



# ENHANCED NEWS

October 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...



It is with mixed emotions that I write the Chairperson's report for this newsletter. The loss of our previous Chairperson, Phillip Beddall, has left a sense of "emptiness" in our boardroom and much sadness. Phillip's enormous dedication and contribution to the governance of Enhanced Lifestyles over a long period of time has certainly made its mark. He will be missed by all the board members and employees of Enhanced Lifestyles as well as many of the membership who knew him, some since childhood.

Having a disability, being part of a community of people with disabilities or working closely with people with disabilities means that we often see a lot of people pass away. Each person we hear about affects us differently. If you require support at any time please do not hesitate to contact the office. We can link you with people who can support you.

Continued on page 2

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# OFFICE & BOARD NEWS

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

Phillip showed how to live a full and meaningful life with a disability even when we struggle. He was highly motivated and involved in his community on a personal and a professional level, yet he was a very private man. Phillip wanted to make a difference not only for himself but for other people. He was part of many organisations and associations including the media. This gave him the opportunity to change attitudes and to create a more inclusive and accessible society, not just for people with a physical disability but for all people who were disadvantaged in some way.

We all come in different packages and we all have different styles, beliefs and attitudes. The one thing I have learnt from Phillip is that we all have an opportunity to live a full and meaningful life even if we struggle.

As the new Chairperson of the Enhanced Lifestyles Board, I will not pretend to fill Phil's shoes (pun intended especially for Phillip); nobody could. Rather my job and the Board's job is to continue where he left off. To pick up the ball and keep pushing forward.

To ensure that the Association remains viable in an NDIS climate and keeps focused on providing high-quality services with maximum choice and control for people with disability. We will continue to be an Association governed by people with disabilities for people with disabilities and we will continue wherever we can, to push back against regulations that infringe the rights of our customers and members.

Phillip ended each of his Chairpersons reports or articles with Nothing about us without us! In honour of Phillip's vision, I would like to continue this tradition as I feel it cannot be said any better way and it sums up what Enhanced Lifestyles always has and should continue to strive for.

Nothing about us without us.

Deb Clark

**Chairperson on behalf of the Board**



## 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!

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).



“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

Vice-Chair/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: 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

Administration Officer: Deb Anderson

Riverland Recruitment & 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)

# Continuous Improvement Committee Review

After a review conducted by an external consultant, recommendations have been put forward to reinvigorate the Committee. This is to ensure that the Committee is meeting organisational objectives and best practice. The recommendations included the following:

- Development of new Terms of Reference
- Increased focus on customer feedback and presence within the committee
- Development of group norms and code of conduct to ensure Enhanced Lifestyles remains a customer led and focused organisation.

We will be re-commencing the Committee in November 2019, meeting on a monthly basis, implementing the above recommendations.

## What is the continuous Improvement Committee (CIC)?

Enhanced Lifestyles is a customer-led organisation that actively seeks our stakeholders' input on all aspects of the organisation including to continuously improve our services. The CIC is a forum enabling Customers, Lifestyle Attendants and Operations Employees an opportunity to review, suggest and discuss high level improvements to the organisation.

We are seeking expressions of interest for all parties wishing to contribute and make positive change across the organisation. The committee's representation will include the following:

- Four Customers to ensure we have a strong customer focus and bearing points of view.
- Two Lifestyle Attendants
- Three Operations members, one being the Chief Executive Officer or Chief Operations Officer.

## Who should join?

Individuals who display the following qualities, attributes or skills and are interested in contributing to the organisation in a positive and constructive manner:

- Knowledge of disability rights and responsibilities as per the United Nations Convention on the Right of Persons with Disabilities
- Critical thinker
- Able to work in a team environment
- Respectful of others' views and opinions
- Knowledge or interest in the wider disability sector including NDIS knowledge

If you meet the above criteria and wish to express your interest in joining the committee, please submit a one-page resume to [admin@enhancedlifestyles.com.au](mailto:admin@enhancedlifestyles.com.au). by **November 30th** All interested parties will be paid a stipend for their time attending the Continuous Improvement Committee.

# OFFICE & BOARD NEWS

## Feedback and who to talk to

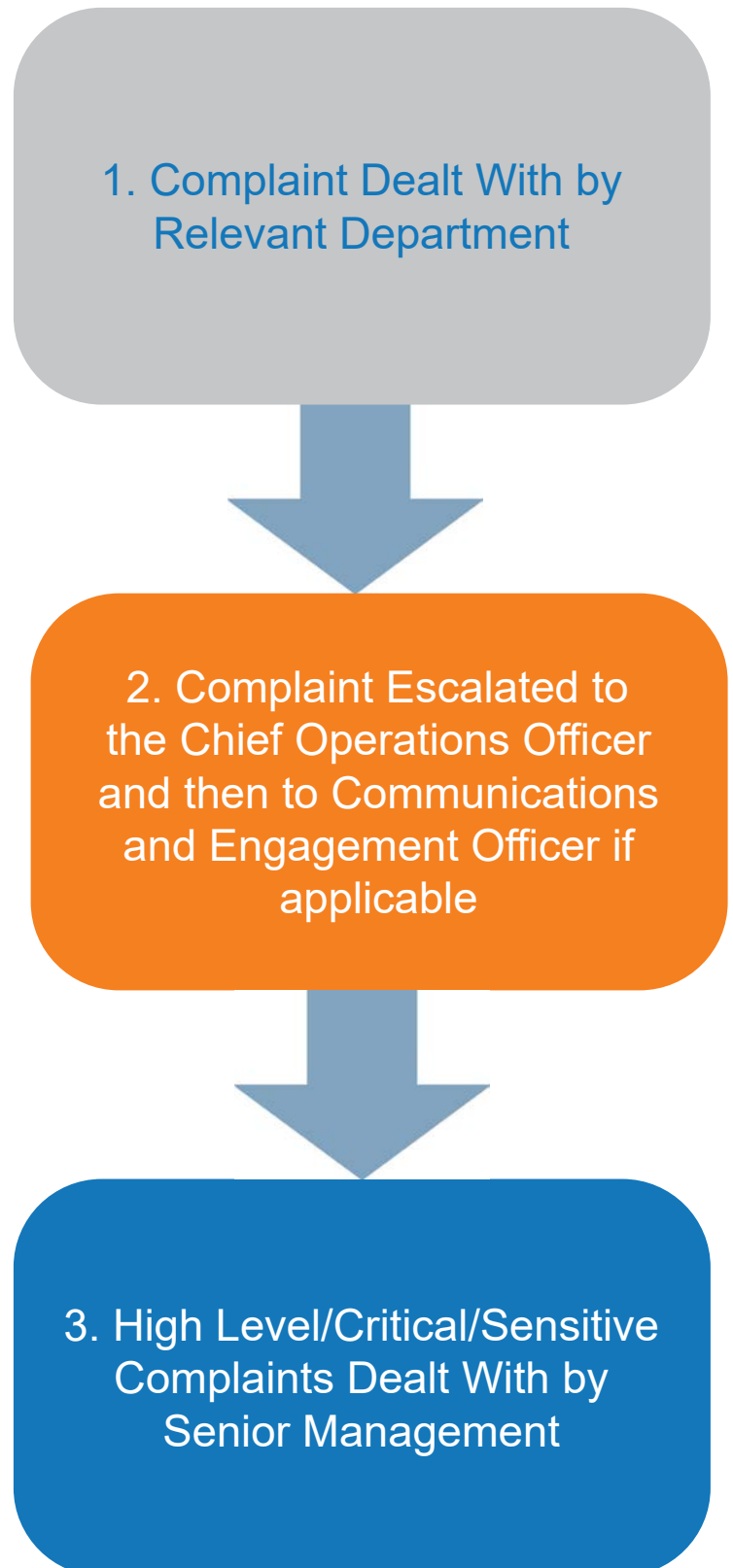
**We appreciate all feedback to ensure you have a voice!**

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



# OFFICE & BOARD NEWS



## Dogtober - recognising Assistance Dogs

October is recognised as dogtober, where we celebrate assistance dogs through activities and events. It raises awareness for Assistance Dogs and the important work they do, helping those with a disability live as independently as possible. Below are some frequently asked questions about Assistance Dogs:

### What day-to-day tasks can an Assistance dog do?

- Open and close doors, drawers, cupboards and fridge doors
- Pick up items dropped on the ground
- Press the button at traffic lights
- Alert bark if their owner is in danger
- Pay the cashier at the shops
- Take clothes out of the washing machine

### How can Assistance Dogs improve quality of life?

- Assist with developing and improving motor skills
- Provide freedom and independence
- Improve self-esteem and confidence
- Give love and companionship

### Who is eligible to apply for a dog?

Anyone with a disability can apply for an Assistance Dog. This includes individuals who are born with a developmental disability, for example Cerebral Palsy. Individuals who acquire a debilitating illness or as a result of an accident become physically disabled can also apply.

### Do Assistance Dogs have public access rights?

Assistance Dogs do have public access rights and can be recognised by their blue jacket. The recipient and their Assistance Dog will receive yearly public access testing resulting in a licence. This is in accordance to the rules and regulations of Assistance Dogs International. Therapy dogs and companion pet dogs do not have full public access.

### What are the different kinds of Assistance Dogs that are trained?

**Assistance Dogs:** Trained to assist the owners specific needs, covering physical disabilities as well as individuals with an intellectual disability.

**Therapy Dogs:** While working exposed to diverse experiences, environments and people. Provides emotional support and comfort for many people.

For more information about Assistance Dogs please visit <https://www.assistedogs.org.au/> and find out how you can show your support.

# Training Area Update

Furniture for our new training rooms has been assembled and the rooms are starting to be set up to facilitate training and meetings. Moving forward, we will be offering training to not only Employees of Enhanced Lifestyles but to other organisations as well. Expanding our training courses to other organisations will enable Enhanced Lifestyles grow in the Disability and Community sector. Our fully accessible kitchen will be available to use throughout trainings, meetings and events. We will be holding an official opening of the rooms in December. We would like to thank everyone involved in the project over the last 12 months and their patience with the office developments.



# Update on LAAS



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 in Loxton, ensuring 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.

Forming A partnership has allowed both organisations to grow in the disability and community sector. The NDIS fully supports orgaisations that form partnerships, this means that both organisations can apply for joint grants and projects with the NDIS.

We are very much looking forward to a bright future and succesful partnership with LAAS, which will allow both organisations to grow and provide high-quality services to individuals living with disability.

## Coffee Club in Uraidla

A great time was had by all at our Members' Coffee Club at Uraidla Republic Café & Bakery on Wednesday the 25th of September 2019! Our Members Coffee Club is really taking off however we are always happy to meet new Customers who would love to join us. We hope to see you at the next Members' Coffee Club on Friday the 25th of October 2019 at Café De Vili's 2-14 Manchester Road, Mile End South





# 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.

Opening hours have been modified during this period and are as listed below. Please remember we are a 24 hour service with the after hours phone available when the office is not open. For further information about the Christmas closure period, please email [peopleandculture@enhancedlifestyles.com.au](mailto:peopleandculture@enhancedlifestyles.com.au)

## 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

In September the quality and clinical training team focused on our NDIS accreditation/audit requirements matching the Quality and Safeguarding Standards to meet the expectations and needs of our customers. We have been able to train several staff members during 2019 in the NDIS mandatory training components and have formulated training so that we can now offer this training online.

Training has included Restrictive Practices, Mandatory Reporting, the Importance of Communication and Medication Management. There have been several new policies introduced all focused on maintaining the safety and required assistance by our customers. Our current policies have been reviewed by an external agency and all have passed this review.

The highlighted policy this month is the Lifestyle Attendant Scope of Practice Policy on page 11. This policy ensures that the Customer and the LA understand clearly what tasks are expected of them and what they are not allowed to do as an LA working with Enhanced Lifestyles.

This month has also seen the introduction of the Clinical Governance Committee and at our initial meeting the Terms of Reference has been approved. I would like to thank the team for a very big effort in September and an even bigger effort in October as we get ever closer to the NDIS audit.

## Training

The feedback from the Communication Strategies for Lifestyle Attendants training that was delivered on the 15 October 2019 was very positive with participants stating that they found the assertive communication and listening techniques beneficial for the roles.

Working with Vulnerable Adults training was delivered on the 29th of October 2019. Many participants reported that indicators of risk were very useful in identifying when a person with a disability is at risk of abuse and neglect. Many reported that the training improved their understanding of their reporting obligation according to the NDIS Management Rules and NDIS Reportable Incident rules 2018.

### Upcoming Child Safe Environments Training

It's a condition of employment that all employees that are currently working with young people must complete the latest course of Child Safe Environments Training to ensure that they are up to date with current mandatory reporting obligations in line with the Children and Young People (Safety) Act 2017 (SA) and associated regulations.

To register your attendance at any of the training sessions below you will need to check your email for the original Eventbrite invite and follow the prompts. Please don't forget to check your junk folder as well.

### Day session

Date: Tuesday 19th November 2019

Time: 9.00-4.30PM

Location: Enhanced Lifestyles training room, 2 Arlington Terrace, Welland SA 5007

### After Hours Sessions

Child Safe Environments After Hours Session Part 1

Date: Tuesday 26th November 2019

Session Time: 5.00-8.30PM

Location: Enhanced Lifestyles training room, 2 Arlington Terrace, Welland SA 5007

### Child Safe Environments After Hours Session Part 2

Date: Wednesday 27th November 2019

Session Time: 5.00-8.30PM

Location: Enhanced Lifestyles training room, 2 Arlington Terrace, Welland SA 5007



# Lifestyle Attendant Scope of Practice Policy

As a reminder to all Lifestyle Attendants/Support Workers, as per your employment contracts you must work within your designated Scope of Practice. Your Scope of Practice as a Lifestyle Attendant/Support Worker is defined by the clinical topics you were shown during your training at Enhanced Lifestyles and the training materials provided to you.

## **Contenance Management**

- Bowel Care, changing/emptying an Ostomy bag
- Insertion of a Microlax Enema or Suppository
- Changing or emptying a urinary catheter bag
- Fitting and removing a condom catheter/Urodome.

## **Percutaneous Endoscopic Gastrostomy (PEG)**

- PEG Feeding
- Flushing of a PEG
- Care of the insertion site and cleaning of equipment

## **Medication Awareness**

- Assisting a Customer with Medication
- Prompting a Customer with Medication
- Ensuring liquids are available
- Ensuring the Rights of Medication are followed

## **Intra Nasal Midazolam**

- Following Seizure Management Plan
- Performing appropriate First Aid
- Documenting the usage of Midazolam

## **There is no exception to this Scope of Practice**

All staff employed by Enhanced Lifestyles in a Lifestyle Assistant/Support worker are required to comply and our insurance will cover you. If you are undertaking training as an RN or EN or if you have completed these courses, you are still bound by the Scope of Practice of the Lifestyle Assistant/Support Worker. Our insurance will not cover you and you may face deregistration or malpractice if you exceed the Scope of Practice.

Enhanced Lifestyles does not recognise any other qualification unless you have been directly approved by the CEO or Clinical Nurse Consultant/Registered Nurse to be employed in that capacity. Any breach of this practice will result in disciplinary action or dismissal.

# QUALITY & SERVICES NEWS

## Work, Health and Safety

### **Trends in Medication Errors**

The level of harm caused by missed medication or doubling up of medication depends on the individual's health condition and the medication involved. However, the level of risk increases if the individual suffers with a serious medical condition such as diabetes or epilepsy. Missing preventative medication may result in serious complications, sometimes requiring hospitalization. Therefore, it is vitally important that all Lifestyle Attendants follow the 9 R's of Medication management at all times to prevent risk of harm occurring to the Customer.

### **The 9Rs of Medication Management Lifestyle Attendants must follow:**

- Right Drug. ...
- Right Patient. ...
- Right Dose. ...
- Right Route. ...
- Right Time and Frequency. ...
- Right Documentation. ...
- Right History and Assessment. ...
- Right to Refuse
- Right education and information

### **Assisting Customers/Clients to take their medication**

The following tasks are approved to be carried out by Lifestyle Attendant

- Ordering repeat prescriptions from the doctor's surgery
- Picking up prescriptions from the doctor's surgery
- Collecting dispensed medicines from the pharmacy
- Bringing packs of medicines to a person at their request so that the person can take the medicines
- Opening bottles or packaging, including dose administration aids at the request and direction of the person who is going to take the medicine
- Reading labels and checking the time at the request of the person who is going to take the medicine
- Ensuring the individual has a drink to take with his or her medication

All employees of Enhanced Lifestyles are required to follow their scope of practice in order to be covered by our insurance. Please ensure that you are following our policy (on page 11) and the directions of the Customer or Customer's care plan. If you become aware of a medication error, please contact our RN Noel Cornwill or the Service Delivery team as soon as possible on 8340 2000 and report it as an incident. To find out more you may request a copy of Enhanced Lifestyles medication policy to be sent to you.

# Service delivery News

The Service Delivery Team are receiving a number of enquiries which are better directed to other departments. To assist you with this, please see a list of email addresses below with information about where you should be directing your enquiries.

## [Services@enhancedlifestyles.com.au](mailto:Services@enhancedlifestyles.com.au)

- Shifts
- Customer and employee rosters
- Work Health and Safety

## [Admin@enhancedlifestyles.com.au](mailto:Admin@enhancedlifestyles.com.au)

- General enquiries
- Enquiries if you are unsure where to direct an email

## [Billing@enhancedlifestyles.com.au](mailto:Billing@enhancedlifestyles.com.au)

- Customer bills

## [Payroll@enhancedlifestyles.com.au](mailto:Payroll@enhancedlifestyles.com.au)

- All payroll enquiries

## [Accounts@enhancedlifestyles.com.au](mailto:Accounts@enhancedlifestyles.com.au)

- Accounts payable by us

## [Teleclock@enhancedlifestyles.com.au](mailto:Teleclock@enhancedlifestyles.com.au)

- Teleclock enquiries/times

## [Feedback@enhancedlifestyles.com.au](mailto:Feedback@enhancedlifestyles.com.au)

- Customer feedback
- Employee feedback

## [Quality@enhancedlifestyles.com.au](mailto:Quality@enhancedlifestyles.com.au)

- Quality of training
- Clinical needs

## [Marketing@enhancedlifestyles.com.au](mailto:Marketing@enhancedlifestyles.com.au)

- Social media
- Expos
- Marketing materials
- Newsletter

## [Peopleandculture@enhancedlifestyles.com.au](mailto:Peopleandculture@enhancedlifestyles.com.au)

- Qualifications

## [Recruitment@enhancedlifestyles.com.au](mailto:Recruitment@enhancedlifestyles.com.au)

- Recruitment opportunities
- Resumes

## [Training@enhancedlifestyles.com.au](mailto:Training@enhancedlifestyles.com.au)

- Internal training enquiries

## [Events@enhancedlifestyles.com.au](mailto:Events@enhancedlifestyles.com.au)

- Customer and employee engagement activities
- Coffee Club
- LA Social Club

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.

The Service Delivery Team.

# PEOPLE & CULTURE NEWS

## Recruitment

We are currently recruiting for Lifestyle Attendants across Adelaide and regional areas as our organisation is expanding. Our minimum requirements include DCSI Child-related Clearance, 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.



## Office Opening & End of Year Celebration

**Date:** Thursday 5th December  
**Time:** Office Opening 4:00pm  
End of Year Celebration 5:00pm  
**Location:** 2 Arlington Terrace, Welland

### Food & Drink provided

Come and see our brand new state-of-the-art training rooms. Stay on to celebrate the end of year!

Please advise of any dietary requirements

RSVP to [events@enhancedlifestyles.com.au](mailto:events@enhancedlifestyles.com.au)

Or (08) 8340 2000





**Eat Drink**  
and  
**Be Merry**

Please join us for the Lifestyle Attendant

**Christmas Party**

Sunday 15th December

Enhanced Lifestyles Head Office

1.00pm - 4.00pm

Cocktail food and drinks will be provided. Please advise of any dietary requirements.

You are welcome to bring your family along!

There will be a special visit from Santa who will be handing out a surprise for the kids. There will also be a sticky fly wall!

Please RSVP via  
[peopleandculture@enhancedlifestyles.com.au](mailto:peopleandculture@enhancedlifestyles.com.au)  
by Friday 6th December November for catering purposes with the total number of people attending.



## Employees of Enhanced Lifestyles & LAAS are invited to Christmas at the Brewery

Sunday 8th December, from 12pm onwards

Woolshed Brewery  
65 Wilkinson Road, Murtho

Food & drinks provided, partners & families welcome

There will be a bus pick-up/drop-off from Loxton, Berri & Renmark. Please advise when you RSVP if you would like to use the bus and the location you would like to be picked up and dropped off to. Pick-up/drop-off locations will be advised the week prior to the event.

RSVP To

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



# PEOPLE & CULTURE NEWS

## LA of the month: Sandra Hobson

Congratulations to Sandra Hobson as October's LA of the month! Sandra was nominated for her professionalism, being reliable and conscientious. Sandra's willingness to adapt her approach to suit different customers and always remembering the routine was also strongly recognised.

Customers's were also very impressed with her willingness to do cover shifts to gain more experience despite the fact she has to travel and work longer hours to do so. Thank you for providing excellent services to our customers, going above and beyond the call of duty.

You are a valued team member of Enhanced Lifestyles, well done! As LA of the month you have won you have won yourself a double movie pass, congratulations!

We always encourage positive feedback about all aspects of our organisation. If you would like to nominate a Lifestyle Attendant that goes above and beyond the call of duty we'd love to hear about it! Please submit to [feedback@enhancedlifestyles.com.au](mailto:feedback@enhancedlifestyles.com.au)



## Payroll

Just a reminder that payslips are sent out fortnightly by close of business Wednesday Week 1 after payroll has been completed. Most employees payment should have reached their account before payslips are received however this does depend on who you bank with. If you believe there has been a discrepancy with your pay, please wait until you have received your payslip before contacting the office between the hours of 9am to 5pm Monday to Friday.

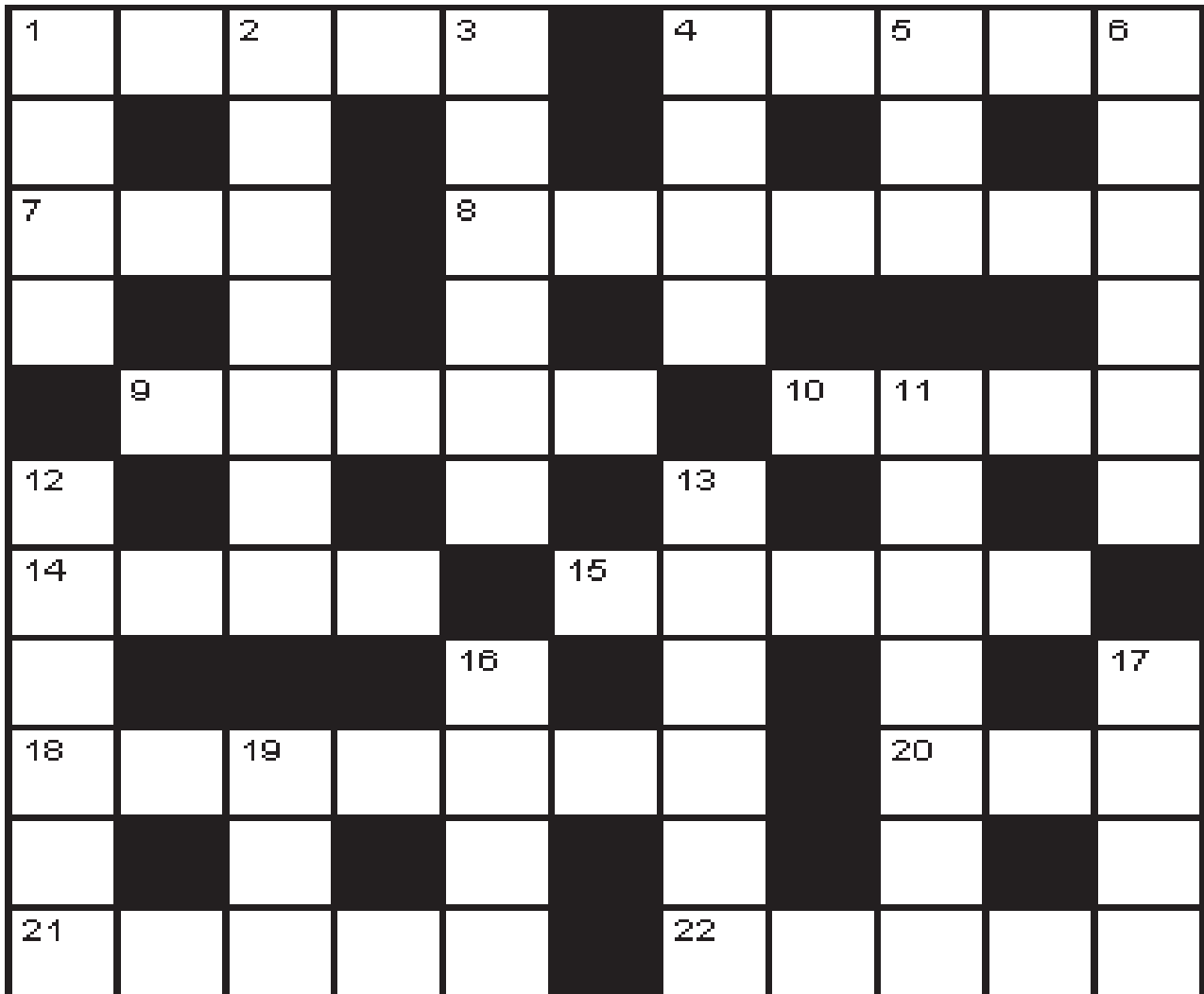
Any questions can be sent to [payroll@enhancedlifestyles.com.au](mailto:payroll@enhancedlifestyles.com.au)

## Riverland LA Social Club

Come along to our next Riverland LA social club on November 25th, 3:30pm at Ruby Square in Loxton! We hold LA Social Club with the aim to provide a positive platform for Lifestyle Attendants to meet and get to know one another. After generating a lot of buzz from our previous Riverland LA Social Club we want to keep it growing. 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.

# 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

## Life is too short



"Life is too short... as I saw both parents leave this world before they had a chance to enjoy retirement. You shouldn't feel bad about retiring, so why did I feel guilty? It took me a long time to gain the courage to say I was going to retire. Why? Everyone kept asking me, "What are you going to do if you are not working?" As if I needed to do "activities" all day every day. But then a good friend in conversation said ideally he would like to retire by the time he turns 55. And I was like "YES!" It was a lightbulb moment! If he can retire at 55, why can't I? Guess how old I am this year? As much as I've enjoyed my time here, I am here for a good time, not necessarily a long time."

Jacky, as quoted on the day she retired from Stretchy Tech 28-3-2019. We will miss our friend and colleague, and her witty sense of humour around the office!

(Taken from Purple Orange "A Moment of Me" <https://www.purpleorange.org.au/news-resources/moment-me> )

Fast tracking six months and like myself, how many of us imagines retirement to be a whole new laid back and relaxing lifestyle? Wrong!!! However, although every day is filled with something to do, somewhere to go and people to see, the difference is I am now living by my clock on my time and from my calendar. I can pick and choose (weather and health permitting) what my day or week might look like. This is exactly why I have worked for most of my life, to enjoy as I please when I felt the time was right. I feel privileged to have been granted this opportunity, that being said I have worked hard through some physically challenging and often painful times to earn this privilege.

I am now lucky enough to pursue my life long desire to travel and experience new adventures both within Australia and overseas, visiting places I never imagined possible. I have created so many fabulous, somewhat unimaginable memories and life changing experiences along the way. Naturally, there have been challenges but generally speaking they were overcome through researching available resources and coming up with some very interesting and often humorous "McGuiver style" makeshift solutions.

Every new experience (good and bad) has equipped me with ideas and lessons on how my travel buddy and I might tackle things differently next time. This includes our mode of travel, the types of accessible (or not so accessible) accommodation and our destinations. I have found planning ahead, speaking with locals about what we can expect as well as with those of us who use mobility aids who have embarked on the same or similar journeys is by far most beneficial.

It would be great if we could start a travel section in our newsletter or an online blog. A place where those of us who love to travel or who would love the experience of traveling but don't know where to start could come together to share experiences and learn from our peers.

What are your thoughts? Would you like to have "Travel" as a regular feature in our newsletter or online? Please contact Jamie [marketing@enhancedlifestyles.com.au](mailto:marketing@enhancedlifestyles.com.au) with your thoughts and suggestions. Looking forward to sharing some of my recent travel experiences with you in the next newsletter.

Jacky Chant

# WHAT'S ON AT ENHANCED

## **You are invited to the Members Christmas Coffee Club on Friday 29th November at Coopers Ale House Gepps Cross**

As requested by the Members Coffee Club we are having a special Christmas Coffee Club to thank everyone that has been part of the members Coffee Club and celebrate the fun times we've had throughout the year! Lunch and drinks for each Customer and their Lifestyle Attendant will be paid for Enhanced Lifestyles to the value of **\$30pp** All participants will be required to wear a wrist band at the event.

Lifestyle Attendant's will be available to assist with needs on the day.

The event will be capped at 15 participants so please RSVP as soon as possible to ensure you don't miss out!

Time: **Friday 29th November 2019 from 12.30pm - 2.30pm**

Where: **Coopers Ale House, 560 Main North Road, Blair Athol SA 5084, Max Cooper Room**

Please confirm your attendance by replying to this email or sending an email to [events@enhancedlifestyles.com.au](mailto:events@enhancedlifestyles.com.au) Please indicate in your email if a Lifestyle Attendant will be attending the event with you. Finally, feel free to contact Emma Moss on 8340 2000 if you have any further questions!

**We look forward to seeing you there!**

## Crossword Solution

### Across

1. Banquet - Feast
4. Velocity - Speed
7. Golfing accessory - Tee
8. Wild - Untamed
9. Fake - Bogus
10. Long narrative poem - Epic
14. Fencing sword - Epee
15. Temperamental - Moody
18. Large imposing house - Mansion
20. Lukewarm - Tepid
21. Part of leg - Ankle

20.

### Down

1. Festival - Fete
2. Amazing - Awesome
3. Second sign of the zodiac - Taurus
4. Location - Site
5. Type of tree - Elm
6. Subtract - Deduct
11. Security device - Padlock
12. Recluse - Hermit
13. Part of the eye - Cornea
16. Discover - Find
17. Not in action - Idle
18. Short sleep - Nap