 ensured the last part of the financial year was challenging for Enhanced Lifestyles and the community as a whole. We had to rethink how we delivered our services to keep our staff and Customers safe in a continuously changing environment. Health and safety was always at the forefront for meeting those challenges and to support our Customers during this period.

I would like to personally thank our staff for their dedication and ability to implement innovative ways of working at a moments notice. New services included implementing technologies to expand how we typically deliver services. Zoom allowed support workers to engage socially with Customers so they could stay connected and engaged. I want to also recognise and thank our Customers for their support and understanding through the many changes. We are pleased to report there were no COVID-19 cases in the organisation.

## Finances

The organisation continues to strengthen its financial position and achieved a surplus for the sixth year in a row. This positive trend allows the organisation to make significant investments which supported continuous improvement in our quality service delivery as we recruit and attract the right staff.

A strong financial position and accumulated surpluses enabled the organisation to pay in full the 10-year mortgage on our head office premises at Welland a full eight years early. Also, the renovations to the premises were completed; including extensions to the building, training rooms, lift, an upgrade to the front of the building for better accessibility, outdoor barbecue area and maximising office space.

The additional investments included upgrades to our IT systems, increased operational support services, greater external support from consultants and investment in our people.

## Audits

In March 2020, Enhanced Lifestyles underwent an external audit against the NDIS Quality and Safeguard Framework and the Australian Community Industry Standard 2018 (ACIS 2018). This audit was a colossal endeavour to prepare for and ensure the organisation had adequate quality systems in place for the auditors.

I am delighted to report Enhanced Lifestyles successfully achieved accreditation against ACIS 2018 and was recommended by the audit team for continued certification with the National Disability Insurance Scheme.

## Governance

Despite the challenges faced with the passing of our Chair, the Board continued its focus on working towards and achieving best governance practices. Partial funding from a grant obtained from the Australian Federation of Disability Services allowed us to engage Dr Annette Watkins, a governance and sustainability consultant.

Dr Watkins supported the Board in examining the organisation's corporate structure. The resulting recommendations support the Board in developing a new, modern constitution that meets legislative requirements.

Also, a Board effectiveness review incorporated meeting types, frequency, induction, performance reviews, Board rotation, member selection and diversity. Work will continue past the 2019 – 20 financial year and will be completed in early 2021.

## Support Coordination

There has been a significant expansion of Support Coordination services due to the demand from direct inquiries from NDIS participants and service providers. Positive feedback and demand have driven the expansion by recruiting new specialist support coordinators from diverse backgrounds with varying expertise. Due to the increased demand, the team has expanded to 11 members.

A point of difference for Enhanced Lifestyles, compared to many providers, is the organisation only employs staff with qualifications and skills that allow them to practice as specialist support coordinators. These specialists support all levels of coordination from 1 through to 3 to provide greater services for Customers.

## External Support

The organisation has developed strong, beneficial relationships with external consultants. These relationships support the organisation working towards best practice across all departments.

Engels Floyd & Associates are leaders in NDIS compliance and auditing. They were engaged to support the organisation with preparation for external auditing against the NDIS Quality and Safeguards Framework. Sharon Floyd and Jen Engles conducted a gap analysis of the organisation. They assisted with developing a corrective action plan in preparedness for our full audit. Since the submission of the recommendations to the commission for continued registration, the relationship continues to strengthen.

Plans are for Engels Floyd & Associates to continue their work with the organisation. The agenda for 2020 – 21 includes intensive support in restrictive practice, clinical governance, continuous improvement, internal auditing, feedback and incident management.

With over 40 years experience in the disability sector, Claude Bruno has also been engaged. He worked closely with the organisation over the past 12 months. Claude delivered staff training on restrictive practices. He also reviewed the organisation's policies and procedures around restrictive practices and positive behaviour support. Claude will continue his work with Enhanced Lifestyles in the 2020 – 21 financial year. He has also agreed to be a mentor for management team members.



## Partnership

The end of 2019 – 20 saw the 18-month anniversary of the partnership between Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service (LAAS). Since December 2018, Enhanced Lifestyles has supported LAAS with executive oversight and operational support on a fee for service basis through a management agreement. The relationship was originally a commercial relationship focusing on systems and quality improvement, however, has developed into one of mutual respect.

Through the partnership, both organisations have learnt from each other while maintaining separate individualised services. Initial intensive support, time and resources for LAAS from Enhanced Lifestyles has reduced significantly. The Enhanced Lifestyles CEO leads the main oversight and direction with ad hoc support comes from the Enhanced Lifestyles Quality and HR teams.

Enhanced Lifestyles and LAAS have become the preferred source for referrals from many providers in the Riverland region. The partnership has allowed both organisations to build a reputation for quality services as we continue to grow our brands.

## Summary

Despite the challenges the organisation faced, it has demonstrated resilience and the ability to respond to change across the sector. While many organisations struggled, Enhanced Lifestyles continued to improve service delivery and implement innovative methods.

I would like to recognise the contribution of our valued employees. Their contribution to the organisation is evident by the continued growth and success of Enhanced Lifestyles. I would also like to take this opportunity to thank Jodi McKay. She resigned from her position as Chief Operations Officer in January 2020. Jodi's commitment to her role and the organisation has to be recognised and commended. Jodi was instrumental in assisting the organisation in rebranding. She helped implement the quality systems that have successfully supported the organisation in achieving its quality accreditation.

The organisation experienced a significant loss of a great leader in Phillip Beddall. However, I would like to commend Deb Clark for stepping up into the position of Chair – which was challenging and demanding. As Deb embraces the challenge, we recognise her commitment. I would also like commend the Board for their commitment, without their extra work during the last 12 months, many of the organisation's achievements would not have been possible.

Phillip would have been proud.

**Jeremy Mills**  
Chief Executive Officer



# ACCOMMODATION, SERVICES & QUALITY REPORT

The NDIS has prompted important developments in the provision of high-quality services to people with a disability. Enhanced Lifestyles has responded by building stronger internal links between our service delivery and quality management functions.

Staff training has been identified as a key factor in the quality of service provision. Consequently, Enhanced Lifestyles' learning and development activities are driven by our quality agenda and the NDIS Practice Standards and Rules.

By integrating our various business functions, we optimise our services' reliability and responsiveness and create a strong platform to achieve our vision now and in the future.

## Service Delivery

Our Service Delivery and Customer Relations teams work very hard to ensure that all customers obtain a personalised service to meet their needs and goals within the NDIS.

We continue to make improvements and respond to feedback to grow as an organisation and meet the needs of our Customers and staff.

Several new staff members have joined the Service Delivery team, and we are continuing to ensure that all staff fully understand our customers' needs. This supports our goal to tailor services to each Customer since each Customer's needs are different. We have also been training Service Delivery and Customer Relations staff on understanding restrictive practices to identify situations that may require extra support. Restrictive practice means any practice or intervention that restricts the rights or freedom of movement of a person with a disability. They are typically employed as a last resort for managing risks or behaviours of concern that could cause harm to a Customer.

As a team, we will continue to develop our awareness around the needs of our Customers and Lifestyle Attendants to ensure we are giving everyone the best possible outcome and fulfilment with their life, services, and employment.

## Support Independent Living (SIL)

Supported Independent Living is a category of the NDIS supports providing help and supervision of daily tasks so that Customers can live as independently as possible. Typically, this consists of 24/7 (24 hours a day, 7 days a week) support for living independently or in a shared home while helping the customer develop their skills and progress towards their goals.

Enhanced Lifestyles currently has two SIL houses. We work very closely within the houses to ensure that we meet each Customer's needs and goals. The General Manager Accommodation and Services has started working from each house regularly to ensure we meet NDIS requirements in support of the customers.

We expect this area to grow in the coming year with additional customers in Adelaide and Mount Gambier seeking this type of support from Enhanced Lifestyles.

## Quality Management

During the 2019-2020 financial year, Enhanced Lifestyles undertook several tasks to improve our organisation's quality management framework and comply with the Quality and Safeguarding team's standards from NDIS. Some actions will be an ongoing process with some of the larger projects crossing over several teams.

The organisation was required to complete its NDIS registration audit during this period to move from being a provisionally registered provider to a fully registered provider compliant with the NDIS practice standards. This presented a complex challenge for validating our processes before the audit and updating them where needed to meet best practices. During this period, the Quality Team led the implementation of a new computerised system named ELMO. This program is used to oversee recruitment and induction and monitor qualifications and training. The Quality Team also undertook several internal audits; these included Customer records and staff records to ensure all staff had the appropriate clearances and qualifications.



There were many key developments in organisational policy and procedures leading into the NDIS registration audit in March 2020. This included developing a feedback and complaints management system compliant with the NDIS Practice Standards and Rules. The principles of natural justice, anonymity and consultation with stakeholders are central.

Our incident management procedure was redeveloped during this period to account for the NDIS Rules regarding reportable incidents. A procedure was created so that all employees fully understood the reporting requirements and timelines required by the NDIS. All of our documents and forms have undergone review, and we have developed new policies throughout the year.

The focus on compliance activities was extensive in the lead up to the organisation's NDIS Registration Audit. Engels Floyd & Associates, an external auditing group, were contracted to examine our preparations in February 2020 before the NDIS auditors in March. This examination identified additional areas for improvement that were corrected before the NDIS registration audit.

The NDIS registration audit itself was a more challenging affair, and through the process, we discovered some issues that required correction. In collaboration with the auditors we developed a thorough corrective action plan to resolve the issues and create quality management systems to prevent these issues' possible reoccurrence. This corrective action plan would lead to many organisational changes, including improved record-keeping, incident management, human resources management, and the organisation's governance and structure.

During the 2019-2020 financial year, we also saw the Quality Team grow. A new Project Officer joined the team to implement ELMO and support corrective action activities after the NDIS audit. A new Quality and Engagement Officer position created. The focus of this role is managing incidents, feedback, and complaints about the organisation.

We have seen the scope and responsibilities of the Quality Team grow over the past year. This reflects the importance that we see in ensuring that we continue to deliver quality and personalised services to our customers and review and improve the organisation for the benefit of our customers, members, and employees.

## Learning and Development

Learning and Development continued to facilitate internal training delivery for office staff and Lifestyle Attendants during the 2019-2020 financial year. We saw a pause in training and inductions during this period due to the outbreak of the COVID-19 pandemic and a shift to online delivery and Zoom for training sessions.

Various training methods were utilised to meet the needs of both customers, office staff and Lifestyle Attendants. We conducted face-to-face training with social distancing, hygiene and track and trace measures, and implemented online training sessions, incorporating the NDS training modules on abuse and restrictive practices.

We also conducted reinduction training for Lifestyle Attendants based on NDIS standards and feedback from customers. Reinduction will occur each year to ensure staff have the knowledge and skills required to assist our Customers.

Our new training rooms are fully functional and have been utilised for training our Lifestyle Attendants and various events, including reinduction training, Lifestyle Attendant recruitment, professional development training with external experts, and hosting member and customer events. We look forward to utilising these spaces further when COVID-19 restrictions are fully lifted.

We have implemented video learning content for the Enhanced Lifestyles website portal that will be rolled out this year.

Looking towards the future, Enhanced Lifestyles is investing in online training platforms to increase our workforce training capability to ensure the ongoing wellbeing of our customer base.

# PEOPLE & CULTURE



This financial year has proven extremely challenging for the country, the organisation, our Customers, and employees. Who could have predicted the way COVID-19 would change the world we knew at home and in the workplace? With the declaration of a pandemic in early 2020, there was a sudden shift in priorities for everyone. And this provided new challenges for the People and Culture team. Our approach had to change to ensure employees remained supported, engaged, and safe and to ensure our Customers continued to receive the services and support they needed during COVID-19.

## Mental Health Highlighted

The announcement of social distancing and other strategies by the government caused a sudden change in workplace culture. Wellbeing and mental health became a primary focus for our team, as increased workloads took its toll on our people. We

had to implement many changes in direct response to COVID-19, often with little or no notice. The organisation recognised how this affected the mental health of employees and immediately responded by taking steps to ensure we stayed connected with employees. Where work was impacted due to lockdowns and social distancing, we found meaningful work via alternative methods, including working remotely, using video technology for work and engagement, and putting in place flexible work arrangements. Everyone embraced this new way of working and it assisted in improving our employees' wellbeing, enabling the organisation and our staff to continue delivering services to our Customers safely, which was a high priority.

Communication with our staff increased in order to provide better support.

While COVID-19 was unlike anything any organisation had dealt with previously we are proud of how our employees adapted and responded to an everchanging environment to keep them and our Customers safe during the pandemic.

## Recruitment Remained a Priority

Recruitment, induction, and the retention of staff remained a priority as it has in previous years. Our overall strategy was continually reviewed during the year to ensure our practices were both meeting the needs of the business and supporting our Customers' needs.

The organisation has struggled to keep up with the demand for recruitment during the financial year. This has been partly due to the underlying issues that are sector-wide; however these were intensified by the COVID-19 restrictions. Some of our casual workforce made the decision not to work through the pandemic. To ensure both staff and Customers were safe during restrictions, recruitment and induction was conducted remotely using technologies such as teleconferencing to support this process. Beyond COVID-19, the organisation will continue to offer these alternatives.

## Recruitment strategies

The team spent a considerable amount of time developing a recruitment strategy to best support the organisation's needs and those of its Customers. This has included revising our assessment process for Lifestyle Attendants to ensure we bring on board the candidates who have the right values and fit for the organisation and our Customers.

Successful candidates need to go through a training program in order to deliver quality services in line with Enhanced Lifestyles' expectations. Learning modules include an introduction to the organisation, disability awareness, feedback management, incident management, the NDIS code of conduct, reportable incidents and complex health supports.

## Automated Human Resources Software Implementation

ELMO, our automated human resources software, is in its final stages of implementation. Once the system is implemented early in the new financial year, it will automate many employee functions', including employee paperwork and contracts, qualifications, leave applications and performance management.

## Staff Events Postponed

Large staff engagement events were all postponed in line with State Government restrictions and the organisation's contingency plans.

Staff look forward to taking part in these large events once COVID-19 restrictions have been lifted.

**Belinda Smith**  
People & Culture Officer



# MARKETING & COMMUNICATIONS REPORT

The past year has seen Enhanced Lifestyles continue to grow its brand awareness and presence in the disability and community sector across metropolitan and regional South Australia. We achieved this using a balance of digital and print advertising. We further participated in key events that support individuals with a disability.

## Redeveloped Website

A goal for the organisation was redeveloping the website. In early 2020, work began to renew the Enhanced Lifestyles website to give it a creative update. The goal was to make it visually appealing to engage visitors. The website now represents who we are and reflects the organisation's values and attributes.

Our website is a direct point of contact for those seeking disability support services with Enhanced Lifestyles. There are also plans to implement an internal portal system for customers and staff members to access our policies, procedures and forms by logging into their account. The development has begun. We expect it to be implemented in early 2021.

We added a feedback form to the website, which is available to the public. People have the option to remain anonymous. Enhanced Lifestyles welcomes all feedback. It allows us to recognise what we excel in and what areas require improvement to ensure we provide high-quality services.

## Advertising

Enhanced Lifestyles used several advertising strategies to communicate its key messages and services to people with a disability. The organisation must remain competitive in digital spaces, especially as this is how we generate the majority of new enquiries. Google Ads and boosting search engine optimisation have helped us target those who require support.

Print media played an essential role in the organisation's continual growth in the Riverland. Monthly advertorials highlighting customer experiences and how we helped them reach their goals and maintain an independent lifestyle are featured in local newspapers.

The year 2020 was busy for the organisation, given that it expanded into Mount Gambier with the commencement of services, leading to several new customers. Enhanced Lifestyles engaged with WIN Television to strengthen our presence in the area. They created a tailored campaign specifically for the Mount Gambier area. This features across major broadcasters to ensure the organisation's key messages reach the demographic who require in-home or community support.

An exciting project currently in development is a new television commercial. The commercial is set to feature Enhanced Lifestyles customers and staff to communicate its unique story and person-centred approach. Unfortunately, the COVID-19 pandemic slowed its progress. However, it is scheduled to air in early 2021.





## Events

Unfortunately, the majority of in-house and other events were cancelled or postponed due to COVID-19. Enhanced Lifestyles had to think of new, innovative ways to remain connected with customers to ensure they still meet their social goals.

For the first time, Coffee Clubs entered the virtual space via Zoom. Customers and staff had fun engaging with each other using smartphones, laptops and computers. We introduced quizzes and other fun games during each gathering. There were prizes awarded to those who attended and engaged with the activity.

Social calls occurred regularly between customers and their Lifestyle Attendant during the pandemic. This allowed customers to engage in friendly conversation to maintain a social lifestyle while community access was limited.

Enhanced Lifestyles was a platinum sponsor of the virtual KYD-X expo. This allowed us to showcase a pre-recorded video presentation promoting who we are and our services. The day generated interest from public members, who were exploring support services for themselves or their loved ones.

## Looking ahead

Enhanced Lifestyles is looking forward to hosting customer and employee engagement events in the near future once it is safe. As a service provider, the organisation must help customers reach their community access goals and maintain their independence.

It will be an exciting time for the organisation once the metropolitan television campaign commences in early 2021. Enhanced Lifestyles aims to be the brand instantly recognised as an organisation to turn to potential new customers who want to make changes in their lives.

The organisation has continued to grow over the past 12 months in Adelaide's competitive market. In the Riverland region, we have become one of the leading service providers in the regional market. Enhanced Lifestyles plans to continue its growth in these areas as a provider of high-quality, member-governed services.



Phillip Beddall was an amazing advocate for human rights. He advocated for the rights of people with disabilities and fairness and equity for all. Beddall was born on 28 December 1968 in South Australia, and he passed away unexpectedly on 30 August 2019.

# REMEMBERING PHILLIP BEDDALL

As a member of Enhanced Lifestyles since 1990, Phillip was Chair of the Board for 10 years (2009 to 2019) and was appointed as the organisation's life member in 2018.

He believed in an inclusive, fair and accessible community, which was evident from an early age. He demonstrated the qualities that many would like to live up to daily. He pursued his dream with energy while mentoring so many others along the way. This wasn't something he had to do. It was who he was.



## School days

Phillip was a Regency Park student, where he made lifelong friends, including Louise Braybon, Trudy Gepp, Paul McCoy, Daryl Sellwood, Graham Carmer and Julie Lamming. He was fiercely independent when living on campus, relying on his walking aids assistance for as long as possible.

He then moved to Parks High School, where he joined the education integration program. Finishing secondary school, he completed a survival and transition program focused on developing employment and living skills. Soon after, Phillip became one of the youngest people at the time to live independently. He moved into his new home in Old Treasury Lane.

## Community work

In the early 90s, Phillip joined the Consumer Advocacy Program SA, known as Disability Action Inc. at the time. Here, he met Judy Thompson, who became one of his closest mentors and friends. They spent many Christmases together, and she remained a close friend until her passing. He was heavily involved with Disability Action Inc. and its subsidiary, the Disability Complaints Service, for about 10 years, leaving just before Disability Action Inc. was disbanded.

During this time, he also launched Australia's first pan-disability specific radio program on 5RPH—a community radio station for people with vision impairments. On the radio, Phillip was instrumental for raising awareness about issues, such as cuts to funding. He interviewed national and state ministers as guests about pressing issues and invited listeners to call in with their questions. This show was sponsored by Disability Action Inc. and aired every Wednesday.

In 2010, Phillip invited Jill Fowler, Trevor Harrison and Monica Baker to co-host the show, with the idea to step back from his radio commitments. However, this was not to be, and the radio show was disbanded.

In the 90s, Phillip was also active in housing advocacy and served on Shelter SA's Board from 1994 to 2003. His roles included Vice-chair and Chair. He was a diligent Board Member, always prepared and contributed passionately to discussions. He spent considerable time with Wendy Malecha, who is now the CEO of St John's Youth Services. Wendy regarded him with awe, saying 'he was a powerful and articulate advocate for people with disabilities and instrumental in helping people understand the needs of those who faced physical challenges every day'.

After many interactions and engagements across the community sector, Phillip joined the SACOSS Policy Council in 2002 to represent Disability Action. In the following years, he represented SACOSS on many external committees, including the SA Dental Service and the internal Policy Advocacy Groups for Disability, Health and Essential Services. In 2007, his outstanding service to SACOSS and the broader community was recognised when he was awarded life membership to SACOSS. He continued to sit on the Policy Council as an individual member and, in more recent years, as Deputy Chair of SACOSS.

In early 2016, Phillip joined the SA Dental Service Consumer Advisory Panel (or CAP) as the SACOSS representative. CAP is an integral part of the SA Dental Service.

The group's key role is to promote attention and sensitivity to the needs of disadvantaged and marginalised consumers and communities. It is unsurprising that he fitted well into the group and had an immediate impact. He made well-considered and positive contributions to debates and added significant value to the group and the dental service more broadly.

In 2018, he was appointed Chair of the Panel and proved to be an excellent chair. As a strong advocate for oral health, he is remembered for demonstrating oral health knowledge and commitment to the cause.

Phillip also chaired the Young People in Nursing Homes National Alliance Board following its incorporation in 2002. His leadership was central to establishing the Alliance as Australia's first peak body for young people in nursing homes. Bronwyn Morkham said, 'he leaves a significant gap in the organisation'.

Throughout his life, Phillip was involved with many Boards, Committees and causes. We have only recently found out how active he was in the community, as he was a very humble person. These Committees and Boards include:

- Disabled Persons International SA branch
- The City of Adelaide Access Committee
- Home and Community Care Advisory Committee
- Access Cabs Advisory Committee
- Shine Consumer Advisory Group
- Former Chairperson of Community Support Incorporated
- Vice-president of the Dignity Party
- Chair of Access to Arts
- Being appointed by the State Government to the Board of the Disability Information Resources Centre.

He was also a dedicated supporter of campaigns, such as:

- Barriers to Justice
- Voluntary Euthanasia
- The legalisation of marijuana.



## Political involvement

At the 2018 state election, Phillip stood as a Dignity Party candidate in West Torrens seat.

The cost of living and energy bill-related poverty were strong issues of concern. He also ran for Parliament to campaign for increased services to meet the unmet needs of people with disabilities. He was also concerned about younger people living in inappropriate accommodations, such as nursing homes. Receiving 5% of the vote, Phillip was the Dignity Party's second-highest polling candidate.

One of the qualities people have mentioned frequently is his dry sense of humour, particularly when contemplating some of the more puzzling government policy decisions. His humour was also evident when speeding past colleagues in traffic or outrunning people on the footpath to beat them to a meeting. He always had a witty line, ready to lighten the mood. He provided much-needed relief from the tension that can occur in lengthy meetings.

## Enhanced Lifestyles

For 10 years, he served as Chair on the Enhanced Lifestyles Board. Phillip was involved at many levels—as an advisor, providing feedback and advice, and acting as a mentor to many Board Members.

The past five years have seen significant change within the disability sector and for Enhanced Lifestyles. The organisation has grown from 39 full-time equivalent staff to over 180. They moved from renting a small, outdated building with limited access to owning a state-of-the-art, fully accessible building with modern facilities. The organisation has expanded into the Riverland and Mallee region with an office in Berri, partnered with the Lifestyle Assistance and Accommodation Service.

Phillip was instrumental in ensuring Enhanced Lifestyles' ongoing sustainability while maintaining its customer-led governance model and our core values. He worked hard to revise the organisation's governance and operational practices, resulting in the awarding of nine Best Practices during our first audit against the national Attendant Care Industry standard in 2017.

Later in 2017, the organisation was recognised and awarded the pioneering award for adaptation and innovation by Disability Service Consulting, with 500 organisations considered nationally. Phillip played an instrumental role in these achievements. We cannot thank him enough for his influence and hard work over these past five years.

Enhanced Lifestyles recognised these achievements in 2019 by awarding Phillip with an honorary life membership. We are proud to have honoured his achievements before his passing.



## Final words

We will all miss Phillip immensely. He always took time to be available for a chat. He never made people feel silly for asking questions and always took the time to build understanding and explain concepts from the perspective of someone with a disability. He never took offence to the language used, nor did he belittle people if they didn't understand what it was like to have a disability. Phillip was a true leader and friend. We are all privileged to have learnt so much from him.

While the campaign is far from over, it has achieved so much thanks to Phillip's belief that no one should experience discrimination and no decision about the disability community should happen without community involvement. Or as he used to say, 'Nothing about us without us'.

**His achievements, community involvement, and advocacy from such a young age should be recognised and celebrated by the wider community.**



# TREASURER'S REPORT

I am pleased to present the Enhanced Lifestyles Treasurer's Report for the year ending 30 June 2020.

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 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 earnings continue to grow and indicate good financial management by the Chief Executive Officer and the finance team.

Table 1 contains the details of the last four years' results. It is important to consider the overall income streams and from where future growth of the organisation may come.

## Revenue Streams

Revenue streams have shifted away from government grants to individualised funding and the income from NDIS is a major component of Enhanced Lifestyles' revenue.

Revenue streams for 2019 – 2020 are shown Table 2.

## Employee Costs

The largest expense of the organisation is the employee salary and associated costs.

## Net Assets

Net Assets on 30 June 2020 were \$4,623,161. This is an increase from \$2,466,172 on 30 June 2019. Cash Balances on 30 June 2020 were \$3,595,595.

## Finance Audit and Risk Management Committee

Enhanced Lifestyles Finance Subcommittee and risk management committee meets regularly to discuss the organisation's finances and review the policies associated with good financial management. This means the committees can receive the finer details and overview of the organisation and confidently report back to the Board of Management.

## Current Financial Year

The 2019 – 2020 financial year budget has been approved by the Enhanced Lifestyles Board of Management. I would like to thank the committee for supporting me as Treasurer for the 2019 – 2020 financial year, and to Jeremy and the finance team for their dedication to the accuracy of the reports.

Thank you,

**Trudy Gepp**  
Treasurer

Table 1 Financial results of the last four years

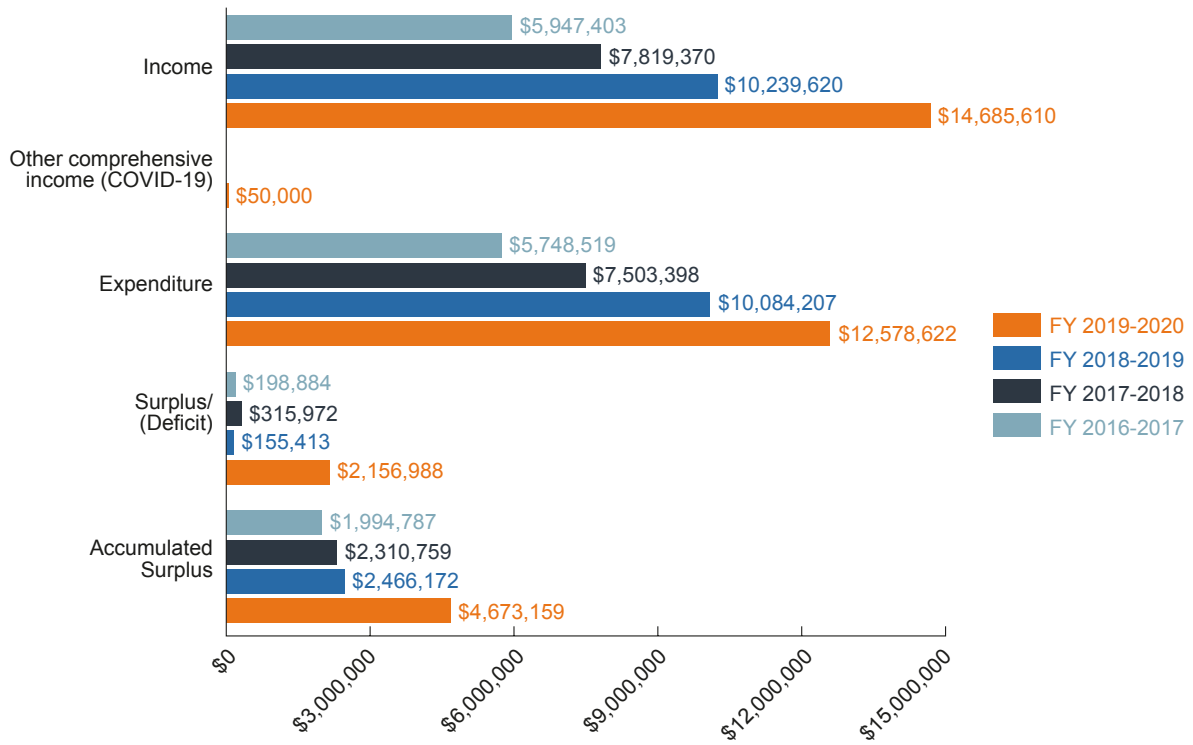
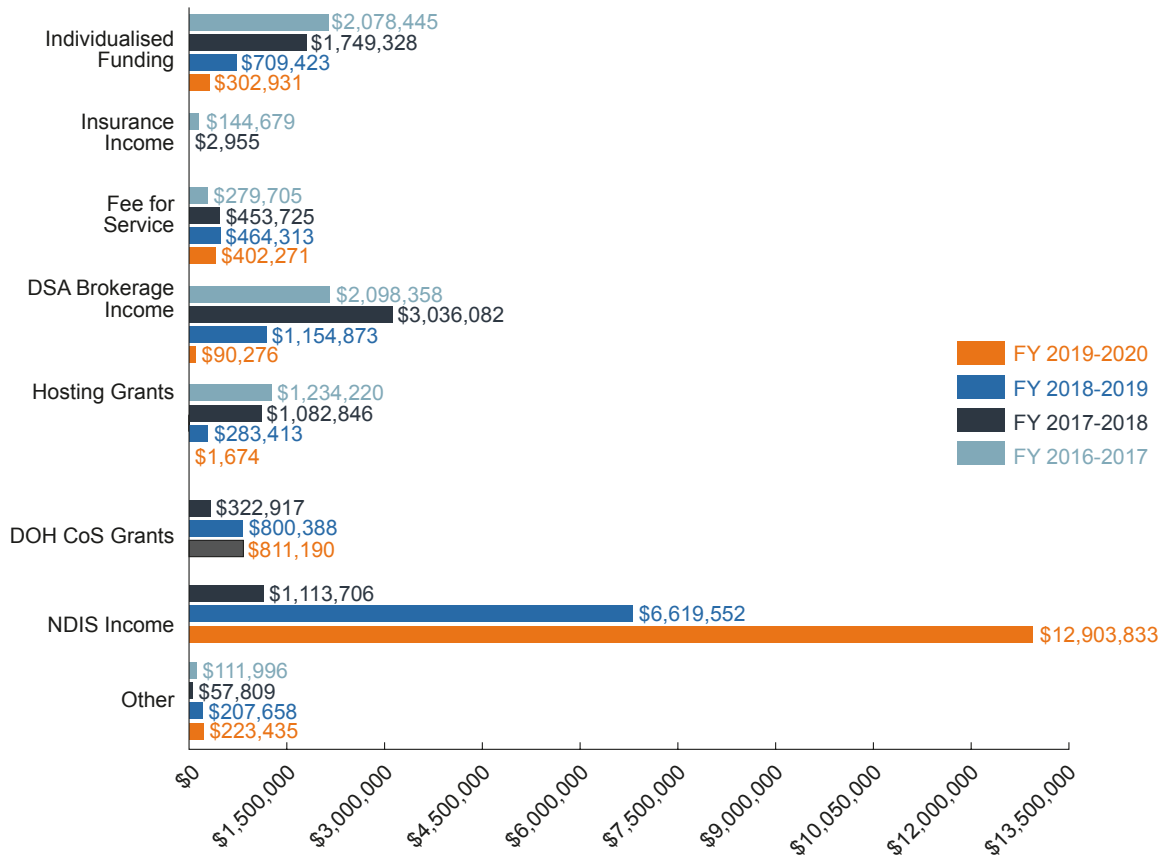
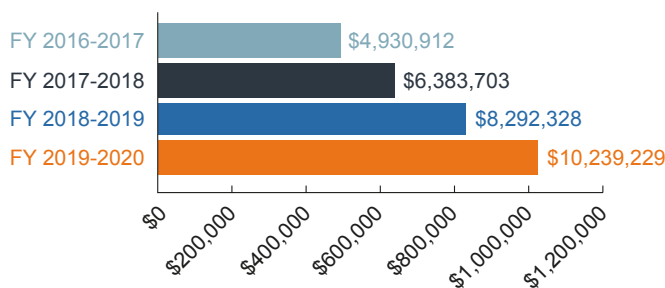


Table 2 Revenue streams for 2019 - 2020



Employee Costs



ENHANCED LIFESTYLES INCORPORATED

BOARD OF MANAGEMENT REPORT  
FOR THE YEAR ENDED 30 JUNE 2020

Your Board of Management members submit the financial report of Enhanced Lifestyles Incorporated for the financial year ended 30 June 2020.

**Board of Management**

The names of the Board of Management members in office at any time during or since the end of the financial period are:

Deb Clark	Chairperson	
Marnie Trebilcock	Vice Chair / Secretary	
Trudy Gepp	Treasurer	
Louise Braybon	Board Member	
Anna Farrugia	Board Member	
Erjn McKenzie Christensen	Board Member	resigned January 2020
Gordon Brown	Board Member	from March 2020

**Principal Activity**

The principal activity of Enhanced Lifestyles Inc in the course of the year was to provide support to people with disabilities to live in the community.

**Significant Changes**

No significant changes in the nature of these activities occurred during the financial year.

**Operating Results**

The net result of operations attributable to the Association's activities was a surplus of \$2,156,988 (2018: Surplus of \$155,413).

**After Reporting Date Affairs**

No matters of circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the Association, the results of those operations, or the state of affairs of the Association in future financial years.

**Auditor's Independence Declaration**

A copy of the auditor's independence declaration as required under the ACNC Act 2012 is attached to this report.

Signed in accordance with a resolution of the Board of Management.



Chairperson



Treasurer



## ENHANCED LIFESTYLES INCORPORATED

Statement of surplus or deficit for the year ended 30 June 2020

	Note	2020 \$	2019 \$
<b>Revenue</b>	2	14,685,610	10,239,620
Bad Debt		13,836	(6,107)
Employee benefits expense	(10,239,229)	(8,292,328)	
Depreciation expense		(118,606)	(100,863)
Finance Costs		(26,203)	(19,563)
Office Costs		(176,424)	(122,226)
Client Expenses		(754,322)	(419,401)
Rent expense		(13,405)	18,764
Insurance expense		(37,116)	(18,884)
Utilities		(46,810)	(49,171)
Other expense		(1,180,342)	(1,036,902)
<b>Surplus / (Deficit) for the year</b>		<b>2,106,988</b>	<b>155,413</b>
<b>Other Comprehensive Income</b>		<b>50,000</b>	<b>-</b>
<b>Total Comprehensive income (loss) for the year</b>		<b>2,156,988</b>	<b>155,413</b>

The accompanying notes form part of these financial statements.

## ENHANCED LIFESTYLES INCORPORATED

Statement of financial position as at 30 June 2020

	Note	2020 \$	2019 \$
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	3	3,595,595	1,916,646
Trade Debtors	4	345,170	515,813
<b>Total Current Assets</b>		<b>3,940,765</b>	<b>2,432,459</b>
<b>NON CURRENT ASSETS</b>			
Investments		-	-
Property, plant and equipment	5	2,044,192	1,854,731
<b>Total Non Current Assets</b>		<b>2,044,192</b>	<b>1,854,731</b>
<b>TOTAL ASSETS</b>		<b>5,984,957</b>	<b>4,287,190</b>
<b>CURRENT LIABILITIES</b>			
Trade and other payables	6	980,853	1,020,874
Income in Advance		175,000	-
Borrowings		-	136,939
Employee Provisions	7	201,395	148,053
<b>Total Current Liabilities</b>		<b>1,357,248</b>	<b>1,305,866</b>
<b>NON CURRENT LIABILITIES</b>			
Employee Provisions	7	4,549	-
Borrowings	8	-	515,151
<b>Total Non Current Liabilities</b>		<b>4,549</b>	<b>515,151</b>
<b>TOTAL LIABILITIES</b>		<b>1,361,797</b>	<b>1,821,018</b>
<b>NET ASSETS</b>		<b>4,623,161</b>	<b>2,466,172</b>
Accumulated surplus		4,623,161	2,466,172
<b>TOTAL MEMBERS FUNDS</b>		<b>4,623,161</b>	<b>2,466,172</b>

The accompanying notes form part of these financial statements.

## ENHANCED LIFESTYLES INCORPORATED

Statement of cash flows for the year ended 30 June 2020

	Note	2020 \$	2019 \$
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
Receipts from Grants and Customers		14,879,111	10,128,927
Receipts from Interest		20,853	35,378
Payments to Suppliers		(2,085,808)	(1,794,997)
Payments For Employee Expenses		(10,181,337)	(8,230,410)
<b>Net cash provided by (used in) operating activities</b>	<b>9</b>	<b>2,632,819</b>	<b>138,898</b>
<b>CASH FLOW FROM INVESTING ACTIVITIES</b>			
Proceeds from sale of plant & equipment		-	-
Payment for plant & equipment		(301,778)	(720,538)
<b>Net cash provided by (used in) investing activities</b>		<b>(301,778)</b>	<b>(720,538)</b>
<b>CASH FLOW FROM FINANCING ACTIVITIES</b>			
Borrowings		652,090	652,090
		<b>(652,090)</b>	<b>652,090</b>
Net increase (decrease) in cash held		1,678,951	70,450
<b>Cash at the beginning of the year</b>		<b>1,916,646</b>	<b>1,846,196</b>
<b>Cash at the end of the year</b>		<b>3,595,596</b>	<b>1,916,646</b>

The accompanying notes form part of these financial statements.

## ENHANCED LIFESTYLES INCORPORATED

Statement of changes of equity for the year ended 30 June 2020

	Retained Earnings \$	Total Equity \$
<b>Balance at 1 July 2018</b>	<b>2,310,759</b>	<b>2,310,759</b>
Surplus/ (loss) for the year	155,413	155,413
<i>Other comprehensive income</i>		
Revaluation adjustment of financials assets	-	-
<b>Balance at 30 June 2019</b>	<b>2,466,172</b>	<b>2,466,172</b>
Surplus/ (loss) for the year	2,156,988	2,156,988
<b>Balance at 30 June 2020</b>	<b>4,623,160</b>	<b>4,623,160</b>

The accompanying notes form part of these financial statements.

## 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 2020, 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.

As is common for organisations of this type, it is not practicable for the Association to maintain a system of internal control over cash receipts until the entry into the accounting records. My audit over cash receipts has been limited to the amounts recorded in the accounting records of the Association.

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 2020, 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 28<sup>th</sup> September 2020

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