



ENHANCED NEWS

December 2019

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

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A message from the Chairperson of the Board...



On behalf of the Board of Management, I would like to take this opportunity to wish everyone a happy, safe and relaxing Christmas and New Year. Whether you are celebrating Christmas, or simply taking a well-deserved break, recharge your batteries ready for a new decade and an exciting 2020!

The NDIS – We are all in this together!

The disability sector continues to develop with major reforms (changes) to bring service providers, government and local government departments in line with the NDIS.

The next few Chairperson’s articles will give you information on the changes including how they will affect you. This time we will focus on The National Disability Quality And Safeguards Commission as it is one of the most recent reforms.

Like all big changes it will take time to get used to and there will be pros and cons in how they affect us.

Continued on page 2

2 Arlington Terrace,
Welland SA 5007
Ph: (08) 8340 2000
Fax: (08) 8346 2919



admin@enhancedlifestyles.com.au
enhancedlifestyles.com.au
facebook.com/EnhancedLifestyles/

OFFICE & BOARD NEWS

A message from the Chairperson of the Board... (continued)

What is the National Disability Quality and Safeguards Commission?

The National Disability Quality and Safeguards Commission is an independent agency established to improve the quality and safety of NDIS services and supports. (<https://www.ndiscommission.gov.au/about/what-we-do>)

The aim of The National Disability Quality and Safeguards Commission is to expect the same level of quality and safety for people with disabilities no matter where they live in Australia.

What does this mean for you?

Participants (Customers and Members)

- As an independent agency the Commission can hear complaints. It encourages participants to:
 - Speak with their provider first about the problem as there may be a quick solution to the problem
 - Take a friend or advocate with them
 - If still not resolved or the issue is too uncomfortable to approach the provider, lodge a complaint with the commission. They will work with both parties to find a solution. This can be done online or by phone.

Workers

- The Commission requires workers (anyone working with individuals with a disability)
 - To abide by the NDIS Code of Conduct
 - Complete training including the Worker Orientation Module

- Have an NDIS Worker Screening Check
- Obtain additional skills required for the role

Providers

- The Commission requires NDIS providers to do the following:
 - Abide by NDIS Practice Standards and Code of Conduct
 - Comply with a national worker screening system
 - Comply with a new complaints management and resolution system
 - Apply new incident management requirements including reportable incidents
 - Provide opportunities for workers to do the Worker Orientation Module
 - Understand and abide by new behaviour support requirements

To remain a registered service provider under the NDIS, Enhanced Lifestyles must comply with these regulations. Wherever possible we will push back on regulations that impose a threat to customer privacy or the right to take risks. However, it is a fine balance between keeping our registered provider status and advocating customer rights.

Overall The NDIS Quality and Safeguards Framework is a good thing as it aims to improve quality for us all. If you have any concerns or questions about why you are being required to do something please don't hesitate to contact us.

Nothing about us without us!

Deb Clark

Chairperson on behalf of the Board

“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

Vice-Chair/Secretary: Marnie Trebilcock

Treasurer: Trudy Gepp

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

Finance Manager: Jordon Lee

Service Delivery (Manager: Jodi McKay)

Senior Service Delivery Officer: Amy Hyatt

Service Delivery Officer: Haydon Ford

Service Delivery Officer: Jordan Bertram

Service Delivery Officer: Daina Howard

Service Delivery Officer: Mia Anfiteatro

Service Delivery Officer: Daniella Ross

Finance (Manager: Jordon Lee):

Billing Officer: Samantha Gully

Quality (Manager: Noel Cornwill RN)

Business Development Officer: Bronni Siggs

Senior Support Coordinator: Jessica Yeilds

Support Coordinator: Briony Drappala

Support Coordinator: Maria Pallant

Riverland Support Coordinator: Gemma Wood

Riverland Customer and Support Coordinator: Lisa Turton

Senior Customer Relations Officer: Sarah Maynard (EN)

Customer Relations Officer: Claudine Sutter



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

Corporate Services (Manager: Alexa Worley)

Administration Officer: Emma Sharples

Administration Officer: Deb Anderson

Riverland Recruitment & Administration Officer: Annie Maschmedt

Administration Officer (Riverland): Samara Freeman

Board Support Officer: Sarah Lenigas

New support coordinators

Throughout the past couple of months we have had three new Support Coordinators start with the organisation. They are here to assist customers by linking them with the supports they need, ensuring they are getting the most out of their NDIS plan. Welcome to the team Jessica, Maria & Briony



Jessica Yeilds - Senior Support Coordinator

Hi, my name is Jess and I have just come on board with Enhanced Lifestyles as a Support Coordinator. I have come from working in NDIS plan management at My Plan Manager, where we worked closely with a range of disability service providers, support coordinators and NDIS representatives. I'm excited to be working as a Support Coordinator with Enhanced Lifestyles due to the organisation's strong focus on encouraging success and independence.

Before working at My Plan Manager, I worked as an educational support officer for children with disabilities in mainstream schools. I have experience working as a disability support worker, as a tutor in correction centres for recent parolees and as a camp leader for children with disabilities.

My education background is in human services, having studied an Honours degree in Psychology (UniSA), a Diploma in Counselling (AIPC), and a Graduate Certificate in Disability Studies (Flinders). As a support coordinator, my focus will be on working for the NDIS participant and their family/supports, to maximise their NDIS budget and achieve their goals. I always strive to remain creative and flexible in my thinking in order to achieve the best outcomes for clients.



Maria Pallant - Support Coordinator

I am currently employed in various roles within the Community Service sector. My compassion, strong belief on equal social rights, lived experience and

passion to help people is what motivates me to flourish in this field.

My experience in the community sector includes working at SERCO Immigration Center as a Community Service Officer and Catherine House as a Community Support Worker. Most recently I worked at AnglicareSA in the Bail Accommodation Support Program.

I am currently upgrading my skills at Flinders University studying Behavioral Science- Psychology, to be more effective in my current and future roles.



Briony Drappala - Support Coordinator

I have worked in the disability field since I was 24. I am currently working as a Team Leader for an accommodation service for adults with dual disabilities.

I've had several different roles in the community sector includes working as an Accommodation manager, Support Worker, Program Coordinator, Developmental Educator and Team leader.

On a personal level I have also experienced the impact disability/ mental health can have on individuals and their families. A car accident resulted in me being hospitalised for a month and unable to walk properly for 6 months, having to use a wheelchair and walking stick. My eldest daughter also suffered a brain injury in the accident.

My youngest son has autism providing me insight into the challenges living in a rural area and sourcing NDIS supports.

OFFICE & BOARD NEWS

Complaints Process & the NDIS Commission

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.

How do I make a complaint?

Complaints can be made 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 or post it to our head office. An acknowledgement will be provided in 48 hours and investigation and resolution will take place in a timely manner. You also have the option of posting the completed feedback form. Complaints can be made about the organisation, a department, a head office employee, Lifestyle Attendant or aspect of our service. When making a complaint you have the right to remain anonymous if you wish.

NDIS Quality & Safeguards Commission

As a customer you have the ability to make complaints directly to the NDIS Quality and Safeguards Commission.

How do I make a complaint to the NDIS Quality & 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 also be arranged.
- Accessing the National Relay Service and voice confirming the number 1800 035 544.
- Completing a complaint contact form which you can access via: <https://www.ndis.gov.au/contact/feedback-and-complaints#complaint-form-instructions>. It can be downloaded on Microsoft Word or Adobe PDF. Email the completed form to feedback@ndis.gov.au.

What happens when I make a complaint?

The NDIS will work to resolve the complaint as quickly as possible at your local office. The complaints procedure is as follows:

- Take immediate action where there appears to be a high risk of harm, neglect or abuse
- Aim to acknowledge complaints within the next business day from receipt
- Call you within two business days of acknowledgement
- Aim to resolve complaints within 21 business days of receipt
- Publish information on their performance

Once the above steps have been taken, the NDIS will then contact the individual or organisation you are complaining about, provide them with details and ask for their comments and relevant information.

If at any stage you are dissatisfied with the outcome of your complaint you can ask for a supervisor or manager to review your complaint and how it was handled.

OFFICE & BOARD NEWS

Customer End of Year Celebration!

On December 5th we hosted the Customer End of Year Celebration at Head Office in our newly built, state-of-the-art training rooms. It was a fantastic evening with customers having a tour of the new renovations throughout the office, mingling with one another and enjoying great food. This was our biggest turnout for an end of year customer celebration in the organisations history! We would like to thank all those who attended and we also extend a thank you to all of our customers for the year. It was a great year with many fantastic events, we can't wait to see you all next year!





Merry Christmas

This year saw the organisation grow throughout Adelaide and the Riverland, providing quality in-home and community support services. Renovations at Head Office were finalised late in the year, making the office completely accessible. Our state-of-the-art training rooms are ready to provide our Lifestyle Attendants with the skills and confidence to assist customers. Our partnership with LAAS in the Riverland has allowed both organisations to assist one another and grow together to become the biggest disability service provider in the Riverland.

All of this would not be possible without the customers and Lifestyle Attendants who make our organisation what it is. We're looking forward to the new year and the excitement it brings, we will continue to be a member-governed service, ensuring that customers of the organisation have a say in their service delivery. We have already posted out an Enhanced Lifestyles 2020 calendar to you.

On behalf of the Operations Team we wish you all a Merry Christmas and a safe and happy new years!



OFFICE & BOARD NEWS

Head Office Holiday Closure

The Enhanced Lifestyles Head Office will be closing for the Christmas and New Years' period on **Thursday 19th December at 5:00pm 2019 and re-opening on Monday 6th January 2020.**

The Service Delivery Team will be working during this period. Our 24 hour, 7 day per week emergency after hours phone will be operational as normal.

Payroll is to be processed as normal on the 31st of December. If you have any TeleClock, Payroll or Billing enquiries during this period, please email them to the appropriate department and the team will respond to you upon their return from the 6th January.

Holiday Opening Hours

Thursday 19th December	CLOSED FOR OFFICE MAINTENANCE
Friday 20th December	CLOSED FOR OFFICE MAINTENANCE
Saturday 21st December	7am to 3pm
Sunday 22nd December	7am to 3pm
Monday 23rd December	7am to 3pm
Tuesday 24th December	7am to 3pm
Wednesday 25th December	AFTER HOURS PHONE ONLY
Thursday 26th December	7am to 3pm
Friday 27th December	7am to 5pm
Saturday 28th December	7am to 5pm
Sunday 29th December	7am to 5pm
Monday 30th December	7am to 5pm
Tuesday 31st January 2019	7am to 3pm
Wednesday 1st January	7am to 3pm
Thursday 2nd January	7am to 5pm
Friday 3rd January	7am to 5pm
Saturday 4th January	7am to 5pm
Sunday 5th January	7am to 5pm

Regular office hours will resume from Monday 6th January.

Please note: A number of operational employees will be on leave throughout the January period as leave has been staggered throughout December/January to ensure coverage throughout the office.

QUALITY & SERVICES NEWS

Quality Update



The Quality Team continues to develop policy and procedures with a special emphasis on reducing the size of the document and make it easier to read. Policy documents are circulated to all staff to ensure everyone knows what they contain before we commence our NDIS audit as well as to help our customers achieve the best possible outcome from their plan.

We have developed a series of internal audits so we can monitor how effective we are in providing our service to the customer and maintain compliance with various governing bodies

Clinical and Training update



The clinical training room is now fully functional and our equipment list grows all the time. We aim to provide the required training to both new and long serving Lifestyle Attendants to ensure all of our customers receive quality care. The room is set up to allow LAs to participate in hands on training. If a customer or LA have training requests please contact the office to speak to either Emma Moss, Noel Cornwill or Sarah Maynard. Both Sarah and Noel can deliver training which is required within the Scope of Practice for the LAs. Just a reminder to staff and LA's we are not registered for Wound Care or Wound Dressing, this is the responsibility of RDNS and is funded by NDIS.

We have established a Clinical Governance Committee to review any clinical issues that may arise. We have been fortunate to obtain the voluntary input from a doctor and pharmacist and we also have an independent Registered Nurse to ensure we remain within our registered components of the NDIS.

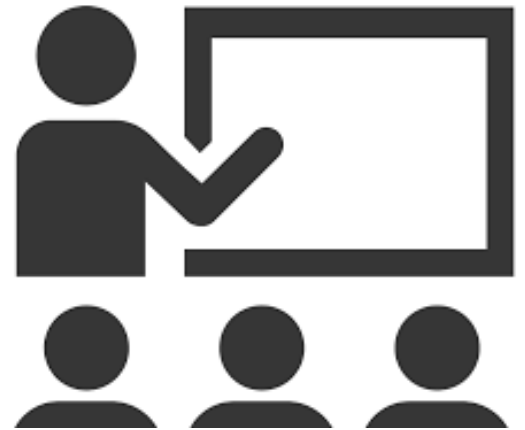
Our Learning & Development Officer Emma continues to develop our training and our aim is to be able to deliver more training online as well as being there on a personal level with face to face training. If there are topics that you would like covered please contact Emma or Noel and we will see what we can facilitate.

Enhanced Training

Did you know that Child Safe Training is now mandatory training for all Lifestyle Attendants working with children?

Child Safe training is a mandatory requirement for all Lifestyle Attendants that are working with children and young people. If you have received a reminder about updating your child Safe Training, please ensure that you attend training at your earliest convenience to avoid action from management.

Child Safe Environments training was delivered on the 19th of November 2019 and after-hours sessions on the 26th and 27th of November 2019. All sessions received excellent feedback with students indicating a high level of satisfaction with the activities and knowledge of the facilitator.



Deadline to complete NDS Restrictive Practice and Understanding Abuse training



As you may be aware, the due date for the NDS Restrictive Practice and Understanding Abuse training was originally Monday 2nd of December 2019 however the deadline has been extended to Friday the 13th of December 2019. As previously explained, the training is a mandatory requirement to continue working with Enhanced Lifestyles. If you have not completed the NDIS Restrictive Practice and Understanding Abuse training you will not be eligible for shifts until you have done so. Please contact the office on (08) 8340 2000 if you have not completed the training.

My login details don't work-what do I do?

If you are having login issues please contact Emma the Learning and Development Officer as soon as possible so that I can contact NDS and have your login details refreshed on their system so that you can get started on the training. The NDS portal is managed by the NDS Learn and Develop team who are located in Sydney so therefore there can be a short delay when updating login details however as soon as they are refreshed I will send you an email with your refreshed login details.

Thank you to all that have participated and complied with our mandatory requirements for 2019. We ran several different training programs that ranged from clinical to disability awareness. Our new training rooms at Head Office allows us to deliver quality in-house training to all of our Lifestyle Attendants. We are very much looking forward to conducting more training programs in 2020, stay tuned for more updates in the early new year about upcoming training we will be providing.

On behalf of the Quality & Services team have a Merry Christmas and a happy New year! .

QUALITY & SERVICES NEWS

Work, Health & Safety

Effective consultation is not only good practice but is a legislative requirement under the WHS Act 2012 and regulations. Regular and effective consultation with our Customers about safety matters is also a legislative requirement under the NDIS Quality and Safeguards Incident Management rules 2018.

Enhanced Lifestyles actively encourages consultation with all stakeholders of the organisation via our feedback and incident management processes and seeks input from customers and employees when making changes to our policies and procedures.

What is the role responsibility of a Health and Safety Representative?

Health and Safety Representatives (HSR's) can assist in the consultation process in identifying workplace hazards, finding workable solutions and ensuring a safe workplace for everyone. Health and Safety Representatives can also represent workers' rights in health and safety matters. You can contact one of our Health and Safety Representatives regarding any health and safety concern and we will assist you in finding workable solutions.

Remember that all incidents need to be reported within 24 hours to the Service Delivery team for compliance purposes. However, remember that at any stage of the incident reporting process you also have the right to also consult with one of the HSR's if you have a question or need further health and safety advice as a worker.

Who are the Health and Safety Representatives at Enhanced Lifestyles?

Emma Moss Health and Safety Representative

- General hazards and risks identified in Customer's home or in the community
- Risk assessments in the Customer's home
- Incidents in the Customers home or community
- Manual handling risks

Noel Cornwill Health and Safety Officer

- Clinical related hazards and risks
- Clinical scope of practice for Lifestyle Attendants (i.e medication, bowel and continence care, peg/gastrostomy, tracheotomy services)
- Manual handling related risks
- Clinical incidents involving injury and or hospitalisation for the Lifestyle Attendant

Service Delivery News

As we come to the end of another very busy year, the Service Delivery Team have been working around the clock to ensure all rosters are filled before the start of the festive period.

To assist us in ensuring problem free rosters over this period, we are asking for all LAs to provide us with any dates and/or shifts that you will be unable to attend. If you already have your shifts covered, we ask that you advise us who has agreed to do them, so we have the information in case of emergencies. Please send this information to the Service Delivery Team as soon as possible via email services@enhancedlifestyles.com.au or contact the Team on 8340 2000. If you have agreed to complete shifts over this period, we are kindly asking that you ensure your attendance. It can be difficult to find covers during this period at short notice and we would like to ensure that Customers have consistent services over the holiday break.

We would also like to request that any LAs who are willing to be contacted for extra shifts over Christmas to let us know so that the on-call person has availability on hand if needed. Just a reminder that we will have limited staff in the office over the Christmas so your assistance over this period is appreciated. The afterhours phone will be available 24/7 throughout this period.

We would like to thank the Lifestyle Attendants for their dedication and hard work this year. We truly do appreciate those who go over and above for our Customers and those who assist with filling last minute shifts. We would also like to acknowledge those who have ensured a smooth service delivery for their Customers by arriving on time for shifts and giving notice if they are unavailable.

From everyone in Service Delivery, we wish you all a Merry Christmas and a Happy New Year!

Incident Management Policy & Procedure Review



This month as part of our continuous improvement and compliance activities we had a review of the Incident Management Policy and Procedure with the joint management teams of Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service. These two documents are key to our Incident Management System and outline our responsibilities as a service provider and the steps that must be taken to properly manage an incident.

Together they describe what information we are required to record about an incident, how to manage the investigation, protect customer/client health and how to report an incident to the NDIS if required.

The joint meeting provided good feedback from both management teams and while largely happy with both how the documents are written and the process that they describe some key changes were agreed upon in both layout and the incident management process to better reflect how we manage an incident. These changes will be implemented ahead of the NDIS accreditation audit early next year.

PEOPLE & CULTURE NEWS

Enhanced Lifestyles Operations team



Jeremy Mills
Chief Executive Officer
Monday - Friday 9am - 5pm



Jodi McKay
Chief Operations Officer
Monday - Friday 10am - 6pm



Alexa Worley
Corporate Services Manager
Monday - Friday 9am - 5pm



Noel Cornwill
Quality & Clinical Training
Manager
Monday - Friday 10am - 6pm



Jordon Lee
Finance Manager
Monday - Friday 9am - 5pm



Bronni Siggs
Business Development Officer
Monday & Friday 8am - 4pm
Tuesday - Thursday 9am - 5pm



Sarah Maynard
Senior Customer Relations
Officer
Monday - Friday 9am - 5pm



Jessica Yeilds
Senior Support Coordinator
Monday - Friday 9am - 5pm



Lisa Turton
Riverland Customer &
Support Coordinator
Monday - Friday 9am - 5pm



Gemma Wood
Riverland Support Coordinator
Monday - Friday 9am - 5pm



Claudine Sutter
Customer Relations Officer
Monday, Wednesday,
Thursday, Friday
9am - 5pm



Jamie Denyer
Marketing &
Communications Officer
Monday - Friday 10am - 6pm



Debra Anderson
Administration Assistant
Monday - Friday 10am - 4pm



Ryley Johns
Quality Assistant
Monday - Friday 9am - 5pm



Belinda Smith
People & Culture Consultant
Monday & Wednesday
8:30am - 5pm,
Thursday 10am - 3pm
Friday 12pm - 5pm



Emma Moss
Learning & Development Officer
Tuesday & Friday 9am - 5pm
Wednesday 12pm - 5pm
Thursday 9am - 2pm



Emma Sharples
Administration Officer
Monday - Friday 9am - 5pm



Annie Maschmedt
Riverland Recruitment &
Administration officer
Monday - Friday 9am - 5pm



Samara Freeman
Riverland Administration
Officer
Monday - Friday 8.30am -
5pm



Samantha Gully
Billing Officer
Friday 9am - 5pm



Sarah Lenigas
Board Support Officer
Thursday 9am - 5pm



Amy Hyatt
Senior Service Delivery
Officer
Rotating Roster



Haydon Ford
IT Support Officer & Service
Delivery Officer
Rotating Roster



Jordan Bertram
Service Delivery Officer
Rotating Roster



Mia Anfiteatro
Service Delivery Officer
Rotating Roster



Daina Howard
Service Delivery Officer
Rotating Roster



Daniella Ross
Service Delivery Officer
Rotating Roster

Do you need help implimenting your NDIS plan?

If you have Support Coordination funded in your NDIS plan we can link you with the supports you need to ensure you receive the most value out of your plan and help you reach your goals. We have three dedicated Support Coordinators at Enhanced Lifestyles that have strong connections within the disability and allied health community. They can link you with the supports needed to ensure you maintain an independent lifestyle.

How is Support Coordination funded within your plan?

Support Coordination can be funded under one of the 3 categories:

- **Support Connection;** This is funded for 10 hours in total for the 12 months. It is used for connecting you with service providers to use in your plan. It can also be used to meet with a provider who is approved for Support Coordination.
- **Coordination of Supports;** This is typically funded for up to 100 hours for the 12 months of the plan. It is used to not only connect with service providers but also provide support with resolving points of crisis.
- **Specialist Support Coordination;** This is for individuals who have complex needs or disabilities who require people with a higher skill set to assist with connecting and coordinating service providers. This is usually funded for people who have a high component of therapies included within their plan.

PEOPLE & CULTURE NEWS

Lifestyle Attendant Qualifications

All Lifestyle Attendants must maintain valid qualifications to ensure compliance and continued employment with Enhanced Lifestyles.

We conduct regular qualification audits and send reminders however, it is YOUR responsibility as a Lifestyle Attendant to maintain valid qualifications, which include:

- First Aid (must be renewed every 3 years)
- CPR (must be renewed annually)
- Manual Handling (must be renewed annually)
- DCSI clearance – Disability &/or Child (if working with Children) (must be renewed every 3 years)
- NDIS Worker Orientation Module

We recommend the following training providers to renew your First Aid, CPR & Manual Handling:

A TEC (various locations): <https://www.atec.asn.au/>

Phone: 1300 112 832

First Aid Pro (various locations): <https://www.firstaidpro.com.au/>

Phone: 1300 029 132

**** Hold onto your receipts as you can claim the cost at End of Financial Year ****

Unfortunately, suspension of shifts may occur until the required qualifications are submitted to People and Culture. We want to avoid this occurring therefore please ensure you maintain valid qualifications at all times as this is a Condition of Employment with Enhanced Lifestyles.

Referral Program - Lifestyle Attendants

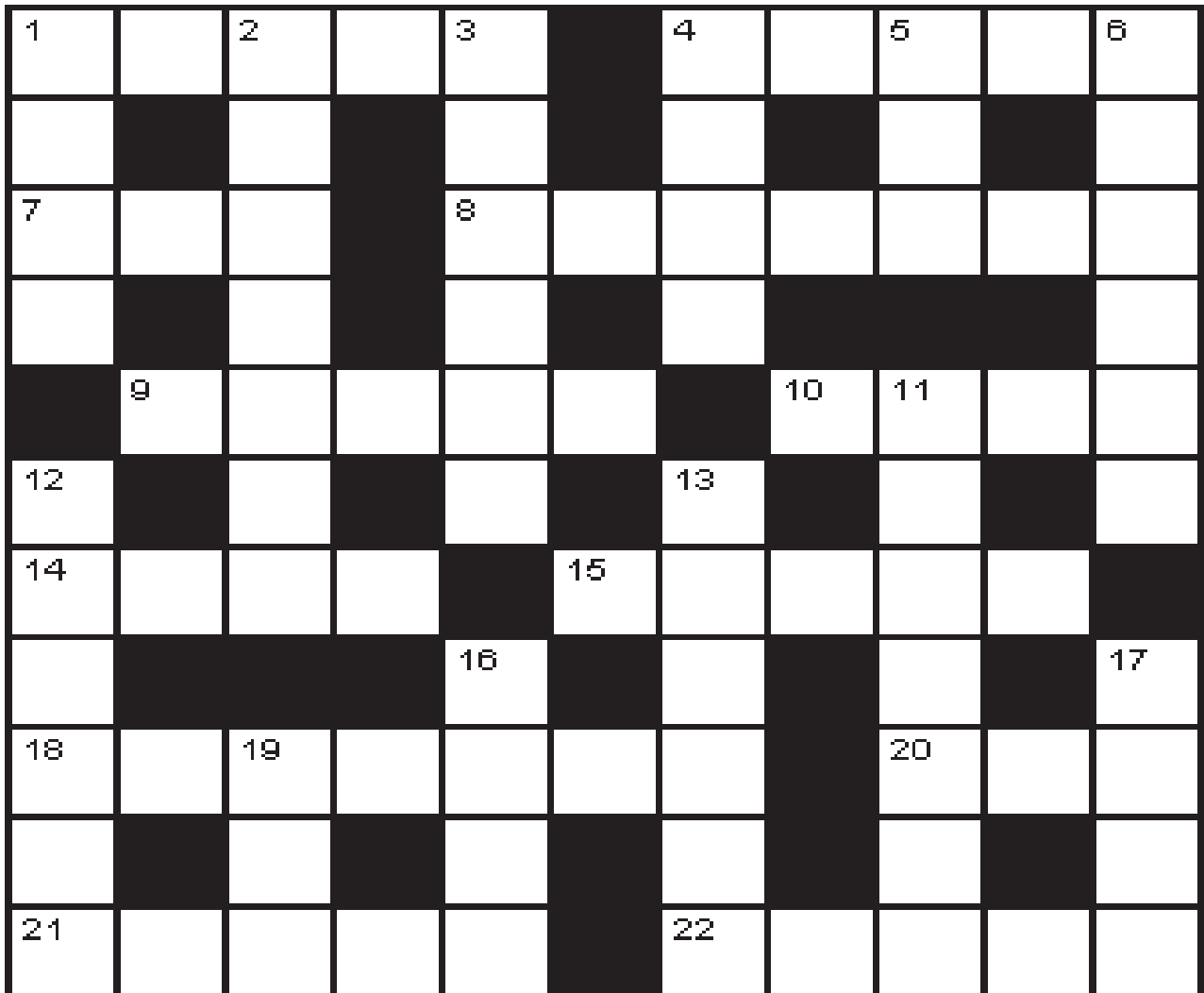


Do you know anyone who would make a great LA? Excellent! We want to hear about them! Some of our best LAs have been recommended to us by other LAs. If you know someone looking for work and know they have a current DCSI Child-related screening, a First Aid certificate, a Manual Handling certificate, a South Australian drivers licence, and the passion and personality for the role, please email recruitment@enhancedlifestyles.com.au.

Don't worry—there's something in it for you, too! For every successful candidate you recommend, you will receive a \$50 gift card. If they successfully pass their six-month probation period, you will receive a \$100 gift card. So please get in touch if you know anyone suitable. We'd love to hear from you!

MEMBER NEWS

Crossword



Across

- 1. Banquet (5)
- 4. Velocity (5)
- 7. Golfing accessory (3)
- 8. Wild (7)
- 9. Fake (5)
- 10. Long narrative poem (4)
- 14. Fencing sword (4)
- 15. Temperamental (5)
- 18. Large imposing house (7)
- 20. Peculiar (3)
- 21. Lukewarm (5)
- 22. Part of the leg (5)

Down

- 1. Festival (4)
- 2. Amazing (7)
- 3. Second sign of the zodiac (6)
- 4. Location (4)
- 5. Type of tree (3)
- 6. Subtract(6)
- 11. Security device (7)
- 12. Recluse (6)
- 13. Part of the eye (6)
- 16. Discover (4)
- 17. Not in action (4)
- 19. Short sleep (3)

Solution on the back page

Louises' Christmas Baking

We got this recipe from Woolworths free magazine. I thought they would be fun to make and my niece will love them. I used the hand electric beater until my arm got tired so Fiona (my niece) took over. After 10 minutes of beating they were ready to be piped onto trays. We got excited because it was time for them to be decorated! We popped them into the oven to be cooked, however we had made a mistake. We read the recipe again and found out we were supposed to decorate AFTER cooking. They still turned out fine as you can see from the photo. We all had a fun time making them and they were really yummy to eat! The recipe is easy to make with kids so I definitely recommend to try at home with your family.

Wishing you all a Merry Christmas and a happy new year! See you in 2020
Louise Braybon



SEASON'S DELIGHTS

Give your baking a traditional touch this Christmas with these sweet festive creations.

CHRISTMAS TREE MERINGUE POPS

Prep 15 mins + cooling + setting
Cook 45 mins | Makes 8

- 1 pkt Queen Meringue & Pavlova Powder Mix
- 1 tsp Queen Madagascar Vanilla Bean Paste
- 10 drops Queen Green Food Colouring
- 50g white chocolate, melted
- 1 tbs Queen Glamour and Sparkle sprinkles

- 1 Preheat fan-forced oven to 100°C. Draw 4 triangles, each being 6cm wide at the base and 10cm tall, on 2 sheets of baking paper. Place marked-sides down on a baking tray. Place a paddle pop stick in the centre of each triangle with 3cm sticking out at the bottom of the triangle.
- 2 Make meringue following packet instructions, adding vanilla, ½ tsp water and food colouring.
- 3 Fit a piping bag with a large star nozzle. Fill bag with meringue mix. Pipe meringue back and forth over sticks and inside triangle outlines. Bake for 45 minutes. Turn off oven and leave door ajar for 1 hour to cool.
- 4 Drizzle pops with chocolate and decorate with sprinkles. Set aside for 15 minutes or until set.

WHAT'S ON AT ENHANCED

Thank you Coffee Club

On behalf of the Enhanced Lifestyles Operations team we would like to thank all of our customers that attended Coffee Club during 2019! This year we saw Coffee Club grow in popularity as attendance at each event always seemed to be getting bigger! There were many great outings had at fantastic locations, thank you to customers that did their research into different spots to visit for coffee and cake. Early next year we will be distributing a schedule of Coffee Club for 2020, we will also be organising "Meet the Operations Team" events on a quarterly basis. More information about this will be provided in the early months of 2020.

We hope you have a Merry Christmas and a Happy New Year!



Crossword Solution

Across

1. Feast
4. Speed
7. Tee
8. Untamed
9. Bogus
10. Epic
14. Epee
15. Moody
18. Mansion
20. Odd
21. Tepid
22. Ankle

Down

1. Fete
2. Awesome
3. Taurus
4. Spite
5. Elm
6. Deduct
11. Padlock
12. Hermit
13. Corena
16. Find
17. Idle
19. Nap