

# Annual Report 2018 - 2019





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# Our Focus

## Our Vision

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

## Our Purpose

To enable independence through maximum choice and control

## 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 comprised 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 initial funding for CIA, 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 10 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 legal and financial obligations of the organisation.

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, as the customers themselves are those making the decisions.



## Our Values

### 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.

# Chair's Report

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**To ensure that the Association remains viable in an NDIS climate and keeps focused on providing high-quality services with maximum choice and control for people with disability.**

## **Reflections on 2018/2019 Acknowledgement**

This report was compiled following the sudden death of Enhanced Lifestyles' long-standing Chairperson, Phillip Beddall, in August 2019. Phillip's contribution to the Association along with that of others will be discussed later in the report.

The report reflects the work and rationale of the Board during the 2018/2019 financial year. Phillip was a significant contributor to this work.

## **Ensuring a member led Association with a focus on self-management, choice and control**

Our member-led model is central to our Association. This does not mean it is without its challenges.

In our ever-changing NDIS environment, there are greater responsibilities for the Board and its members. This has provided many opportunities for growth and learning within our Board and membership, and I would like to thank all who have participated in moving us forward as we learn together.

We are also aware that although we are a member-led Association, there are many of our customers who are with Enhanced Lifestyles purely because they enjoy the freedom of choice and control our service offers. We are learning to navigate working with both member cohorts.

As an Association over this past year, I can see how we have moved forward in

several ways. This has involved embracing inclusivity—moving away from medical diagnoses and focusing on customers who are interested in our model, regardless of disability—and offering more people support with self-management, choice and control.

## **Partnering together**

One of the things I appreciate about this sector is people's willingness to share and learn from one another. This past year we have explored partnerships and networking opportunities with like-minded organisations. This has led to a partnership with Lifestyle Assistance and Accommodation Service (LAAS) in the Riverland.

This partnership has helped to solidify our presence in the Riverland region. As our presence in the Riverland grows, this reassures us of the requirement of our Riverland office, which in turn helps to provide more choice and control for our members and customers in the region.

As we move into this next year, we will have a significant focus on Board member recruitment, for both core member positions and skills-based positions.

As people's lives continue to change and the Board feels the impact of changes in the disability sector, changing the Constitution has become a requirement to ensure the Association can comply with its legal requirements.

This year we have also made small



investments to make this model of governance sustainable. This has included investing in the role of a board support officer to assist Board members to carry out their extensive roles. We have also started exploring governance models that will maintain member-led models for years to come.

## Financials

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 the quality of service but also to strengthen the Association's financial viability.

We have reinvested back into the business to support infrastructure, which has included the redevelopment of the Welland office as well as purchasing vehicles, including an accessible van that can be hired by members.

We have also 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.

## Thank you

Personally, I would like to thank the Board, who have worked extremely hard this year, and the membership for their support.

I would especially like to thank Marnie Triblock (Secretary), Trudy Gepp for chairing the Finance Sub-committee, and Louise Braybon for chairing the Risk Management Sub-committee.

I would also like to thank Jeremy Mills (Chief Executive Officer), the management and operations team and the Lifestyle Attendants, who provide dedicated service throughout the year. Your hard work is providing the service what the membership of the Association strives to provide the community.

I would also like to thank our customers and members, who have been involved in the Associations events, forums, focus groups and provided valuable feedback throughout the year. Your support of the Association is so important.

Nothing about us without us.

Deb Clark  
Vice Chairperson of the Board

# CEO Report

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**Enhanced Lifestyles continues to strengthen its market position in a sector where many organisations find it challenging to keep up with the rapid pace of change.**

## Overview

For the fifth consecutive year, Enhanced Lifestyles achieved a financial surplus and reinforced its position. With effective financial management, we facilitated a smooth transition to the NDIS with all Customers transitioned by 30 June 2019. Enhanced Lifestyles continues to have a strong focus on providing high-quality, flexible support to our customers.

Every year brings its own challenges. While the delay in rolling out the NDIS fully in South Australia has been disappointing for some customers, Enhanced Lifestyles used this time to learn from the issues and challenges that impact our industry. We embraced the opportunity to adapt and make changes that not only strengthen our position but ensure our customers had significant support while transitioning to NDIS. Specific activities we undertook included pre-planning meetings and assisting customers with administrative appeals and reviewable decisions.

To enable the organisation to better meet the needs of customers, employees and to ensure Enhanced Lifestyles transitioned successfully into the National Disability Service, we made a commitment to invest in new technologies. This technology will not only reduce operating overheads but will allow more investment back into the business, as well as providing an opportunity to develop and implement alternative revenue streams. In addition, the organisation has also committed additional resources through the engagement of consultants with areas of expertise in market research, governance, strategic planning,

marketing and communications. These initiatives strongly position Enhanced Lifestyles to ensure success into the future.

## Renovations and facilities upgrades

Our Welland property development has been a significant focus in the past year. The build commenced in June 2018 with an expected completion date scheduled for October 2019. This stage included training rooms with a purpose-built clinical lab; two fully accessible toilets including a ceiling hoist; a lift to the second floor of the building; and a fully accessible kitchen. As the finishing touches are still being made, it has been wonderful to see these spaces already being put to good use.

## Service Delivery and Training

Our service delivery and training team continues to grow. This is exciting to see. We can continue to serve our customers to ensure services are tailored to individual needs and directed by them. The team has also continued to further develop CiMsability (Customer Management Software) so it is more inclusive. This has included the development and upgrade of the system to enable customers the option to self-roster and update their own customer profile as required.

## Training

Training continues to be an area of focus and has been a key part of our expansion in fee-for-services offerings. Enhanced Lifestyles is committed to ensuring that all Lifestyle attendants have the skills necessary to provide the best possible service to customers as well the skills to respond 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, Midazolam administration

The new spaces at Welland allow us to provide staff more training opportunities.

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

## Partnerships

A significant achievement this year has been the partnership with Lifestyles Assistance and Accommodation Service (LAAS) based in Loxton, Riverland. LAAS provide supported independent living as well as a day-options program. LAAS is a like-minded organisation—that is, it is customer-focused.

We now have a three-year partnership agreement allowing both organisations to share skills, knowledge, expertise and have access to resources at a reduced cost. This will enable us to offer more cost-efficient services and to expand our service offering and skills base ultimately offering customers more choice. A significant part of the partnership has been providing LAAS with the support they required to be NDIS ready. Partnerships are integral, promoted by the NDIS and will continue to open the door to more opportunities in the future.

## Growth and Development

In addition to expanding our Welland building, we expanded into the Riverland by opening an office in Berri in December 2018. Our customer base continues to grow in this region so having an office in Berri helps to create efficiencies for the organisations. Most importantly however, it provides a better service for our local customers.

## Support Coordination Services

We also expanded our support coordination services this year. These include assistance finding the right providers and coordinating a range of supports, both funded and mainstream, within your NDIS plan. It also involves working with our customers and support networks to assist them in exploring options, provide assistance with resolving points of crisis and building on already established informal supports.

## Fee-for-services

Exploring fee-for-service opportunities continues to be a key focus for the organisation. Brokerage services have expanded this year with four new organisations engaging Enhanced Lifestyles' Lifestyle Attendants to support them with unfilled shifts. Training and the management fees from the Lifestyle Assistance and Accommodation Service has also delivered alternate income sources. These other sources of income enable our customer numbers and fees to remain lower and provides additional funding to be invested back into the business.

## Final Words

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

Special thanks go to our Lifestyle Attendants and operational employees for being adaptive, responsive and for embracing change. It has been a big year for Enhanced Lifestyles, and I look forward to celebrating what we can achieve in the next year with you all again soon.

Jeremy Mills  
Chief Executive Officer

# Highlights



We Supported

**290**

Customers

**218,903**

Hours Of Support Provided



**6**

Events held

With over

**150**

Attendees in total



# 240

Dedicated and passionate employees

182

Lifestyle Attendants in Metro Adelaide

38

Lifestyle Attendants in the Riverland region

24

Operations Staff



95%

Employee satisfaction rate

92%

Would refer someone to work at Enhanced Lifestyles

11

Different training programs provided to employees

Over

300 Hours

Of face-to-face training provided



New Office Opening in Berri





# Quality & Services

Enhanced Lifestyles has pursued several initiatives this year to improve key systems and to adapt to the growth the organisation has experienced over the past year. These initiatives include the following:

- updating our complaints and feedback system
- updating our incident management system
- improving on our internal auditing tools and plans
- beginning implementation of a new HR management software tool to help our growing workforce and improve quality outcomes
- adding support coordination to our quality framework.

## Quality Assistant

A new position was added to support the Quality team and will manage several tasks, including:

- the organisation of the Document Control system
- conducting internal audits and drafting new policy as required

- advising other members of the Quality and Management teams.

## Complaints and Feedback System

As a core to the quality improvement system, complaints and feedback are vital to the improvement of our organisation. We recognised a need to bring our existing system in line with the NDIS Complaints Management and Resolution Rules.

A new policy/procedure was created to unite the feedback and complaints processes—which had previously been separate—into a uniform process with clearly defined responsibilities.

We also addressed our forms and record-keeping practices to ensure that the information we retain regarding feedback or complaints meets the requirements of the NDIS to support any audits or investigations.

This was followed by several information campaigns to inform and empower our employees, customers, their families, and other stakeholders to be heard and understand

their rights guaranteed under the NDIS.

## Training Overview

Throughout the past year, the Learning and Development team delivered 40 face-to-face and live Zoom sessions with Enhanced Lifestyles employees, which equates to over 350 hours of training.

Within the year, employees were required to complete the mandatory NDIS Worker Orientation Module.

Understanding abuse, neglect and restrictive practices were identified as an important training need within the disability sector.

Lifestyle attendants are currently completing the online NDS Understanding Abuse and Restrictive Practices training as part of their overall professional development requirements as Lifestyle attendants.

This year saw the important development of our new state-of-the-art training facilities completed at the head office. These facilities will allow us to provide on-site training to all Lifestyle attendants and operations staff.

## Incident Management System

Incident Management is a key responsibility of all NDIS providers. Therefore, we reviewed our system and made significant changes to ensure our process for reporting and investigating incidents is well-documented and in line with the NDIS Incident Management and Reportable Incident Rules.

As part of this, clear guidelines and instructions were written on how to identify incidents, what constitutes a reportable incident, and the responsibilities of all employees in managing the process and escalating reports to the appropriate people.

We also updated our forms and record-keeping procedures to ensure that the information we retain on incidents meets NDIS requirements. This was then supported by a training program for operations staff and service delivery officers and then incorporated into training for Lifestyle attendants.

Developing our quality systems and growing our learning and development division will continue to be a focus for the organisation going into next year.



# Customer Satisfaction

**85%**

This year we received a high level of Customer satisfaction with 85% of respondents happy with their current services.

## Feedback

Customers of the organisation feel that their enquiries and complaints are responded to and resolved in a timely manner

## A growing trend

A growing trend from all respondents was that love deciding on times and days that suit them for services

**90%**

Of Customers feel they have choice and control of their services

**77%**

Of respondents are happy with current systems and processes

**90%**

Of respondents are happy with the complaints process

**85%**

Of Customers feel they have the skills to lead their team of Lifestyle Attendants

**90%**

Of Customers would recommend Enhanced Lifestyles to others

**77%**

Of Customers believe the organisation is available to assist them at any time



**“Enabling your  
independance”**



# People & Culture

## Our People

We have said it before and we will say it again: our people are our greatest asset. We are a very proud employer, with a total of 240 people employed at Enhanced Lifestyles during the financial year in a variety of positions (e.g., Lifestyle attendant and head office operational staff).

Enhanced Lifestyles places great importance on attracting and retaining the most passionate and skilled staff to deliver outstanding services to our customers.

## ELMO Talent Management System

The purchase of the ELMO Talent Management System software was made to help us automate and streamline operations across payroll, recruitment and onboarding, learning management, performance management, reward and recognition, and work health and safety.

The implementation of this software will provide Enhanced Lifestyles with an organised, cost-effective and efficient approach to all HR functions utilising one

platform.

Our investment in ELMO will allow us to be more informed, make strategic decisions and free up time to focus on our existing talent and the future talent we recruit. The significant saving on administration costs will help us invest back into the business, in turn enabling us to provide a superior service to our customers.

## Lifestyle Attendant of the Year Awards

The Lifestyle Attendant Award ceremony was held on 15 June at Palace Nova Cinema, Prospect. Lifestyle attendants and their families enjoyed nibbles, drinks, and mingling with their fellow colleagues.

The award ceremony recognised Enhanced Lifestyles' values as determined by our customers: a commitment to upholding quality services that are member-governed, with good communication and excellent teamwork. Customers nominated workers on their teams who they felt had performed excellently in relation to each category. Congratulations to



the winners of this years Lifestyle Attendant of the Year Awards:

**Quality:**

Faides Balekelayi

**Members:**

Carley Milich

**Communication:**

Sally Lincoln

**Commitment:**

Debbie Lambert

**Teamwork:**

Val Fullgrabe

**Joanne Howard Award:**

Meredath Lance

**Achievement of service**

We celebrated the outstanding achievement of service for some of our Lifestyle attendants and this included two 10-year service awards, which were presented to Nicole Buksh, who commenced employment with Enhanced Lifestyles in August 2008, and Shona Buchanan, who commenced employment with Enhanced Lifestyles in September 2008. Congratulations, Nicole and Shona. This represents a wonderful achievement and commitment to the organisation.

Our end-of-year Christmas party for our Lifestyle attendants was held in our newly developed training rooms at the head office on June 15 and was a hit for young and old! Children enjoyed a visit from Santa, adults and children alike had fun conquering the big Velcro wall and all attendees enjoyed a BBQ lunch with teammates.

It was also a great opportunity to reflect on another successful year and pay gratitude to our frontline staff, who make the organisation what it is.

We are very proud of our expansion into the Riverland and our commitment to providing support to customers in regional South Australia. This past year we have seen the organisation grow to new levels with our newly developed training facilities and Riverland expansion.

We are very much looking forward to the year ahead and the exciting opportunities that await.











# Enhancing Jacky's Life

**I have been with the organisation for over 30 years now. I first moved into Focus Housing in 1985 to participate in an independent living program, which was necessary to be eligible for funding. This funding has always stayed with who we now call Enhanced Lifestyles**

Enhanced Lifestyles has given me more independence, which enabled me to live in the country where I self-managed.

The organisation showed me how to take charge of the life I wanted to live, nurturing and encouraging me to step outside my comfort zone to achieve the choice and control I have today.

Being part of a consumer-driven organisation gave me great flexibility, and managing my team of Lifestyle attendants remotely made me feel like a trendsetter. I've been honoured to sit on the Board as a member and its Chair.

This allowed me to have regular catch-ups with peers who I wouldn't normally see outside of the organisation. Sharing stories and experiences, it's important to have that connection, bringing us all together.

I have been lucky enough to pursue my lifelong desire to travel and experience new adventures, both within Australia and overseas, visiting places I never imagined possible.

I have created so many fabulous, somewhat unimaginable memories and life-changing experiences along the way.

Recently, I was awarded as one of the inaugural Honorary Life Members, for which I am very grateful.

I am proud that we are still operating as a strong consumer-led organisation, and I can't wait to see the organisation grow.



# Marketing & Communications

Enhanced Lifestyles has continued to grow its brand awareness in the disability and community sector through expos and digital marketing. A key focus has been increasing our Customer base and increasing Customer engagement.

## Expos

Enhanced Lifestyles had a presence at key disability and recruitment-related expos this year. These expos allowed the organisation to communicate with members of the community and increase our brand awareness.

We were proud sponsors of the Disability, Ageing & Lifestyle Expo and the KYD-X Expo. We also took part in the International Day of People with Disabilities, Celebrate on the Square Expo. These three expos were our largest for the year in creating brand awareness in the disability sector.

Enhanced Lifestyles also attended the following expos:

- Gawler Disability & Ageing Expo
- Abilities Expo

- Adelaide Careers and Employment Expo
- Positive Futures Expo

These expos promoted Enhanced Lifestyles in several communities, growing our Customer base and profile. Our expansion into the Riverland continued to grow throughout the year. As part of this establishment, we were an exhibitor at the Riverland Field Days Expo, the biggest annual Riverland event of the year.

## Events

We held several events throughout the year for Customers of the organisation. These events generated a high level of engagement and received positive reviews from those in attendance.

Our annual Customer Recognition Night was well-attended and grew considerably compared with its inception last year. On the night, Honorary Life Memberships were awarded to several Customers for their service and dedication to the organisation.

We would like to congratulate again the following Customers for their achievements:

Trudy Gepp  
Richard Maurovic  
Phillip Beddall

Our annual Customer Christmas event was held in our newly developed training rooms. This space allowed for over 50 Customers to attend the event, providing an accessible and comfortable space. This was the biggest turnout for a Customer event in the organisation's history. All those in attendance had a fantastic time mingling with one another. Customers were able to meet one another and form new friendships.

The Customer Coffee Club generated plenty of excitement throughout the year. The level of engagement and Customer attendance continually grew as the year progressed.

## Advertising

Our digital marketing campaign was a key contributor to the growth of the organisation. Our Google advertisements and keyword search strategies generated a high influx of new Customers to Enhanced Lifestyles. A new video was developed to promote our range of disability-related training courses and

clinical training. The video also advertises our newly developed training spaces.

To further maintain our growth in the Riverland we have regular advertorials and editorials in all major newspapers. These are tailored to the audience and behaviour of the Riverland community.

## The Year Ahead

A fine balance of digital and print publication strategies was key to the growth of the organisation for the year. We will be focusing on these key aspects as well as re-developing the Enhanced Lifestyles website to keep up-to-date with the current market.

Customer engagement events were a great success this year. We will look to build on these events to continue to grow Customer engagement going forward.

We will also be focusing on advertising our training programs now that our newly developed training spaces have been developed and are ready to utilise.











# New Training Facilities

In 2018, work had begun on re-developing the Enhanced Lifestyles head office.

As part of this re-development, two state-of-the-art, accessible training rooms and a clinical training room have been developed.

Previously, training was provided at an external facility for all Enhanced Lifestyles employees. Our newly developed training facilities at the head office now allow Enhanced Lifestyles to provide all training in-house to employees.

The new rooms will assist with the growth of the organisation in a key area.

## Features

Our new training facilities include the following:

- 2 classrooms which can hold up to 20 people each. These rooms can be combined into one large room which holds up to 50 people.
- Each room contains a 75" TV, laptop,

presentation equipment, lectern and seating specific to requirements.

- A simulated clinical training room with a hospital bed, lifter, shower chair and complex health support equipment including PEG feeding equipment.
- Use of an adult-sized medical training aid, which is used to demonstrate practical tasks including catheter care, bowel care and PEG feeding.
- Simulated accessible bathroom including a ceiling hoist.

Next to these rooms an accessible kitchen to be used during training is also a feature.

These new spaces will also allow us to provide training to other organisations. Our range of programs can be tailored to suit specific organisational requirements.

We are very much looking forward to utilising these training spaces over the years to come.





Working together to build a better future

## Partnership with Lifestyle Assistance Accommodation Service

In 2018, we were excited to announce that we entered into a three-year management agreement to assist with Lifestyle Assistance and Accommodation Service's (LAAS) transition to the NDIS.

LAAS was formed by a group of parents of children with disabilities over 30 years ago. This was because there were no services of this kind available in the Riverland and all people who required intensive supports were re-located to Adelaide.

### Ethos & Values

LAAS's ethos and values closely match those of Enhanced Lifestyles, and we feel we are in the right position to support LAAS with the management of their organisation.

### Service Model

LAAS specialises in 24-hour supports in supported accommodation as well as day options. This means we are not in direct competition and can support each other within

the Riverland.

LAAS has been referring in-home and community support services through to us, further growing our regional profile in the area.

The Board of Enhanced Lifestyles has endorsed this move, which will allow us to diversify Enhanced Lifestyles' revenue sources and remain a boutique provider specialising in individualised services.

The diversification of revenue means we are able to start looking at capping numbers of customers within the service to ensure we are able to support our service model.

We are looking forward to a prosperous partnership with LAAS in the years to come, helping individuals with a disability reach their goals and maintain an independent lifestyle.

A close-up photograph of a man with Down syndrome. He has dark hair and is wearing a bright blue polo shirt. He is leaning forward with his arms crossed, looking directly at the camera with a gentle smile. The background is softly blurred, showing what appears to be an indoor setting with wooden elements.

**“Working together to  
build a better future”**





# Enhancing Gordon's Life

**I have been with Enhanced Lifestyles for approximately three years and without them, I would not be able to "go boldly" out into the community and explore. My life dramatically changed after I had my heart surgery.**

By utilising Enhanced Lifestyles, it has taken a great strain off my wife, Christine, who has been my sole carer for 20 years. My Lifestyle attendants provide exceptional personal and domestic care as well as take me out on Friday drives for iced coffee and cake!

Before all this happened, I was a self-confident, independent, self-employed earth-moving/builder and real estate agent. I had many friends, and I had a very active church/social life. In an instant, it all ceased! I was forced into a reclusiveness I neither wanted nor needed.

As the years passed, I became less coordinated and ended up in a bit of a pickle. That pickle was two broken hips four weeks apart, 18 months ago. This required hip replacements and a lot more physiotherapy, which now is a permanent fixture in my life.

These life-changing elements resulted in me requiring supports from my supportive Lifestyle attendants. They enable me to now actually have a life and retain my independence and dignity.

The support provided by Enhanced Lifestyles has given me the social freedom that I have yearned for

20 years. I have also been able to navigate my team in the direction I want to go (call me Google Maps!).

I'll end this on one very important fact, that it was an answer to prayer by my dear wife and friends that I still have a pulse and am walking and whispering. I want to encourage all the staff at Enhanced Lifestyles to keep up their good work, which they kindly provide—especially Bronni Siggs. She came out to our home on several occasions and helped us navigate through the NDIS.

And one more thing: a very big thank you to Jordon Lee for all his financial guidance and assistance towards ensuring I received the equipment I needed to enable an independent lifestyle.

# Treasurer's Report



**I am pleased to present the Treasurer's Report for Enhanced Lifestyle for the year ending 30 June 2019.**

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 following 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.

The following page includes financial data for the organisation. It is important to consider the overall income streams and where the future growth of the organisation may come.

Revenue streams have shifted away from government grants to individualised funding and then we see that income from NDIS is a major component of Enhanced Lifestyles revenue.

The largest expense of the organisation is the employee salary and associated costs. Net Assets as at 30 June 2019 are \$2,466,172 an increase from 30 June 2018 \$2,310,759. Cash Balances at 30 June 2019 are \$1,916,646.

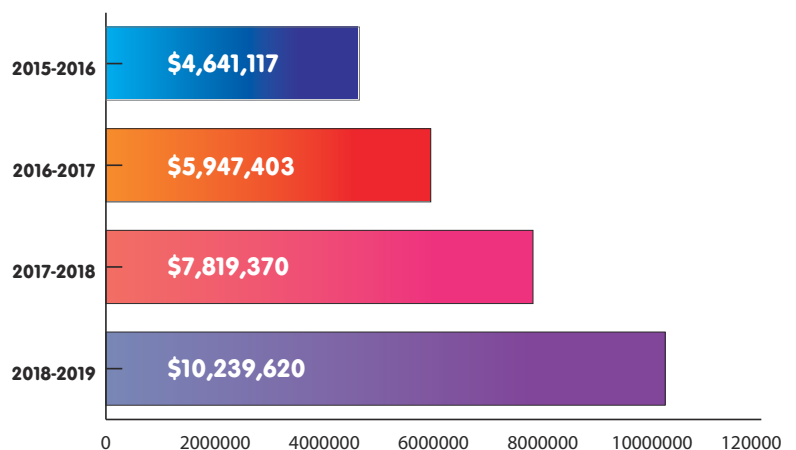
Enhanced Lifestyles finance audit and Risk Management Committee still

meets regularly to discuss the organisations finances and reviews policies associated with good financial management. This means the committee can get the finer detail and overview of the organisation and confidently report back to the Board of Management.

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 2018-2019 financial year and to Jeremy and all the finance team for its dedication to the accuracy of the reports.

Thank you

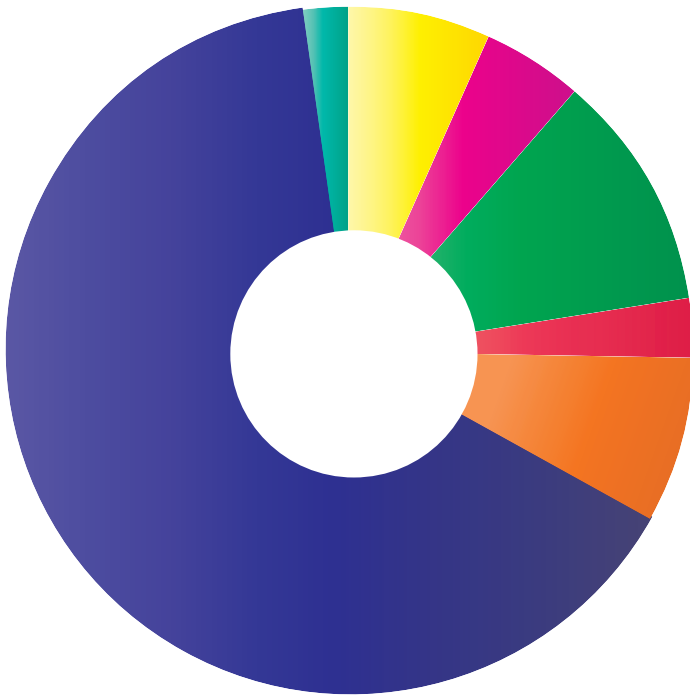
Trudy Gepp  
Treasurer



**Income comparison over the past 4 financial year:**

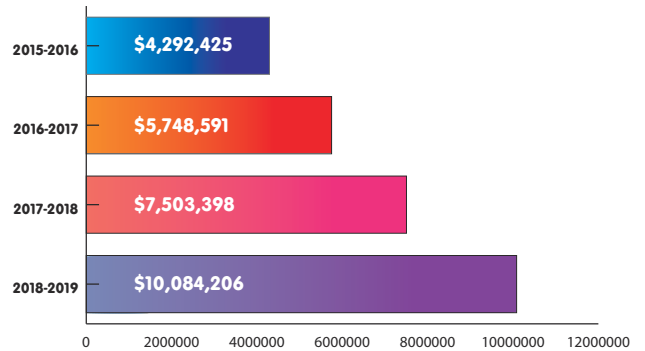


# Financial Data 2018-2019

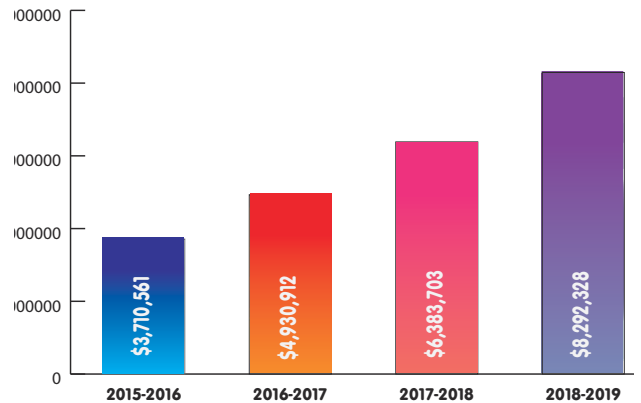


## Revenue Streams 2018 - 2019

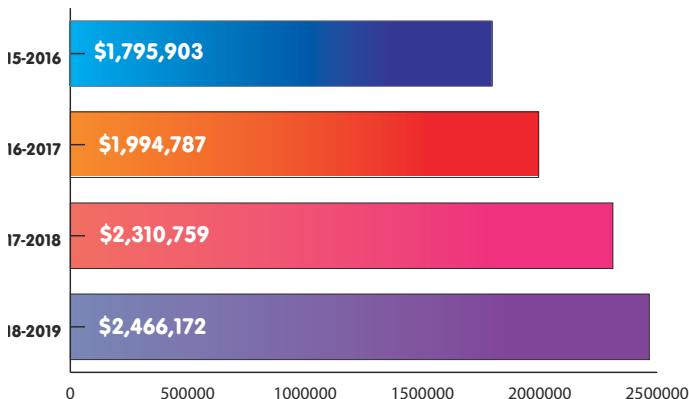
- NDIS Income \$6,619,552
- DSA Brokerage Income \$1,154,873
- DOH COS Grants \$800,388
- Individualised Funding \$709,423
- Fee for Service \$464,313
- Hosting Grants \$283,413
- Other \$207,658



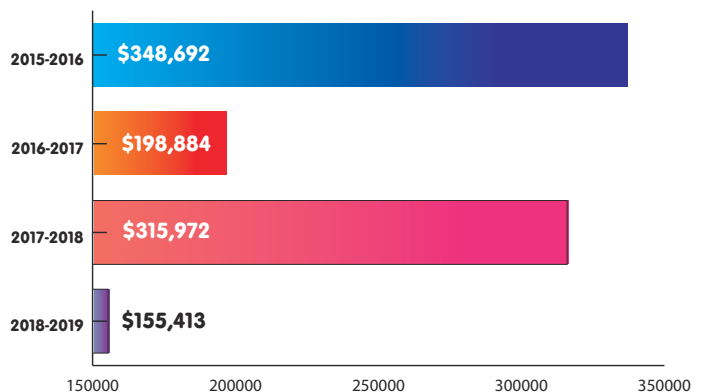
Expenditure comparison over the past 4 financial years



Comparison of employee salary costs past 4 financial years



Accumulated Surplus comparison over the past 4 financial years



Surplus/(deficit) comparison over the past 4 financial year.

# Enhanced Lifestyles Incorporated Financials

## Statement of surplus or deficit for the year ended at 30 June 2019

	<i>Note</i>	<i>30 June 2019</i> \$	<i>30 June 2018</i> \$
Revenue	2	10,239,620	7,833,756
Bad debt		6,107	31,014
Employee benefits expense		8,292,328	6,483,294
Depreciation expense		100,863	84,239
Finance costs		19,563	20,728
Office costs		122,226	62,857
Client expense		419,401	110,732
Rent expense		18,764	
Insurance expense		18,884	21,346
Utilities		49,171	30,465
Other expenses		1,036,902	673,109
<b>Surplus/deficit for the year</b>		<b>155,413</b>	<b>315,972</b>
Other comprehensive Income		-	-
<b>Total comprehensive income (loss) for the year</b>		<b>155,413</b>	<b>315,972</b>

The accompanying notes form part of these financial statements.

# Enhanced Lifestyles Incorporated Financials

## Statement of financial position at 30 June 2019

	Note	30 June 2019 \$	30 June 2018 \$
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	3	1,916,646	1,846,197
Trade debtors	4	515,813	440,498
<b>Total Current Assets</b>		<b>2,432,459</b>	<b>2,286,695</b>
<b>NON CURRENT ASSETS</b>			
Property, motor vehicles, plant and equipment	5	1,854,731	1,235,055
Total Non Current Assets		1,854,731	1,235,055
<b>TOTAL ASSETS</b>		<b>4,287,190</b>	<b>3,521,750</b>
<b>CURRENT LIABILITIES</b>			
Trade and other payables	6	1,020,874	620,511
Income in advance		-	114,816
Borrowings		136,939	81,801
Employee provisions	7	148,053	86,137
<b>Total Current Liabilities</b>		<b>1,305,866</b>	<b>903,265</b>
<b>NON CURRENT LIABILITES</b>			
BORROWINGS	8	515,151	307,726
<b>Total non current liabilities</b>		<b>515,151</b>	<b>301,726</b>
<b>TOTAL LIABILITIES</b>		<b>1,821,018</b>	<b>1,210,991</b>
<b>NET ASSETS</b>		<b>2,466,172</b>	<b>2,310,759</b>
<b>Accumulated Surplus</b>		<b>2,466,171</b>	<b>2,310,759</b>
<b>TOTAL MEMBER FUNDS</b>		<b>2,466,171</b>	<b>2,310,759</b>

The accompanying notes form part of these financial statements.

# Enhanced Lifestyles Incorporated Financials

## Statement of cash flows for the year ended at 30 June 2019

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	<i>Note</i>	<i>30 June 2019</i>	<i>30 June 2018</i>
		\$	\$
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
Receipts from Grants and Customers		10,128,927	7,673,565
Receipts from interest		35,378	-
Payments to suppliers		1,794,997	7,326,705
Payments for employee expenses		8,230,410	-
Net cash provided by (used in) operating activities	9	138,898	346,860
<b>CASH FLOW FROM INVESTING ACTIVITIES</b>			
Proceeds from sale of plant & equipment		-	56,874
Payment for plant & equipment		720,538	84,407
Net cash provided by (used in) investing activities		720,538	27,533
<b>CASH FLOW FROM FINANCING ACTIVITIES</b>			
Borrowings		652,090	-
		652,090	-
Net increase (decrease) in cash held		70,450	319,327
Cash at the beginning of the year		1,846,197	1,526,870
Cash at the end of the year		1,916,646	1,846,197

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The accompanying notes form part of these financial statements.

# Enhanced Lifestyles Incorporated Financials

## Statement of changes of equity for the year ended at 30 June 2019

	Note	Retained Earnings \$	-Total Equity \$
<b>Balance at 1 July 2017</b>		1,994,787	1,994,787
Surplus/(loss) for the year		315,972	316,972
Other comprehensive income			
Revaluation adjustment of financial assets		-	-
<b>Balance at 30 June 2018</b>		2,310,759	2,310,759
Surplus/(loss) for the year		155,413	155,413
Other comprehensive income			
Revaluation adjustment of financial assets		-	-
<b>Balance at 30 June 2019</b>		2,466,172	2,466,172

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 2019 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. is 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 regarding 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 the 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 Enhanced Lifestyles Inc. as of 30 June 2019 and of its financial performance for the year then ended in accordance with the Australian Accounting Standards (including the Australian Accounting Interpretations). In conducting my audit, I have complied with the independent requirements of Australian Professional Accounting Bodies.



Peter Hall Chartered Accountant



**“Nothing about  
us without us”**



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