



# ENHANCED NEWS

August 2019

## Vale Phillip



### Nothing about us without us.

It is with great sadness that I inform you of the passing of our Chairperson of the Board and friend, Phillip Beddall. Phillip passed away at his home Friday 30th August

We have been struggling to find the right words to describe Phillip and his contribution to both Enhanced Lifestyles and the disability sector as a whole due to the massive impact he has had on us all. Phillip has been a Member with Enhanced Lifestyles since its inception in 1990, when the organisation was known as South Australian Independence Lifestyles (SAIL). He became heavily involved with the organisation both as an advocate, Board Member and Committee Member since the early 90's. Phillip was a leader in Governance processes for the organisation and has been Chair of Enhanced Lifestyles for approximately 10 years, leading the organisation through enormous change with the introduction of the NDIS. Phillip supported and encouraged the growth of

the organisation over the past 5 years and has always encouraged customer participation within the organisation.

Phillip was also a leader within the disability sector in South Australia as a vocal and high-profile human rights campaigner and disability advocate for the past 30 years. He was the Vice President of the Dignity Party, stood as a Dignity Party candidate in the 2018 South Australian election, and was Vice Chair of SACOSS as well as Chair and SA Coordinator of the Young People in Nursing Homes National Alliance and a supporter of the Barriers to Justice (B2j) campaign. A dedicated and extremely busy man Phillip was!

He also worked as a community and commercial broadcaster and was a well-known media commentator on disability, health, accessibility, rights and issues and was the first person to run a radio program on disabilities. Phillip could often be seen out and about in Adelaide, and took pride in advocating for the rights of people with disability and accessibility within his local council region, the Adelaide City Council.

Phillip will be sorely missed both as an advocate, supporter, customer, friend and as the Chairperson of the organisation.

Jeremy Mills  
Chief Executive Officer

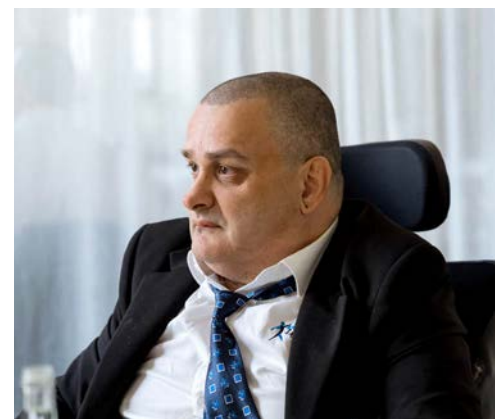
# Vale Phillip

## Phillip's advocacy for accessibility



Phillip's most recent achievement was advocating for the City South Tram Stop to be fully accessible for people living with disability. One of his passions was ensuring full accessibility for South Australian's. Phillip lived in the Adelaide City Council Area and was a prominent figure and advocate for disability. On July 31st Phillip met with the Minister for Transport, Infrastructure and Local Government Stephan Knoll. Phillip gave a statement regarding the importance of upgrading the new City South tram stop to meet The Disability Discrimination Act (DDA) requirements. The \$17.5 million replacement project has now ensured the tram stop is fully accessible for people living with a disability. Pictured on the right, Phillip spoke to several journalists on the day to give his thoughts on the project and what this means moving forward. "It is something that our members have been pushing for a long time". "This is a significant day for not only people living with a disability, it is a significant day for all of South Australia because everyone will be able to use the tram service". The

projects success represents a lengthy advocacy campaign from not only Phillip but many more South Australians living with a disability. The City South tram stop officially re-opened August 1st for all members of the public.



## Message from the Chair

Dear Members,

As you would be aware by now, Phillip Beddall, Chairperson of Enhanced Lifestyles, passed away on Friday 30th of August 2019. The Board has had to process and grieve the loss of our colleague and friend as well as “get on with business as usual” to coin a Phillip phrase.

As this was a particularly unusual and difficult time, the Board sought external advice on how to proceed to ensure the board could carry out its duties until the Annual General Meeting.

The advice was to:

- a. Keep things as they were and have the Vice-Chairperson assume the role of Chairperson
- b. Declare the Officer Bearer positions open and elect the Chairperson as well as someone to act as Vice-Chairperson whilst continuing their current Officer Position.

The Board felt that the latter option would provide greater stability to the Board and the Association.

I wish to advise you that following this process the Board Members are as follows:

- Deb Clark (Chairperson)
- Marnie Trebilcock (Vice-Chairperson and Secretary)
- Trudy Gepp (Treasurer)
- Louise Braybon
- Erin McKenzie-Christensen
- Anna Farrugia

These changes are in effect as of 5 September 2019.

I have worked closely with Phillip for the past 3 years as Vice-Chairperson and Secretary. I will truly miss him as a colleague and friend as well as his steady leadership, immense governance knowledge and ability to keep the Board focused on the best interests of the Association and its members. I would like to take this opportunity to also thank the Enhanced Lifestyles community who have offered support in this time. We are truly grateful.

Enhanced Lifestyles is the main contact for any queries regarding the funeral. If you have any photos, memories or wish to pay your respects, please contact Jeremy Mills on 8340 200 or [jeremy.mills@enhancedlifestyles.com.au](mailto:jeremy.mills@enhancedlifestyles.com.au).

With Phillip's absence the board now finds itself in a position where to function more effectively we would like to co-opt members to the board to fill vacancies until the AGM. Vacancies currently available are three core members and one skills-based member. If you have experience from other boards or an interest in governance with Enhanced Lifestyles please contact myself by email at [deb.clark@enhancedlifestyles.com.au](mailto:deb.clark@enhancedlifestyles.com.au) and I will be happy discuss it with you. Alternatively complete an expression of interest and forward to the board via [board.support@enhancedlifestyles.com.au](mailto:board.support@enhancedlifestyles.com.au)

Kind regards,  
Deb Clark  
Chairperson

### **Funeral Service to Honour and Celebrate the Life of Phillip Beddall**

Location: Influencers Church, 57 Darley Rd, Paradise

Time: 1:30 pm

Date: Saturday 14th September 2019



# OFFICE & BOARD NEWS

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

## In this issue....

Vale Phillip.....	1
Feature on social media.....	4
Companion Card.....	5
Board & Office team.....	6
Customer Feedback Policy.....	7
Feedback appreciation.....	9
Training rooms update.....	11
New operations staff.....	12
Quality update.....	13
Service Delivery news.....	14
Roster reminders.....	15
Teleclock procedure.....	16
Balancing Duty of Care.....	17
Worker Screening Requirements.....	18
NDIS module.....	19
Employee salary packaging.....	20
Crossword.....	21
The famous Steam-Ranger.....	22
What's on at Enhanced.....	23
Phillip Beddall photos.....	24



## Social media content

Would you be interested in sharing content on our Facebook page? We are looking to include user-generated content for social media and involve our customers as much as possible!

Content can include the following:

- holiday photos
- A day/night out
- A hobby
- Or Simply something you'd like to share!

Please include a a brief write-up of what you would like included with the post as well!

Please submit via:

[marketing@enhancedlifestyles.com.au](mailto:marketing@enhancedlifestyles.com.au)

## Feature in our newsletter!



We are very enthusiastic about showcasing our Members amazing talents and interests and would love to feature members in our future

newsletters. If any Members are looking to feature a hobby or their business in our newsletter, please email

[marketing@enhancedlifestyles.com.au](mailto:marketing@enhancedlifestyles.com.au).

## Do you need a companion card?



### What is a companion card?

It allows companions to attend and participate at most community venues and activities with people who living with a severe or profound, permanent disability as they require a high-level of attendant care. A companion can be defined as a family member, partner, friend, paid carer or volunteer.

### What is high-level attendant care?

Significant assistance with mobility (getting to the venue, manoeuvring at the venue and vacating the venue), self-care,

preparing for the event and planning and communicating with event personnel. The carer must also assist with the use of aids and equipment where instructed.

### Who qualifies for a companion card?

Residents must demonstrate all of the following to be eligible:

- Permanent resident of Australia, residing in South Australia
- They have a severe or profound, permanent disability
- Unable to attend venues/events without the assistance of a companion due to their disability
- Must have a life-long disability, e.g. cannot become independent in the future as a result of treatment, recovery or developmental improvements.

Any applicant who meets the criteria may apply for a companion card irrespective of their employment status or nationality.

Please note that if you only require a carer for social support or reassurance you will not be issued a companion card. It will not be issued to everyone who has a disability as well.

### Where can a companion card be used?

It can be used at affiliates which are supported by organisations, venues and facilities. If you would like to know where in South Australia you can use a companion card, please look at the link for a full list.

<https://www.sa.companioncard.asn.au/where-can-i-use-my-card>

### How do you use the companion card?

Simply show the companion card when making a purchase from an affiliate. If you are making a purchase over the phone, please ensure the operator is aware you have a companion card prior to paying. You will be issued with an additional ticket for your carer or companion free or charge. For phone bookings you must show your companion card at the venue upon arrival.

**“The limits of the possible can only be defined by going beyond them into the impossible ”**

**- Arthur C. Clarke**

## **Your Enhanced Lifestyles Board Representatives 2018/19**

Chairperson: Deb Clark

Treasurer: Trudy Gepp

Secretary: Marnie Trebilcock

Committee Members:

- Erin McKenzie-Christensen
- Louise Braybon
- Anna Farrugia

## **Your Office Team**

*Management:*

Chief Executive Officer: Jeremy Mills

Chief Operations Officer: Jodi McKay

Corporate Services Manager: Alexa Worley

Clinical and Training Manager: Noel Cornwill

Quality and Services Manager: Jeani Shepherd

Finance Manager: Jordon Lee

*Service Delivery (Manager: Jeani Shepherd):*

Senior Service Delivery Officer: Amy Hyatt

Service Delivery Officer: Haydon Ford

Service Delivery Officer: Deb Anderson

Service Delivery Officer: Jordan Bertram

Service Delivery Officer: Daina Howard

Service Delivery Officer: Mia Anfiteatro

*Finance (Manager: Jordon Lee):*

Billing Officer: Samantha Gully

*Quality (Manager: Jeani Shepherd)*

Riverland Customer and Support Coordinator: Lisa Turton

Business Development Officer: Bronni Siggs

Support Coordinator (Riverland): Gemma Wood

Customer Relations Officer: Claudine Sutter

Customer Relations Officer: Sarah Maynard (EN)

People & Culture Consultant: Belinda Smith

IT Support Officer: Haydon Ford



Quality Assistant: Ryley Johns

*Clinical & Training (Manager: Noel Cornwill RN)*

Learning and Development Officer: Emma Moss

*Marketing & Communications (Manager: Jodi McKay)*

Marketing and Communications Officer: Jamie Denyer

Communications and Engagement Officer: Emma Moss

*Administration (Manager: Alexa Worley)*

Administration Officer: Emma Sharples

Riverland Administration Officer: Annie Maschmedt

Administration Officer (Riverland): Samara Freeman

Board Support Officer: Sarah Lenigas

We welcome your feedback! If you have any comments or suggestions for future editions, please email us at [marketing@enhancedlifestyles.com.au](mailto:marketing@enhancedlifestyles.com.au)

# OFFICE & BOARD NEWS



Working together to build a better future



## Customer Feedback Policy

### Policy Statement

Enhanced Lifestyles (EL) and Lifestyle Assistance and Accommodation Service (LAAS) actively seeks the input and feedback of all Customers/Clients, which feeds directly into Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service' continuous improvement cycle, for the betterment of the organisation. The organisation will:

- Foster a service culture that encourages open and honest communication
- inform Customers/Clients about the standard of service they can expect
- protect the right of Customers/Clients to provide feedback and to make complaints.
- encourage and make it easy for people to provide feedback
- provide anonymity to people providing feedback
- record and analyse information arising from feedback and feed this information into the continuous improvement cycle for the purpose of improving service delivery and all other aspects of the organisation.

This document complies with NDIS 2018, standard 2.5 Feedback and Complaints Management, and ACIS 2013, section 2.5 Complaints Management. This document is readily available to all Customers/Clients and employees of Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service including The Boards.

<b>Policy context:</b> This policy relates to	
Contractual obligations	Customer Service Agreements

**Note:** As Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service is a customer of DHS/NDIS and other governing bodies it must comply to their relevant policies and/or guidelines when responding to information requests, complaints or requests for feedback.

### Encouraging Customer/Client feedback

Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service employees will be responsible for ensuring that Customers/Clients are informed of what they can expect from their service and how they may provide feedback. Information will be provided to Customers/Clients both verbally and in writing during the process of establishing a working relationship with the customer.

All employees working with Customers/Clients are responsible for ensuring they are familiar with the procedures for Customers/Clients to provide feedback, and for:

- accepting and reporting informal feedback
- offering Customers/Clients an opportunity to provide formal feedback through the appropriate feedback process as follows.

# OFFICE & BOARD NEWS

## Initiating and collecting customer/client feedback

Feedback may be provided by individual Customers/Clients on their initiative or in response to requests from the organisation. Individual Customers/Clients may provide feedback by:

- Completing the readily available online feedback form.
- Submitting a feedback form via email to the appropriate employee (available through the intranet or upon request).
- Verbally by phoning the appropriate employee.
- Through a representative who can use any of the methods stated above.

The Communications and Engagement Officer will be responsible for reviewing feedback records and identifying any action required including but not limited to escalating the feedback for action to management.

The organisation will seek feedback from Customers/Clients by means of annual customer/client satisfaction surveys, through publications such as newsletters and internal correspondence, and by making individual requests where applicable.

### Using feedback for service improvement

The Communications and Engagement Officer will be responsible for maintaining and managing files, data bases or systems used for recording and collating customer/client feedback.

The Communications and Engagement Officer will be responsible for preparing a report on all feedback received, analysing information from this feedback and preparing a report fortnightly to management who will take appropriate action as required.

Note: customer/client feedback and complaints received by the organisations may also initiate an improvement. Where this occurs the feedback/complaint form will be copied, filed and actioned in accordance with the continuous improvement process.

All results from customer/client feedback will be reviewed by the Quality and Training Manager (EL), the Operations Manager (LAAS), the Chief Executive Officer and the Continuous Improvement Committee; which will be used to:

- Inform service planning by including a review of customer feedback in all service planning, monitoring and evaluation activities.
- Inform decision making by including a report on customer/client feedback as a standard item on staff and management meeting agendas.
- Contribute to the continuous improvement of the organisation as a whole.



## We appreciate feedback!

Enhanced Lifestyles welcomes feedback from its customers and employees to improve the quality of our services. Providing feedback can sometimes be daunting, so we want to let you know about our feedback process to provide the best possible service. Our feedback and complaints management process is underpinned by the National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018 and we encourage all types of feedback including comments, complaints and compliments.

If you are not satisfied with any aspect of your services, we want to know about it so that we have an opportunity to resolve the issue as soon as possible. Remember, at any stage of the complaints resolution process you have the right to seek guidance and support from a disability advocate and the NDIS Quality and Safeguards Commission. We have provided this information later in the article for your convenience.

### **What type of feedback can I provide?**

Customers and employees can provide compliments, complaints and suggestions.

### **How do I provide feedback including complaints?**

Customers and employees have many ways to provide feedback. For example, you can give feedback in person, via TTY, over the phone, and on our feedback form. You can email a completed feedback form to our dedicated feedback email: [feedback@enhancedlifestyles.com.au](mailto:feedback@enhancedlifestyles.com.au) or post it to our head office. An acknowledgement will be provided within 1 business day. Complaints can be made about the organisation, a department, a head office employee or Lifestyle Attendant any aspect of our service. When making a complaint you have the right to remain anonymous if you wish.

### **Will my complaints be acknowledged and responded to in a fair and timely manner?**

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

### **Who will investigate my complaint?**

Your complaint will be reviewed and sent to the relevant department or manager to action and investigate. You can also request to speak to management about your complaint. At any stage of the complaints resolution process you have the right to seek guidance and support from an advocate or the NDIS Quality and Safeguards Commission. If you are not satisfied with the resolution provided by the relevant department you have the right for the matter to be escalated to management.

### **What happens if after the matter is investigated by management and I am still not satisfied with the outcome?**

If you are still not satisfied with the outcome provided by management, you have the right to escalate the complaint to Chief Operations Officer. If you are still dissatisfied with the outcome provided, you have the right to escalate the complaint to the Chief Executive Officer. Finally, if you still have concerns about the complaint or the way it was handled by the Chief Executive Officer it can be escalated to the Board.

### **Disability Advocates**

Disability advocates are experienced professionals that will provide objective advice and support about your rights when making a complaint. They provide a number of services and may provide assistance writing a complaint and may also represent you at complaint meetings.

### **Disability Rights Advocacy Service Inc.**

Disability Rights Advocacy Service Inc. (formally known as MALSSA) mission is to safeguard and promote the rights and interest of people with a disability, their families and carers.

Phone: 08 8351 9500

Email: [admin@dras.com.au](mailto:admin@dras.com.au)

### **Advocacy for Disability Access and Inclusion Inc.**

To help the person living with disability to have a better life by advocating for each person and their family/ carers.

Phone: 08 8340 4450

Freecall: 1800 856 464 (Country callers)

<https://advocacyfordisability.org.au/contact.php>

### **Disability Advocacy and Complaints Service of South Australia Inc. (DACSSA)**

Disability Advocacy and Complaints Service of South Australia Inc (DACSSA) is a free, independent information and support organisation servicing the Adelaide metropolitan area and regional/country South Australia.

Phone: (08) 7122 6030

Email: [admin@dacssa.org.au](mailto:admin@dacssa.org.au)

TTY: 133 677

### **Contact details of the NDIS Quality and Safeguards Commission**

A complaint can be made to the NDIS Commission by:

- Phoning: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
- National Relay Service and ask for 1800 035 544.
- Completing a complaint contact form.

The NDIS Commission can take complaints from anyone about:

- NDIS services or supports that were not provided in a safe and respectful way
- NDIS services and supports that were not delivered to an appropriate standard
- how an NDIS provider has managed a complaint about services or supports provided to an NDIS participant

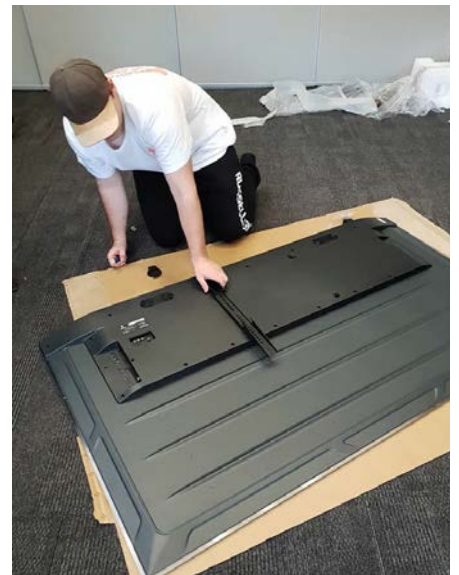
### **What does Enhanced Lifestyles do with the feedback collected?**

Feedback data is collected ensuring that no one can be identified in the data. We use the information to identify trends which we then use to help improve aspects of our service. The data is regularly reviewed by management and the Continuous Improvement Committee. Please feel free to call us or email us if you would like to find out more or if you have further questions.

# OFFICE & BOARD NEWS

## Training Rooms Update

Our new TV's arrived at head office towards the end of July. These will be featuring in our new training rooms and will be very important to the organisation moving forward. A big thank you to Kyle for helping assemble our TV stands to feature in our new training rooms! Kyle has been a customer of Enhanced Lifestyles for two years, a huge goal of his is to build his skills and capacity to gain employment. We are supporting Kyle to reach his goal and we look forward to him helping out in the future. Here he is showing off his handyman skills awesome job!



## New Operations Staff



### New Customer Relations Officer & Enrolled Nurse

Please welcome Sarah Maynard, our new Customer Relations Officer & Enrolled

Nurse to Enhanced Lifestyles. Sarah will be joining our Customer Relations team to ensure quality satisfaction and maintaining customer relationships with Enhanced. Sarah has been working as an Enrolled Nurse in the acute hospital sector for over 10 years and loves making a positive impact in people's lives. Sarah is a mum of two, a little boy who is 4 and a little girl who is 2. In her spare time she enjoys spending time with family and friends, going to the park with her children or spending time at the beach.



### New Riverland Support Coordinator

Introducing Gemma Wood, our new Support Coordinator based out of the Berri office. She has been a local in the Riverland

her entire life and has an extensive career in human and community services. Gemma most recently was an LAC with Mission Australia and has been providing us with updated information about NDIS processes and procedures. In her spare time Gemma trains and handles search and rescue dogs! As Support Coordinator Gemma will be linking customers with NDIS providers and assisting customers to receive supports and services to meet their goals. Gemma is a welcome addition and we look forward to her contributions.

## Expos

Enhanced Lifestyles has registered for The Kids & Youth Disability Expo and the Disability, Ageing & Lifestyle Expo for 2019. We're proud to once again be sponsoring both expos and very much looking forward to connecting with members of the public and promoting our services. This year we will have additional booths setup at both expos to showcase our training. As we are currently in the process of becoming an RTO it provides a great opportunity to display the variety of training we have on offer.

### Kids & Youth Disability

Venue: Priceline Stadium (Netball SA)  
Address: 155 Railway Terrace, Mile End South  
Date: October 12 2019  
Hours: 10am - 4pm

### Disability, Ageing & Lifestyle

Goyder Pavilion, Adelaide Showgrounds  
Goodwood Rd, Wayville  
October 17 2019  
10am - 4pm



DISABILITY, AGEING & LIFESTYLE  
EXPO 2019

*My life, my choice!*





# OFFICE & BOARD NEWS

## Quality Update

### Quality

May was a very busy time for the Quality team, full of preparation for the Attendant Care Industry Standard audit that was conducted in the last week in May. This audit was passed with flying colours it will assist and guide Enhanced Lifestyles in preparation for the NDIS audit that we will undertake in December.

We also had all of our policies and procedures evaluated against the NDIS Quality and Safeguarding Framework by an external auditing group. There are a few minor changes that can be made to ensure total compliance however we still met our requirements.

### Clinical & Training

Training continues to be a major focus for both staff and customers of Enhanced Lifestyles. We have been providing training for external agencies and we expect this to grow further now with our clinical training room operational and the training rooms ready for use. Additional Clinical training equipment is being sourced so we can expand on the type and complexity of our training to meet the needs of our customers.

Work continues for the establishment and development of Enhanced Lifestyles becoming a Registered Training Organisation. The Clinical and Training Manager currently undertaking a Certificate IV in Training and Assessing so we can provide certificate courses to both our own Lifestyle Attendants as well as external agencies.

## Dignity of risk

### What is dignity of risk?

It is a term which means that self-determination and having the right to take reasonable risks are essential for dignity and self esteem. Lifestyle Attendants should not impede this by being over-cautious about their duty of care, however you should ensure customer's are not at risk of serious injury or harm. It can be a delicate balance.

### Why is it important?

We need to ensure that our customers are exercising maximum choice and control. Having the freedom to make choices is an important quality of life and all Lifestyle Attendants should be encouraging this practice.

Dignity of risk in itself is a duty of care, this is because the primary consideration in safeguarding is the reduction of a customer's vulnerability by improving their ability to safeguard themselves. Consider the abilities, awareness and skills of customers but also balance this with a risk assessment. Giving customer's knowledge and experience is the best way for them to be confident in making their own decisions in the future. Lifestyle Attendants will be making our customer's feel safer by this very act of empowerment.

# QUALITY & SERVICES NEWS

## Service delivery

Service Delivery Officer Jaimie Arthur has now left to go on maternity leave for 12 months, we wish her all the best and good health during this exciting time in her life.

The Service Delivery team would just like to remind everyone of a couple of things to assist the team with best dealing with enquiries.

The afterhours phone is available for customers and LAs to notify the Service Delivery Team of issues when the office is not open and the matter is urgent. We kindly ask that you do not call or text the afterhours phone for non-urgent matters as it puts customers at risk due to potentially delaying Service Delivery Officers from attending to urgent issues.

The office opening hours are:  
Monday-Friday: 7am – 8:30pm  
Saturday: 7am – 5pm  
Sunday: 7am – 5pm  
Public Holidays: 7am – 3pm

Also after feedback received about the afterhours service, just a reminder that all Service Delivery Officers who answer the phone work an 8 hour shift that day plus an 8 hour shift the following day – it is not an independent service which is operated by people who stay up all night answering the phone, this is a service fully coordinated and provided by Enhanced Lifestyles.

Please be aware that the afterhours phone is manned by Service Delivery Officers who are not able to answer any queries related to billing, payroll or TeleClock as they do not have access to this confidential information. Majority of the calls made to the afterhours phone are non-urgent matters which could to have waited until the following day and/or can't be answered by the Service Delivery Team.

We appreciate your assistance in not calling the afterhours phone with queries which are not urgent matters.

### Protocols for accepting shifts for LAs:

- If you are unable to attend a shift, please call the office during office hours or the afterhours mobile. Please do not send a text message or email as this can be missed, especially if you are giving less than an hours' notice.
- If you are unable to accept a shift a simple no is all that's required. Not only does this assist Service Delivery to fill the shift quicker but it also means that they don't follow up repeatedly to see if you are available.
- If you accept a shift, please attend it. Don't accept a shift if you are unsure of your availability or if you already have another shift. We have had instances of this occurring and being provided with very little notice to find another person to complete the shift which has put the customer at risk of not receiving service.

Thank you for your assistance with these matters.  
The Service Delivery Team

# Roster Reminders

Whilst we strongly advocate and encourage customers to control and manage their own rosters, there are times where we need to have roster information. This is due to legislative, quality and legal requirements which state we must have accurate records of rosters for our employees. Although due to our service model, we can push these boundaries to a certain extent, we do need at a minimum an accurate roster of the “usual” shifts.

This doesn't mean we need to be informed every time a shift changes but if a major, ongoing change happens we would like to be notified. If we are audited by the NDIS in regard to how funding has been spent and we do not have an accurate roster and there are discrepancies, the organisation could be at risk of non-compliance and face large penalties. We kindly ask you to please send in any permanent changes to your roster to [rosters@enhancedlifestyles.com.au](mailto:rosters@enhancedlifestyles.com.au) so we can keep them as accurate and up-to-date as possible. Also if you would like your rosters sent to you please let us know and indicate whether you would prefer your roster via post or email.

Lifestyle Attendants: please email [rosters@enhancedlifestyles.com.au](mailto:rosters@enhancedlifestyles.com.au) with any discrepancies with your roster or shifts including times and dates. Please include the customer's name as well as what changes need to be made. If you are taking leave, please ensure you notify the office of who is covering your shifts if you have arranged the covers yourself. This ensures that if any shifts are missed or the person you arrange to cover becomes unavailable, we have accurate roster information.

There have been times when this has happened and due to the office not knowing an LA was covering another's shifts, a customer has missed out on receiving their service. Lastly, please do not accept shifts if they are not your shifts. This can cause confusion and result in a customer missing out on receiving services. Please check each shift before accepting and notify rosters if there are any changes needed, this includes if you decline. This is also to help with our new service delivery team to make sure we capture the correct information.

## Do you need Child Safe Training?

Enhanced Lifestyles is a child safe organisation, meaning that if you work children or young people you are required to have Child Safe policies and procedures. This is to ensure the health and wellbeing of any children within their supervision or care including when accessing services within the community.

Our Child Safe Environments training is the full 7 hour program which covers the following topics:

- » Values and attitudes
- » Legislation
- » Definitions and indicators
- » Prevention
- » Responding to a disclosure
- » Reporting

All participants receive a Child Safe Training course booklet and statement of attendance on completion of the course.

If you are interested or would like any additional information about Child Safe Training, please contact us on (08) 8340 2000 or via [training@enhancedlifestyles.com.au](mailto:training@enhancedlifestyles.com.au)

# PEOPLE & CULTURE NEWS

## Teleclock Procedure Updates

We have updated our Teleclock policy and procedure to ensure all employees are safe and upholding their responsibilities as Lifestyle Attendants. As a reminder, you must use Teleclock and CIMSability to comply with your WHS responsibilities and conditions of employment. This is incredibly important because if an emergency ever occurs while you're on shift, or if you injure yourself whilst on shift, we have a record of where you are, and you will be able to receive more supports from Enhanced, such as Return to Work.

Furthermore, there has recently been a sizeable increase in shift times being sent through via email rather than using Teleclock. Using Teleclock to clock in and out of shifts is a requirement of your employment. Lifestyle Attendants who continually fail to do so on a regular basis may face disciplinary action effective immediately. The reason Teleclock was not used must be included in all emails sent to the Teleclock inbox. Emails that do not contain this information will not be actioned. Additionally, if you are unable to use Teleclock because of an error (e.g. invalid employee code, token was flat), these details must be included in your email so we can potentially diagnose and fix the problem. Please ensure that your email contains the following details:

- Your full name
- Employee code
- The Customer's name
- The Customer's client code
- If you do not know the Customer's client code or full name, the suburb they reside in
- The date of the shift
- The start and end time of the shift
- The reason that Teleclock was not used, including details of errors or unavailability if relevant.

## Recruitment

We are currently recruiting for Lifestyle Attendants across Adelaide and regional areas as our organisation is expanding. Our minimum requirements include a relevant worker check, a current First Aid certificate within three years of obtainment, a current Manual Handling certificate within two years of obtainment, and a South Australian Drivers Licence. If you know anyone who you think would be suitable, please encourage them to apply.

We are constantly recruiting in different areas, so please email [recruitment@enhancedlifestyles.com.au](mailto:recruitment@enhancedlifestyles.com.au) if you have any question or recommendations for Lifestyle Attendants. If you are a current customer, we are happy to induct them and add them to your team for immediate work. If you are a current Lifestyle Attendant and your recommended candidate is successful, you will receive a \$50 gift card.



## Balancing duty of care and keeping yourself safe

In July 2019 we had a number of incidents that have highlighted the importance of workers balancing their duty of care needs with their responsibility to protect their own health and safety when providing services. We appreciate that many of our Lifestyle Attendants do an excellent job at tailoring services to meet individual needs however delivering services at the expense of your health is not beneficial for anyone! It is important to follow safe practices and understand when it is okay to say no if you believe a task is unsafe.

Enhanced Lifestyles has an obligation under the Work, Health and Safety Act 2012 to provide duty of care to customers and maintaining their obligation to protect the health and safety of workers. If there are doubts about the safety of the worker or customer when completing a task then it may be necessary to conduct a risk assessment and develop a plan to manage the risk. In some cases, a Customer Relations Officer may conduct a risk assessment in the Customer's home with the worker present to observe the task, such as a manual handling task for example. It is important that the Customer is consulted at every stage of the risk control process in line with The Community Workers Work Health and Safety Guidelines 2014.

When finding solutions to hazards in the home it is important that the solution benefits both parties and does not cause further risks. The consultation process may require some negotiation to reach a safe solution that works for all and protects the health and safety of the worker. The guide also makes the recommendation that it "...may be necessary to develop contracts with clients in order to provide a safe working environment Some situations require effective negotiation skills to enable a positive outcome for both the Customer and worker."

## What steps can a Lifestyle Attendant and Customer take to minimise the risk of harm in the home?

The Community Workers Work Health and Safety Guidelines (2014) provides useful tips for workers and customers to be able to work through and resolve WHS hazards and risks in the home which are below:

- Identify and define the problem
- Gather information from the client and the worker
- Analyse the information
- Develop alternative solutions or risk controls
- Select the effectiveness of the situation - is the solution working? If not, revisit the steps until a positive outcome is achieved.

Remember looking out for our Health and Safety in the workplace is everyone's responsibility! Our WHS Health and Safety Reps Emma Moss or Noel Cornwill are always here to assist if you would like to chat about a work, health and safety concern.

# Change In Worker Screening Requirements

**From July 1st 2019, all workers that provide supports and services for a registered NDIS provider will need to have an acceptable check as part of the Worker Screening Requirements.**

As part of the National Disability Insurance Scheme Quality and Safeguarding Framework, the Commonwealth and most states and territories will soon be transitioning to nationally consistent worker screening arrangements. The NDIS Worker Screening Check will replace different arrangements operating in each state or territory, and set a single national standard for all workers.

## **What is worker screening?**

It is a method to ensure that people who work or wish to work with NDIS participants don't present any risks to people with a disability. This will assist the organisation with recruitment and selecting suitable Lifestyle Attendants.

## **When will the NDIS worker screening start?**

All states and territories will commence the NDIS Worker Screening Check by July 1st 2020. Once this has been rolled out it will allow a worker with clearance to deliver services and supports in any state or territory or to any NDIS registered provider delivering services and supports.

## **Do I need to hold a check right now?**

From July 1st 2019, NDIS workers in all states and territories, except for Western Australia need to have an acceptable check in place to provide NDIS supports and services on behalf of a registered NDIS provider to people with disability.

## **Interim requirements in South Australia**

Existing workers in a 'risk assessed role' must have a valid clearance for a

- Department of Human Services Disability Services Employment Screening (issued in the last three years)

**OR**

- Department of Human Services Child-related Employment Check SA child related employment screening (issued in the last three years and before July 1st 2019)

New Lifestyle Attendants or current Lifestyle Attendants whose check expires after July 21st 2019 will need to apply for a Department of Human Services Disability Services Employment Screening Check. A Working with Children Check alone will no longer be acceptable for providing NDIS supports. If Lifestyle Attendants are working with children they **also** require a new working with children check.

Payment plans can be organised between Lifestyle Attendants and Enhanced Lifestyles. The amount can be deducted from up to four payments.

Please feel free to contact People and Culture via [peopleandculture@enhancedlifestyles.com.au](mailto:peopleandculture@enhancedlifestyles.com.au) or call 8340 200 if you have any questions.

# PEOPLE & CULTURE NEWS

## NDIS Module

Please be advised that all employees, including Lifestyle Attendants, are required to complete the NDIS Orientation/Code of Conduct module which is online. Once you have finished the course and received your certificate, please send it through to [peopleandculture@enhancedlifestyle.com.au](mailto:peopleandculture@enhancedlifestyle.com.au) for our records. Please be aware that under the NDIS requirements all employees including the operations team must complete this module. Congratulations to all who have already completed the module and have sent it through.

The NDIS Worker Orientation Module is an interactive online course that explains the obligations of workers under the NDIS Code of Conduct from the perspective of NDIS participants. It was developed in consultation with the sector, including people with a disability and NDIS providers. Once completed, workers will receive a Certificate of Completion. During the module, workers are encouraged to consider and respond to different scenarios in the context of supporting a person with disability. On completion of the module, workers will have an understanding of the role of the NDIS Quality and Safeguards Commission and their roles and responsibilities under the Code of Conduct including: human rights, respect, and risk.

Below is the link that will directly take you to complete the course. You will need to create an account before you can start the course. This can be done simply by clicking 'Create an Account' on the login page.

Link to NDIS Workers Module: <https://training.ndiscommission.gov.au/>

It will take approximately 90 minutes to complete; however, you do not have to do the whole module at once. You can come back to it as many times as you want. You must complete all four sections to achieve your certificate, and you must email a copy of your certificate to Enhanced Lifestyles.

The four sections covered are:

1. Understanding the NDIS
2. The NDIS Safeguards and Quality Commission
3. The NDIS Code of Conduct: Your Responsibilities
4. The NDIS and You: Delivering Quality Services

If you have any questions or queries, please call 8340 2000 and speak to the People and Culture team, or email [peopleandculture@enhancedlifestyles.com.au](mailto:peopleandculture@enhancedlifestyles.com.au).

## Riverland LA Social Club

Come along to our LA social club in the Riverland! We hold LA Social Club with the aim providing a positive platform for Lifestyle Attendants to meet and get to know one another.

LA social club has no cost and is attended by an operational staff member. To RSVP or register your interest for future dates please email [events@enhancedlifestyles.com.au](mailto:events@enhancedlifestyles.com.au) or call 8582 1689 and ask for Annie.

# Employee Benefit - Salary Packaging

Wouldn't it be nice if you could do more with your money? Salary packaging through Maxxia is a tax effective way you can achieve this. As a valued employee of Enhanced Lifestyles, we are proud to partner with Maxxia, our salary packaging agent and offer ALL employees the opportunity to pay less tax and take home more money each payroll fortnight.

## Maximise your income the smart way

Salary packaging is an exciting story, but it can also appear to be quite complicated at first. In a normal situation, you go to work and get paid but before you get paid, your employer takes out income tax and deposits what is left over into your account. You then pay for all your living expenses using this money.

With salary packaging, your employer pays you the same salary but instead of paying all your expenses after you've been taxed, you pay for selected expenses *before* the tax is taken out. This could lower your taxable income and help you pay less tax.



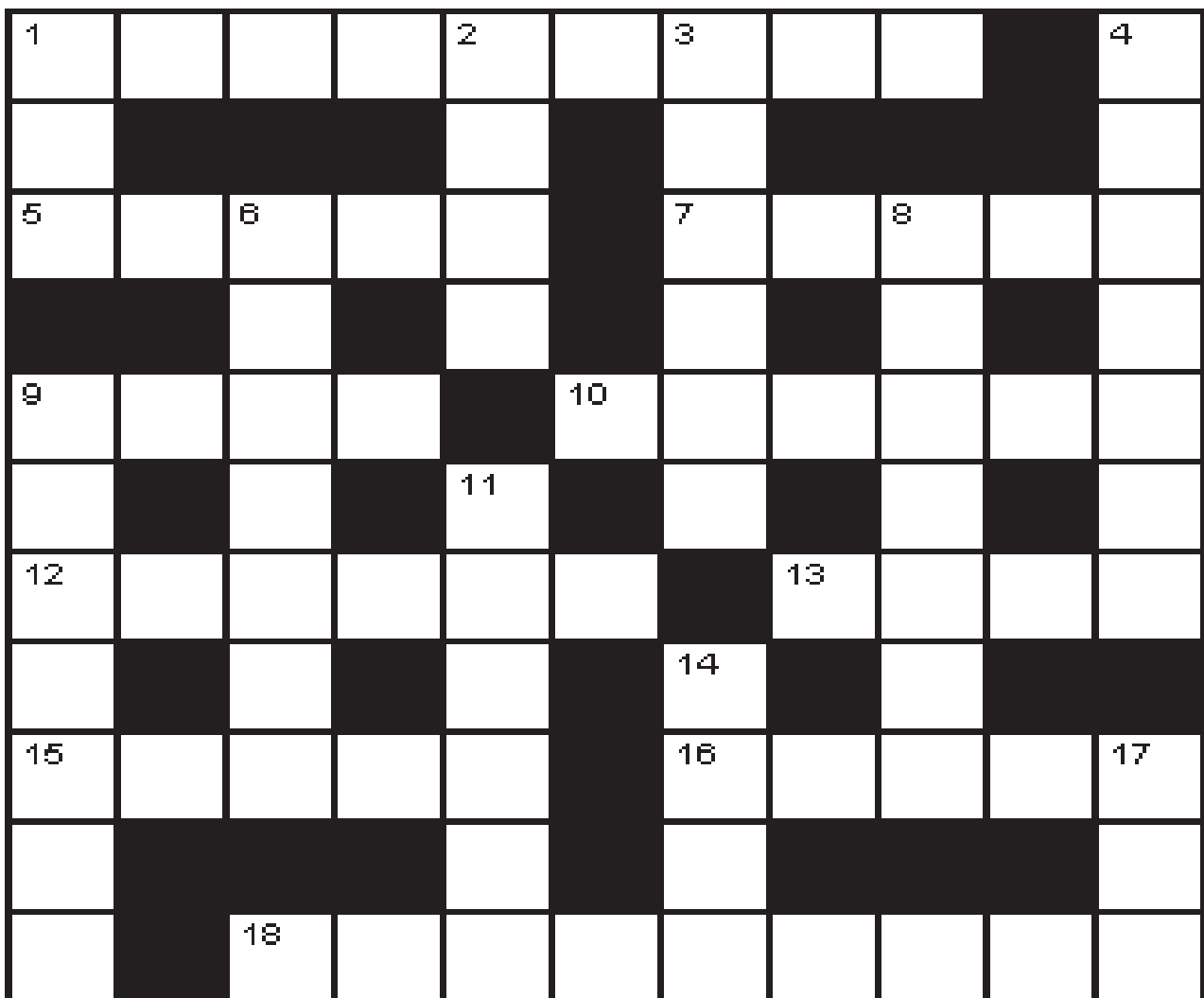
Calculate how much you could save with salary packaging at [www.maxxia.com.au/calculator/salary-packaging](http://www.maxxia.com.au/calculator/salary-packaging)

For further information, please call Maxxia directly on 1300 123 123 and quote your employee number (your TeleClock ID). Maxxia take care of the rest and liaise with our payroll department.

Salary packaging is a tax effective way to make the most of your fortnightly take home pay and is offered as an employee benefit to all employees of Enhanced Lifestyles.



## Crossword



### Across

1. Oily or greasy (9)
5. Bet (5)
7. Young eel (5)
9. Land measure (4)
10. Sultry (6)
12. Dairy product (6)
13. Hex (4)
15. Crowd scene actor (5)
16. Hidden drawback (5)
18. Accumulated (9)

### Down

1. Cutting tool (3)
2. Remedy (4)
3. Wildcat (6)
4. Contradiction in terms (7)
6. Article of clothing (7)
8. Findings of a jury (7)
9. Of times long past (7)
11. Attack (6)
14. Dull pain (4)
17. Concealed (3)

Solution on the back page

# The famous SteamRanger Heritage Railway

The dear Enhanced Lifestyles Newsletter readers,

Ever-since I had the opportunity to ride on the famous Kuranda steam railway train some years ago (from Cairns up to Kuranda, QLD), I had a definite interest in historic steam trains from then on. So, when I heard about Our famous Steam-Ranger Heritage railway that travels from Mount Barker down to Victor Harbor I couldn't wait to take a ride on the Famous Steam-Ranger Heritage railway...



It all began on a very cold crisp morning, I don't think even the birds were awake. There were two people on this little adventure, myself and my kind carer and long-time friend Victoria. We left my Highbury home at 8am to be at Mount Barker railway station by 9:30am on Sunday morning. We took the scenic route up to Mt Barker. What is the scenic route you may ask? not up the freeway. We drove along Greenhill rd up to Uraidla through Oakbank then Hahndorf until we arrived at Mt Barker railway station. After waiting on the platform with 200 other passenger's, an announcement was made, unfortunately "The Steam Ranger engine has a leaking steam pipe!". The announcer continued to explain how it was too dangerous to run the SteamRanger engine, so sadly, they used the 900 diesel locomotive for our little adventure.



On our journey we stopped off at Strathalbyn, Goolwa, Port Elliot & Middleton to pick up and drop off passengers until we finally made it to our destination, Victor Harbor. Oh and before I forget, we picked up three cockle train carriages at the Goolwa Railway Station, which we dropped back off at Goolwa on our return journey to Mt Barker. We crossed over five bridges, one was 75 metres high. We passed through lush green dairy-farm pastures, with hundred's of dairy cows in the paddocks, we also saw a half a dozen Kangaroos, two Emus and three Foxes running in the paddocks. We had a three hour stop-over in Victor Harbor, so we went to The Hotel Victor for lunch. It's located on the esplanade and overlooks the ocean, which I love. We had a delicious carvery and I brought along my famous Farmers Union Iced Coffee (never leave home without it!) and did I mention the view? I do however, recommend you book ahead as we were lucky to get a table due to the fact the resturant was very full.



Did I mention Ice Coffee! After lunch we went for a walk up the main street of Victor Harbor and found a very special gift shop where I bought my lovely wife a beautiful Mauve scarf. Victoria and I then leisurely made our way back to the Victor Harbor railway station to board the train for our return journey to Mt Barker. The staff on the SteamRanger are all volunteers, they bent over backwards to accommodate us in our leather seats. They have a cafe on board for refreshments and homemade cookies. Oh have I mentioned I also have a thing for choc-chip cookies with my Ice Coffee? Well I do, and I had one large choc-chip cookie with my ice coffee! Our seats were close to the toilets which was convenient.

I highly recommend this little adventure to those who are able to walk onto the train, and strongly suggest that you buy tickets at least 2 weeks early at the Mt Barker Railway Station to get \$60 discount tickets You should open-up and view their SteamRanger Heritage Railway website: <http://www.steamrangerheritagerailway.org/>

Signing off, your very loyal Enhanced Lifestyles Customer.

Mr. Gordon Browne

22.

# WHAT'S ON AT ENHANCED

## Member Events

### Coffee Club

Please RSVP to Emma Moss on 8340 2000  
or via [emma.moss@enhancedlifestyles.com.au](mailto:emma.moss@enhancedlifestyles.com.au)

### Hills Region

Uraidla Republic Café & Bakery  
1196 Greenhill Road, Uraidla SA 5142

**Time:** 1.00 - 2.30pm

**Date:** Wednesday 25th September

### Western Suburbs

Café De Vili's  
2-14 Manchester Road, Mile End South

**Time:** 1.00 - 2.30pm

**Date:** Friday 25th October

### Eastern Suburbs

Feathers Pavillion  
516 Glynburn Road, Burnside SA 5066

**Time:** 1.00 - 2.30pm

**Date:** Wednesday 13th November



## LA Events

### Social Club

Please RSVP to Annie Maschmedt on 8582 1689  
or via [events@enhancedlifestyles.com.au](mailto:events@enhancedlifestyles.com.au)

### Northern Suburbs

Caffe Acqua  
Elizabeth Shopping Centre  
50 Elizabeth Way, Elizabeth SA 5112

**Time:** 3pm - 4:30pm

**Date:** Wednesday, November 6th

### Eastern Suburbs

Red Mill Bakehouse  
25 Hectorville Road, Hectorville SA 5073

**Time:** 9:00am - 10:30pm

**Date:** Thursday 3rd October

## Crossword Solution

### Across

1. Oily or greasy - Sebaceous
5. Bet - Wager
7. Young eel - Elver
9. Land Measure - Acre
10. Sultry - Torrid
12. Dairy product - Cheese
13. Hex - Jinx
15. Crowd scene actor - Extra
16. Hidden drawback - Catch
18. Accumulated - Collected

### Down

1. Cutting tool - Saw
2. Remedy - Cure
3. Wildcat - Ocelot
4. Contradiction in terms - Paradox
6. Article of clothing - Garment
8. Findings of a jury - Verdict
9. Of times long past - Ancient
11. Attack - Assail
14. Dull pain - Ache
17. Concealed - Hid



