

EL Bi-Monthly Newsletter • February edition 2020

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Enhanced Lifestyles events postponed

The World Health Organisation (WHO) have classified Covid-19 as a pandemic. With this update, Enhanced Lifestyles is postponing the 2018/2019 Annual General Meeting which was scheduled to take place on Thursday 26th March.

All non-urgent events such as Members Coffee Club have been cancelled until further notice. Please head to page 5 for important information regarding our AGM and measures you can take to best protect yourself and others from Corona Virus.

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Welland SA 5007
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OFFICE & BOARD NEWS



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

A message from the Chair

Happy New Year to everyone. Who can believe that it is February 2020!

The Board of Management has hit the ground running this year with a Special General Meeting in February to vote in amendments to the Constitution and Annual General Meeting (AGM) later this year.

Thank you to everybody who sent feedback around the amendments to the Constitution. People provided feedback via email and Survey Monkey. While we may not be able to accommodate everyone's needs this time your feedback was invaluable and highlighted two key issues.

- Minors (children) under 18 years of age currently cannot be members of the Association. This does not stop them from being customers however, and families being able to direct their own services. We are hoping that as this next generation comes of age they will be able to embrace the Enhanced Lifestyles culture of directing and developing the Association.
- Adult members whose family/ carers have legal guardianship over their affairs and who assist them in their everyday lives are currently unable to vote at the AGM.

Enhanced Lifestyles prides itself on customers having choice and control and a say in how their services are provided. The board will explore ways that children and/or parents/ guardians can have input into our strategic directions so they can have a voice in shaping the Association.

Interested parents and legal guardians are welcome to join the Association as Associate Members. While this currently will not allow you to vote at the AGM, the Association is exploring different ways they can provide benefits to members. Also, if you have time and skills to lend to the board please consider approaching us as a skills-based member of the board.

The Board has vacancies this year so please if you are passionate about the Association and interested in having a say in how the Association can develop in the future we would love to hear from you. If you have particular skills to offer us nominate yourself. If you are aware of members who have skills but may not put themselves forward please think of nominating them but do ask them first.

We look forward to seeing you at both meetings.

Nothing about us without us
Deb Clark
Chairperson of the Board

Your Enhanced Lifestyles Board Representatives 2020

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

Corporate Services Manager: Alexa Worley

Chief Operations Officer & Clinical and Training Manager: Noel Cornwill

Finance Manager: Jordon Lee

Service Delivery

Services Manager: Sarah Maynard

Service Delivery Officer: Amy Hyatt

Service Delivery Officer: Mia Anfiteatro

Service Delivery Officer: Daniella Ross

Service Delivery Officer: Taleala McCarthy

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

Customer Relations:

Customer Relations Officer: Claudine Sutter



People & Culture Consultant: Belinda Smith

Clinical & Training (Manager: Noel Cornwill RN)

Learning and Development Officer: Emma Moss

IT Support Officer: Haydon Ford

Quality Assistant: Ryley Johns

Marketing & Communications

Marketing and Communications Officer: Jamie Denyer

Communications and Engagement Officer: Emma Moss

Administration (Manager: Belinda Smith)

Administration Officer: Emma Sharples

Administration Officer: Deb Anderson

Administration Officer (Riverland): Samara Freeman

New support coordinators

During late December we have had two 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 Judith and Danielle!



Judith Darragh - Support Coordinator

My name is Judith Darragh and I recently completed my Doctorate at Flinders University in the Faculty of Disability and Rehabilitation. Prior to this, at Flinders University, I completed degrees in Social Work, Disability Studies and Psychology. My interest in study and learning more about Disability came from completing Certificates in Community Services and Disability while at TAFE.

I have experience working with people who have high needs, disabilities and mental illness by providing specialised support to assist them to secure permanent housing, independent living and to feel included and accepted in their community. I left support work to begin my study at Flinders University. As I progressed, I was privileged to be employed and gave tutorials and workshops to teach students about Disability.

Now I am excited about my new role with Enhanced Lifestyles as I am passionate about working for individuals with disability. I believe in the importance of social justice, advocacy, and innovation and assistance to acquire the tools and resilience that enable individuals of different abilities to work towards self-management, self-determination, positive life changes and autonomy.



Danielle Kirkness - Support Coordinator

Danielle Kirkness completed her Bachelor of Social Work at the University of South Australia in 2015. During this time she gained experience working at Aldersgate Aged Care Facility as a member of the Lifestyle Team and at the Women's and Children's Hospital (WCH) in the Women's and Babies Unit. She also spent a generous amount of time in the Neonatal Intensive Care Unit supporting families with NICU babies. It was from this experience that Danielle realised her passion and interest in working with people with a disability, and inspired her to pursue this area as a career.

Danielle's most recent position was as Clinical Social Worker at Behaviour Support and Therapy. Her role involved servicing support coordination customers, including specialist support coordination, therapy and behaviour support therapy. Danielle is looking forward to continuing her work as a support coordinator and helping people to not only reach their goals, but also become as independent as possible in the process.

Away from work Danielle enjoys her sports, particularly running and netball which she has competed at state level. If she's not running around a netball court, then you can also find her chasing after her young twins, stepchild and spending quality time with family.

OFFICE & BOARD NEWS

Covid-19 Update



Due to the Covid-19 (Corona Virus) pandemic we will be postponing our 2018/2019 Annual General Meeting (AGM) which was scheduled for Thursday 26th March. We are currently seeking approval from our Consumer Business Services about this matter. More information about the 2018/2019 AGM will be provided once a proposed alternative has been agreed upon.

Enhanced Lifestyles will only accept meetings at the office by appointment only. We have also cancelled all non-urgent events including Members Coffee Clubs until further notice.

To best protect yourself and others from the Corona Virus please ensure you practice the following:

Good Hygiene

Follow good hygiene to protect against infection prevent the virus spreading.

Good hygiene includes:

- covering your coughs and sneezes with your elbow or a tissue

- disposing of tissues properly
- washing your hands often with soap and water, including before and after eating and after going to the toilet
- using alcohol-based hand sanitisers
- cleaning and disinfecting surfaces
- if you are sick, avoiding contact with others and staying more than 1.5 metres away from people

Social distancing

- Staying at home if you are unwell
- Avoiding large public gatherings if they're not essential
- Keeping 1.5 meters between you and other people whenever possible
- minimising physical contact, especially with people at higher risk such as older people and people with existing health conditions

If you need to self-isolate

If you have been diagnosed with COVID-19, you must stay at home to prevent it spreading to other people.

You might also be asked to stay at home if you may have been exposed to the virus.

Staying at home means you:

- do not go to public places such as work, school, shopping centres, childcare or university
- ask someone to get food and other necessities for you and leave them at your front door

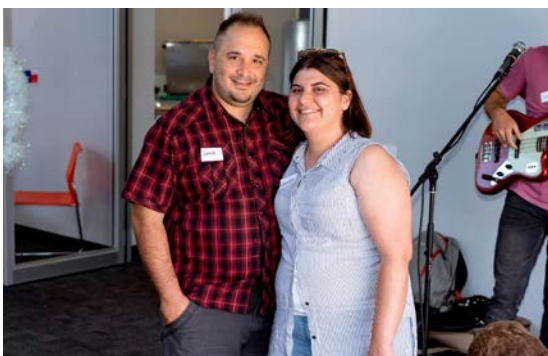
Please contact the office on (08) 8340 2000 and speak to our Service Delivery Team or email services@enhancedlifestyles.com.au if you have any concerns about receiving your services.

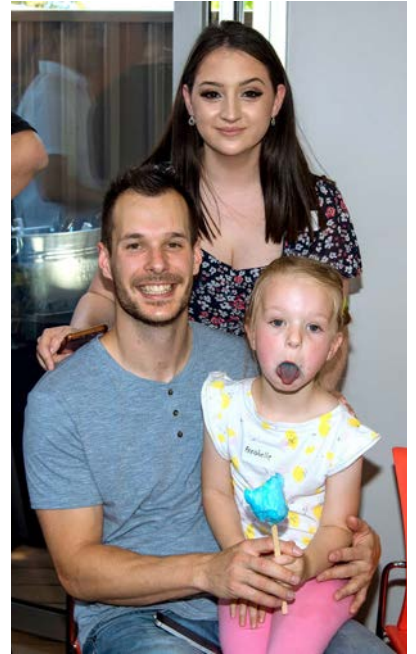
OFFICE & BOARD NEWS

Lifestyle Attendant Christmas Party

On 15th December 2019 we hosted the Lifestyle Attendant Christmas party at the office. This was our first LA Christmas event at the office since the newly developed training rooms were built. The turnout on the day was fantastic as we had over fifty attendees including Lifestyle Attendants, families and friends. There was plenty of entertainment throughout the day including a live band, a giant sticky wall for the kids and plenty of food and drink for all. We also had a surprise visit from Santa Claus himself!

After receiving positive reviews from the day, we are looking forward to hosting more events throughout this year. We would like to thank everyone who attended the LA Christmas Party, you made the day a great success!







OFFICE & BOARD NEWS

Feedback and who to talk to

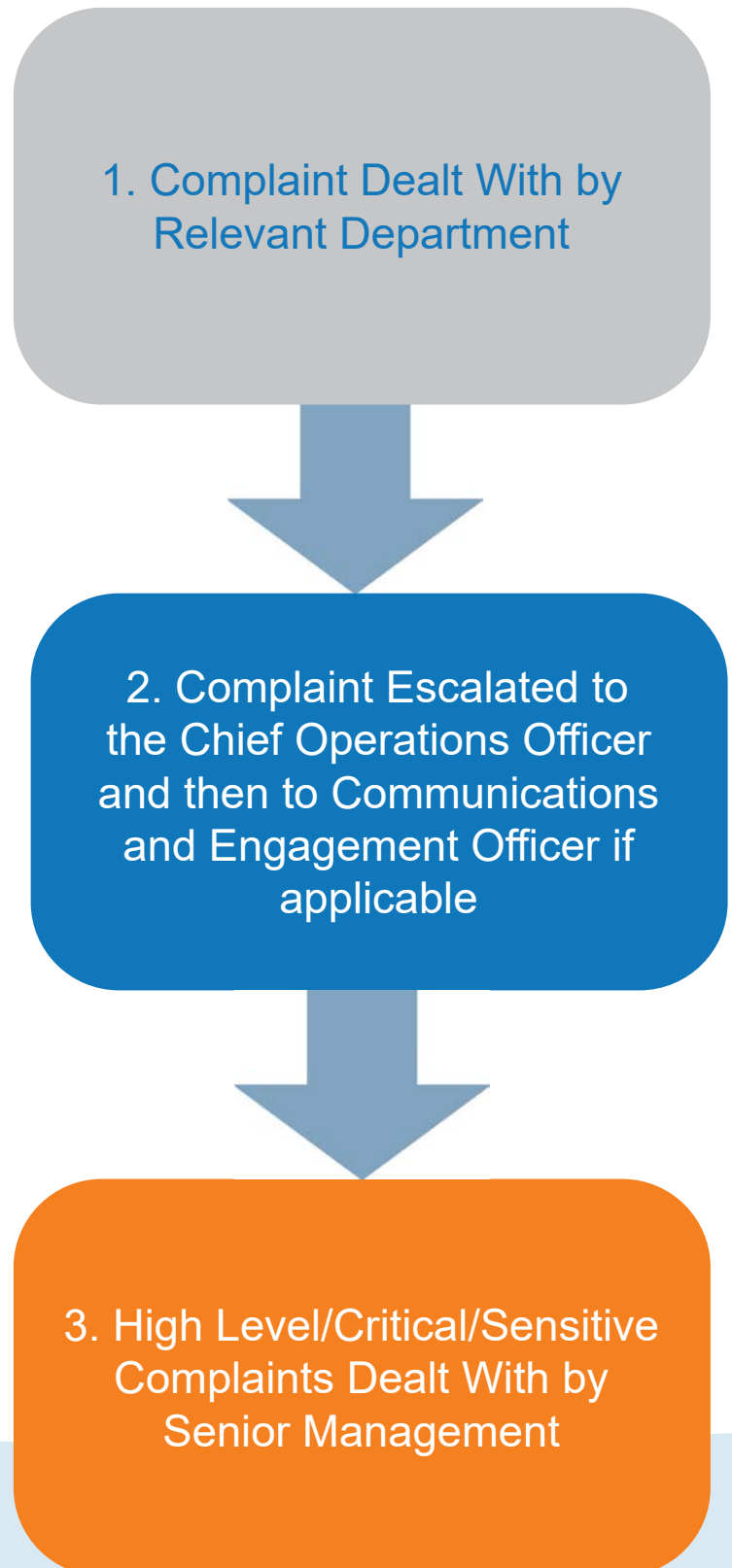
We appreciate all feedback to ensure you have a voice!

Our Communications and Engagement Officer Emma Moss oversees all Customer and Employee Feedback. This includes escalated complaints where the person has not been satisfied with the outcome provided by the relevant department.

A summary of what the role involves:

- Assessing the severity of the feedback and escalating high level/serious complaints to management
- Manage and action all feedback received including compliments, complaints and suggestions
- Celebrate achievements and pass on positive feedback directly to relevant individuals
- Provide a prompt, fair and thorough complaints resolution process
- Identify and report feedback trends to inform best practice and overall continuous improvement for the organisation
- Report continuous improvement suggestions at the Continuous Improvement Committee

Please see to the right for a quick overview of the feedback process at Enhanced Lifestyles. Feedback can be provided anonymously



QUALITY & SERVICES NEWS



WHS Reporting Incidents Involving Behaviours of Concern

Based on WHS Incidents from January and February 2020 in this chapter of WHS we are going to focus on behaviour-related incidents as well as the causes of these incidents. Understand that these incidents can involve a Customer OR a Lifestyle Attendant and what to do when this type of incident occurs.

The challenges

It's Important to recognise that everyone is has different challenges going on their lives and this can impact on someone's mental health. We are all unique and have different coping skills. Below is a list of some of the events that can impact on a person's wellbeing and mental health during their life:

- Relationship breakdown
- Lack of support/isolation
- Medical complications
- Deteriorating health
- Loss of job
- Death
- Alcohol and substance abuse and misuse

The list above is not exhaustive but gives us some idea of the types of challenges that can impact on a person's mental health. It's important to mention that a person's behaviour can also change or be affected by their disability, the stressors in their lives and the level

of support they have to assist them. If a Customer that you work with has behaviours of concern as a result of their disability and or mental health and you feel that they or you may be at risk of being harmed then it is very important to use strategies developed by a Psychologist or Behavioural Specialist to de-escalate these behaviours.

Behaviours of concern

Sometimes behaviours of concern can be very serious and involving verbal or physical abuse or self-harm. Remember that all incidents involving behaviours of concern, including verbal and physical assault by an employee or Customer are serious and need to be reported to Service Delivery as soon as possible regardless if the cause is known or not.

Some of these incidents may be assessed by Service Delivery to be Reportable Incidents if they are serious and involve a Customer. If it is assessed as a Reportable Incident, then a report will need to be made to the NDIS Quality and Safeguards Commission within 24 hours for compliance purposes.

Always ensure that you are providing person-centred services and using the least restrictive methods to help prevent behaviours



of concern from occurring in the first place. If your Customer is experiencing behaviours of concern while you are on shift please ensure firstly that you are following the strategies outlined in the person's Behavioural Care Plan (if known).

If there is no known Behavioural Care Plan and you are feeling unsafe and unsure how to de-escalate the individual's behaviour, please contact Service Delivery as soon as possible and they will assist during the incident. Alternatively, if it is a high-risk incident and your safety or the Customer's safety is at risk of harm please call emergency services as soon as possible and make an incident report to Service Delivery when it is safe to do.

At any time, you may also discuss your concerns with health and Safety Representatives Noel Cornwill or Emma Moss.

Behaviour-related incident protocol

1. Follow any strategies and procedures outlined in Customer's care plan (if known)
2. When it is safe and practical to do so report the incident as soon as possible and preferably within 24 hours on a weekday to Service Delivery on 8340 2000 or via services@enhancedlifestyles.com.au
3. Follow all instructions provided by Service Delivery at the time

NDIS Participants & Covid-19

What NDIS participants can do if you are concerned about exposure to Covid-19

NDIS participants that are concerned about exposure to coronavirus (COVID-19) are able to contact the Department of Health Coronavirus hotline on 1800 020 080 or the National Relay Service on 1300 555 727.

Participants, families and carers can request alternative to face-to-face meetings, if they are concerned about their exposure to respiratory illness such as coronavirus.

Both scheduled plan reviews and first plan meetings can also be completed over the phone, if:

- the participant would prefer not to have a face-to-face meeting
- the participant has recently returned from overseas,
- or has come in contact with someone affected by coronavirus (COVID-19).

Participants who are directly impacted

Participants impacted by the coronavirus (COVID-19) will be prioritised to ensure they can continue to receive their disability related supports, including any additional supports or funding that may be required.

It is expected that if a participant contracts coronavirus (COVID-19), the state or territory health system would be their first contact point with the NDIA working closely with the health system.

The NDIA has enacted its Crisis and Recovery processes, which ensure dedicated resources to support impacted areas.

Contact Enhanced Lifestyles

If you are concerned about receiving services please contact us on (08) 8340 2000 and speak to our Service Delivery Team.

We will always put the health and well-being of our Customers first.

QUALITY & SERVICES NEWS

Dresscode on shift

The appearance of employees reflects the general image of our organisation, and it has a significant impact on the way we are viewed by clients, contractors, suppliers and the public. Enhanced Lifestyles aims to always project a professional image whilst ensuring that the employees' clothing complies with Occupational Health and Safety. While our Customers have indicated that they do not wish Lifestyle Attendants to be identifiable by a uniform, it is an expectation of the organisation that you are present at work each day in smart, casual attire. All attire must fit appropriately, cleaned, ironed (if applicable), neat and tidy.

Professional dress to adhere to:

- Keep long hair tied back or worn up.
- Avoid wearing long, dangling or large hoop earrings as they can get caught or scratch Customers.
- Footwear must be enclosed. Thongs/Flip-flops are not permitted.
- Ensure that tattoos where possible are discretely covered.
- Avoid wearing perfume or aftershave as the Customer may be sensitive to scents or suffer from allergies.
- No smoking during working hours or inside work places.

Please note that failure to adhere to the above may result in you being asked to go home and return to the workplace in a clean and appropriate fashion

Personal Hygiene

Maintaining a comfortable environment for all employees is an important part of being an employer. However, sometimes employees' poor hygiene can affect the overall performance of a team or impact on their colleagues and Customers.

Keeping clean is essential for good health. Poor hygiene can cause skin complaints, unpleasant smells and bacterial or parasitic infections; poor dental care can also give rise to bad breath. Unwashed clothes are often a source of undesirable smells.

Employees should always come to work having attended to their personal hygiene with clean clothes and hair, free from unpleasant odours. Hand hygiene is a critical component of personal hygiene. Please ensure that you always follow correct hand-washing procedure when working, including the following:

- Before and after direct or indirect contact with clients;
- Before and after handling food and food utensils;
- After using the toilet; and
- After handling toilet facilities.

Employees should also ensure that nails are always clean and kept short without sharp edges.

Service Delivery News

It's been a very busy start to the year for the Service Delivery Team following the Christmas period. They have been making sure that all shifts are being covered for and our Customers rosters looking clean. For Lifestyle Attendants located in the Riverland please make note that you can contact the Enhanced Lifestyles Adelaide Office for any enquiries not just the office located in Loxton.

Chief Operations Officer Jodi McKay finished with the organisation during early January. Jodi played a key role in the growth of Enhanced Lifestyles and increase in our brand profile. We would like to thank Jodi for her contribution to the organisation over the years, wishing her all the best for her future endeavours. We would like to give a warm welcome to new Service Delivery Officer Taleala McCarthy who joined the organisation at the end of February. She is working hard getting know our rostering system CIMS and our processes to ensure she is providing a high-quality service delivery. Her profile will feature in the April addition of the bi-monthly newsletter.

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 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.

If there are any Lifestyle Attendants who would like more shifts or have extended availability please advise the Service Delivery team via services@enhancedlifestyles.com.au contact the office on (08) 8340 2000.

Thank you
Service Delivery Team

PEOPLE & CULTURE NEWS

Riverland Office location reminder



Enhanced Lifestyles and Lifestyle Assistance and Accommodation Services (LAAS) have been in a partnership since December 2018. Enhanced Lifestyles has been providing support to the LAAS operations team. Combined policies have been developed for both organisations and a joint advertising strategy has been put in place to share costs.

Enhanced Lifestyles and LAAS compliment each other through their services. LAAS provides Accommodation and Day Optins programs whereas Enhanced Lifestyles offers in-home and community support services. Moving forward, Enhanced Lifestyles and LAAS will refer customers to one another based on the individuals supports and needs.

To further strenghten one another, both organisations have moved into the same office located at 39 East Terrace, Loxton SA 5333. This ensures that Enhanced Lifestyles and LAAS are fully supported by management in the Riverland

The move into a joint office means that resources can be shared which will reduce admin costs, assisting both organisations. A new LAAS logo was developed to signify joint branding for joint initiatives, further strengthening their position in the Riverland.

The two organisations combining means that they are the biggest disability service provider in the Riverland. Staff of Enhanced Lifestyles and LAAS both bring different sets of skills and strengths to the table.

Employee Re-Induction 2020

In line with NDIS Practice Standards and legislation we have made several refinements to our policies and procedures. Therefore, to ensure that all employees are up to date with our current policies and procedures we have been re-inducting all employees that have been working with us for more than 6 months.

The training provided employees with an overview of relevant changes to relevant policies and procedures with an emphasis on the Feedback and Incident Management processes. Training included case studies and scenarios, employees were required to read and sign updated policies during the session.

Overview of training

Feedback Training

The Feedback Management training explores Enhanced Lifestyles Feedback Management System in accordance with the NDIS Incident Management Rules 2018. The training includes:

- An overview of Enhanced Lifestyles feedback management process
- The NDIS Quality and Safeguards Commission's role in feedback
- Feedback types
- Why it's useful to provide feedback
- The Four A's of Effective Complaints Follow up
- The role and responsibilities of Head Office and the Board in following up feedback and complaints

Incident Management

The incident Management training explores individual and organisational responsibilities when reporting incidents underpinned by the NDIS Reportable Incidents Rules (2018) using case studies, scenarios and activities.

- An overview of Enhanced Lifestyles incident management process
- What is an incident
- Worker responsibilities to report incidents
- Reportable Incidents and your responsibilities

The re-induction sessions provided a great opportunity for employees to become more familiar with our feedback process and incident management process. We would like to thank all Lifestyle Attendants that attended the re-induction sessions.

MEMBER NEWS

James Maculloch Film Reviews

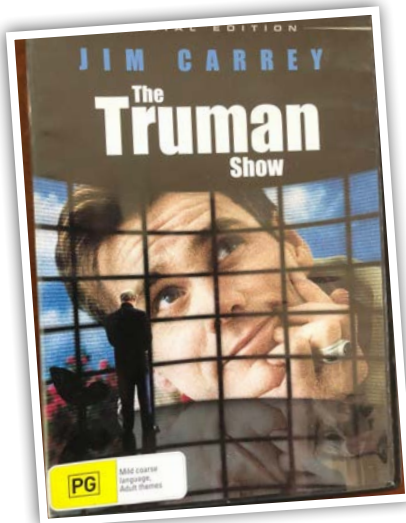


Introducing James Maculloch, a Customer of Enhanced Lifestyles for three months now. James lives in Renmark South Australia, where he grew up and has spent the majority of his life. As a hobby and an interest, James has been conducting film reviews since September 2019. James' film reviews range from all different movie genres from Action, adventure, comedy, science fiction and many more! James' film reviews are going to be featuring in each of our bi-monthly newsletters throughout the year. Please note that if you have not seen the films included in this newsletter that you plan on watching there will be spoilers!

If you have a film that you recommend for James to review please contact Jamie Denyer, Marketing and Communications officer via marketing@enhancedlifestyles.com.au

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The Truman Show



"The Truman Show" 1998

From the talented Aussie Director Peter Weir comes the epic story of An insurance salesmen who discovers his whole life is actually a reality tv show. Jim Carrey is Amazing as 'Truman Burbank', in probably his best ever role. In one of the most original films ever made. That was nominated for 3 Oscars. Jim Carrey won best Performance by an actor at the Golden Globes.

The script should get 10++

Rated the 182 best film ever.

The plot is entirely unpredictable.

Very Witty, Engaging, Didactic and very unique.

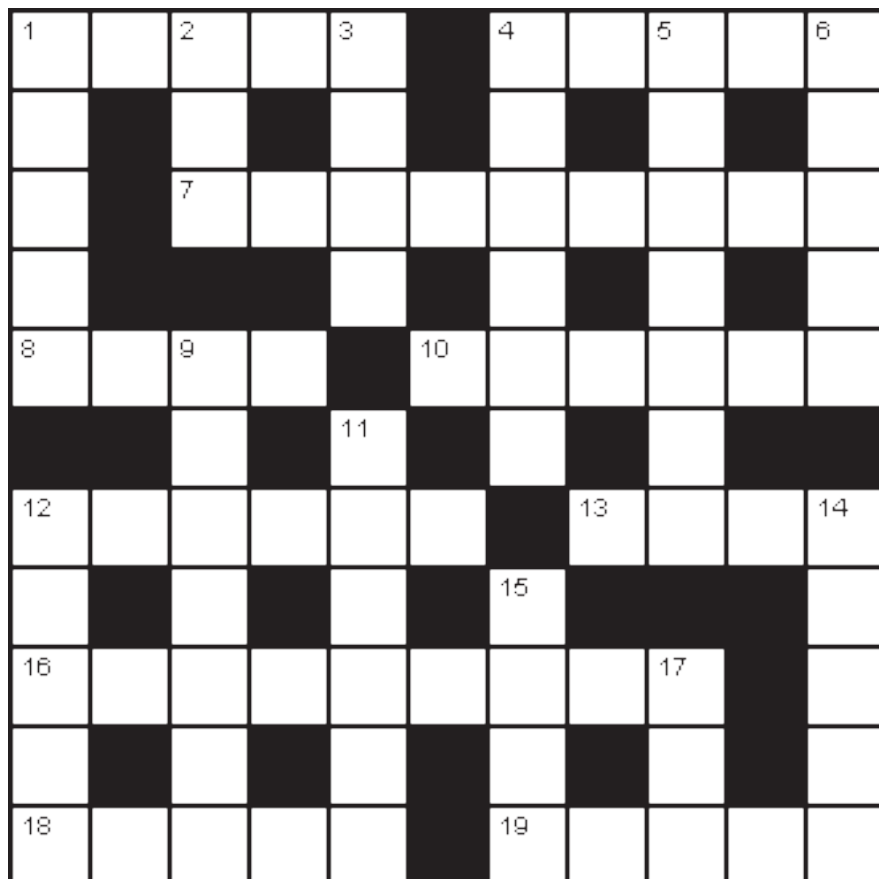
Includes the quotes, "Good morning, and in case I don't see you good morning good afternoon and good night (Which he repeats)." Plus, "But how do you intend to explain the 22 year absence, Amnesia, Brilliant." Plus, "How can anybody expect me to cary on under these conditions? It's unprofessional!" Plus, "Somebody help me I'm being spontaneous!" Plus, "Hello Major Burbank." Plus, "CUE THE SUN!!!" Plus, "What shall we do with the drunken sailor?"

(Guy in the bathtub) "HOLD ON TRUMAN!"

Usually people don't like Jim Carrey but this is Definitely worth a watch.



Crossword



Across

1. Twelve (5)
4. Hoard (5)
7. Unaware (9)
8. Gape (4)
10. Wore away (6)
12. Birds of prey (6)
13. Notion (4)
16. Large spider (9)
18. The lowest point of anything (5)
19. Implied (5)

Down


1. Journal (5)
2. Menagerie (3)
3. World's longest river (4)
4. Secret or hidden (6)
5. Bustling (7)
6. Abated (5)
9. Placed a bet (7)
11. Thinner (6)
12. Consumed (5)
14. Proficient (5)
15. Female relative (5)
17. Part of a circle (3)

Solution on back page


Adelaide Office

 2 Arlington Terrace, Welland SA 5007


 admin@enhancedlifestyles.com.au

 (08) 8340 2000

Riverland Office

 39 East Terrace, Loxton SA 5333

 admin@enhancedlifestyles.com.au

 (08) 8584 6569

 www.enhancedlifestyles.com.au

 facebook.com/EnhancedLifestyles/

MEMBER NEWS

Di's Surprise



Di Hatt (pictured left, is an Enhanced lifestyles Customer who hasn't been able to get into a car for 18 months. This has resulted in her community access being restricted to walks around the block with her Lifestyle Attendants.

One day a Lifestyle Attendant on her team, Iona (pictured back left), came up with a brilliant idea that Di could be placed into a topless vehicle (convertible) with her lifter!

Lisa Turton (pictured bottom right) is one of our Riverland based Support Coordinators, she used her community network and found the car and a driver, bringing the plan to life! Di had no idea what her inventive Lifestyle Attendants were up to and got a big surprise when she saw a beautiful convertible waiting in her driveway

Di still did not realize how big the surprise was, until one of her Lifestyle Attendants, Liz, wheeled the lifter out behind her. Despite the morning rain, timing was great and Di, Iona and Lisa had a cruise with massive smiles, through Renmark

great work by all parties involved to make something happen that Di didn't think was possible! A big thank you to Di's Lifestyle Attendants Iona and Liz as well as Lisa Turton for making the experience possible!



Max's Day Out

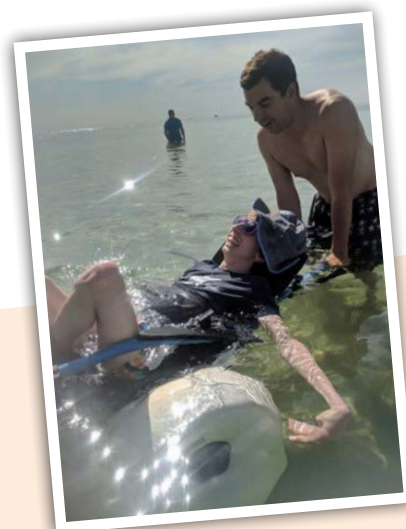
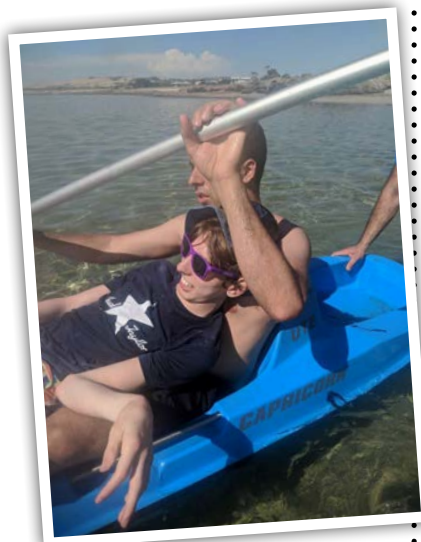
At the start of the year one of our Customers Max visited the Yorke Peninsula with his family and Lifestyle Attendant David. Max has severe cerebral palsy with hardly any muscular control except for moving his head and eyes. It is difficult for Max to participate in recreational activities due to the nature of his disability and lack of equipment to allow him to do so.

However, with careful planning from his mum and dad Max was able to Kayak out on the open water (pictured left). A Lifestyle Attendant on Max's team, David, ventured out with him for the day to ensure Max was kept safe at all times whilst in the water. Max was also able to spend time in the water on a beach wheelchair (pictured bottom right) with David supporting his head comfortably so he was not straining.

Pictured bottom right is Max in a beach buggy with his dad ready to go exploring! Before they were able to hit the track some alterations had to be made to the beach buggy to allow Max to be comfortable during the ride.

Max's mum and dad had to remove the door of the beach buggy to allow Max to safely get in the vehicle. They designed a home-made chest harness from 2nd hand race-car materials and unscrewed the the pelvic harness from his wheelchair. Then they screwed it to the vehicle and back on to the wheelchair.

The lengths that Max's family and David went to help Max explore the Yorke Peninsula is fantastic to see. Recognition goes out Max's Lifestyle Attendant David for assiting Max to live an indepedenant Lifestyle, offering maximum choice and control and helping him achieve his goals. Judging by Max's smile he had a great day out, well done by all!



STOP THE SPREAD OF GERMS

Help prevent the spread of respiratory diseases like COVID-19.

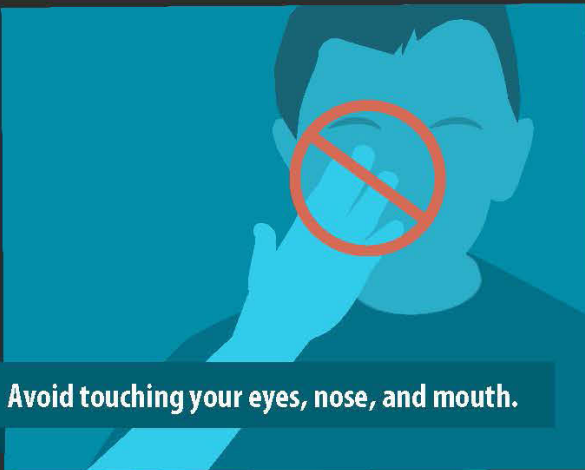
Avoid close contact with people who are sick.



Cover your cough or sneeze with a tissue, then throw the tissue in the trash.



Avoid touching your eyes, nose, and mouth.



Clean and disinfect frequently touched objects and surfaces.



Stay home when you are sick, except to get medical care.



Wash your hands often with soap and water for at least 20 seconds.

