



# Enhanced Lifestyles Winter News

In-home | community disability services

---

*Featuring*

**2021**

**Lifestyle Attendant of  
the Year Awards**

**Our response to  
COVID-19**

---

**Lunch Club and  
Coffee Club taking off**

# TABLE OF CONTENTS

---

03

---

Enhanced Lifestyles  
Team

04

---

Chairperson's  
Message

05

---

Board Governance  
Brainstorming  
Session

06

---

Our COVID-19  
Response

08

---

Quality News

09

---

New Staff Members

11

---

Corporate Services  
News

12

---

Learning &  
Development News

13

---

Services News

14

---

Lifestyle Attendant  
of the Year Awards

20

---

Support  
Coordination News

21

---

LA of the Months

22

---

Louise Navigating  
Her Independence

24

---

Upcoming Disability  
Related Information  
Sessions

24

---

Lunch and Coffee  
Club Outings

# THE ENHANCED LIFESTYLES TEAM

## Board Representatives

### Chairperson

Deb Clark

### Vice Chairperson

Vacant

### Treasurer

Anna Farrugia

### Committee Members

Trudy Gepp  
Gordon Browne  
Marnie Tebilcock

## Operations

### Chief Executive Officer

Jeremy Mills

### Executive Support Officer

Sharon Walker

## Corporate Services Team:

### Manager

Leigh Goodenough

### Assets & Systems Officer

Puneet Chauhan

### Marketing & Communications Officer

Jamie Denyer

### Finance Officer

Steven Yim-Moore

### Project Officer

Cheryl Trierweiler

### 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

Anna Braunack-Mayer

### Recruitment Officer

Mia Anfiteatro

### Clinical Nurse Educator

Jane Kelly

## 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

### Service Delivery:

### Senior Service Delivery Officer

Tahlia Hedges

### Service Delivery Officers:

Michelle Holzberger

Cheyenne Smith

Sheree Smith

Luisa Saler

Elizabeth Carter

Maryam Rashid

## Support Coordination:

### Manager:

Briony Drapala

### Support Coordinators:

Cassie Gillen

Emma Thomas

Everly Smith

Michelle Kelly

Muhammad Atif

Sarah Sayer

Victoria Tregilgas

### Psychosocial Recovery Coach

Mark Wilson

# Chairperon's Article

---



## 2021 Lifestyle Attendant of the Year Awards

On Saturday, 10th July, Enhanced Lifestyles celebrated the Lifestyle Attendant of the year awards for 2021.

It was great to hear so many Lifestyle Attendants, families and friends having a fun time together.

I have often heard customers and Lifestyle Attendants ask "Why have the LA of the year Awards ceremony? Lifestyle Attendants are employed to do a job that they are paid to do..."

My article for this newsletter will concentrate on answering this important question.

Enhanced Lifestyles is a member-governed Association. It was founded by people with disabilities who developed a service that would specifically meet their needs. They wanted a high-quality service that would provide maximum choice, independence, dignity and autonomy.

Members who wanted to run their own lives and have the same right to choices as other Australian citizens.

It is important to have the right Lifestyle Attendants dedicated to assisting customers and sharing this vision to make it a reality.

The purpose of the awards is to recognise those Lifestyle Attendants who show high-quality service delivery

consistently throughout the year.

In so many ways, Lifestyle Attendants are really the face of Enhanced Lifestyles services. It is Lifestyle Attendants that customers see every day.

The way services are provided reflects directly on our Association and impacts directly on customers lives.

Lifestyle Attendants are our greatest representatives, greatest marketing tool, and when high-quality services are provided, our greatest assets.

Without Lifestyle Attendants, the service simply could not run.

Not every LA understands our philosophy of wanting as much control and choice, dignity and autonomy in our lives as other Australian citizens. The awards are to acknowledge and thank those who do.

To the Lifestyle Attendants who were nominated or won an award on the day, congratulations!

To those Lifestyle Attendants who continue to quietly provide excellent services to assist us, we would like to thank you also.

Nothing about us without us!

Deb Clark  
Chairperson of the Board



# Board Governance Training Brainstorming Session

Do you have a passion to maintain a member governed service? For quality customer driven individualised services?

Come along to our Board Governance brainstorming session to assist us with maintaining the Enhanced Lifestyles Vision and purpose below.

There will be short PowerPoint covering the topics to be delivered in the Governance Training. A light lunch will be provided to those in attendance. Lifestyle Attendants will be available to assist customers. Cab charges will be given to cover transport costs.

## DETAILS:

**When:** 22nd September 2021  
10.30am - 2.30pm

**Where:** Enhanced Lifestyles Head Office  
2 Arlington Terrace, Welland

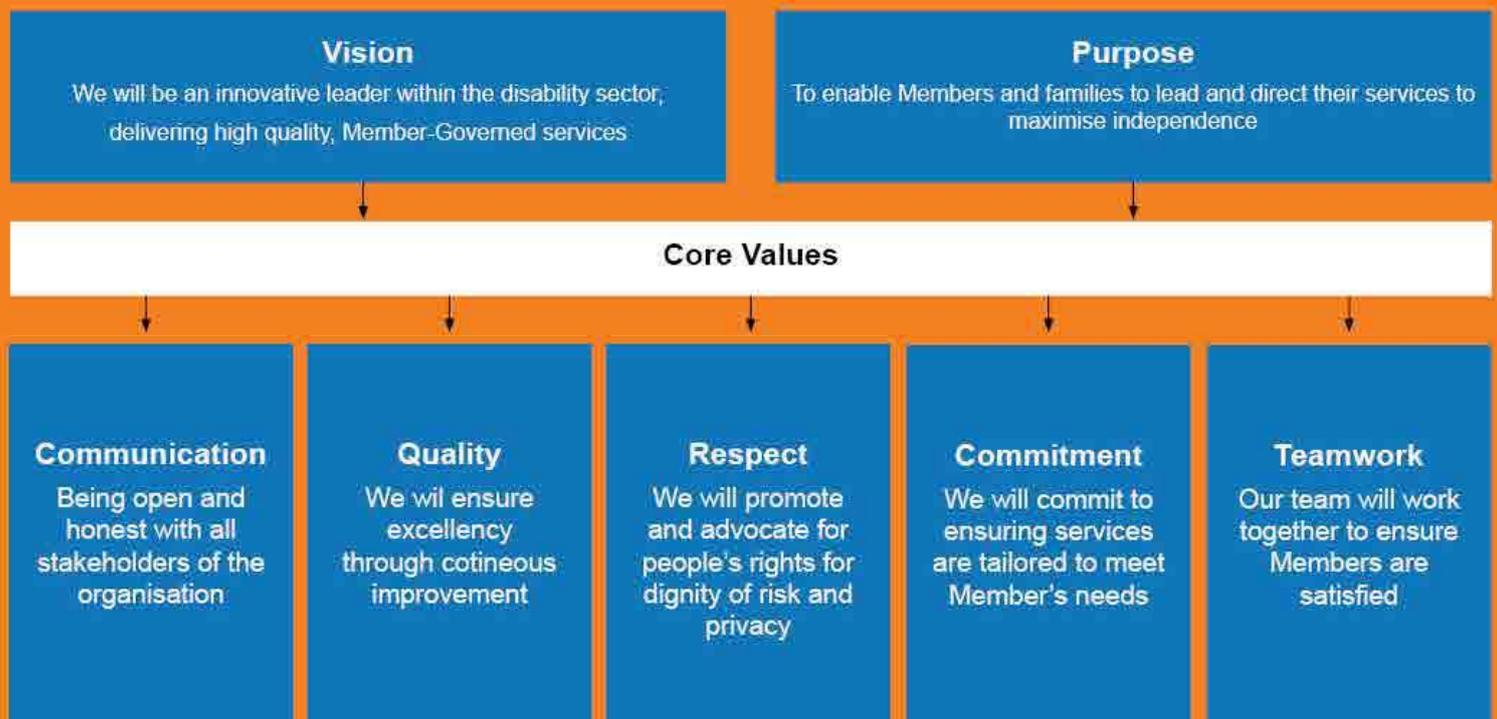
**Enquiries to:** Cheryl Trierweiler  
Project Officer

[cheryl.trierweiler@enhancedlifestyles.com.au](mailto:cheryl.trierweiler@enhancedlifestyles.com.au)

RSVP by 8th September 2021 to Janice Farrow via (08) 8340 2000 or [janice.farrow@enhancedlifestyles.com.au](mailto:janice.farrow@enhancedlifestyles.com.au)

Please inform us of any dietary requirements

# Enhanced Lifestyles Vision - Purpose - Values



# Our COVID-19 Response

It was announced on 20th July 2021 that South Australia will be going into lockdown, effective until Tuesday, 27th July.

The health and wellbeing of all Customers and staff is our highest priority. We wanted to reassure Customers and staff that we here to provide our full support during the challenging time.

Premier Steven Marshall addressed the media on tuesday, 20th July regarding the current COVID-19 climate in the state.

South Australians were urged to stay at home unless for essential reasons including:

- Care and compassion grounds
- Essential Work
- Essential Goods
- Medical reasons including getting vaccinated

- Exercise with those in your household

## Our response to the lockdown:

As we are an essential service, we continued to provide support to Customers whilst keeping their health and wellbeing at the forefront every step of the way.

## Enhanced Lifestyles Mask Direction

We requested that Lifestyle Attendants wear a face mask throughout the lockdown period.

As we are unsure of the exact level of COVID-19 transmission amongst the community, we need to take the necessary precautions to safeguard Customers and staff from exposure to germs.

The following exceptions apply to wearing a face mask whilst on shift:

- The Customer and/or Lifestyle Attendant providing services is not required to wear a mask if it hinders service provision or impacts

the Customers safety.

- A Customer receiving individual support in their own home is not expected to wear a mask.
- Lifestyle Attendants and/or Customers are not required to wear a mask if they have a relevant medical condition, including problems with their breathing or a serious condition of the face.
- A mask is not required to be worn in circumstances where the ability to see the mouth is essential for communication. Such as to enable communication by or with any person who is deaf or hard of hearing.
- A Customer or live-in Lifestyle Attendant of a Supported Independent Living (SIL) house may be exempt from wearing a mask if it has been risk assessed as causing distress or inconvenience for the Customer. Including circumstances in which it is not possible to comply with the physical distancing principle.

**MAKE SURE  
YOU'RE  
COVERED.**

## In-home services

All in-home services continued to go ahead as planned. This also includes social shifts to ensure Customers were staying well connected during lockdown.

Lifestyle Attendants were to ensure they were wearing the correct personal protective equipment (PPE) at all times when performing personal care tasks.

## Community Access

We requested that community access be limited unless for one of the essential reasons listed above on page 6. Lifestyle Attendants supported Customers to the shops for groceries and other items of this nature.

As stated in the essential reasons, outdoor exercise is permitted with those in your household. Because we are an essential service, Lifestyle Attendants could provide social support to Customers by getting out of the house and into the fresh air.

If Customers wanted to access the community, we requested that they do this within their local area if possible. Customers and Lifestyle Attendants are to maintain appropriate social distancing from other members of the public.

We asked that Customers communicate with Lifestyle Attendants to ensure they were comfortable accompanying them in the community during lockdown.

## COVID-19 testing

If you are unwell and experiencing symptoms of any kind, please undertake a COVID-19 test at your earliest convenience and self-isolate until a negative result is received.

Lifestyle Attendants, please notify the office two hours before your shift commences if you are unwell and cannot attend it. By being proactive with this, it will allow the service delivery team to arrange a cover shift, ensuring Customers receives their support.



## Essential Travel

As we are classified as an essential service providing support to Customers, Lifestyle Attendants must carry an employment authorisation document, allowing travel.

## Essential worker documentation

All Lifestyle Attendants have been sent information regarding

essential travel documentation. Please ensure you keep an electronic or printed copy of this document in case you ever need to present this whilst on the roads.

## Identification Badges

If Lifestyle Attendants are required to access the community for work or essential supplies, you may need to show an identification badge. Please get in touch with our HR team via HR@enhancedlifestyles.com.au or (08) 8340 2000 regarding all badge enquiries.

It is important that we remain alert and adaptive to change during these unprecedented times and always maintain open lines of communication with one another.

As always, our team is here to support you during this challenging time. If you have any worries or want a listening ear, please get in touch with us on (08) 8340 2000.



# Quality News

---

The Quality Learning and Development Department has seen some staff changes recently.

Learning and Development Officer, Emma Moss, has shifted to the Human Resources Department to align with recruitment processes and induction training provided to Lifestyle Attendants.

This has resulted in the title of the Department being renamed simply as the Quality Department.

Among the excellent training resources Emma has developed, including PowerPoints on Safe Wheelchair Use, WHS Induction Training and Lifestyle Attendant Managing Fatigue Training.

SafeWork SA is placing a high focus on Psychosocial Risks for employees with organisations, so Enhanced Lifestyles is ensuring we are proactive in addressing this.

Quality Assistant Joshua Philpott has resigned to pursue

his business interests. The role has since been filled by former Service Delivery Officer Troy Sferco. Troy's responsibilities involve cataloguing the use of restrictive practices where they are authorised to be used and reporting that to the NDIS.

He also provides training around restrictive practice use to new Lifestyle Attendants and existing staff and assists in the Quality Department internal auditing process.

Ryley Johns has moved to the role of Senior Quality Officer and oversees the internal auditing program and much of the organisation's policy and procedure development.

These activities are critically important to the organisation's compliance obligations under the NDIS Practice Standards.

As a consequence of the 10 new National Principles for Child Safe Organisations coming into effect on 1st July 2021, Ryley has reviewed and amended the Child Protection Policy and renamed it the Children and Young People Safe Environments Policy and Procedure. He has also redrafted the Duty of Care Policy and renamed it the Duty of Care and Dignity of Risk Policy to better reflect

NDIS Practice Standards 9 'Independence and Informed Choice'.

Russell George has moved into the role of Quality Manager. He continues to administer the management of incidents, complaints and other feedback which continue to drive quality improvements across the organisation. We very much appreciate people taking the time to submit feedback to assist us in that activity.

It is important we embrace a culture of being receptive to concerns raised as people with lived experiences of disability will have perspectives others may not. Should you have raised an issue or complaint and feel it had not been adequately addressed, we would like to hear that feedback.

While we cannot always provide the outcome desired to the satisfaction of the person submitting the feedback, it is important we review our responses to see if there is something we could have done better. This is a requirement under the National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018.

If you felt we did not respond appropriately, you can raise that concern through the website feedback portal. You can also do this by emailing [feedback@enhancedlifestyles](mailto:feedback@enhancedlifestyles). Or talking with the Customer Relations Officer or a Service Delivery Officer.

Thank you.

Russell George  
Quality Manager



# Welcome New Staff Members

This past month has seen a lot of change occur with Enhanced Lifestyles staff. Several new employees have joined us based on organisational needs. We're excited to have each and everyone one of them on board and we look forward to their contributions.



## Kate Brown - SIL Manager

Kate has been working in the disability sector for several years gaining experience through this time in Supported Independent Living.

She has been managing a number of houses during this time, working closely with participants to ensure that a Person-Centred Practice is delivered. Kate is passionate about working with participants to reach their goals and allowing choice and control.

Kate loves working with participants to be active members of the community and enjoying life.

She has worked for a number of large organisations throughout her career and has enjoyed seeing how each organisation operates and delivers an amazing service to participants and their families.

Kate also enjoys working with the staff to get to know them and being part of the running of the SIL Houses. Kate has joined Enhanced Lifestyles as SIL Manager to manage our current SIL homes and working within the NDIS guidelines.

A big part of this role is to support the participants, families and the staff who work tirelessly to support our participants and ensuring the participants are reaching their goals.

---

***"I am looking forward to working with the vast teams that support our participants in the houses and hoping to work to grow our SIL portfolio over time"***

---

I am also looking forward to working with the amazing team at Enhanced Lifestyles.

Outside of work, Kate is an avid sports fan, enjoying spending time at the footy, cricket and playing tennis all year round.

If you have any questions for Kate or would like to know more about the Supported independent living services we provide, please contact her on [kate.brown@enhancedlifestyles.com.au](mailto:kate.brown@enhancedlifestyles.com.au) or call (08) 8340 2000.



## Jane Kelly - Clinical Nurse Educator

Jane studied a Bachelor of Nursing at the Australia Catholic University in her hometown of Sydney, graduating in 2001.

In 2003 she travelled to London and worked as an Agency Nurse for 1 year. A highlight of Jane's was working as a community Nurse in London, braving the snowy elements on foot each day to provide crucial in-home care. It was in London that she met her now husband, who was from South Australia

In 2005, Jane moved to Adelaide and worked in intensive care at Calvary Hospital up until 2020. Jane enjoyed the team aspect at the hospital where nurses and doctors worked closely together to improve patient outcomes.

---

***"I feel very fortunate to have this role, connecting with customers and being an advocate for them, it's what motivates me to deliver a high standard of clinical education"***

---

Jane's role at Enhanced Lifestyles is evolving daily as it further develops based on her observations of current practices.



## Steven Yim-Moore - Finance Officer

Introducing Steven, our new Finance Officer based at the Welland Head Office.

Steven completed a Bachelor of Commerce (Accounting) degree at Flinders University in 2019. He wanted to broaden his knowledge in the finance field and is currently undertaking a finance degree, with 1 semester remaining.

This is Steven's first job in his professional career. He has hit the ground running and has already applied the knowledge from his studies to various tasks at Enhanced Lifestyles.

Steven's role involves oversight of accounts payable, billing and processing payroll.

*"This role gives me the opportunity to contribute to a company that has a positive impact on many peoples lives, something I find really rewarding"*

Outside of work, Steven enjoys going on hikes with his dog, catching up with friends and following several sports.



## Alison Andrews - Riverland Administration Officer

Meet Alison Andrews, our new Riverland Administration Officer.

Alison has worked in the Public Sector administration field for 25 years.

She has worked in many locations, including the Flinders Ranges, Eyre Peninsula, Metropolitan Adelaide and now in the Riverland.

Alison has enjoyed working in various roles such as a Receptionist, Payroll Officer, Finance Officer, Personal Assistant and Records Management, to name but a few!

She particularly enjoys a general administrative support role, as it provides variety and many opportunities to be innovative!

The Riverland Administration role has been created to support the Riverland staff. It's a mix of everything which Alison is looking forward to.

*"Having the opportunity to be part of an organisation that is as passionate as I am about supporting people to live their lives is very exciting."*

Alison's spare time is taken up being a mum to her seven-year-old daughter and two rescue cats, Marley, and Minnie. She is currently studying a degree in Public Health.

Alison enjoys getting out and about socialising, exploring the Riverland and tuning in to true crime documentaries whilst doing crochet!

Welcome aboard Alison, we're very much looking forward to her contributions to the organisation.



## Enhance Your Career Today!

We are a not-for-profit disability service provider looking for passionate, caring people to join our team of Lifestyle Attendants

Our Lifestyle Attendants provide tailored services to suit the needs of our customers, duties include:

- Personal Care
- Complex Health Support
- Meal Preparation
- Domestic Assistance
- Community Access
- Transport
- Light gardening & general maintenance

We provide flexible hours and a desired work-life balance - apply now!



[enhancedlifestyles.com.au/careers/](https://enhancedlifestyles.com.au/careers/)

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

(08) 8340 2000

# Corporate Services News



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

Enhanced Lifestyles has established a new Riverland office located at 30 Wilson St Berri.

The new office will provide a base for our work with Customers across the region and will support the recruitment and training of Lifestyle Attendants.

We will also be able to plan and run events such as the monthly Riverland coffee club much more easily.

The office can be contacted on 8501 4010, or you can drop in and ask staff any questions you might have during normal business hours (note that the office may not always be staffed due to the requirement of staff

to visit our many Customers in the community on a regular basis).

We will continue to develop the site in the coming months, including improved accessibility and new kitchen/bathroom facilities.



Our Human Resources team is undertaking several projects currently to ensure that our workforce is trained and supported to provide the best possible service to Customers.

We have also begun to make more regular contact with our Lifestyle Attendants to check in on their wellbeing and to find out if we can do anything to support them in their work, alongside the annual re-inductions.

All of this work aims to improve the reliability and quality of services to our Customers.

Enhanced Lifestyles has recently undertaken a wellbeing survey of staff, alongside satisfaction surveys of Customers and staff.

The wellbeing survey has returned valuable data on the positive elements that people find in working for Enhanced lifestyles and some areas for improvement. We will be using what we have learned from this survey to introduce new initiatives for staff wellbeing.

The aim of this is not only to ensure we are meeting our responsibilities for maintaining staff health and wellbeing, but also to improve our retention of high-quality trained staff to support continuity of care to our Customers.

Due to organisational requirements, the Business Development & Culture Department has disbanded.

Our Marketing & Communications Officer Jamie Denyer has joined the Corporate Services Team. He will continue promote the organisation in the community and develop communications as required.

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

Thank you

Leigh Goodenough  
Corporate Services Manager

# Learning & Development News

## Lifestyle Attendant Re-Inductions

We sent out general communication to Lifestyle Attendants in early July regarding weekly Re-Induction sessions.

The sessions have been running since **Tuesday 20th July**. These sessions are designed to refresh workers' knowledge of important policies, procedures and their training in essential areas, including clinical training.

We have been focusing on Lifestyle Attendants that have been with the organisation longer than six months. New staff are also welcome to partake in these re-induction sessions. Please get in touch with the Learning and Development Officer via [training@enhancedlifestyles.com.au](mailto:training@enhancedlifestyles.com.au)

We have been allocating staff to various sessions depending on availability.

## Child Safe Environments Training

We are currently updating the policy and process for delivering Child Safe Environments training to Lifestyle Attendants and Operations employees. In the interim, we are delivering the Child Safe Environments training to the general public. This is only until the new policy and process is finalised



## Free Manual Wheelchair Safety Course for Lifestyle Attendants

We are very excited to launch a new manual wheelchair safety course which we will deliver online **via Zoom on Monday 30th of August 2021 from 10.00AM – 12.00PM.**

After the training, Lifestyle Attendants will understand their responsibility to identify, avoid and remove hazards to reduce the risk of injury when assisting a Customer that uses a manual wheelchair.

Lifestyle Attendants will also develop skills to undertake a risk assessment to avoid potential hazards and risks associated with wheelchair use (for the worker and the Customer).

Topics of the course include:

- Understand the principles of risk management when operating a wheelchair
- Understand how to identify, avoid and remove hazards when operating a wheelchair
- Understand safety measures when pushing a wheelchair over various terrains and

surfaces

- Understand your obligations as a worker to read and follow all safety instructions and not to use travellers or escalators when operating a wheelchair
- Free Introduction into Acquired Brain Injury Course for Lifestyle Attendants

An introductory course on **working with individuals with an Acquired Brain injury on Zoom will be delivered on 10.00AM - 12.00PM Wednesday 8th of September 2021**

Keep an eye out for the Eventbrite invite, which will be circulated shortly.

The course will cover the following topics:

- The main causes of ABI
- An introduction to working with individuals with an ABI
- An overview of challenges faced by individuals with an ABI
- An overview of useful strategies working with individuals with an ABI

# Services News

There have been a few changes within Service Delivery and Customer Relations. Daniella Ross has now commenced as Services Manager; Claudine Sutter was elected as the Senior Customer Relations Officer. Tahlia Hedges continues as Senior Service Delivery Officer.

Susan Goode has left the organisation; we know a lot of customers miss their chats with Sue.

Troy Sferco has moved from Service Delivery to Quality assistant.

We have many new starters across the team. New Customer Relations Officer Sophie Mitty has joined. Sophie is originally from Sydney and previously worked for Centrelink.

We have two new members to Service Delivery, Maryam Rashid and Elizabeth (Liz) Carter.

Maryam is originally from Dubai and has a Certificate III in Individual Support. She actively assists as a Lifestyle Attendant alongside Service Delivery.

Liz has worked in the Disability for a significant period of her life and has previously worked in Day Options.

Continuing in Service Delivery are Cheyanne Smith, Michelle Holzberger, and Sheree Smith.

Lisa Turton is now our Regional Customer Coordinator for the

Riverland, actively supporting both customers and Lifestyle Attendants.

Service Delivery is currently focusing on working on all customers to have a consistent team for their supports. Due to the current situation of closed borders, the sector is currently experiencing a reduction in available workers.



We will continue to make sure customers receive their support with the best possible worker who meets their requirements.

Service Delivery is also working hard to increase their communication with customers and LA's to make things smooth and work as a team.

The Customer Relations team aim to continue seeing customers face to face for their annual reviews; with the new NDIS rates, they will be working on a new budget for all customers and having them sent out in the next month.

We have commenced recruitment for a new Regional Customer Coordinator in Mount Gambier to provide local support for customers and staff

in the region.

We want to thank all customers and LA's for their patience and understanding with new Service Delivery Officers; they are working hard to remember everyone's preferences and learn new things every day. If we could all continue to support them as they learn, processes will become smoother.

Communication is a vital aspect of the department, and we continue to work on this. If LA's could remember to notify the Service Delivery Team of unavailability for a shift with a minimum of 2 hours' notice, this allows more time for supports to be in place with our customers.

Finally, Services Manager Danni is currently volunteering at Tea Tree Gully Football club with their first Inclusive Team.

If customers want to be involved, please get in touch with Danni for more information.

Thank you.

Daniella Ross  
Services Manager



**Submit feedback to our team!**



Visit our feedback page at  
[enhancedlifestyles.com.au/contact/feedback/](https://enhancedlifestyles.com.au/contact/feedback/)



# 2021 Lifestyle Attendant of the Year Awards

on 10th July 2021 we held our annual awards ceremony at Palace Nova Cinemas, Prospect for Lifestyle Attendants, family and friends

---

**T**here were over eighty attendees on the day made up of staff, family and friends, a record breaking number for this event.

This year we received 53 different nominations for Lifestyle Attendants, the largest in the organisation's history.

Several awards are based on the Enhanced Lifestyles core values:

- Teamwork
- Commitment
- Quality
- Communication
- Customer

Two overarching awards

pay tribute to significant personnel for their contributions to Enhanced Lifestyles:

Phillip Beddall Memorial Award – male Lifestyle Attendant of the year

Joanne Howard Memorial Award – female Lifestyle Attendant of the year

The day commenced with a movie for the family to enjoy, Space Jam: A New Legacy, the sequel to the iconic original.

Following this was our catered function where everyone enjoyed the different food options on offer.

This also provided a great opportunity for Lifestyle Attendants to mingle with one another and for operations staff to put faces to names.

Given that the event was held prior to lockdown, attendees were allowed to stand whilst drinking and move around freely.

Food was served in a safe manner by staff to ensure everyone was comfortable whilst eating.

After our function, the in-cinema awards ceremony began. Each nominee for an award received a certificate and gifts to recognise their achievements.



## Teamwork Award Winner: Kelly Machin

Kelly was nominated for the excellent support she provides to Customers. Kelly fills shifts when called upon and understands the importance of being a team player. When working with other Lifestyle Attendants, she is always happy to upskill and assist them.

## Commitment Award Winner: Bronni Siggs



Bronni has shown unwavering commitment to Enhanced Lifestyles over the years as an operations employee and Lifestyle Attendant. Her passion is helping Customers of the service by reaching their goals and enriching their lives. She embodies the word commitment.



## Quality Award Winner: Joanne Sutton

Joanne has a thorough understanding of Customers' needs on a day to day basis and provides consistent high-quality services. Joanne goes above and beyond for her Customers by assisting with skill development and has been described as forever reliable.

## Communication Award Winner: Jasmine Christensen

Jasmine always makes herself available to be a listening ear for Customers, taking the time to effectively communicate with them, ensuring a smile is brought to their face. Jasmine is respectful of confidentiality whilst on shift which has helped her form an important bond of trust with Customers.



## Customer Award Winner: Iona Greig

Iona's dedication to enrich the lives of Customers is outstanding. She instils reassurance with Customers by helping them break down barriers, particularly around community access to build their confidence, making the impossible possible.

## Joanne Howard Memorial Award Winner: Michelle Nagel

Michelle was nominated for her outstanding level of commitment and person-centred approach. For over six years she has continually gone above and beyond for Customers, travelling great distances to provide support when called upon. No request is too great for Michelle, always putting the needs and wellbeing of Customer first, staying true to the Enhanced Lifestyles Values.





## Phillip Beddall Memorial Award Winner: Musafiri Mugabo

Musafiri, also known as Moses with Customers and staff, was nominated for supporting Customers' independence by maximising their choice and control, dedicated to defining services to each individual. Moses is always on his feet without hesitation, displaying a strong work ethic to ensure Customers' needs are met. You'll always see him with a smile on his face, he truly encompasses the values of Enhanced Lifestyles.







# Support Coordination News

---



The Support Coordination team is growing!

We now have a permanent team of 7 Support Coordinators, 1 Recovery Coach and myself (Manager of Support Coordination pictured above)

Let me introduce our team. In Adelaide, we have:

**Cassie Gillen:** Cassie is a Specialist support Coordinator with a degree in Social work (Honours). Cassie has worked with Enhanced Lifestyles for nearly 12 months. She also has a background in child protection.

**Everly Smith:** Everly has worked with Enhanced Lifestyles for over 12 months now. Everly is a qualified EN.

**Sarah Sayer:** Sarah Joined our team at Enhanced Lifestyles last year. Sarah is a Specialist Support Coordinator with a Social work Degree. Sarah has a keen interest in supporting youth and has had varied experiences.

**Muhammad Atif:** Muhammad joined our team at Enhanced

Lifestyles last year. Muhammad has a Masters Degree in Social work. Muhammad is a Specialist Support Coordinator and can speak and understand multiple languages.

**Victoria Tregilgas:** Victoria has worked with Enhanced Lifestyles for over 20 years! She joined our Support Coordination team this year and has a keen interest in mental health.

In the Riverland, we have:

**Michelle Kelly:** Michelle also joined our team last year. Michelle has a background in child protection, mental health and drug and alcohol rehabilitation.

**Emma Thomas:** Emma also joined our team last year. Emma works between Adelaide and the Riverland. Emma has experience with supporting people with complex needs and has a passion for helping youths.

**Mark Wilson:** Mark is our first Psychosocial Recovery Coach in the Riverland. Mark is an Enrolled Nurse and has almost

completed his qualification as a Registered Nurse. Mark has extensive knowledge of supporting people with mental health issues; he is our newest team member.

The Support Coordination team is a highly skilled team passionate about providing quality supports to all their customers.

Over the last few months, we have been focusing on upskilling. We have been involved in many training opportunities provided by DSC. The NDIS is forever changing, and our team are committed to keeping up to date with the current information to ensure our customers are getting the best possible support.

We look forward to continuing to support Enhanced Lifestyles customers. Please remember feedback is always welcome and essential to ensure quality services. You can provide feedback via any of our Support Coordinators, the feedback forms or myself.

Thank you.

Briony Drapala  
Support Coordination Manager



# Lifestyle Attendants of the Month - April, May & June

We have collated feedback from Customers and staff and are pleased to announce the Lifestyle Attendant of the Month for for April, May & June

## April LAs of the Month



The April LA of the month was a tie, won by Dorothy Granger (above) and Heidi Drage (below).

They have both displayed a high level of professionalism and dedication, ensuring that Customers they work with feel comfortable and dignified.

One Customer stated:

---

*"The girls are just lovely to me, they are so professional and patient"*

---



## May LA of the Month

The May LA of the month was awarded to William (Bill) Bollard in Mount Gambier. Bill's calm and gentle nature has given the customers' family complete confidence that she is being fully supported.

A Customer representative said that:

---

*"Bill has given me confidence in the system, I wish there were more people like him"*

---



## June LA of the Month

The June LA of the month was awarded to David Elliot.

David goes above and beyond for two young customers of Enhanced Lifestyles.

He has displayed great levels of patience with them and has been supporting them with their behaviour.

An example of this is when the boys went to have their flu shots. He was able to keep them calm and reassured them that it was safe.

David is flexible with shifts and is always happy to accommodate the needs of the boys, providing them with full support. He has been helping them develop their communication skills, encouraging them to focus and pronounce their words.

The father of the boys said that

---

*"David is really invested and cares about the boys and the family. He is gentle with them but firm enough to set boundaries which has really helped them with behaviour management"*

---

The family are all impressed with David's work ethic and his commitment to helping the boys reach their goals and maintain an independent lifestyle.

Congratulations to all Lifestyle Attendants for winning the LA of the month awards.

We would like to thank all Customers and staff for

submitting their feedback for the Lifestyle Attendants of the Months. It's great to recognise the important work of our staff.

If you would like to nominate a Lifestyle Attendant for the upcoming months awards, you can complete a form online via the website portal or contact the office and request a form be sent to you.

If you cannot log on to the portal, please contact [itsupport@enhancedlifestyles.com.au](mailto:itsupport@enhancedlifestyles.com.au)

# Louise Navigating Her Independence

**Louise has been an Enhanced Lifestyles Customer since our inception over thirty years ago. She has been actively involved in the organisation’s governance and social activities over this time. Louise has been a Committee Member on the Board of Enhanced Lifestyles for the past 10 years, recently stepping down to take a break and focus on her goals.**

This past month Louise had new modifications installed in her Adelaide home to assist with daily living.

“Everything I requested to assist me in maintaining my independence was budgeted and submitted as part of my new NDIS plan this year”, Louise stated.

Once Louise had established her desired goals and a home assessment was completed, she was granted her request. These modifications were categorised in Louise’s NDIS plan under assistive technology.

Funding was allocated for a Google Home, smart lights,

smart blinds, speakers, air conditioner voice sensors and a new doorbell.

The Google Home device is linked to all of the new additions through Louise’s WI-FI network.

This system has an in-built scheduling program so Louise can establish a regular routine day and night for her convenience.

Voice activation sensors were installed for Louise’s air conditioning units to adjust heating or cooling on command. All globes and sensors are regularly monitored to ensure Louise can live her day-to-day life with no interruptions.

A major goal of Louise’s was to further increase her independence and control over her home environment through the provision of inclusive technology.

“This new technology has been absolutely fantastic; it has changed my life for the better”.

“It means that I’m more independent. I can set the

blinds to go up and down whenever I want and don’t need someone to do it for me. My air conditioner can automatically be switched on day and night.”

“When I go out, I can now come home to a nice cool or warm house with the lights on”.

Louise has control over her new modifications via several applications through her mobile phone, ensuring complete accessibility.

The Doorbird application allows Louise to monitor her doorbell camera and speaker. LIFX controls Louise’s blinds and lights, including their brightness levels. SENSIBO controls the voice sensors for Louise’s air-conditioning. Both of Louise’s televisions can be switched on and off through Siri, a virtual assistant on Louise’s mobile phone.

When Louise communicates with Google or Siri, these systems verbally communicate back to her to confirm commands.

The set-up of these modifications ensures that Louise has constant control



of all essential features and appliances to help her maintain independence. In-Home Housing and Stretchy Tech installed all the modifications. They also undertook training with Louise, so she had the knowledge and confidence to navigate these systems on her own.

Louise stated “you need to work out what supports and goals you have for the full year. This really helped me planning it out to allow me to have these modifications”.

Louise has a great support network around her, including staff from Enhanced Lifestyles, My Plan Manager and Support Coordination from the Growing Space.

**“It’s made my life so much easier every day and has definitely enhanced my life more independently”**

Louise along with her Support Coordinator and Occupational therapist, collaborated to develop a letter outlining her needs and how this would assist her with maintaining independence.

“I’m very thankful for everyone who was involved in making these

modifications to my home and life. I couldn’t be happier with how everything has developed and can’t wait for what’s in store next”.

There are future plans for Louise to have a heater installed in her bathroom, which will have remote control access. This will be the first time in Louise’s life that she will have a heater as part of her bathroom,



which she is thrilled at the thought of.

That’s not all; in early June, Louise embarked on a holiday to Hahndorf for several days to explore the town and its rich historical culture. Louise’s Lifestyle Attendant accompanied her throughout the holiday, providing her with support and companionship.

*If you would like to know more about Louise’s story, please email [marketing@enhancedlifestyles.com.au](mailto:marketing@enhancedlifestyles.com.au) or contact our head office on (08) 8340 2000.*





## Registration to the 2021 ASID Online Conference is now open!

### Registration to the inaugural ASID Online Conference includes the following:

- Access to all online conference sessions (both Friday 12 & Wednesday 17 November)
- Access to the online Meeting Hub to send messages and take video calls with other attendees
- Access to an online Poster Gallery
- Access to recorded sessions post event

*The online conference platform will remain open for 3 months post conference, for delegates to be able to log back in and view any content they were not able to at the time of the conference.*

**Early bird registration will close 1 October 2021.**

### Registration Rates

- Early Member - \$195
- Early Non-Member - \$235
- Student/Concession Member - \$115
- Student/Concession Non-Member - \$145

### Group Registration

Register as part of a group (5+ people) and receive a 10% discount on the early member rate - pay only \$175 per person

### Register via

<http://www.asidconference.com.au/2021-registration>



## NDIS Information Sessions for People with Disability & Families

If you find yourself saying “I have my NDIS plan; what are the next steps?”, then this session could be for you!

The Disability Loop team has developed free information sessions for people with disability and their families, carers or supporters, called “**Getting the Most Out of Your NDIS Plan**”. The information and resources you will receive from the session have been designed to assist you to gain maximum benefit when putting your plan into action.

Due to the uncertainties of the COVID-19 pandemic, we will be delivering **a combination of face-to-face and online sessions** through the application Zoom to suit your needs. Our flexible approach ensures accessibility and comfort for all participants and their families to not miss out on these important educational materials!



## GETTING THE MOST OUT OF YOUR NDIS PLAN

[REGISTER NOW](#)



**You can learn more about our NDIS sessions and register by visiting the Disability Loop events page.**

<https://www.disabilityloop.org.au/events.html>

# Lunch Club and Coffee Club



## Adelaide Lunch Club

From May 2021, we changed our Monthly Adelaide Customer engagement event from Coffee Club to a lunch setting.

The costings of lunch are covered by us, including non-alcoholic beverages. We extended this initiative to Lifestyle Attendants accompanying Customers and providing them with support on the day.

The change has proved to be very popular with customers and staff. Each lunch outing has been at capacity, averaging between 20-25 attendees depending on the venue size.

We've received tremendous feedback about the monthly lunch outings. Customers and staff have formed friendships from them and have spread the word amongst the organisation for others to come along.



We're very much looking forward to continuing with this initiative and can't wait to see how it grows throughout the year.

## Riverland Coffee Club

The inaugural Riverland Coffee Club was held in March earlier this year and has grown significantly.

Each month Coffee Club is held at a different venue throughout the Riverland where Customers and staff indulge in delicious desserts and warm beverages.

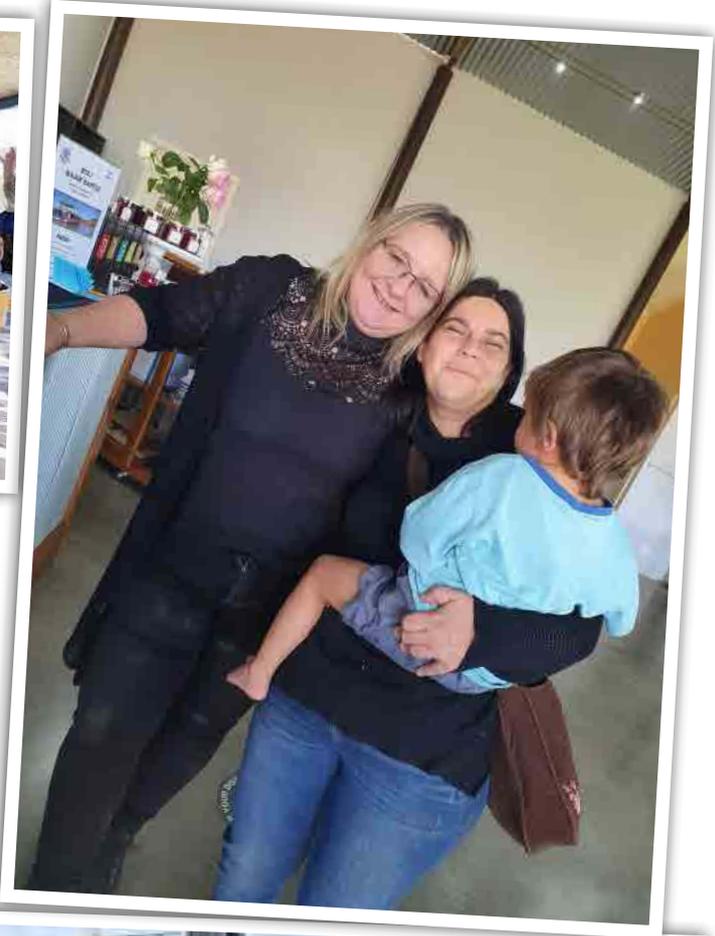
We have had strong turnouts at each of our Riverland Coffee clubs this year and have seen its popularity increase.

A big thank you goes out to Lisa Turton for assisting in its implementation and development throughout the year.

If you would like to get involved or know more about our Adelaide lunch and Riverland Coffee Club, please contact Marketing & Communications Officer Jamie Denyer. You can reach him via [marketing@enhancedlifestyles.com.au](mailto:marketing@enhancedlifestyles.com.au) or (08) 8340 2000.







# Stay home if:

1

You are experiencing any of the following symptoms:

- Cough
- Shortness of breath or difficulty breathing
- Chills
- Repeated shaking with chills
- Muscle pain
- Headache
- Sore throat
- Loss of taste or smell
- Diarrhea
- Fever

2

You have a measured temperature greater than or equal to 37.8 degrees Celsius).

3

You've had known close contact with a person who is confirmed to have COVID-19.

## Keep safe.

Kindly contact the Enhanced Lifestyles team of your situation.