



Enhanced Lifestyles Spring News

In-home | community disability services



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THE ENHANCED LIFESTYLES TEAM

Board Representatives

Chairperson

Deb Clark

Treasurer

Anna Farrugia

Committee Members

Trudy Gepp
Gordon Browne
Marnie Tebilcock

Operations

Interim Chief Executive Officer

Andrew Ellis

Corporate Services Team:

Manager

Leigh Goodenough

Assets & Systems Officer

Puneet Chauhan

Marketing & Communications Officer

Jamie Denyer

Finance Officer

Steven Yim-Moore

Administration & Teleclock Officer

Janice Farrow

Riverland Administration Officer

Alison Andrews

Human Resources Team:

Manager

Andrew Baggaley

Senior Human Resources & Return to Work Officer

Belinda Smith

Learning & Development Officer

Emma Moss

Human Resources Officer

Eloise Eaton

Recruitment Officer

Mia Anfiteatro

Project Officer

Cheryl Trierweiler

Clinical:

Clinical Nurse Consultant

Shelly Pasricha

Quality Team:

Manager:

Russell George

Senior Quality Officer

Ryley Johns

Quality Assistant

Troy Sferco

Support Independent Living:

Manager:

Kate Brown

Services Team:

Manager:

Daniella Ross

Customer Relations:

Senior Customer Relations Officer

Claudine Sutter

Customer Relations Officers:

Lisa Turton
Sophie Mitty
Kerrie Addinsall
Nadia Oasimy

Service Delivery:

Senior Service Delivery Officer

Tahlia Hedges

Service Delivery Officers:

Michelle Holzberger
Cheyanne Smith
Sheree Smith
Luisa Saler
Elizabeth Carter
Maryam Rashid
Hazel Lordstacy

Support Coordination Team:

Manager:

Sarah Sayer

Support Coordinators:

Cassie Gillen
Emma Thomas
Everly Smith
Michelle Kelly
Muhammad Atif
Victoria Tregilgas

Psychosocial Recovery Coach

Hayley Silenieks

Chairperson's Message



From the Chair

Welcome to the Spring edition of the Enhanced Lifestyles newsletter. We hope you are all enjoying some spring weather and a chance to get outside in the fresh air.

Introducing Interim CEO Andrew Ellis

Enhanced Lifestyles has welcomed some new faces to its team this quarter.

On Behalf of the Board of Management, I would like to welcome Andrew Ellis to Enhanced Lifestyles as our Interim CEO.

Andrew has over 15 years of experience in executive and board roles in the not-for-profit sector.

Most recently, he worked as a business consultant at Community Business Bureau (CBB), working with NDIS businesses across Australia.

He gained a strong understanding of the NDIS through this role and previously as CEO of the Multiple Sclerosis Society of SA and NT.

Andrew has a keen interest in the disability sector, and the Association which is driven by its members.

The Board, Andrew, and the Management Team are working hard to ensure that Enhanced Lifestyles keeps up with the ever-changing NDIS requirements to provide customers with the highest quality services.

Keeping us in line with NDIS

will see some gradual changes to services and policies. As these changes occur, please know that they are due to NDIS requirements to make sure we remain a registered provider.

The Management Team has reviewed our COVID-19 plans to ensure everyone is safe, and services can continue if there is a community spread of COVID-19.

Recently, the HR team has welcomed new Lifestyle Attendants to the Association. This has allowed the Services Team to work with customers and LAs to provide additional, permanent LA teams to customers.

This helps customers and families feel confident in knowing who is coming in through the door. It allows people to feel free to get on with their lives without repeating instructions to new LAs all the time.

Membership Matters

Enhanced Lifestyles has always had a strong membership base of customers. We are an Association founded by people with disabilities for people with disabilities.

We have always had a strong voice in the type of organisation we wanted and how our services are provided. To make sure we keep this voice, we need people as members.

Why be a member?



- To have a say in the type of services Enhanced Lifestyles provides
- Keep the Association focused on the needs of people with disabilities and their families
- Attend the AGM and vote for the people you want to be on the Board steering the Association. This gives you a chance to hear how well the Association is performing and an opportunity to ask questions.
- An opportunity to be on the Board of Management yourself
- Membership is FREE!
- It is easy to become a

member, just complete a membership application form, and you're in! You can participate as little or as much as you want

If you would like a membership application form, please email membership@enhancedlifestyles.com.au

AGM 2020/2021

The 2020/2021 Annual General Meeting will be held in early 2022.

You will receive more information about this shortly. Keep an eye out in your emails or in the post.

This year the Board has vacancies for general Board members, a secretary, and skill-

based members. We are also looking for someone who has an interest in chairing in the future and leading the team.

This is to ensure that we keep fresh membership coming into the Board with new ideas. So why not join the team! It provides excellent career opportunities and a chance to help shape Enhanced Lifestyles into the future.

Nothing about us without us!

Deb Clark
Chairperson of the Board



Ensuring maximum choice & control in-home & in the community

Message from the Interim CEO



It's truly a privilege to join the Enhanced Lifestyles team as Interim CEO, working closely with Chairperson Deb Clark and the rest of the Board to oversee the amazing work our team are doing to support our customers.

In my first few months, I've been lucky to meet a number of our Lifestyle Attendants and customers in Adelaide and up in the Riverland on my visits there.

Over this time, we've been working as a Management Team and with the NDIS identifying ways we can continue to improve the organization to support our customers and members even better.

I'm excited to report that in October we had our NDIS registration renewed for a further 3 years.

I'd like to offer my congratulations to Leanne, Ilona, Kingsley and Gabrielle for your recognition in our Lifestyle Attendant of the Month awards.

I'd also like to welcome our new staff, some of whom are highlighted throughout this newsletter.

Enhanced Lifestyles is truly a unique organization within the South Australian disability sector where our members (or customers) make up the majority of Board positions.

Whilst the Board truly

operate at a governance level, the insights that Board members bring from their lived experience provides a unique perspective in the Boardroom.

I encourage you to take the time to read through this edition of the newsletter to learn more of what's going on in our organization and within the sector.

If you have any ideas of how we can make this newsletter even better, then we'd love to hear them.

Andrew Ellis,
Interim CEO.

Feature in our upcoming editions!

We're looking for customers and staff to share their stories with us

For any enquiries get in touch with our Marketing Team!

E: marketing@enhancedlifestyles.com.au

P: (08) 8340 2000 - Jamie Denyer, Marketing & Communications Officer



Welcome New Staff Members

Over past few months we have welcomed several new staff members to Enhanced Lifestyles. We're excited to have each of them on board and look forward to their contributions to the organisation.



Eloise Eaton - Human Resources Officer

Eloise joins the team with a Bachelor in Behavioural Science (Psychology) from Flinders University and a Graduate Certificate in Human Resources Management from RMIT.

Whilst studying her Bachelor, Eloise spent a lot of time volunteering for both the Black Dog Institute and CanTeen. She was lucky enough to travel to Sri Lanka and gain some volunteer experience in the mental health and disability sectors there.

"I'm looking forward to having the opportunity to combine my passion for helping and advocating for others with my HR qualifications. I'm also looking forward to getting to know the staff and customers on my journey with Enhanced"

Outside of work Eloise loves spending time with family and her Australian Shepherd, Riley.

Eloise also enjoys yoga, going for hikes and going to the beach as she loves spending as much time outdoors in the sunshine. You'll also find her at every Adelaide Crows home game.



Cory Sewell - Quality Support Officer

Cory brings over 15 years worth of experience working in Quality/WHS within construction, engineering and disability.

Up until March this year, Cory owned a pet shop that specialised in cat products. The purpose of the pet shop was to bring products not readily available in South Australia for



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enhancedlifestyles.com.au/careers/

the cat showing community. Being from the country, Cory likes to spend her weekends out of the city with her pets.

Cory loves camping and enjoys taking her dog for day drives in the country. Cory likes to visit country bakeries, with her favourite being the Farina Bakery.

"I'm excited to be joining the Enhanced Lifestyles team and bringing my skillset and experience to the role"

Cory's other interests outside of work include watching Formula 1 & Rugby League. She has also owned horses all her life and finds it soothing by spending time with them.

Shelly Pasricha - Clinical Nurse Consultant

Give a warm welcome to Shelly our new Clinical Nurse Consultant.



Shelly brings a wealth of knowledge and experience to the organisation. She has a Master of Clinical Nursing (MCN), Bachelor of

Education (B.Ed.), Bachelor of Arts (BA), Certificate IV in Training and Assessment (TAE), and Certificate III in Aged Care to name a few.

Shelly has acquired over 10 years experience as an educator overseas, 4 years Nursing experience overseas, 2 years as an educator in Australia, and 3 years experience as an Aged Care Manager. Prior to her clinical experience, Shelly worked as a support worker.

"I'm looking forward to the collaborative and team-focused culture at Enhanced Lifestyles, and the opportunity to learn and grow my skills"

Outside of work, Shelly loves helping others which brings her enjoyment. As a form of relaxation, she likes to involve herself with meditation and spending time with nature, as well as cooking delicious recipes.



Kerrie Addinsall - Regional Customer Coordinator Mount Gambier

Meet Kerrie our new Regional Customer Coordinator for Mount Gambier.

Kerrie has recently completed a Bachelor of Behavioural Studies this year.

In previous roles Kerrie has worked with children under the guardianship of the Minister to provide accommodation and support for them through out of home care.

Kerrie has also worked in the mental health space and as a family support worker.

"In my role of Regional Customer Coordinator, I'm looking forward to supporting our customers and Lifestyle Attendants in Mount Gambier as well as learning new skills. I'm also looking forward to working alongside all the wonderful staff at Enhanced Lifestyles."

Outside of work Kerrie enjoys spending time with her granddaughter and attending dance competitions with her. She also likes to relax with music, and enjoys watching movies.

Kerrie has been working hard during her first few weeks at Enhanced Lifestyles to become familiar with all of our systems and processes.

Over the course of the next month Kerrie is aiming to meet with all customers in Mount Gambier and the surrounding areas to touch base and introduce herself. We're excited to have Kerrie join the Mount Gambier team to provide local support in the area.



Your adventure awaits! Hire our accessible van today

Fits up to two wheelchairs

Contact our team to book your next getaway!

HR News

Over the recent months, HR has been working diligently to boost its workforce of Lifestyle Attendants and key Operations personnel.

The team had an excellent response for applicants wanting to join as a Lifestyle Attendant. From these responses, we have recruited 16 new staff members that fit the values and ethos of Enhanced Lifestyles.

We have already received positive feedback from customers about the work of several new Lifestyle Attendants, which is pleasing to hear.

Over September and October, we have recently onboarded new Operations staff who we wish to send a warm welcome to:

- Human Resources Officer – Eloise Eaton
- Quality Support Officer - Cory Sewell
- Regional Customer Coordinator Mount Gambier - Kerrie Addinsall
- Psychosocial Recovery Coach – Hayley Silenieks
- Customer Relations – Nadia Qasimy

Eloise, our HR Officer, and Mia, our Recruitment Officer, took part in return-to-work training to continue supporting our workers.

We would like to remind all staff to be extra vigilant with their qualifications and screening expiry dates. To stay compliant, the HR team will send out reminders as staff approach



these dates. This is to ensure all Lifestyle Attendants can continue providing supports to our customers with no disturbances.

In addition, Mia and Eloise have been collating Covid-19 Vaccination information from all staff in conjunction with our covid safety plan via the ELMO Portal. This helps us to meet the SA Government requirements issued in early November.

Health & Safety Reminder - Drug & Alcohol Policy

The health and safety of all Enhanced Lifestyles customers and staff is of paramount importance to us. We take reasonable steps to ensure staff are healthy and fit to work, which in turn, provides a healthy and safe environment for customers.

We would like to remind all employees that they must present themselves fit to work, and not under the influence of drugs or alcohol during

working hours, when visiting the Enhanced Lifestyles head office, or at a customer's home.

Unauthorised possession or consumption of alcohol in the workplace will result in disciplinary action.

Employees must also not be under the influence of any illicit drug anywhere on company premises, property, grounds, or a customer's house. Random testing for alcohol and drugs may be carried out from time to time with or without notice.

We would like to thank all Lifestyle Attendants for complying with our Drug & Alcohol Policy, ensuring a healthy and safe working environment.

Thank you.

Andrew Baggaley,
Human Resources Manager

Learning & Development News



Lifestyle Attendant re-inductions

Re-induction sessions for Lifestyle Attendants commenced on Tuesday, 20th July 2021.

To date, we have delivered 12 sessions to Lifestyle Attendants that have been with the organisation longer than six months.

The re-induction session is designed to update Lifestyle Attendant's knowledge of important policies, procedures, and clinical training. Training sessions are now being delivered on Zoom, which has proved beneficial and convenient for Lifestyle Attendants.

Thank you to the Lifestyle Attendants that have taken part in the re-induction sessions. We value your continued commitment to ensuring best practices and quality services

are being delivered to our customers.

The feedback from the training has been very positive. Many Lifestyle Attendants have found the training useful in refreshing their knowledge for various aspects of work.

The training has provided an opportunity for workers to give feedback and suggestions on improving the way we do things across the organisation.

We encourage all Lifestyle Attendants to respond promptly to the re-induction invitation to ensure that you have sufficient time to complete online learning before your allocated session.

Child Safe Environments

On **Monday 6th December**, we will be delivering a 7-hour Child Safe Environments training to Lifestyle Attendants and Operations employees on Zoom.

This paid training session will ensure Lifestyle Attendants that work with children have up to date knowledge of their legal obligation as mandated notifiers to report suspicion of abuse and neglect. This is in accordance with the *Children and Young People (Safety) Act 2017 (SA)*, *Prohibited Persons Act (2016)* and associated regulations.

The training will also help workers to recognise the signs and indicators of abuse and neglect.

Invitations were sent by email on Friday, 5th November to specific Lifestyle Attendants. Places will fill up fast, so please respond promptly to the invite to secure your place in the training.

Thank you.

Emma Moss,
Learning & Development
Officer.



Quality News



The Quality Department welcome Cory Sewell to the team as Quality Support Officer.

Cory brings experience in internal auditing to assist the Quality Team in undertaking the management of the Internal Audit Schedule.

This will help the organisation achieve compliance with the NDIS Practice Standards.

Cory will also assist in the incident, feedback and complaints management processes.

Our Quality Officer, Ryley, has updated Enhanced Lifestyles' COVID Business Continuity Plan. This outlines the process to be engaged in should COVID-19 restrictions come

into effect, and to help us manage associated risk. Enhanced Lifestyles must be still able to support Customers should such an event occur; the plan outlines how we would do that.

Our Quality Assistant, Troy, collaborates with key internal and external stakeholders to ensure the organisation is meeting the restrictive practice and behaviour support reporting obligations. The NDIS outlines these reporting obligations.

As previously mentioned, Cory will support Ryley and Troy with the internal auditing schedule, including supported independent living auditing for our Riverland customers. In addition, Troy continues to aid in the development and maintenance of online systems.

Whilst doing this, he also facilitates onsite and remote training for new and existing employees to promote knowledge and awareness of restrictive practices.



A major initiative to be implemented is a complete review and update of our policy and procedure development. This will help to ensure that our services continue to meet NDIS requirements and help us to deliver quality services to customers.

Lastly, we kindly ask that you let us know if a rostered Lifestyle Attendant does not attend a shift otherwise known as a 'no show'. We regard 'no shows' as high-risk incidents.

Some customers have high and complex needs; not having the service provided at the time it is scheduled could have a serious consequence for them.

In acknowledgment of this, the Quality Team undertake regular audits on 'no shows' to identify trends and take corrective actions. So thank you in advance for your consideration of this and for letting us know.

Thank you.

Russell George,
Quality Manager.



Corporate Services News



Enhanced Lifestyles staff members were present at the 2021 Disability, Ageing & Lifestyles Expo

The Corporate Services team continues to work hard to support the organisation's service delivery and Customer engagement activities. Thank you

Enhanced Lifestyles is paying close attention to the health, safety and wellbeing of our customers and staff through a range of planning and preparation activities. This includes an increased level of COVID-19 response planning due to the heightened risks posed by the Delta variant of the virus.

We are also developing and updating our emergency management and business continuity processes, to ensure that we are as prepared as we can be in the event of an emergency or significant accident / incident.

The organisation is developing a stronger prevention approach so that we can minimise the damage that occurs whenever something does go wrong. We have coordinated a highly

successful Pfizer vaccination clinic in the Riverland. This clinic was available to our customers and staff in the region, and we received a very strong positive community response to the initiative.

As well as providing important protection for our community from the risks of COVID-19, the clinic was one way that we are showing the Riverland community that we truly care about the region and that we want to be actively involved in strengthening the community.

Expos

On 9th October we were present at the KYD-X Expo, held at Priceline Stadium. The KYD-X Expo is an annual event which aims to raise awareness and create opportunities for

young people living with a disability.

This day generated a lot of positivity and produced a great turnout. Members from the operations team spoke with attendees looking for services for their children.

The Disability, Ageing & Lifestyle Expo was held on 14th October at the Adelaide Showground. We were proud to be the Platinum Sponsor of the event once again for the event.

This year there were over 180 exhibitors present at the Wayville Pavilion, all linked with the disability and aged care sectors. Our exhibit was very popular on the day, with large groups of people visiting our stall to speak to staff about our range of disability support services.



Catalyst Foundation Board Chair, Sarah Bartholomeusz presents our Interim CEO, Andrew Ellis with a certificate of sponsorship at the Disability, Ageing & Lifestyle Expo

We have also committed to be a major sponsor for this year's Special Children's Christmas Party. This annual event supports over 1300 children with different needs and brings a smile to their faces at Christmas time.

If you have any feedback or questions about the work of the Corporate Services team (across the areas of finance, IT, property, assets, admin, marketing and communications) please contact us on 8340 2000 or admin@enhancedlifestyles.com.au

Thank you.
Leigh Goodenough,
Corporate Services Manager

Services News



We have welcomed two new members to the Services team over the past few months. We have Hazel Lordstacy, who has joined the Service Delivery team and Kerrie Addinsall, who has started as the Regional Customer Coordinator in Mount Gambier.

Hazel has worked in the disability sector for the past nine years as a support worker before moving into a head office role. Hazel still actively assists as a Lifestyle Attendant when required. Hazel is actively learning the Service Delivery role and appreciates both Customers and Lifestyle Attendants patience when she is assisting them.

Kerrie has worked in community roles throughout her career, including case management and through youth worker support. Kerrie is keen to support both Customers and Lifestyle attendants in Mount Gambier and being a face for the organisation in the region.

In her new role, Kerrie's first goal is to meet all customers and lifestyle attendants in Mount Gambier. If you haven't had the chance to meet her,

don't hesitate to contact the office, and we will assist in arranging a meeting with Kerrie.

Service Delivery has been working hard on filling customers permanent shifts with a regular staff member to improve on continuity of supports. For customers we haven't provided a permanent staff member, we are working closely with the recruitment department to source suitable workers.

Regional Customer Coordinator Lisa Turton in the Riverland has been helping facilitate the COVID-19 vaccination drive, supporting both customers and Lifestyles Attendants to get their vaccination.

This has been a great support for the local area, assisting everyone that has wanted to get their vaccination.

Customer Relations in Adelaide will be contacting customers to perform as many face-to-face annual reviews and wellbeing checks. Claudine and Sophie are looking forward to seeing customers soon.

We have appointed Nadia

Qasimy as our third Customer Relations Officer in Adelaide to assist with additional customer support.

Communication is still the most vital role of our department. We are continuing to work on making sure all changes to rosters are communicated as soon as possible. Lifestyle Attendants are encouraged to communicate with the team regarding their rosters and remember to use CIMs actively. This has all information about not only your shift times but also the shift requirements.

Please give the team a minimum of two hours' notice for shift unavailability. This allows us a suitable time to arrange a cover replacement.

We want to thank all customers and Lifestyle Attendants for their patience and understanding with new Service Delivery Officers. They are actively working hard to remember everyone's preferences and learning the processes around their role.

Thank you.

Daniella Ross,
Services Manager.



Lifestyle Attendants of the Month July, August & September

We have collated feedback from Customers and staff and are pleased to announce the Lifestyle Attendant of the Month for for July, August & September

July LA of the Month



The July LA of the month was awarded to Leanne Marando.

Leanne was nominated for her beautiful, caring nature, always ensuring her customers' needs are met.

One customer that Leanne supports commented:

"I wish Leanne could be taken off every other customers' roster so she could work with me more often"

Family members of the customer are so thankful to have Leanne providing support to them. Feeling complete ease of mind knowing they're being assisted to maintain independence.

August LA of the Month



The August LA of the month was awarded to Ilona Khudyakova.

Ilona was nominated for providing compassionate, caring services to customers she supports.

Working with a particular customer, Ilona encourages them to improve their social skills, communication and understanding.

A family member of the customer stated:

"Ilona is just excellent, she always goes the extra mile. She even went as far as calling in during lockdown to check in and make sure everything was going okay"

Ilona is constantly exploring new and exciting options for her customers to do on social outings. Ilona helps customers make healthy, informed decisions regarding diet.

September LAs of the Month

The September LA of the month was a tie between two staff members, Kingsley Hodges (image below) and Gabrielle Rowe (page 15).



Kingsley received positive feedback for going above and beyond for a customer by picking them up from the Royal Adelaide Hospital, and then driving them back to their Riverland home.

Upon arrival at the hospital, the customer had been discharged the night before and their whereabouts unknown.

Kingsley assisted service delivery and hospital staff to locate the customer and ensure their safety.

Kingsley acted with professionalism throughout the process and found the customer two hours later.

After Kingsley located the customer safe and well, the two of them made their way back to the Riverland.



Gabrielle Rowe received positive feedback for advocating for a customer.

A Riverland customer has

been restricted by the lack of suitable transport options for the past few years. Through Gabrielle's persistence with enquiries, she sourced an option through Red Cross.

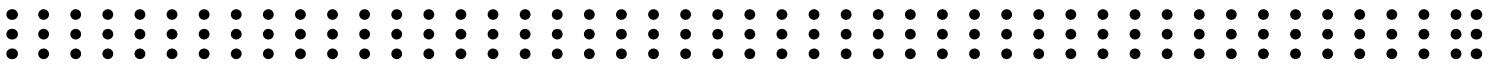
There they accept transport vouchers, and can transport the customer for fortnightly shopping.

This outcome meant that they are only charging the customer \$1.00, compared to taxi charges which can accumulate to \$120.

A service delivery team member commented:

"Gabby always goes above and beyond, however this is almost a miracle!"

Congratulations to all Lifestyle Attendants who won their respective awards. We look forward to hearing about more Lifestyle Attendants that go above and beyond for customers.



Nidhi Mahajan

Lifestyle Attendant

Nidhi began her career with Enhanced Lifestyles as a Lifestyle Attendant. In her role she supported customers in-home and throughout the community to reach their goals.

Hear from her as she reflects on her time working with Enhanced Lifestyles.

I am grateful to the entire team at Enhanced Lifestyles for giving me a chance to work with different customers.

I am grateful that I got to work with very influential customers who not only trusted me as their Lifestyle Attendant, but they guided me to grow in the field of Community services.

They encouraged me to study further and use my skills and experience in making a difference in someone's life.

I joined Enhanced Lifestyle when my confidence was at its lowest. Whilst working there I met great people who taught me that life is not just about what you do not have, but it's about making the best of what you have been bestowed with.

Every customer I worked with showed me hope and encouragement to be the better version of myself. Throughout my working life I was thriving but was not at all satisfied and happy

I stopped working full time in 2018 when diagnosed with cancer. Just to make up the time and a nudge from a friend, I began studying

a Certificate 3 in Individualised Support and after finishing he helped me secure a job with Enhanced Lifestyles. I have never been happier and more satisfied with my life. I looked forward to each day seeing the customers and spending time with them.

They were my happy place because I knew how genuinely excited they would get when they saw me. As it's a job involving humans it's always so tough not to get emotional for them and for their hardships and pains, but they taught me the art of living and being independent and making the best of what we have.

I am thankful to Enhanced Lifestyles as they always listened to my concerns and issues and took pro-active actions.

I really appreciate each one in the Service Delivery Team who always helped me with customers' issues as well as understanding Lifestyle Attendant situations when they could not attend the shifts.

A big thank you once again to Enhanced Lifestyles for the truly rewarding and life changing experience.

