

ENHANCED NEWS

February 2019

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

In this issue....

Chairperson's Message	1
New Survey Method.....	2
Board & Office Team.....	3
Exciting Announcement	4
RTO update.....	5
LA Xmas party.....	6
Pre-Planning for NDIS.....	8
NDIS update.....	9
Training area renovations.....	10
Service Delivery news.....	12
Rosters & Quality update.....	13
Training expansion.....	14
WH&S Responsibilities.....	15
LA hiring incentive & new badges.....	16
Shift behaviour & Teleclock.....	17
Crossword.....	18
What will 2019 bring?.....	19
What's on at Enhanced	20

A message from the Chairperson of the Board...



Service privatisation

A Lifestyle Attendants (LA) greatest reward comes from hard work. An LA needs to be flexible and understand that everything doesn't work to a set schedule in life. By conducting yourself well in these situations will help you develop positive relationships. Good word of mouth between Customers will lead to more work and a steady roster.

Please remember that at times you are the members hands, arms, legs and sometimes their voice for those that can't speak. We must try to get in the habit that this is a customer directed service and you are an extension to people's bodies so that they can live their lives to their fullest potential.

Open communication is key in the relationship between a Customer and a Lifestyle Attendant.

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Welland SA 5007
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facebook.com/EnhancedLifestyles/

OFFICE & BOARD NEWS

continued on page2

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

If you feel there are difficulties in the workplace discuss these with the Customer or if you don't feel you can do so contact the office for support.

Enhanced Lifestyles wants to provide quality service and for those Lifestyle Attendants that continue to do so every day, thank you. You are a huge part of the success of the organisation and 2019 will continue to prove this.

Nothing about us without us.

Phillip Beddall

Chairperson on behalf of the Board

Board Support Officer

The new role of Board Support Officer was introduced late last year to provide dedicated administrative support to the Board.

Kate Hilton has been employed in this role 1 day per week and coordinates all meetings, training and events for the Board.

If you would like to arrange a time to speak to any of the Board members please contact Kate who will arrange a suitable time. Kate can be contacted via email, boardsupport@enhancedlifestyles.com.au.



New Survey Method For 2019!

This year we have re-designed the customer satisfaction survey. Instead of having one long survey we will be distributing five very short surveys throughout the year.

The surveys will be available online upon release, which all customers will have access to. We will also be mailing all the surveys if customers require a hard copy.

Each survey should take no longer than five minutes to complete and they have been organised into the following schedule:

1. Customer Satisfaction (February)
2. Customer Support (March)
3. Customer Improvement (April)
4. Customer Training (May)
5. Events Planning (June)

The first survey has now been launched and will be available until the 6th of March so go and check it out!

These surveys will allow us collate the invaluable opinions, suggestions and feedback of our customers. Most importantly they will give us a good indication of what areas we need to focus on for improvement.

We look forward to the feedback we receive from our customers which will allow us to deliver the best service possible.

If you have any questions or concerns please contact Jamie Denyer, our Marketing and Communications Officer, on (08) 8340 2000 or via marketing@enhancedlifestyles.com.au.

“Believe you can and you're halfway there”

- Theodore Roosevelt

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
- Jean Matthew
- Marie Ryan
- Anna Farrugia

Your Office Team

Management:

Chief Executive Officer: Jeremy Mills

Operations Manager: Jodi McKay

Chief Operations Officer: 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: Halden Jones

Service Delivery Officer: Jordan Bertram

Service Delivery Officer: Jaimie Arthur

Service Delivery Officer: Daina Howard

Service Delivery Officer: Mia Anfiteatro

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

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: Kate Hilton

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

Exciting Announcements - new partnership with LAAS!

We are excited to announce that we have entered into a partnership with a disability support service in the Riverland after signing a 3-year management agreement to assist with their transition to the NDIS.

Lifestyle Assistance and Accommodation Service (LAAS) were formed by a group of parents of children with disabilities over 30 years ago. This was because there were no services of this kind available in the Riverland and all people who required intensive supports were re-located to Adelaide. Parents wanted their children to remain in their local community to ensure that they still had their informal supports available to them and were able to access the community they had grown up in and loved. They formed LAAS to ensure that this could happen with their Board of Management made up of parents of the service and members of the local community.

LAAS' ethos and values closely match those of Enhanced Lifestyles and we feel we are in the right position to support LAAS with the management of their organisation. LAAS specialise in 24 hour supports in supported accommodation as well as day options which means we are not in direct competition and can support each other within the Riverland. LAAS have been referring in-home and community support services through to us, further growing our regional profile in the area.

The Board of Enhanced Lifestyles has endorsed this move which will allow us to diversify revenue sources of Enhanced Lifestyles and remain a boutique provider who specialises in individualised services. The diversification of revenue means we are able to start looking at capping numbers of customers within the service to ensure we are able to support our service model.

Enhanced Lifestyles will continue to run as normal however the structure will be changed to fully support this move and compliment both organisations. The management team will be splitting their time between the Riverland and the Adelaide Metro offices.

There will also be the following changes to the structure of the organisation:

- Jodi McKay will move into a new role of Chief Operations Officer and oversee day-to-day management of the Adelaide Office. Jodi will spend one of every 3 weeks in the Riverland.
- Jeramy Mills, CEO, will spend two of every 3 weeks in the Riverland and will continue to oversee the strategic direction and high-level issues within the organisation.
- Noel Cornwill, Alexa Worley and Melissa Morgan will also split their time between the Riverland and Adelaide Offices.
 - Noel will be based in the Riverland 2 weeks out of 4 to provide training and quality support in the region
 - Alexa will accompany Jeremy in the Riverland one week out of the two he is in the area
 - Melissa will be based in the Riverland as required



OFFICE & BOARD NEWS

- A new Marketing and Communications Officer, Jamie Denyer commenced at the end of January.
- A couple of new faces have joined the Service Delivery Team to ensure we have adequate coverage to support our customers. We will also be working towards having a permanent roster for the team so they have the same fortnightly roster. This will provide consistency within service delivery and a better level of service for customers.
- An updated organisational chart has been included with this newsletter to reflect these changes.

We would also like to announce that Clare Hill has resigned. Clare was offered, and has accepted, a job as a project officer with the NDIS. We wish Clare all the best in her new role and thank her for her years of service to the organisation. Due to Clare's resignation, Kate Hughes will be filling the Volunteer Project Officer role in Clare's place.

This is a very exciting time at Enhanced Lifestyles and we hope you can support the organisation during this time of progress. We look forward to providing more updates in the near future.

Plus....RTO Status

An exciting development within Enhanced Lifestyles training is the commencement of working towards becoming a Registered Training Organisation (RTO). Becoming an RTO will enable Enhanced Lifestyles to bring all training in house including First Aid and Manual Handling. It will also ensure LAs are being trained in practices which reflect the ethos and needs of our customers. There is a massive gap in the training market for providing specialised disability training as most training is broadly aimed at community services and heavily weighted to the aged care sector.

Becoming an RTO will further ensure there is quality control over the LA team and enable us to further their professional development within the sector. Training offered to LAs will be at a subsidised rate which will provide LAs with another benefit of working for Enhanced Lifestyles.

In 2020 Enhanced Lifestyles will also be offering our own Certificate III and IV in Individualised Support. This will feed into the recruitment of LAs ensuring we are training and sourcing the best LAs possible for customers.

We will also be offering training to external groups which will provide another revenue source to the organisation. Training is in short supply in the sector and we are receiving multiple requests to assist other organisation with the training and development of their employees. The management team of Enhanced Lifestyles will continue to seek avenues to further diversify revenue sources in the coming years to support the organisation within the NDIS and ensure that rates for customers remain as low as possible.

LA Xmas Party

On Saturday December 15th we gathered at the Ramsgate Hotel at Henley Beach to give back to some of our hard-working Lifestyle Attendants and their families. The event was free with drinks and nibbles provided.

The day was a lot of fun for everyone and featured special surprise guests including Santa and a face painter! It was so fun to hang out, drink and laugh, and really get into the holiday spirit as a team. As an LA you don't often get to work in a team, so it was such a treat to come together as one during the stressful end of year madness.

We always have such a great time at these events and have two planned for the upcoming year! Please keep an eye out and enjoy the photos attached.



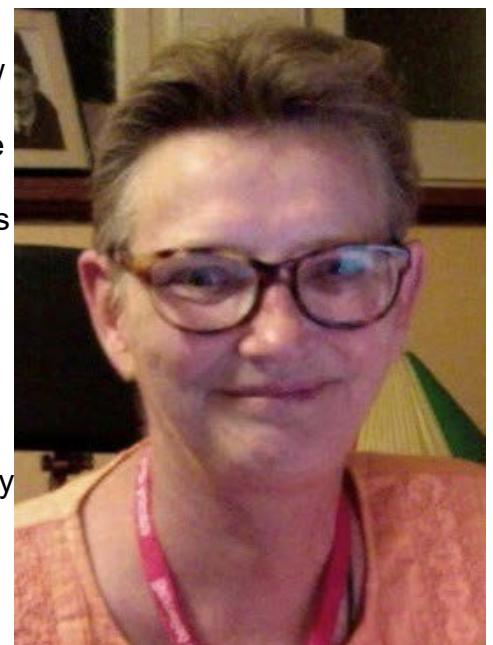


Pre-Planning for the NDIS

Now there is a challenge for us. Even though I know quite a bit about the NDIS, it is still stressful thinking about what I need to do to prepare for it. I knew I needed to get some help with my pre-planning because it was all going around in my head and becoming confusing. So, I did. I have been a disability rights activist and advocate for over 45 years now and have worked a lot towards getting what is now called the NDIS. Pre-Planning before your official Planning Meeting with the NDIS is so important. Enhanced Lifestyles can help you with your Pre-Planning.

For decades when requesting assistance we have been told no, no, no. Now with the NDIS we are more likely to hear yes, yes, yes. But only if we know what we need and want. So we need to dream outside the ill-fitting boxes we have been crammed into for our whole lives. For example, I would like to go bushwalking. As a wheelchair user this seems impossible but there are ways to do this. NDIS funding some different equipment, some help from people, and it can be done. Getting out into the community is a goal that NDIS will fund. So there is one Goal that I can put into my Plan; bushwalking.

If we don't think about what we need and would like then we won't get it. If we wait until the Planner is in front of us before we think then we won't get a very good plan. NDIS Planners are rushed, often inexperienced and certainly ignorant of our personal lives so they probably won't be creative. They may even be restrictive. It is up to us I have been on Self-Managed Funding for around 7 years with Disability SA and that has allowed me to spend my funding on more than support workers such as a robot vacuum cleaner, supermarket delivery fee after ordering on line, hired an accessible van and equipment to go on holiday, paid my Vitalcall emergency service. It has been fabulous.



I recommend that everyone does Self-Management with the NDIS because it gives you more Choice & Control over your life and your funding. You don't have to do it all yourself. You can use Enhanced Lifestyle's LAs, you can hire support workers from anywhere, or just someone that you know. You can hire a bookkeeper, paid with NDIS funding, to take care of workers pays, tax, work cover, insurance and superannuation. And much more.

While working at JFA Purple Orange I developed and ran workshops on preparing for the NDIS which morphed into a Peer Group who get together every 6 weeks for peer support and information sharing. The group is called Disability Elders of All Ages and meets at JFA Purple Orange. We welcome new members so if you would like to join us please give Kathryn a ring or send an email to find out when the next meeting is. We are friendly bunch and would love you to come along: Disability Elders Peer Group, Kathryn Mills, Ph: 8373 8311, kathrynm@purpleorange.org.au

What to do now?

- Do some dreaming about things you would like to do and write them down
- Talk with friends about planning
- Join the Disability Elders Peer Group
- Ring Enhanced, who know how the planning process works, on 8340 2000 and ask them to help you with your Pre-Planning
- Have it Your Way!

Glenda Lee

OFFICE & BOARD

NDIS Update

The second quarter report from NDIS has recently been published which show that the rollout to NDIS has picked up in pace. However, it will still take until October to roll everyone over from state funding to NDIS if the current rate of on-boarding continues. Plan management and self-management of plan has risen with almost 50% of people choosing one of these two options. Most significant are the statistics which have been provided regarding plan satisfaction in South Australia. Compared to NSW (which is the biggest NDIS market and are the benchmark state), more participants in SA are dissatisfied with their plans for reasons including the planner didn't listen to them, the planner didn't provide good suggestions for the plan and the planner didn't help with planning for the future. This does indicate that quality plans is lacking in South Australia which means that planning preparation is even more important than ever.

This is especially true for those who are reaching the time where you will be starting your second plan. It is important to ensure you have prepared and have supporting evidence for each planning meeting. The NDIS funding guarantee for the first plan (matching it to funding provided by DHS) does not apply once the first plan expires. We have already seen a number of second plans come back with reduced funding when participants have not been providing evidence and advocating for their support needs.

To assist you with your planning, you can request the following from Enhanced Lifestyles:

- Statement of support for the hours required to meet in-home and community support needs
- Pre-planning visit from a member of the Enhanced Lifestyle Office who are trained in the NDIS and understand the documented evidence required
- Attendance at the NDIS planning meeting to provide support, advocate on your behalf when required and ensure that you are providing enough information to get the best plan possible.

We are extremely concerned that a number of customers do not understand the importance of pre-planning and/or how to advocate for the services they require. The NDIS planners do not want you to describe the funding needed in terms of money but they want to know how many hours of support you need. You need to ensure you are calculating the hours of support you require per day plus adding an extra 5 – 10 hours a week so there is funding available for emergencies. If you are not doing this, you will not have flexibility in your plan to allow you to have additional shifts, or be able to extend shifts if the need arises.

We are here to support all our customers to get the best funding outcome. If you need further information or would like any assistance with pre-planning, please contact customerrelations@enhancedlifestyles.com.au

Save the date!

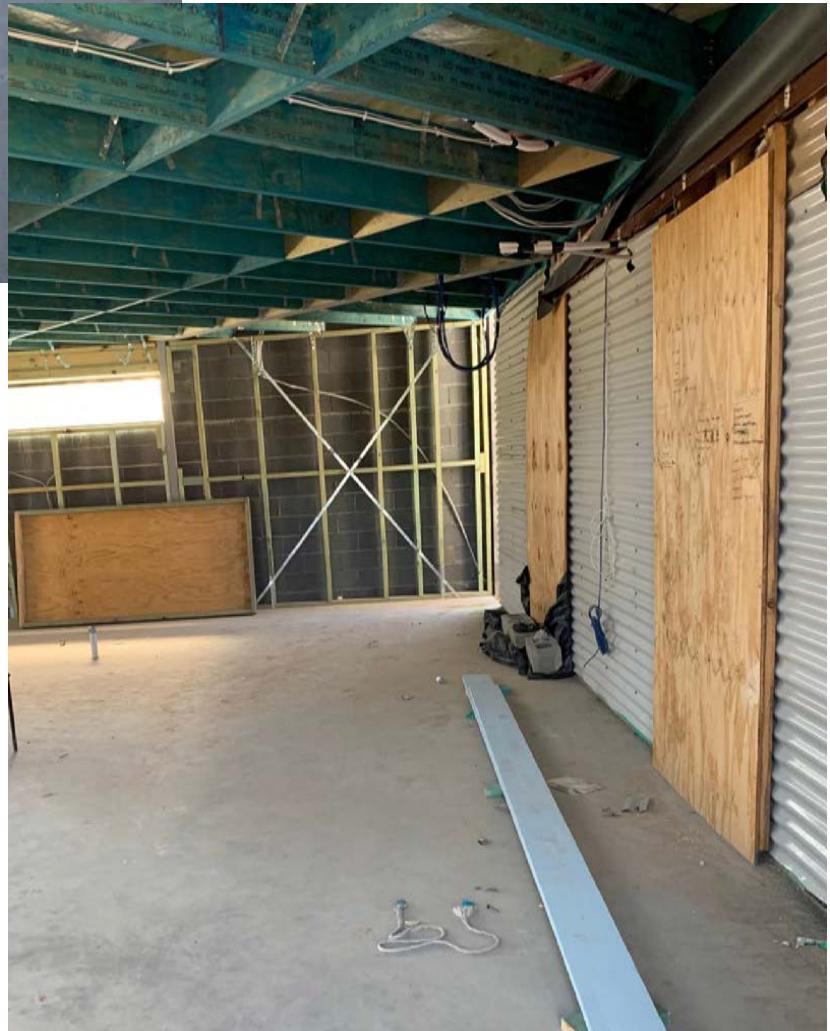
Peer review information session

Date: Monday 25th March

Time: 1.30pm-3.30pm

Location: 2 Arlington Terrace, Welland, SA 5007

OFFICE & BOARD NEWS



Training Area Renovations

Despite a short break over the holiday we are still on track for the renovations to be completed by the end of March. The external structure has almost been completed with the internal fittings to commence this month. Consultations with Members have occurred to ensure the extension will be fully accessible. The foundation for the lift to the second story is also due to be laid this coming month.

We will continue to provide progress shots as the works continue to keep everyone up to date. An official opening and launch party is set to be held towards the middle of the year. Watch this space for updates!



Service Delivery Team News

Service Delivery Officer Kate Chandler is back from her maternity leave and has moved into the Senior Service Delivery Role

We have appointed 3 new Service Delivery Officers; Mia Anfiteatro, Jaimie Arthur, Jordan Bertram.

The team is currently working hard on learning all our processes, policies and on finding ways to improve the quality of service delivery. All of our new SDOs have provided positive feedback about the organisation including the friendliness of customers and LAs as well as the culture of the organisation. All our SDOs are passionate about ensuring that they provide the best service delivery possible for both customers and LAs.

Kate Hughes has taken on a new role as the Volunteer Project Officer after the departure of Clare Hill due to accepting a position with the NDIS. We wish them both the best in their new roles.

NDIS Plan Reminder

Just a quick reminder to all current DCSI participants who are aged 65 and under to please contact us once you have received your NDIS plan so we can change your details in our system.

In order to continue to provide services once you have transitioned to NDIS, we need the following information at a minimum:

- Your NDIS number (required for reportable incidents)
- Start and end date of your plan
- Budget allocated to Enhanced Lifestyles (for NDIS managed participants only)
- How your plan will be managed (via NDIA portal, plan manager, self managed including contact details for the person/agency paying the accounts)

All information must be provided to us within 2 weeks of your plan start date including your plan management option. If you are not going to be plan managed through the NDIS portal, all invoicing details must be provided to Enhanced Lifestyles within the 2 weeks of your plan start date. Services may be suspended if this timeframe is not adhered to. This is to ensure the financial health, service security and equality for all Members.

If you choose, you can request that the NDIS send us a copy of your plan once it has been approved in order to assist with your services transitioning. Please let your planner know at your planning meeting if this is something you would like to happen - this is completely your choice to do so.

If you have received your plan (including your second plan) and the info above has not been provided to the office, services may be suspended without warning until the plan has been received.

QUALITY & SERVICES NEWS

Roster Reminders

Whilst we strongly advocate and encourage customers to control and manage their own rosters, there are times where we need to have roster information. This is due to legislative, quality and legal requirements which state we must have accurate records of rosters for our employees. Although due to our service model, we can push these boundaries to a certain extent, we do need at a minimum an accurate roster of the “usual” shifts.

This doesn't mean we need to be informed every time a shift changes but if a major, ongoing change happens we would like to be notified. If we are audited by the NDIS in regard to how funding has been spent and we do not have an accurate roster and there are discrepancies, the organisation could be at risk of non-compliance and face large penalties. We kindly ask you to please send in any permanent changes to your roster to rosters@enhancedlifestyles.com.au so we can keep them as accurate and up-to-date as possible. Also if you would like your rosters sent to you please let us know and indicate whether you would prefer your roster via post or email.

Lifestyle Attendants: please email rosters@enhancedlifestyles.com.au with any discrepancies with your roster or shifts including times and dates. Please include the customer's name as well as what changes need to be made. If you are taking leave, please ensure you notify the office of who is covering your shifts if you have arranged the covers yourself. This ensures that if any shifts are missed or the person you arrange to cover becomes unavailable, we have accurate roster information.

There have been times when this has happened and due to the office not knowing an LA was covering another's shifts, a customer has missed out on receiving their service. Lastly, please do not accept shifts if they are not your shifts. This can cause confusion and result in a customer missing out on receiving services. Please check each shift before accepting and notify rosters if there are any changes needed, this includes if you decline. This is also to help with our new service delivery team to make sure we capture the correct information.

Quality Update

Time is rapidly approaching our initial NDIS accreditation and the quality and training team together with management are busily preparing for the process. There are several new areas that need to be covered to align with the NDIS Quality and Safeguarding Standards so planning, training and policy development is being undertaken.

The Feedback process and Work Health and Safety reporting are vital parts of The Quality and Safeguarding Standards. These areas will be heavily monitored by the NDIS. We rely on your feedback and reporting of issues to continue to improve what we do and also to ensure we're meeting NDIS compliance. This helps us to provide a safe working environment for customers and LAs alike and we use both these areas as a basis for our continued training and development.

PEOPLE & CULTURE NEWS

Training Expansion

Professional development is an important aspect of staying in touch with current theory, best practice as well as strengthening our skills as professionals. Enhanced Lifestyles has been providing quality training for many years and all training has been developed by qualified adult learning facilitators with many years of experience working as trainers and assessors in the disability and nursing fields. When you undertake training with Enhanced Lifestyles you can be sure the training will be of a high standard.

We are aware that our employees are busy people so to make things easier for you we are offering a range of online and face to face courses in 2019. All training is supported by current research, policy and best practice designed specifically for Lifestyle Attendants working in the field.

All training is underpinned by current research, policy and best practice and has been developed specifically for Lifestyle Attendants (support workers) working in the disability field.

In response to feedback, we are delivering an introductory course for people that are working with individuals with an Acquired Brain Injury in the home and community sector. The course will be facilitated by Emma Moss and will be an interactive course filled with many useful tips and strategies. After completing the introductory course, if you wish to undertake further study in this area, we will provide you links to undertake comprehensive training modules that are free of charge for all Enhanced Lifestyles employees.

Enhanced Lifestyles will continue to deliver 'Child Safe Environments training through their eyes' throughout 2019 on a monthly basis. This is the most current version of Child Safe training and is underpinned by the recently updated Child Protection Act 2017 (SA). The course is the full 7 hour Department for Education and Childhood Development (DECD) approved program and will equip learners with the skills and knowledge to identify when a child or young person may be at risk of harm as well as understanding the mandatory reporting obligations according to the Children and Young People (Safety) Act 2017 (SA) and associated regulations. The course fee for Lifestyle Attendants is \$55 and \$84 for external participants. Learners can enrol and pay for the course via Eventbrite.

Course invites will be sent out via email, please be sure to confirm your attendance quickly as spaces may fill up fast. For further information about course dates and times, please refer to the 2019 Enhanced Lifestyles Training Calendar which will arrive in your inbox shortly or contact Emma Moss, Learning and Development Officer on 8340 2000 or via training@enhancedlifestyles.com.au.

Save The Date!

We will be holding our Lifestyle Attendant of the year awards and mid-year celebration for employees of Enhanced Lifestyles on Saturday, June 15th 2019.

We would love to see you there! More details to follow.

Work Health and Safety: Our Responsibilities

It's important that we familiarise ourselves with our responsibilities under the WHS Safety Act 2012 (SA) and regulations to ensure we are all doing our best to create a safe working environment. Below is a brief overview of some of our responsibilities. If you're unsure of your WHS responsibilities or have questions regarding a health and safety matter please contact Emma Moss or Noel Cornwill on 8340 2000.

As per the guidelines set out in the WHS Safety Act 2012:

Worker responsibilities all workers must:

- Take reasonable care to protect their own health and safety.
- Not adversely affect the health and safety of others including clients and other workers.
- Use the equipment provided by the employer to protect their health and safety.
- Follow reasonable instructions on health and safety.

WHS Act Section 28, and WHS Regulation 46

Customer responsibilities

As the Customer's home is a workplace, customers must provide, as far as is reasonable, a safe working environment for workers coming into their home.

Customers may be asked to:

- Secure their pets to avoid harm to the worker
- Allow reasonable modifications to be made to ensure safety of workers e.g. move mats which may cause a fall
- Leave an outside light on for after-dark visits

WHS Trends: No Shows and Tardiness

The last quarter of 2018 (November, December and January) saw a trend occurring regarding LAs not showing up for shifts and issues with punctuality. Both of which can result in a significant WHS risk for the customer and the LA, for example:

- If an LA is late or does not show up for a shift without adequate notice it can mean that a customer does not receive their medication, they may not be able to get out of bed or go to the bathroom for that day, these are basic human rights. **Should your non-attendance put somebody's health or even their life at risk; there will be fierce disciplinary action.**
- If an LA doesn't clock in at all they are **not covered by insurance** during that time and will not be able to make a Return to Work Claim if they become injured whilst on shift.
- If an LA clocks in late and they are injured whilst not being clocked in they will not be able to make a claim.

For all of the above reasons, it is important that LAs provide as much notice as possible if they are unable to attend a shift for any reason so that a replacement can be found and to prevent WHS risks.

Lifestyle Attendant Hiring Incentive

Do you know anyone who would make a great LA? Excellent! We want to hear about them! Some of our best LAs have been recommended to us by other LAs. If you know someone looking for work and know they have a current DCSI Child-related screening, a First Aid certificate, a Manual Handling certificate, a South Australian drivers licence, and the passion and personality for the role, please email recruitment@enhancedlifestyles.com.au.

Don't worry—there's something in it for you, too! For every successful candidate you recommend, you will receive a \$50 gift card. If they successfully pass their six-month probation period, you will receive a \$100 gift card. So please, let us know if you know anyone suitable. We'd love to hear from you!



Updated Badges

We will be providing new, updated badges to all employees over the next two months. These will include our current logo, your photo and your minimum qualifications expirations on the back. This will assist you to keep on top of when your DCSI Child-related Clearance (a.k.a. 'Worker's Screening'), Manual Handling certificate, First Aid certificate, and CPR certificate expire.

If you have recently updated any of your certificates, please contact the People and Culture team to ensure this is reflected in our system.

For any LA who has not provided us with a photo for your badge, please be aware that you will be contacted in the coming weeks to ask you to send one to us. This can either be sent via email or text message to the after hours phone.

If you are unable to provide us with a copy of a photo, you will be required to come into the office so we can take your photo. Please be aware, having an identification badge on you is a requirement of your employment. We only require you to show your badge when attending a new customers house for the first time and/or when requested. It does not have to be worn at all times on shift unless requested by the customer.

ID badges are a mandated requirement by the NDIS and all employees are required to have one. If you do not provide us with a photo so you have a valid ID badge, we may take further disciplinary actions until a photo is provided.

PEOPLE & CULTURE NEWS

Behaviour on shift

We have recently received feedback from customers who would like LAs to be reminded about behaviour whilst on shift. Please remember that whilst providing support to customers, you are at work and as such should consider all customers homes as a workplace. Our customers are the leaders of their team. You should treat any customer's directions with respect and follow them unless considered an unsafe work practise.

Customers should also be included in all decision making processes and should not be made to feel as though they are being dictated to by LAs.

For example, when helping a customer with shopping please ensure they are involved in the process, and you are not just buying what you think they need.

Also please be aware of customers abilities when assisting them with tasks. For example if you are assisting them with a drink, please place the drink in a position that suits the customer and/or where they can reach it. Or as directed by the customer.

When providing supports, please remember you are assisting customers with maintaining and/or building their capacity to complete tasks and remain living independently. We know we have a number of really great LAs who do this well and encourage all LAs to take their lead from them.

Teleclock

This is a reminder to all employees to check their emails frequently, particularly around the end of the payroll cycle. If you miss any emails from Teleclock regarding hours or clarification of shifts you have worked, you may not be paid correctly. It is your responsibility to inform the office via teleclock@enhancedlifestyles.com.au, if there are any shifts you have missed clocking in or out for.

From 25th of March 2019, there will be a slight change in how you use TeleClock. After entering in your employee code, you will be required to press # (hash/pound key) afterwards. This will replace the option where you confirm your identify by pressing 1 or 2. The other prompts will continue as normal.

This change has been made to streamline the clocking in and out process and ensure the integrity of data as the organisation grows. If you experience any difficulties with this new process, please contact teleclock@enhancedlifestyles.com.au.

Lifestyle Attendants of the Month

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

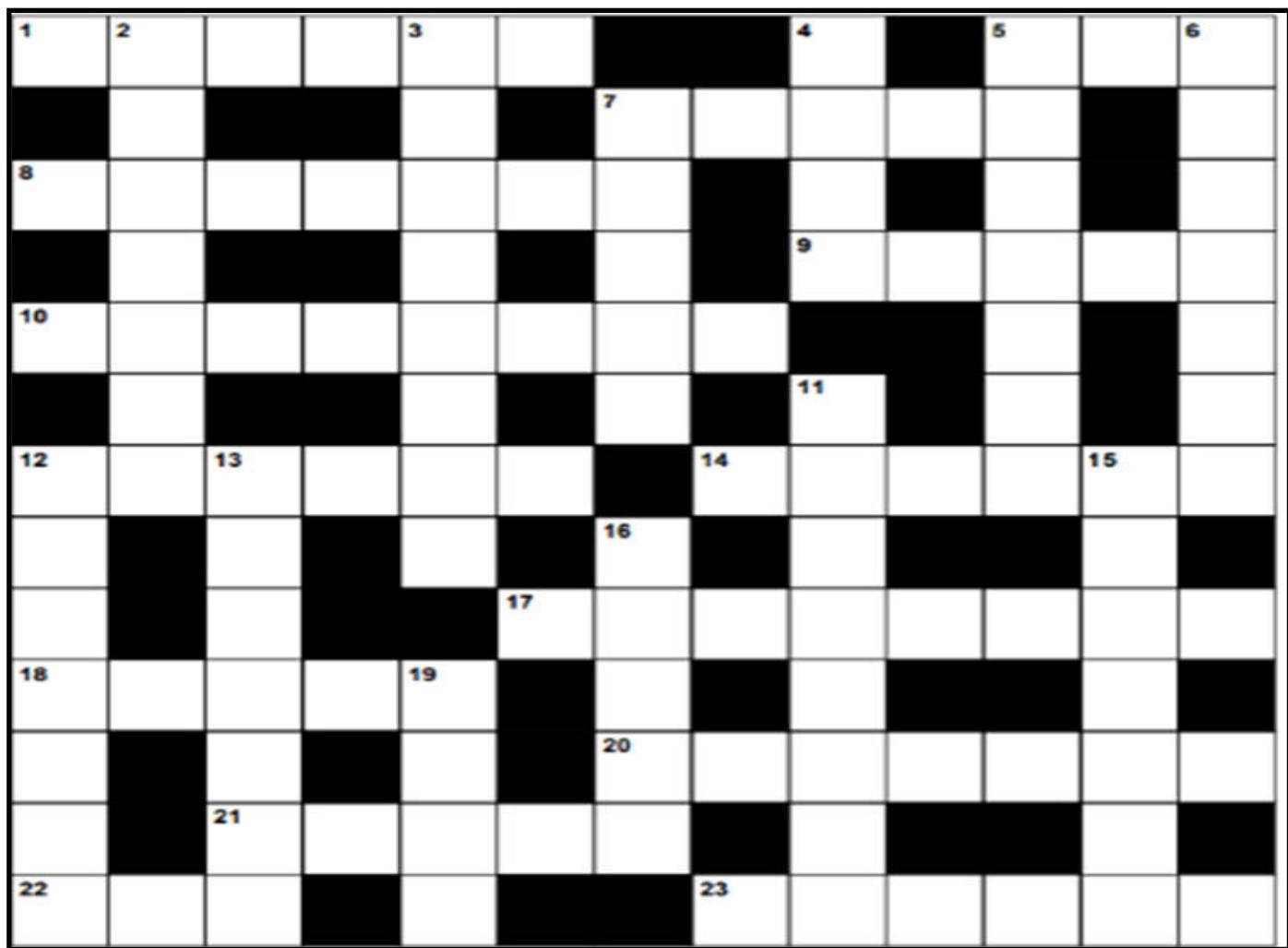
Lisa De Corso was nominated for excellent and consistent work and Andrea Shelton for having a great attitude on shift. Congratulations! You will both be mailed out movie tickets to enjoy.

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. Spring back (6)
- 5. Work of creativity (3)
- 7. Noble gas (5)
- 8. Forgive (7)
- 9. Arms and legs (5)
- 10. Forms of payment (8)
- 12. Farmer (6)
- 14. Tall structures (6)
- 17. Moan (8)
- 18. Connective tissues (5)
- 20. Robberd at sea (7)
- 21. Unpleasant giants (5)
- 22. Male offspring (3)
- 23. Chooses (6)

Down

- 2. space shuttle (7)
- 3. Educational institutions (8)
- 4. Hero (4)
- 5. Excite (7)
- 6. Thin papers (7)
- 7. Dares (anag) (5)
- 11. Bodily (8)
- 12. Chats (7)
- 13. Belief (7)
- 15. Clothing (7)
- 16. Great successes (5)
- 19. Thin cable (4)

Solution on the back page

2019... And What Exciting Things Will The New Year Bring?

My start to the New Year went off with a bang! Someone threw a cracker at my bedroom window... BANG! I waited for the glass to crack! Thank goodness the bang was only once! The noise sent my thoughts off in all directions –and then came ‘the what if’s’! The ‘what if’s’ never happened! The haze of tinted smoke from the crackers would no doubt linger. To me if time would allow I would put my finger up and draw hearts of everyone that was dear to me wishing them ‘A Happy New Year’

Then came the next thought: A New Year resolution? I try not to set myself up for failure; how hard do you try to keep a New Year resolution with all its bells and whistles? Take the bells and whistles away and you have left a rather sad and sometimes a ‘thing’; that promise to yourself sitting right up there beyond a realistic reach; and you may say ‘oh how am I going to achieve that goal’? That is the start of ‘I’m not able to’... never fear...

This is how I look at a new year.

1. Last year was good, I started with Enhanced Lifestyles
2. 2019 I want to try something new, and do the best I can
3. Watch, listen and be encouraged
4. Do it for yourself and to help others
5. Do what you can with small steps
6. As your confidence grows let others see
7. Just change something small – I’m sure you can do it
8. Don’t forget to smile –a smile can be contagious



Can you see these are achievable ‘things’? They are realistic goals; build on that quietly and you will be flying high! And you will not fail...be content with what you have achieved in life.

C’mom I dare you! Fly high and enjoy, the sky is the limit...the years will still roll on, you watch!

Happy New Year everyone, take it easy...

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

Southern Suburbs

Next Chapter Gourmet Café
287 Diagonal Road, Oaklands Park SA 5046,
Oaklands Park, Adelaide, SA
Ph: 8375 6841

Time: 1.00-2.30pm

Date: Wednesday 20th of March 2019

Western Suburbs

The Strand Cafe Restaurant
108 Jetty Road, Glenelg SA 5045
Ph: 8376 9222

Time: 1.00-2.30pm

Date: Wednesday 10th of April 2019

Eastern Suburbs

Coopers Alehouse
560 Main North Road, Blair Athol, Gepps Cross
SA
Ph: 8262 2413

Time: 1.00-2.30pm

Date: Friday 24th of May 2019

LA Events Social Club

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

Western Suburbs

Wednesday 6th of March
Time: 10.30am - 12.00pm
303 By The Sea
303 Seaview Road, Henley Beach SA 5022

Southern Suburbs

Friday 5th of April
Time: 10.30am - 12.00pm
Boatshed Café
1A Heron Way, Hallett Cove, SA 5158

Eastern Suburbs

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

Crossword Solution

Across

1. Spring back - bounce
5. Work of creativity - Art
7. Noble gas - Radon
8. Forgive - Absolve
9. Arms and legs - Limbs
10. Forms of payment - Stipends
12. Farmer - Grower
14. Tall structure - Towers
17. Moan - Complain
18. Connective tissue - Limbs
20. Robbers at sea - Pirates
21. Unpleasant giants - Ogres
22. Male offspring - Son
23. Chooses - Elects

Down

2. Space shuttle - Orbiter
3. Educational institutions - Colleges
4. Hero - Idol
6. Thin papers - Tissues
7. Dares - Reads
11. Bodily - Corporal
12. Chats - Gossips
13. Belief - Opinion
15. Clothing - Raiment
16. Great success - Coups
19. Thin cable - Wire