



ENHANCED NEWS

April 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...



Customer choice and control doesn’t come easy, particularly in the uncertain times of the NDIS. The competing priorities in people’s lives make this even more important, so it is always good and timely to sit down and reflect on our tremendous achievements and glorious history as a truly member led organisation. On Thursday 27th June we will be hosting a member engagement night and this is an event not to be missed. It gives an opportunity to have a meal together, reflect on the achievements of the individuals who have helped shaped the organisation to what it is today and catch up with old friends.

If you have any suggestions or nominations for honorary life membership or believe that someone’s achievements need to be celebrated contact me via email boardsupport@enhancedlifestyles.com.au. More details will be released in the coming weeks.

continued on page2

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enhancedlifestyles.com.au
facebook.com/EnhancedLifestyles/

OFFICE & BOARD NEWS

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

It is with great sadness that we inform you of the passing of Suzanne Twelftree. Suzanne was a decorated Paralympian and a true advocate for the disability community; particularly those with a spinal injury. Deepest condolences to her friends and family.

Nothing about us without us.

Phillip Beddall

Chairperson on behalf of the Board

New Quality Assistant

A new role of Quality Assistant was recently created to provide support for the Quality & Training Manager in reviewing policy and procedure documents for the organisation.

Ryley Johns joined us this month in the role, he is assisting with conducting an extensive review of our documentation, implementing updates which reflect our partnership with Lifestyle Assistance and Accommodation Service and preparing Enhanced Lifestyles for the NDIS Quality and Safeguards Audit.



We should begin to see these changes coming into effect soon, as the updated policies and procedures are distributed to staff and stakeholders.

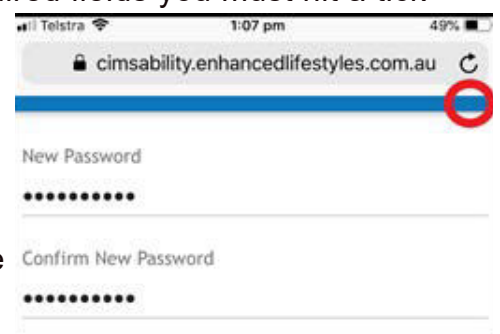
CIMS Tips

In today's busy world remembering passwords can be difficult, especially when we have different passwords for different tasks. Unfortunately CIMS does not allow individual users to change or reset their own password, however, if you do need your password reset please send an email through to itsupport@enhancedlifestyles.com.au along with your full name and username. You will then be provided with a temporary password that will require changing when you next login.

When entering a new password some Lifestyle Attendants have been reporting issues completing the process from a smart phone. Once you have entered your new password in both of the required fields you must hit a tick in the top right of the screen.

This tick is often partially or completely covered by the Google Chrome address bar.

In order to complete the password, reset, the user must tap on the screen in the area highlighted by the red circle in the image on the right. When this has been done correctly you will be redirected to your Role Centre.



Most smart phones offer the functionality of saving your passwords for you, as does Google Chrome. It is strongly recommended that you take advantage of this feature as it will prevent you from having to remember your password as well as saving you the time taken to enter it.

“Happiness is not something you postpone for the future; it is something you design for the present”

- Jim Rohn

Your Enhanced Lifestyles Board Representatives 2018/19

Chairperson: Phillip Beddall

Vice Chairperson: Deb Clark

Treasurer: Trudy Gepp

Secretary: Marnie Trebilcock

Committee Members:

- Erin McKenzie-Christensen
- Louise Braybon
- Marie Ryan
- Anna Farrugia

Your Office Team

Management:

Chief Executive Officer: Jeremy Mills

Chief Operations Officer: Jodi McKay

Operations Manager: Melissa Morgan

Executive Assistant: Alexa Worley

Quality and Training Manager: Noel Cornwill

Service Delivery (Manager: Melissa Morgan):

Senior Service Delivery Officer: Kate Chandler

Service Delivery Officer: Deb Anderson

Service Delivery Officer: Amy Hyatt

Service Delivery Officer: Jordan Bertram

Service Delivery Officer: Jaimie Arthur

Service Delivery Officer: Daina Howard

Service Delivery Officer: Mia Anfitreatro

Finance (Manager: Melissa Morgan):

Finance Officer: Jordon Lee

Billing Officer: Samantha Gully

Quality (Manager: Noel Cornwill)

Customer Relations Officer: Bronni Siggs

People & Culture Officer: Verity Harries

Learning and Development Officer: Emma Moss

Volunteer Project Officer: Kate Hughes

Quality Assistant: Ryley Johns



Communications (Manager: Jodi McKay)

Marketing and Communications Officer: Jamie Denyer

Communications and Engagement Officer: Emma Moss

IT Support Officer: Haydon Ford

Administration (Manager: Alexa Worley)

Operations Administration Officer: Annie Maschmedt

Administration Officer: Emma Sharples

Board Support Officer: Sara Lenigas

We welcome your feedback! If you have any comments or suggestions for future editions, please email us at marketing@enhancedlifestyles.com.au

Governance

Introducing the Board Members of Enhanced Lifestyles and their roles within the organisation:



Chairperson: Phillip Beddall

Roles: Phillip's roles as Chairperson of the Board is to provide leadership, strategic direction, and ensuring the organisation is managed effectively in line with the constitution. In addition, he supports the Chief Executive Officer and management team and represents Enhanced Lifestyles at official engagements.

Vice Chairperson: Deb Clark

Roles: As Vice Chairperson of the Board Deb's role include serving on the Executive Committee and carrying out specific tasks delegated by the Chairperson. Deb substitutes the Chair in their absence, this includes board meetings and any other executive roles performed by the Chairperson.



Treasurer: Trudy Gepp

Roles: Trudy is responsible for oversight of the financial management for the organisation. This includes preparing budgets and reports. In addition, she advises the board on financial strategy and acts as a liaison for other board members who do not have a financial background.

Secretary: Marnie Trebilcock

Roles: As Secretary of the Board Marnie is responsible for maintaining documentation and meeting legal requirements. A core aspect of her role is communicating between the Board, management and members by giving notice for meetings and distributing agendas in a timely manner.



OFFICE & BOARD NEWS



Board members:

Marie Ryan

Louise Braybon

Erin McKenzie-Christensen

Anna Farrugia



Roles: As Board Members their role is to help guide Enhanced Lifestyles towards a sustainable future by ensuring we have the right policies in place and adequate resources to match the organisations vision.



Key Definitions

With the new constitution coming into effect in 2017 there were some changes made to the definitions of membership. Please see below for the definitions of membership levels as per the constitution.

Associate Member - an individual or body corporate that's been endorsed as an associate member of the Association.

Customer - an individual who receives services, however they have chosen not to participate in the governance of the association and do not hold voting rights. They will not receive notifications or updates about Board election, the AGM or any other matters related to the governance of Enhanced Lifestyles. A customer cannot be nominated or elected to the Board.

Full Member - an individual that is also a customer of the Association who has been endorsed as a full member of the Association under these rules.

General Members or Members - this is an inclusive term that means the collective membership of the Association regardless of the category of member.

Honorary Member - an individual or body corporate that has been awarded honorary membership status.

Life Member - an individual who has been granted life membership status.

OFFICE & BOARD NEWS

Come Along to Members Coffee Club!

The Members Coffee Club is a great way for Members to mingle and get to know other Members, Lifestyle Attendants and Operations team members whilst enjoying a hot cuppa and a yummy slice of cake on us! All Coffee Club events have a Lifestyle Attendant available to assist with any support needs on the day and Members are most welcome to bring along their own Lifestyle Attendants if they wish. Please see the back page for the dates and locations of Members' Coffee Club events for the first half of 2019.



Volunteer Opportunities with the City of Tea Tree Gully

An information session for people living with disability

Monday 13 May, 2pm - Tea Tree Gully Library Community Learning Centre LG1

Are you a customer of Enhanced Lifestyles looking for volunteer opportunities?

Hear about:

- Different volunteer roles available
- The process of signing up
- Council's role in enhancing community wellbeing through volunteering

Registration is essential - ctgvolunteer.eventbrite.com.au

If you have any enquiries regarding volunteer opportunities please contact Volunteer Project Officer Kate Hughes on (08) 8340 2000 or via email, volunteer@enhancedlifestyles.com.au

New WHS Policy

POLICY STATEMENT

Enhanced Lifestyles (EL) and Lifestyle Assistance and Accommodation Service (LAAS) aim to promote and maintain the highest degree of physical, mental and social well-being of all individuals in the workplace. The organisations will comply with all relevant federal and state legislation to ensure a safe workplace and all personnel have a responsibility to ensure a safe workplace by implementing safe systems of work.

We aim to continually improve the way we deliver to our stakeholders in line with our commitment to achieving world-class Work Health and Safety (WHS) performance and outstanding customer/client service.

Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service are committed to adopting reasonable and practical measures to:

- Establish and maintain responsible standards, objectives and targets for managing the WHS impacts of our services and processes.
- Monitor, review and audit our documentation, processes and performance against recognised WHS benchmarks, address any non-conformance, and strive for continuous improvement utilising all necessary internal and / or external expertise.
- Uphold our duty of care by providing a safe, healthy and environmentally friendly work place by conducting all activities with a hazard management approach that will ensure the health and safety of our workers and others.
- Commit to communicate and consult with all staff on relevant WHS matters. This includes providing all workers and others the information and training required to perform their work in compliance with our WHS requirements.
- Ensure that as a condition of employment, all workers and others understand their rights and obligations regarding WHS, and accept individual responsibility and accountability for working according to the Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service WHS Management System.
- Provide equitable claims management for workers who sustain work-related injury/illness, and where required, promote effective workplace rehabilitation to achieve the earliest possible return to meaningful and productive work.
- Encourage WHS awareness and responsibility through the internal and external reporting of our performance.

This document complies with NDIS 2018, ASIS 2013, section 4.1 Safe Working Environment. This document is readily available to all customers/clients and employees of Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service including the Boards.

Policy context: This policy relates to

Legislation or other requirements
Contractual obligations

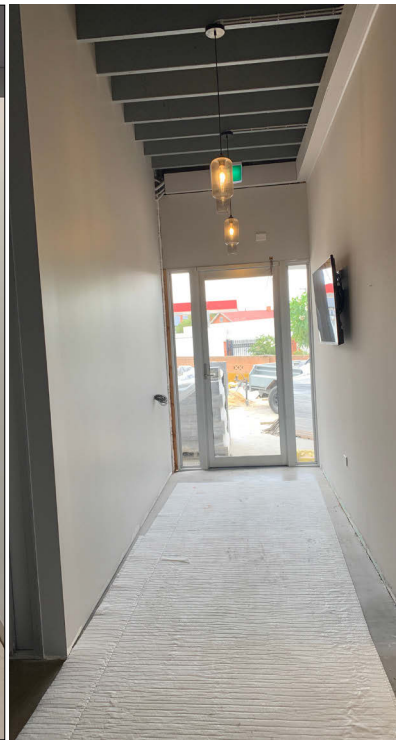
DOCUMENTATION

Documents related to this policy

Policy context: This policy relates to
Forms, record keeping or other organisational documents

Training Area Renovations

The extension is in its final stages. Installation of the lift has commenced, painting has been completed and the accessible kitchen is well on its way. Accessibility has been at the forefront of all design choices and all lights, doors and power points have been automated and a hearing loop is also set to be installed. We look forward to holding an official opening later in the year. Thank you to all Customers and staff for your patience during this time.



OFFICE & BOARD NEWS



QUALITY & SERVICES NEWS

New Glove Procedure

For WHS reasons Enhanced Lifestyles has implemented a new policy and procedure when it comes to providing gloves for employees on shifts.

As of May 1st, gloves will only be provided directly to employees. Gloves will be available for collection from our offices at Welland or Berri. This will be capped at 2 boxes per month per employee. We will not be posting these out to ensure that gloves are not damaged in transit. A register will be maintained to ensure that people are receiving the correct allocation. Employees, please be aware that you are able to claim any glove or other personal protective equipment (PPE) purchase back at tax time as it is a requirement of your employment.

Gloves will not under any circumstances be provided directly to customers as under WHS legislation our obligation is to ensure our employees are protected. As always universal precautions should be used at all times.

To assist with education around the use of gloves, we will be providing additional training to LAs around glove use, hand hygiene and safe work practices. This training has been added to our induction schedule and will be rolled out to existing employees in the coming weeks.

Also just a reminder that the NDIS will fund gloves for customers within their NDIS plan. If you do require your LAs to use gloves on shift, please ensure that you are including this in your planning meeting and requesting gloves to be funded under consumable within core supports. If you have any questions about this, please contact the office.

Quality Update

The team has commenced a complete over haul of all policies and Procedures to align with the NDIS Quality and Safeguarding Framework. we are due to complete this in the coming weeks. New policies and procedures will be distributed to staff and customers once this has occurred to ensure everybody is correctly following the policies and procedures of Enhanced Lifestyles.

Training has been a bit difficult as we have had to take all training offsite due to the renovations, but we are really looking forward to setting up our permanent clinical and training area.

A reminder to all that if you would like a refresher course on any aspect please contact the training team.

Service Delivery Team News

The Service Delivery team would just like to remind everyone of a couple of things to assist the team with best dealing with enquiries.

The afterhours phone is available for customers and LAs to notify the Service Delivery Team of issues when the office is not open and the matter is urgent. We kindly ask that you do not call the afterhours phone for non-urgent matters as it puts customers at risk due to potentially delaying Service Delivery Officers from attending to urgent issues.

The office opening hours are:

Monday-Friday: 7am - 5pm

Saturday: 7am – 5pm

Sunday: 7am – 5pm

Public Holidays: 7am – 3pm

Issues which are related to the following and are considered urgent are:

- LA not turning up to shift
- Short notice cancellations of shifts
- Short notice unavailability for shift
- Incidents or work place injuries

Issues which are not urgent and/or emergencies and you will need to wait until the office is open the following day are:

- Payroll
- Billing
- TeleClock
- Notice for cancellation/unavailability related to shifts which are more than 12 hours in advance
- Informing of shifts running over/under and/or unable to clock in or out for a shift

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.

Also after feedback received about the afterhours service, just a reminder that all Service Delivery Officers who answer the phone work an 8 hour shift that day plus an 8 hour shift the following day – it is not an independent service which is operated by people who stay up all night answering the phone, this is a service fully coordinated and provided by Enhanced Lifestyles.

We appreciate your assistance in not calling the afterhours phone with queries which are not urgent matters.

Protocols for accepting shifts for LAs:

- If you accept a shift, please attend it. Don't accept a shift if you are unsure of your availability or if you already have another shift. We have had instances of this occurring and being provided with very little notice to find another person to complete the shift which has put the customer at risk of not receiving service.
- If you are unable to attend a shift, please call the office during office hours or the afterhours mobile at all other times. Please do not send a text message or email as this can be missed especially if you are giving less than an hours' notice.
- If you are unable to accept a shift, please just say no! Not only does this assist Service Delivery to fill the shift quicker but it also means that they don't follow up repeatedly to see if you are available.

Thank you for your assistance with these matters.

Work Health and Safety:

In March 2019, Enhanced Lifestyles released the Emergency Procedures to all head office staff and Lifestyle Attendants. The document outlines what to do and who to contact in an emergency (including if someone is experiencing a mental health emergency). We strongly recommend that all employees take the time to read the information and become familiar with the procedures.

Remember, it may be useful to discuss with the customer what they would like you to do in an emergency (and who they would like you to contact) so that you are familiar with their specific needs. However, be aware that as an employee you also need to comply with your duty of care obligations in emergencies such as providing First Aid and contacting emergency services and Service Delivery.

Attached to the original email containing the emergency procedures was a Mental Health Services Directory. Please contact Emma Moss on 8340 2000 or via training@enhancedlifestyles.com.au if you did not receive the Emergency Procedures Sheet and Mental Health Service Directory.

Lifestyle Attendant Emergency Procedures

1. Assess the situation and ensure the person/people are free from harm.
2. Provide First Aid if someone is injured or in shock.
3. Call emergency services 000 or mental health emergency line 13 14 65.
4. Contact next of kin and or emergency (if known).
5. Contact the Service Delivery team as soon as possible and inform them of the emergency and seek guidance and direction. When it is safe and practical to do so, make an incident report that documents all relevant details including what occurred before, during and after the incident.

Debriefing After an Incident

Emergency situations and incidents can be challenging and it's natural to feel different emotions afterwards. Remember the Service Delivery team and WHS HSR is available to assist you in debriefing in these situations. It's important to look after yourself and it is OK to seek the support of a family member, friend or counsellor if you need to. You can get a referral to a counsellor via your GP.

Beyond Blue has a free counselling service available to everyone called 'New Access' to find out more please call 1800 010 630. Alternatively, you may prefer an e-counselling format such as '7 Cups' the company is operated by professional therapists and they provide a 24/7 live chat service. To find out more please visit <https://www.7cups.com/>

QUALITY & SERVICES NEWS

Mental Health Emergency Plan

If a person (customer or employee) is experiencing a mental health crisis please follow the mental health First Aid Safety Plan endorsed by Mental Health First Aid Australia.

Approach the person, assess and assist with any crisis this includes contacting the Mental Health Emergency Services line 13 14 65 if required.

Listen and communicate non-judgementally.

Give support and information (refer to mental health contact numbers sheet).

Encourage other supports.

Mental Health Crisis Assistance

If the Customer is experiencing a mental health crisis and is talking about wanting to commit suicide or harm themselves or others it is important to listen to the person without judgement and let them know that you have a duty of care to contact the mental health emergency team. If you are unsure if the person is experiencing a mental health crisis or you require guidance please contact the Service Delivery team, WHS HSR Emma Moss or management.

If possible, stay with the person and as soon as possible contact the mental health emergency line and alert the Customer's next of kin (if known). The mental health services line is operated by mental health clinicians who will assess the situation and may refer the person to external mental health Services if relevant.

Learning & Development

In late February, the training department launched the NDS Self paced courses which were advertised via the Combined Enhanced Lifestyles and LAAS training calendar. We have had a number of Lifestyle Attendants and Head Office employees complete the modules.

- Person Centred Practice Across Cultures: Empathy
- Person Centred Practice Across Cultures: Active Listening
- Reflective Practice-why different points of view matter
- Person-Centred Practice Across Cultures: Choice making

There will be more online self-paced courses released in coming months. Please watch this space.

PEOPLE & CULTURE NEWS

NDIS Worker Orientation Module

The Quality and Safeguards Commission has launched the 'NDIS Worker Orientation Module' it is compulsory for all employees of Enhanced Lifestyles to complete the training and send their certificate of completion to the People and Culture Officer via peopleandculture@enhancedlifestyles.com.au this is a requirement of NDIS that anyone who works in the sector must complete including all operational employees.

To complete the modules now you will need to create an account before you can start the course. It will take approximately 90 minutes to complete however you do not have to do the whole thing at once; you can come back to it as many times as you want.

The NDIS Worker Orientation Module covers four sections which include:

1. Understanding the NDIS
2. The NDIS Safeguards and Quality Commission
3. The NDIS Code of Conduct: Your Responsibilities
4. The NDIS and You: Delivering Quality Services

To access the modules please find the link to the course below:

<https://training.ndiscommission.gov.au/>

Expos

Throughout March and April we attended three expos. The first was the Big Meet Expo held at the Adelaide Convention Centre on the 15th of March which focused on recruiting LAs.

The second expo was the Gawler Ageing & Disability Expo held at the Gawler Sports and Community Centre on the 5th of April. This one on promoting our brand and services to the community. Lastly there was the SA Work and Skills Expo held at the Adelaide Convention Centre from the 7th to the 8th of April.

It was fantastic meeting bright students that are focused on their future career paths! Sharing the story of Enhanced Lifestyles and the important work we do in the community was well-received and we look forward to attending future expos throughout the year!

14.



Recruitment in the Riverland and orientation update

As demand for services in the Riverland region grows, as does our recruitment. Riverland recruitment is currently being coordinated by Operations Administration Officer, Annie Maschmedt, who is working closely with Riverland Customer Coordinator and Support Coordinator Lisa Turton to ensure that recruitment requirements are met.

Assessment and Training Centres for new recruits are being held once every 4-6 weeks at our new office in Berri. If you or someone you know would make an excellent Lifestyle Attendant, please forward your resume and cover letter to recruitment@enhancedlifestyles.com.au. If you are a current Lifestyle Attendant and your recommended candidate is successful, you will receive a \$50 gift card.



Enhanced Lifestyles has updated our Assessment and Training Centre based off customer feedback to ensure their Lifestyle Attendants are as prepared as possible, and approach shifts with the correct attitude and skill set. Our orientation is more in-depth and covers a range of different topics including goals, duties and responsibilities. It also includes the following basic training:

- Orientation into the Enhanced Lifestyles covering the company values and expectations. A brief history of the organisation.
- Disability Awareness module
- PEG/Gastrostomy module
- Bowel and Continance Awareness module
- Seizure First Aid Management and Intranasal Midazolam module
- Medication Awareness module
- Hand Hygiene Awareness module

We are constantly trying to improve this method to ensure the highest quality of candidates pass and we can uphold a high quality of services for our customers. This will become an annual upkeep where all Lifestyle Attendants will have to refresh their clinical skills and knowledge of policies and procedures once our new training rooms are operational. Please contact us if you have any feedback or suggestions on how to better this process further.

Riverland LA Social Club

We are pleased to announce that we have launched our Lifestyle Attendant Social Club initiative to the Riverland. We hold LA Social Club with the aim providing a positive platform for Lifestyle Attendants to meet and get to know one another. We held our inaugural Riverland LA Social Club on Thursday, May 9th from 1pm to 2:30pm, at the Berri Hotel. We had a great turnout and it was fantastic for our Riverland LAs to meet and get to know one another!

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 or call 8340 2000 and ask for Annie.

Save The Date! Lifestyle Attendant of the Year Awards

We are excited to announce that we will once again be holding our annual Lifestyle Attendant of the Year Awards on Saturday 15th June.

After the awards ceremony, we will be holding a screening of Aladdin for Lifestyle Attendants and their family members to enjoy. This event is free to attend for Lifestyle Attendants, and there will be a charge of \$10 a head for additional friends or family members you wish to bring along. The \$10 includes drinks, snacks and a ticket to the movie.

Please RSVP to this event by Friday 7th June. Lifestyle Attendants have already been emailed a link for the event. If you did not receive an email please contact Verity Harries on 8340 2000 or via peopleandculture@enhancedlifestyles.com.au

The Toxic Truth

Multiple Chemical Sensitivity is a hidden disability that has a devastating effect to the many people that have this condition. The scent of your favorite perfume, a lit cigarette, the smell brand new carpets in a building or a freshly painted home can leave those effected severely debilitated or cause major raspatory distress. Governments and Communities have struggled to deal with this in an effective way, it is important for those working in the industry to be aware of this.

Rather than being sensitive to odors (although odors are chemicals), people with MCS are sensitive to the chemicals as toxins. These include: any quantity of exposure to pesticides, second-hand smoke, car exhaust, alcohol, fresh paint, any type of scented products, food preservatives, flavor enhancers, aerosols, tap water, cosmetics, personal care products, new carpets, petroleum products, formaldehyde, outdoor pollutants, newspaper ink, cleaning compounds, printing and office products, and other synthetically derived chemicals. Some also become ill from natural products that are highly concentrated such as natural orange cleaners due to high volatile organic compound and pesticide concentration.

Most people take the world for granted and find it hard to comprehend the daily struggles that people with a compromised immune system face each day. This is a challenge that organisations that provide services need to meet head on. It is important that when matching a customer that has MCS with a Lifestyle Attendant, to know vital information ensure that they are a non-smoker or non-perfume wearer. It is also important to ensure chemicals in the home are correctly labelled to ensure a safe workplace for LAs.

If any Members are looking to feature a hobby or their business in our newsletter, please email marketing@enhancedlifestyles.com.au. We are very enthusiastic about showcasing our Members amazing talents and interests and would love to feature a Member in our next newsletter.

PEOPLE & CULTURE NEWS

Nominations for Lifestyle Attendant of the year awards

There are five categories of awards representing Enhanced Lifestyles' values of Quality, Communication, Member-led Services, Commitment, and Teamwork. We will be presenting an award for each of these categories. We will also be awarding the Joanne Howard Memorial Award to a nominated Lifestyle Attendant who provides exceptional services and encompasses all five of these values.

If you believe a Lifestyle Attendant encompasses these values, please complete a nomination form detailing how they demonstrate these values to nominate them for each specific award.

We have already distributed nomination forms for the award categories to **both Lifestyle Attendants and Customers**. If you would like to nominate a Lifestyle Attendant in one or more category, please complete the nomination forms and send them to peopleandculture@enhancedlifestyles.com.au, or via post to our address at 2 Arlington Terrace, Welland SA, 5007. If you would like assistance in completing the form or would like to complete and submit via phone call, please call 8340 2000 and ask to speak to People and Culture Officer, Verity Harries, who will assist you in the completion of your nomination.

Please note that nominations close at 5:00 PM on Friday 24th May.

Lifestyle Attendants of the Month

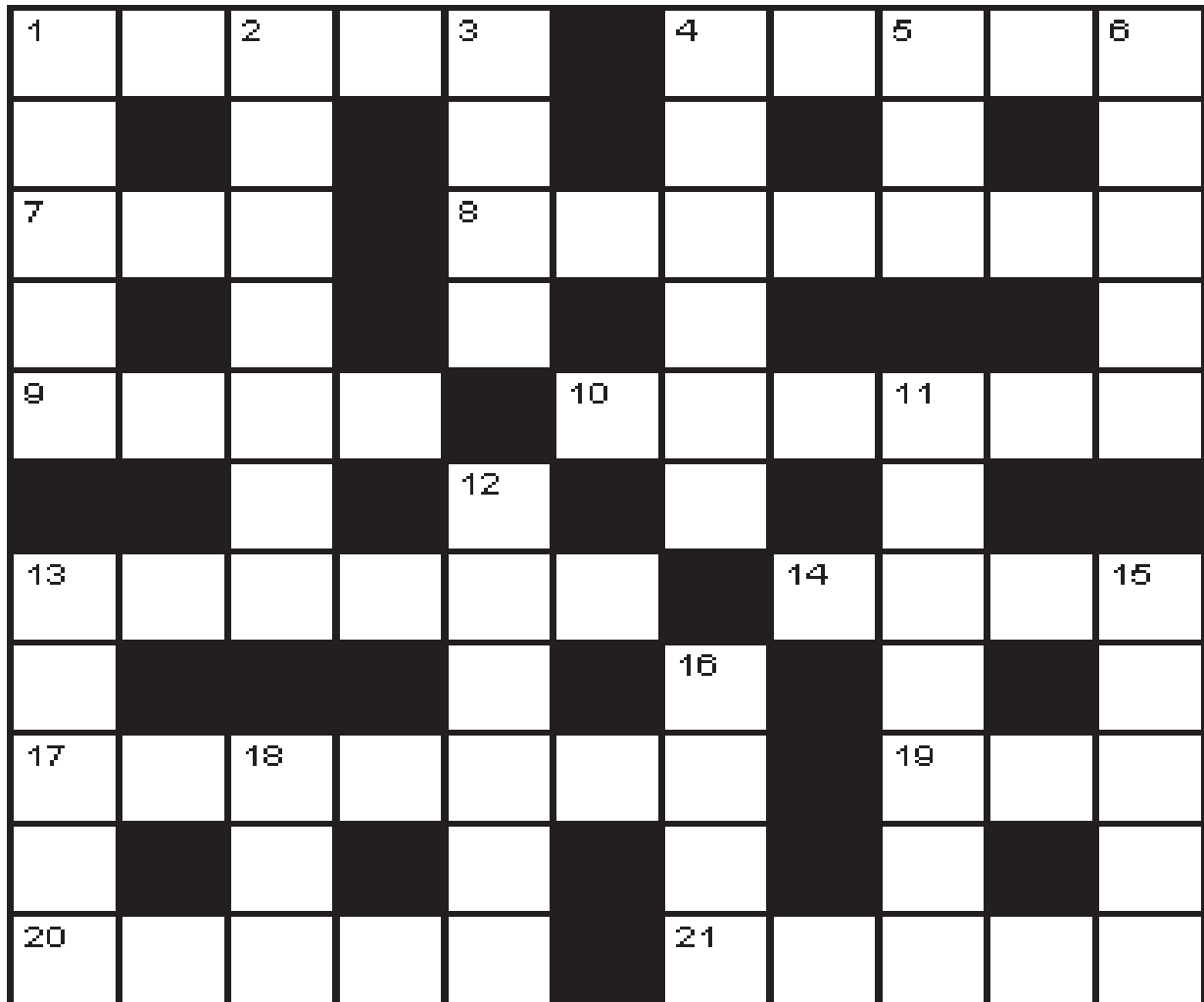
We are happy to announce we have two LAs of the Month for the months of March and April!

Lorraine Makins was nominated for cancelling her day to pick up and deliver medication for a customer. Greg Gamlin was nominated for going above and beyond for his customers. He has done a lot to help, especially around the house and garden, acting with a lot of initiative. Both will receive a double movie pass!

Customers can nominate LAs for LA of the Month at any time. Please email your LAs name and the reason you're nominating them to peopleandculture@enhancedlifestyles.com.au. We love passing on positive feedback to our Lifestyle Attendants and creating a positive workplace culture for everyone. Your input is greatly appreciated.

MEMBER NEWS

Crossword



Across

- 1. Concern (5)
- 4. Maxim (5)
- 7. Fruit (3)
- 8. Responded (7)
- 9. Chess piece (4)
- 10. Writer (6)
- 13. Sagacity (6)
- 14. Leave out (4)
- 17. Decorate food (7)
- 19. Beverage (3)
- 20. Stitched (5)
- 21. Travesty (5)

Down

- 1. Thin biscuit (5)
- 2. Areas (7)
- 3. Tall story (4)
- 4. Counting device (6)
- 5. Perform (3)
- 6. Duck (5)
- 11. Short-tailed burrowing rodent (7)
- 12. Ape (6)
- 13. Earnings (5)
- 15. Search and find (5)
- 16. Professional cook (4)
- 18. Uncooked (3)

Solution on the back page

Navigating skills and gaining confidence

Hello everyone. Wow! It's that time again

This is little old me at Mt Baker hotel having lunch with my Uncle Maurice (Mossi) and Aunt Jenny.

How did I get there?

By taxi? No...

By car? No...

I never thought that I would ever be able to gain enough confidence to get on two buses and get to Mt Baker for lunch and home again all in one day by myself as the pilot! Yes I did say pilot because that's how much skill and technique it takes.

I needed to learn to slow down going through malls and shopping centres; to be aware of people around me. We are all users of these public places; just because we are sitting in our wheels it does not give us the right to use where we go as a race track. Yes most times when we are out we are in a hurry but we need to be aware that the public are starting to say 'look out you will get run over' if they have company or 'they just duck for cover'.

I have heard them say it many times... how does it make me feel? Terrible absolutely! So I am disciplining myself to be more courteous and careful so I get to my destination in one piece.

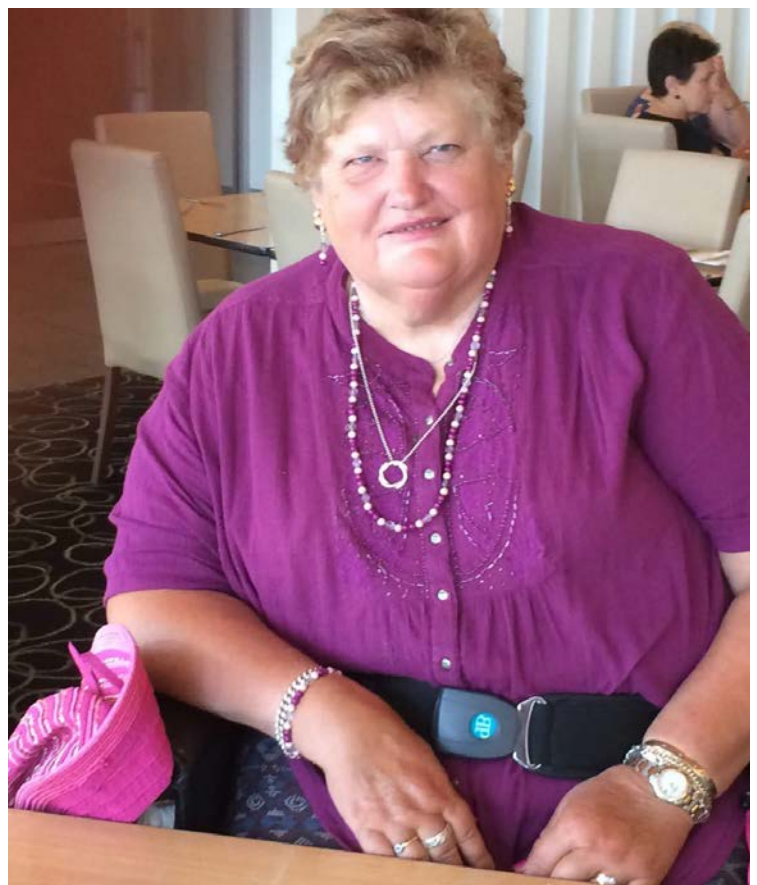
So come on people, let's start changing the walking public's attitude of us and demonstrate how we can be safe for other people to be around us. I have slowed down and look how far I go and get... and now I have noticed how different people are coming up to me and congratulating me on my excellent driving and navigating – think about it...

Why not join me and let's see if we can change what the public are terrified of – us and our machines, change how we drive! It's worth thinking about.

You are either going to like me or hate me for this one... (I go everywhere man) and I love it...

Thanks

Jean Mathew



WHAT'S ON AT ENHANCED

Member Events

Coffee Club

Please RSVP to Emma Moss on 8340 2000
or via emma.moss@enhancedlifestyles.com.au

Eastern Suburbs

Coopers Alehouse
560 Main North Road, Blair Athol, Gepps Cross,
SA 5084
Ph: 8262 2413
Time: 1.00 - 2.30pm
Date: Friday 24th May

Northern Suburbs

Caffe Acqua
Elizabeth Shopping Centre, 50 Elizabeth Way,
Elizabeth, SA 5112
Time: 1.00 - 2.30pm
Date: Wednesday 17th July

LA Events

Social Club

Please RSVP to Annie Maschmedt on 8340 2000
or via Events@enhancedlifestyles.com.au

Eastern Suburbs

St Louis House of Fine Ice Cream & Dessert
230 The Parade, Norwood, SA 5000
Time: 7.30pm - 9.00pm
Date: Wednesday 1st May

Northern Suburbs

The Food Barr
1/1 Goodall Parade, Mawson Lakes SA 5095
Time: 2.30pm - 4.00pm
Date: Thursday 6th June

Lifestyle Attendant of the Year Awards

Palace Nova Prospect Cinemas
98 Prospect Road, Prospect SA
Time: 1.00pm
Date: Saturday 15th June

Adelaide Hills

Hills Seasonal Garden Café
100 Main Street, Handforf, SA 5245
Time: 10.30am-12.00pm
Date: Tuesday 2nd July

Western Suburbs

303 By The Sea
303 Seaview Road, Henley Beach, SA 5022
Time: 2.00pm - 3.30pm
Date: Friday 2nd August

Crossword Solution

Across

1. Concern - worry
4. Maxim - adage
7. Fruit - fig
8. Responded - reacted
9. Chess piece - rook
10. Writer - author
13. sagacity - wisdom
14. leave out - omit
17. decorate food - garnish
19. Beverage - tea
20. Stitched - sewed
21. Travesty - farce

Down

1. Thin biscuit - wafer
2. Areas - regions
3. Tall story - yarn
4. Counting device - abacus
5. Perform - act
6. Duck - Eider
11. Short-tailed burrowing rodent - hamster
12. Aped - copied
13. Earnings - wages
15. Search and find - trace
16. Professional cook - chef
18. Uncooked - raw