



ENHANCED NEWS

June 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...



Congratulations to the winners of the 2019 Lifestyle Attendant of the Year Awards, for those who have gone above and beyond the call of duty. Our LAs are the public face of the success of the organisation and deserve to celebrate their achievements with family and friends. The disability sector has a proud history of empowering people with a disability, the Awards are a shining light on best practice and what can be achieved. Our Lifestyle Attendants assist our customers to live their lives as independently as possible, displaying skill and patience to work in diverse situations, providing a high standard of care. The Awards are also a reflection of the leadership our membership provides to the work force on a daily basis. Thank you to all customers who nominated Lifestyle Attendants for the Awards. Once again congratulations to everyone involved.

Continued on page 2

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Welland SA 5007
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admin@enhancedlifestyles.com.au
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 Cheryl O'Brien. Cheryl was a founding member of Enhanced Lifestyles, it was always important to her that we continue to be a customer driven organisation. Cheryl lived a full life attaining many achievements and forming many friendships along the way. Cheryl was a kind and considerate person, her team of LAs loved working with her, always going above and beyond the call of duty. Deepest condolences to her family and friends.

Nothing about us without us.

Phillip Beddall

Chairperson on behalf of the Board



Social media content

Would you be interested in sharing content on our Facebook page? We are looking to include user-generated content for social media and involve our customers as much as possible!

Content can include the following:

- holiday photos
- A day/night out
- A hobby
- Or Simply something you'd like to share!

Please include a brief write-up of what you would like included with the post as well!

Please submit via
marketing@enhancedlifestyles.com.au



Are you wanting to improve your health and well-being? Movement In Mind specialise in clinical exercise interventions for persons at high-risk of developing, or with existing chronic and complex medical conditions or injuries.

This is provided by exercise delivery including health and physical activity education, advice and support through Accredited exercise physiologists (AEPs). AEPs are recognised allied health professionals and specialists in their field. If this is something you're interested in please contact Christian via 0423 730 965 or christianciroccoep@gmail.com

Feature in our newsletter!

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



“The limits of the possible can only be defined by going beyond them into the impossible ”

- Arthur C. Clarke

Your Enhanced Lifestyles Board Representatives 2018/19

Chairperson: Phillip Beddall

Vice Chairperson: Deb Clark

Treasurer: Trudy Gepp

Secretary: Marnie Trebilcock

Committee Members:

- Erin McKenzie-Christensen
- Louise Braybon
- Anna Farrugia

Your Office Team

Management:

Chief Executive Officer: Jeremy Mills

Chief Operations Officer: Jodi McKay

Corporate Services Manager: Alexa Worley

Clinical and Training Manager: Noel Cornwill

Quality and Services Manager: Jeani Shepherd

Finance Manager: Jordon Lee

Service Delivery (Manager: Jeani Shepherd):

Senior Service Delivery Officer: Amy Hyatt

Service Delivery Officer: Haydon Ford

Service Delivery Officer: Deb Anderson

Service Delivery Officer: Jordan Bertram

Service Delivery Officer: Jaimie Arthur

Service Delivery Officer: Daina Howard

Service Delivery Officer: Mia Anfiteatro

Finance (Manager: Jordon Lee):

Billing Officer: Samantha Gully

Quality (Manager: Jeani Shepherd)

Riverland Customer and Support Coordinator: Lisa Turton

Business Development Officer: Bronni Siggs

Customer Relations Officer: Claudine Sutter

Customer Relations Officer: Sarah Maynard (RN)

People & Culture Consultant: Belinda Smith

IT Support Officer: Haydon Ford



Quality Assistant: Ryley Johns

Clinical & Training (Manager: Noel Cornwill RN)

Learning and Development Officer: Emma Moss

Marketing & Communications (Manager: Jodi McKay)

Marketing and Communications Officer: Jamie Denyer

Communications and Engagement Officer: Emma Moss

Administration (Manager: Alexa Worley)

Administration Officer: Emma Sharples

Riverland Administration Officer: Annie Maschmedt

Administration Officer (Riverland): Samara Freeman

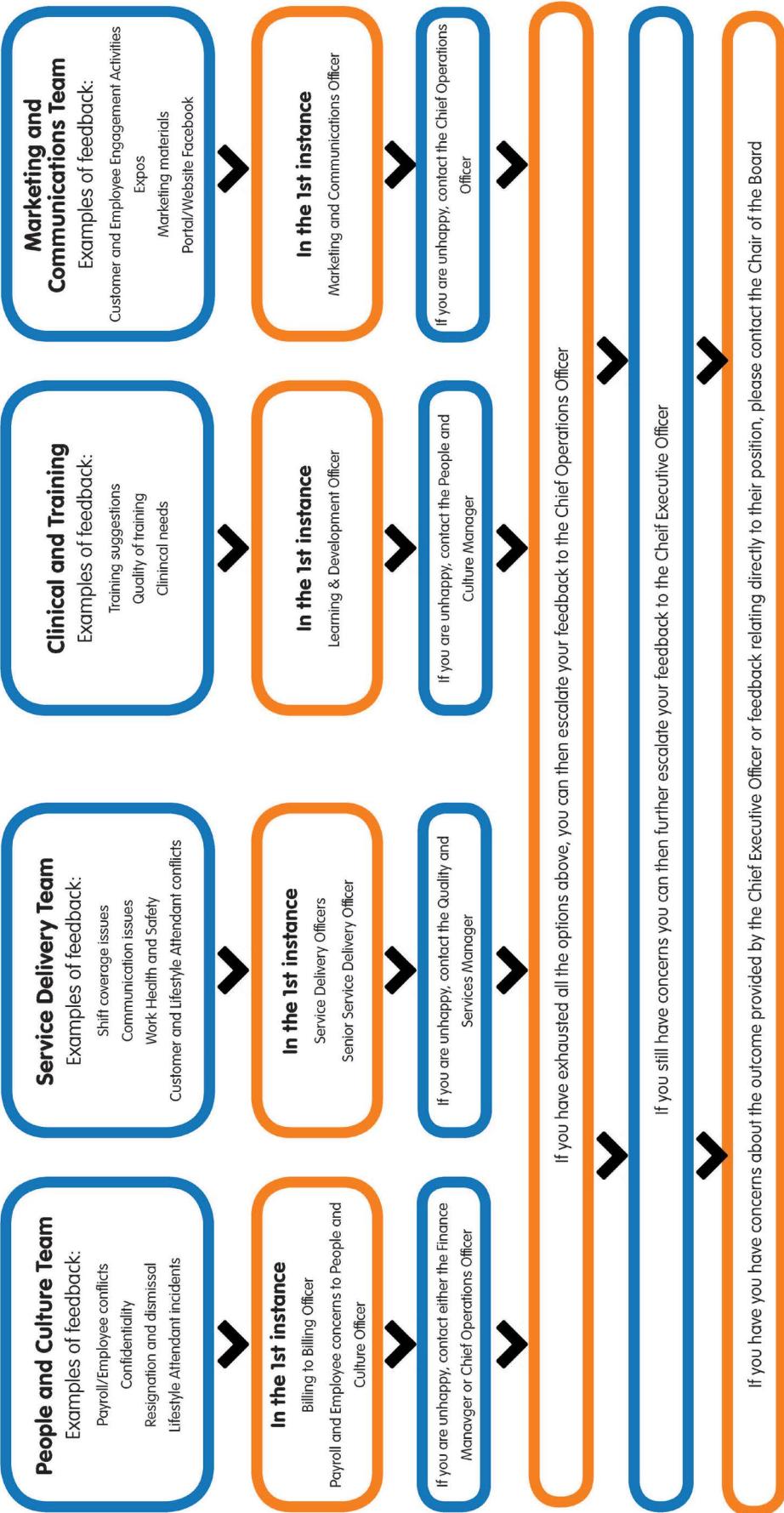
Board Support Officer: Sarah Lenigas

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

Where does my feedback go?

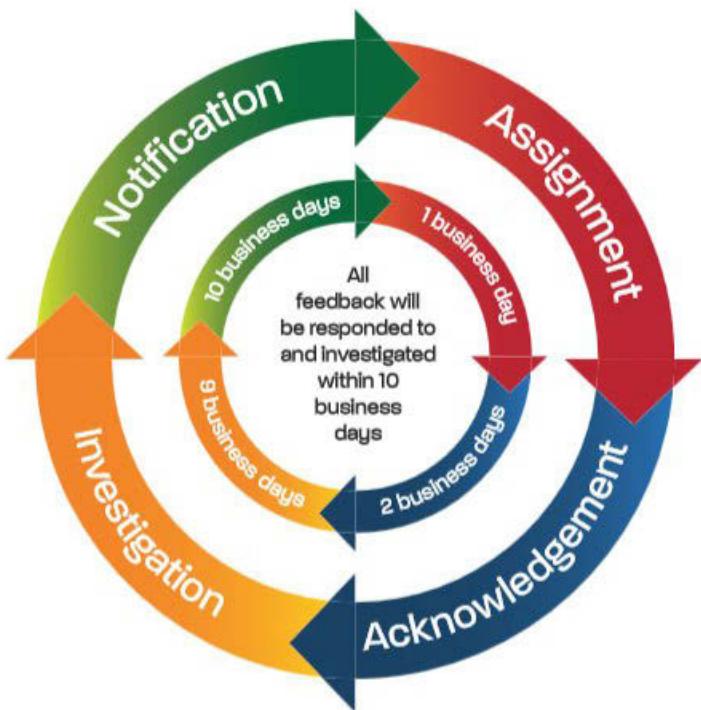
After you submit your feedback, it is directed to the relevant department depending on the subject of your feedback. Please see below for examples of how your feedback will be directed to relevant departments and the escalation points available if you are unhappy with the outcome.

If it is a compliment, it is communicated to the relevant person/department. If you have made a complaint, the relevant department will investigate and advise you of the outcome within 2 weeks. Please see the next page for more detailed information regarding reply, investigation and outcome timeframes.



OFFICE & BOARD NEWS

Feedback Management Process Flow Chart



Assignment

Once your feedback form has been received, it will be assigned to the relevant individual/department for investigation.

Acknowledgement

You will receive formal acknowledgement of the receipt of your feedback form.

Investigation

Your feedback will be investigated. You may be contacted to provide further information or context around your feedback.

Notification

You will receive notification of the results/outcome of the investigation.

Due to feedback from customers and LAs regarding the feedback process, we would like to clarify who you provide your feedback to and how the feedback management process works.

Please see the chart to the left in regards to who you provide your feedback to. Please contact each team/department directly when you have any feedback about them so they have the opportunity to respond and make any changes required. If you are unhappy with the resolution provided, you can then take the following steps (in this order) to escalate your feedback:

1. Contacting the Manager of the team/department
2. Contacting the Chief Operations Officer
3. Contacting the Chief Executive Officer
4. Contacting the Board

Please be aware that all correspondence must go through work emails and phones - personal details of Management and the Board will not be provided by the office to Customers or LAs.

Once feedback has been escalated, it will go through the Feedback Management process as illustrated above. You will receive an outcome within 10 business days unless notified otherwise.

If you have any questions about this process, please contact Emma Moss, Communication and Engagement Officer, via feedback@enhancedlifestyles.com.au or 8340 2000. Emma monitors all feedback forms and feedback notes, ensuring that correct procedures are followed.

OFFICE & BOARD NEWS

Operations team update

With the new financial year, we have taken the opportunity to review the operations team structure. To support the organisation in the lead up to the NDIS Quality and Safeguards Audit to be held in December this year, a few new faces joining the team!

Jeani Shepherd has joined the team as our Quality and Services Manager. As our former CIMS consultant, Jeani brings a wealth of knowledge to the role as well as providing insight into other business practices from other states. Jeani will be instrumental in ensuring customers information is up to date within CIMS ensuring that Enhanced Lifestyles is complaint with the NDIS. Jeani will also provide guidance and training to the team, ensuring we are using the full functionality within CIMS, which will provide significant cost savings to the organisation.

To support Jeani with ensuring the organisations compliance with the NDIS, we have also employed new Customer Relations Officers, Claudine Sutter and Sarah Maynard. They will be completing all annual reviews and contacting people regarding service agreements. Sarah is an Enrolled Nurse and will also be assisting customers with complex needs who need additional support where NDIS services overlap with the health system.

Bronni Siggs has moved into a new Business Development role to assist the organisation with Fee For Service growth. Enhanced Lifestyles goal for this new financial year is to increase our Fee For Service to decrease our dependence on NDIS funding to ensure the financial security of the organisation. This includes opening the RTO and making connections with other disability organisations to use these services.

New Quality & Services Manager **New Customer Relations Officer**



Introducing Jeani Shepherd as our new Quality & Services Manager.

Jeani comes to us from Livewire and brings a wealth of experience from the community sector and has been working with Enhanced Lifestyles as our

CIMS consultant for over two years.

As Quality & Services Manager Jeani will be managing the Service Delivery Team and ensuring that our Quality Management System is effective and sustainable. We look forward to Jeani's expertise in CIMS and Quality Management to help Enhanced Lifestyles grow in the community.



Introducing Claudine Sutter as our new Customer Relations Officer.

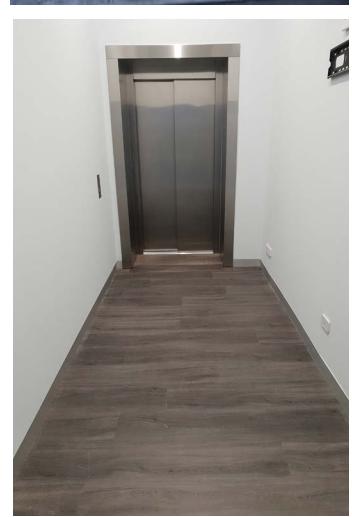
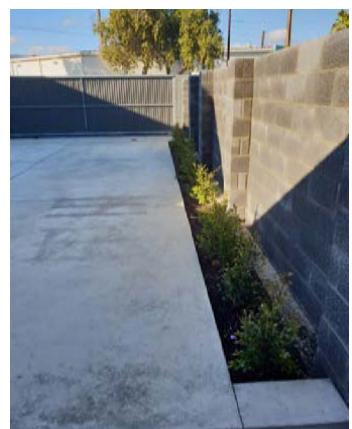
Claudine has several years experience in the community and home sector as well as human services and recruitment. Claudine is currently finishing a post

graduate degree in Occupational Therapy. She was also a Service Delivery officer with Enhanced Lifestyles only a few years ago!

Claudine will be liaisoning with our customers to ensure we are maintaining a high level of customer satisfaction. We look forward to her contributions for Enhanced Lifestyles.

Training Area Renovations

The final extensions to head office have now been completed! The new training rooms have been painted and the accessible kitchen is currently being furnished. The outside area leading into the training rooms has been laid with fresh concrete and new decking. The lift has been successfully installed, we will be holding an official opening in the coming months. We would like to thank all customers and staff for their patience throughout the extension period.



Lifestyle Attendant of The Year Awards

The Lifestyle Attendant Award ceremony was held on 15th June at Palace Nova Cinema, Prospect. LAs and their families came to enjoy nibbles, drinks, and mingling with their fellow LAs. The award ceremony recognised Enhanced's values as determined by our customers: a commitment to upholding quality services that are member-governed with good communication and excellent teamwork. Customers nominated workers on their teams who they feel perform excellently in relation to each category.

The winners of each category are:

Quality: Faides Balekelayi

The quality of service that Faides provides is incredible. She is dependable, willing to take on extra shifts or responsibilities to ensure her customers' needs are met. She displays great professionalism and utilizes the training and experience she has to provide excellent services.

Members: Carley Milich

Carley is highly dedicated and contributes not only her time, but herself, to her work as a lifestyle attendant. Carley goes well beyond the bare minimum of what is required of her, and works to contribute to her customers' quality of life.

Communication: Sally Lincoln

Sally is a very understanding and gentle person who communicates clearly and consistently. She is also an excellent listener, and truly understands that good communication is about actively listening as well as speaking and responding.

Commitment: Debbie Lambert

Debbie recognizes the importance of her duties and her actions reflect this. She is always willing to take on more shifts or greater responsibility, but also recognizes if she needs to slow down as well. Alongside her commitment, she communicates well and keeps others informed of important information.

Teamwork: Val Fullgrabe

Val is a fantastic team player and goes to a lot of effort to ensure that no shifts are left uncovered. She also assists her team and customers by providing high-quality services.

Joanne Howard Award: Meredath Lance

Meredath is a tremendous human being who is generous with not only her time, but also her personality. She makes a positive difference in the lives of her customers, and plays a big role in their enjoyment of life. She is conscientious, dedicated, caring, trustworthy and reliable. She provides tremendous services and is highly dedicated to meeting the needs and desires of her customers.

Congratulations to all of our winners and thank you for all of your important work on behalf of Enhanced Lifestyles!

OFFICE & BOARD NEWS



OFFICE & BOARD NEWS





QUALITY & SERVICES NEWS

Quality Update

This past month has been busy for the Quality team. There was a review on our policies and procedures to align them with the NDIS Quality and Safeguarding Framework. This has since been completed and we are now ready to begin distributing these new documents and using them throughout the organisation.

In addition to these major changes we also undertook our annual ACIS audit with an independent auditor visiting us to examine our documentation and business practices. The Quality team put in a lot of work to complete our policy and procedure overhaul, self assessment activities and construct our evidence pack all in time for the audit. The preliminary results of the audit were very reaffirming for Enhanced Lifestyles.

We are very excited to announce that our training rooms are almost complete with the final touches occurring to the building throughout June! It's an exciting time at Enhanced Lifestyles and we look forward to delivering training in the new highly accessible rooms.

Do you need to refresh your health support training?

Our partnership with LAAS and our new office in Berri means that we are now able to deliver more training at the two locations in the Riverland. If you are from the Riverland region and need to update your health support training, please contact Noel Cornwill our Clinical and Training Manager on 8340 2000. Our training calendar is set to be finalised and distributed in the coming days. If you are in the Adelaide region and need to refresh your health support training, please contact the People and Culture Officer on 8340 2000 to book you in for the next available training session.

Health support training includes the following modules:

- Peg/Gastrostomy Awareness training
- Medication Awareness training
- Seizure Management and Intranasal Mizazolam training
- Bowel/Continence Training

All health support modules are delivered by our highly experienced RN Noel Cornwill.

If you require training that isn't listed please contact training@enhancedlifestyles.com.au

Service delivery

We would like to announce Amy as our new Senior Service Delivery Officer due to the departure of Kate C our previous Senior Service Delivery Officer. We wish them both the best in their new roles. 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 or text 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 – 8:30pm
Saturday: 7am – 5pm
Sunday: 7am – 5pm
Public Holidays: 7am – 3pm

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.

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 have waited until the following day and/or can't be answered by the Service Delivery Team.

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

Protocols for accepting shifts for LAs:

- If you are unable to attend a shift, please call the office during office hours or the afterhours mobile for morning shifts 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 hour's notice.
- If you are unable to accept a shift a simple no is all that's required. 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.
- 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.

Thank you for your assistance with these matters.
The Service Delivery Team

PEOPLE & CULTURE NEWS

Teleclock Procedure Updates

We have updated our Teleclock policy and procedure to ensure all employees are safe and upholding their responsibilities as Lifestyle Attendants. As a reminder, you must use Teleclock and Cimsability to comply with your WHS responsibilities and conditions of employment. This is incredibly important because if an emergency ever occurs while you're on shift, or if you injure yourself whilst on shift, we have a record of where you are, and you will be able to receive more supports from Enhanced, such as Return to Work.

Furthermore, there has recently been a sizeable increase in shift times being sent through via email rather than using Teleclock. Using Teleclock to clock in and out of shifts is a requirement of your employment. Lifestyle Attendants who continually fail to do so on a regular basis may face disciplinary action effective immediately. The reason Teleclock was not used must be included in all emails sent to the Teleclock inbox. Emails that do not contain this information will not be actioned. Additionally, if you are unable to use Teleclock because of an error (e.g. invalid employee code, token was flat), these details must be included in your email so we can potentially diagnose and fix the problem. Please ensure that your email contains the following details:

- Your full name
- Employee code
- The Customer's name
- The Customer's client code
- If you do not know the Customer's client code or full name, the suburb they reside in
- The date of the shift
- The start and end time of the shift
- The reason that Teleclock was not used, including details of errors or unavailability if relevant.

Recruitment

We are currently recruiting for Lifestyle Attendants across Adelaide and regional areas as our organisation is expanding. Our minimum requirements include DCSI Child-related Clearance, a current First Aid certificate within three years of obtainment, a current Manual Handling certificate within two years of obtainment, and a South Australian Drivers Licence. If you know anyone who you think would be suitable, please encourage them to apply.

We are constantly recruiting in different areas, so please email recruitment@enhancedlifestyles.com.au if you have any question or recommendations for Lifestyle Attendants. If you are a current customer, we are happy to induct them and add them to your team for immediate work. If you are a current Lifestyle Attendant and your recommended candidate is successful, you will receive a \$50 gift card.

NDIS Module

Please be advised that all employees, including Lifestyle Attendants, are required to complete the NDIS Orientation/Code of Conduct module which is online now before COB Friday 1 July 2019. If we have not received your certificate by 5:00 PM on 31st August, your employment may be suspended until the module is completed. Once you have finished the course and received your certificate, please send it through to peopleandculture@enhancedlifestyle.com.au for our records. Please be aware that under the NDIS requirements all employees including the operations team must complete this module.

The NDIS Worker Orientation Module is an interactive online course that explains the obligations of workers under the NDIS Code of Conduct from the perspective of NDIS participants. It was developed in consultation with the sector, including people with a disability and NDIS providers. Once completed, workers will receive a Certificate of Completion. During the module, workers are encouraged to consider and respond to different scenarios in the context of supporting a person with disability. On completion of the module, workers will have an understanding of the role of the NDIS Quality and Safeguards Commission and their roles and responsibilities under the Code of Conduct including: human rights, respect, and risk.

Below is the link that will directly take you to complete the course. You will need to create an account before you can start the course. This can be done simply by clicking 'Create an Account' on the login page.

Link to NDIS Workers Module: <https://training.ndiscommission.gov.au/>

It will take approximately 90 minutes to complete; however, you do not have to do the whole module at once. You can come back to it as many times as you want. You must complete all four sections to achieve your certificate, and you must email a copy of your certificate to Enhanced Lifestyles.

The four sections covered are:

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

If you have any questions or queries, please call 8340 2000 and speak to the People and Culture team, or email peopleandculture@enhancedlifestyles.com.au.

Riverland LA Social Club

Come along to our LA social club in 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. After generating a lot of buzz from our inaugural Riverland LA Social Club on Thursday, May 9th we want to keep it growing.

LA social club has no cost and is attended by an operational staff member. To RSVP or register your interest for future dates please email events@enhancedlifestyles.com.au or call 8582 1689 and ask for Annie.

Infection Control: Gloves and hand washing

Enhanced Lifestyles appreciates that the changes we recently made to the glove procedures may bring some challenges for Customers and Lifestyle Attendants. We do sincerely apologise for any inconvenience caused by these changes. Our Customer and Lifestyle Attendant's safety is one of our main priorities and under the Work Health and Safety Act 2012, the organisation has an obligation to provide medical-grade gloves to our workers to minimise the risks when coming into contact with bodily fluids. Along with wearing gloves, regular hand washing with soap and warm water is also an adequate risk-control measure that minimises the spread of infection. Please refer to our infection control policy for further information regarding this.

Options of for customer purchase

- **NDIS plan: light touch review to increase consumables funding**

If the Consumable budget is not sufficient to cover customers' allocation for gloves we suggest applying for a light touch review. This can be done through your LAC/Plan Manager or via the NDIA (depending on how you are managing your plan) to increase the amount in the consumables funding. As everyone's situation is different, we recommend you seek further advice and guidance from the NDIS, your LAC or Plan Manager to see what can be arranged.

- **Non-medical grade gloves for food preparation**

For Customers that prefer their Lifestyle Attendants to wear gloves for food preparation or domestic purposes, we suggest that either you or your Lifestyle Attendant purchase non-medical grade gloves from the supermarket or from a supplier and keep the receipts to claim it as a work-related expense at the end of the TAX financial year.

Glove Suppliers:
McNeil Surgical Gloves
8366 1717
info@atlasmcneil.com.au

Guidelines for glove use

- Lifestyle Attendants **do not perform wound care**, RDNS does this so Lifestyle Attendants do not use gloves unless contamination leakage of body fluids is present outside of a dressing.
- When wearing gloves, Lifestyle Attendants must start with a clean procedure and move along to areas with possible contamination of bodily fluids, therefore reducing the amount of gloves required.
- Medical-grade gloves are not required for cleaning benches and other household cleaning **unless contaminated by body fluids**
- To prevent cross-contamination when transporting gloves to and from a customer's home, Lifestyle Attendants may pack gloves in a plastic zip-lock bag. Alternatively, boxes of gloves can be stored in a hard case bag designed specifically to transport gloves to and from the customers home in a car.

PEOPLE & CULTURE NEWS

Expos

We attended two expos during May, firstly the Careers & Employment Expo at the Adelaide Showgrounds from the 10th-11th. It was great to be part of one of Adelaide's biggest career expos for the year, meeting so many enthusiastic South Australian's exploring different career opportunities. The second was the Positive Futures Expo at the John McVeity Centre on the 22nd. We love attending this expo every year to keep in touch with the locals of Playford and maintain our reputation in the community!



Billing

Payslips are sent out fortnightly at approximately C.O.B Wednesday, this is because the bank doesn't transfer all payments at the same time, and this will ensure most employees have received their pay before the payslip is sent.

If you have any billing enquiries please contact the office on 8340 2000 or via billing@enhancedlifestyles.com.au

Rate Change Introduction of Two-Tiered Pricing Structure

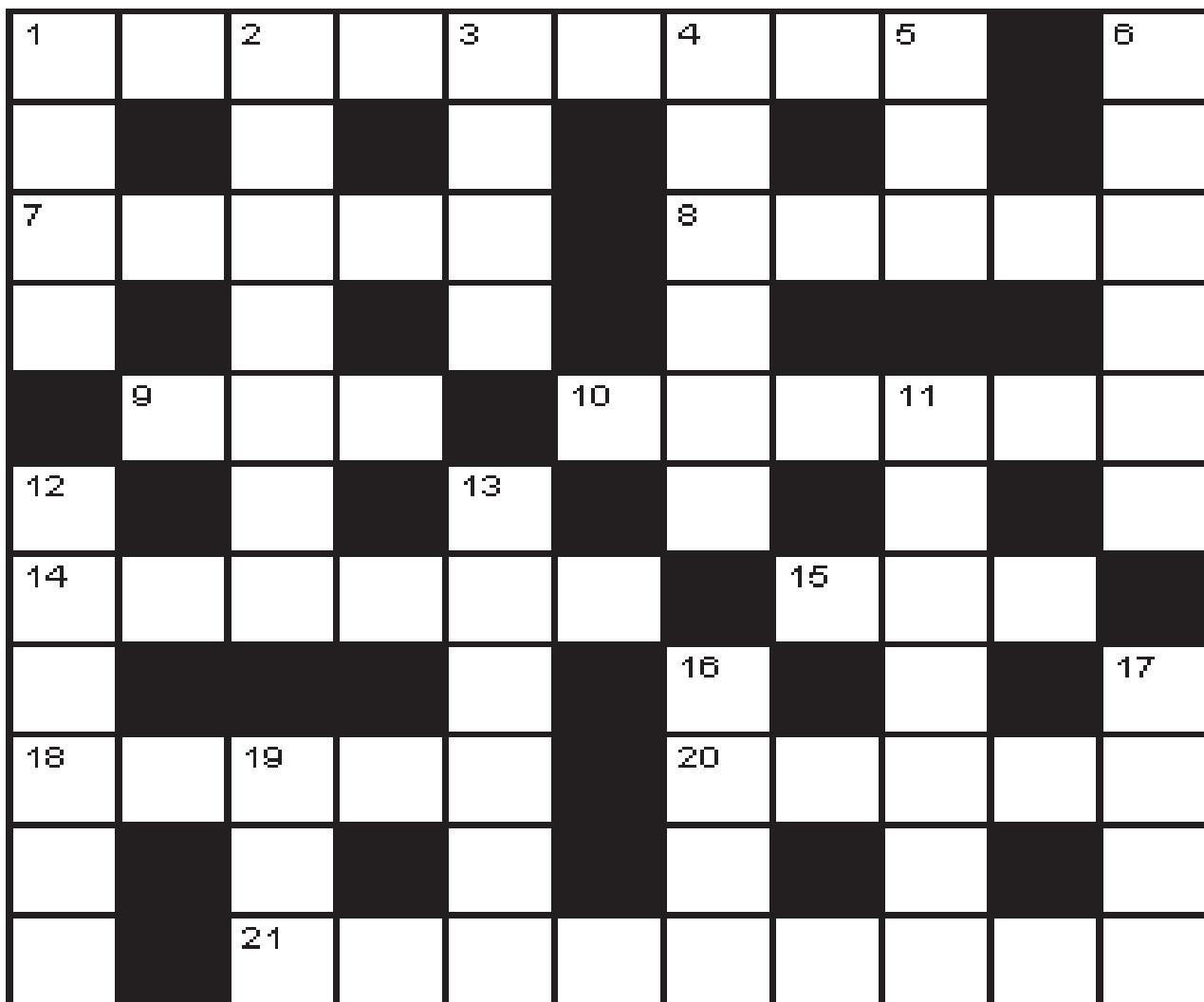
As of the 1st of July 2019, with the commencement of the new financial year 2019–2020, we will be increasing our rates in line with the increases being implemented by the NDIS. We will send out the new rates once the price guide is finalised by the NDIS and released to the providers. Enhanced Lifestyles will still charge below the industry benchmark prices. As an organisation, we are committed to keeping our rates as low as possible to ensure that all our customers maximise their packages.

Please be aware that the price of your NDIS package will automatically increase in line with the approved increases. It may take up to 8 weeks for the approved increases in your package to be reflected in your plans and seen on the online portal. New budgets for all the NDIS managed customers with the updated prices will be provided once the prices are confirmed. If any self-managed or plan managed customer would like an updated budget, please contact us once the prices have been confirmed so that we can send across the details.

As one of the few providers in South Australia, and nationwide, who charge below the NDIS prices, we are committed to offering greater choice and control over our services. We will expand upon this by implementing a two-tiered pricing structure as of July 1st. More details about this will be included with the next confirmation letter, which will also contain the rates, the policy, and the procedure detailing the two-tiered pricing structure as well as an application form to access the lower rate. We are also considering adding an additional tier; however, we will review this once the two-tiered structure has operated. minimum of 6 months to ensure that the organisation can sustain the revised prices moving forward.

MEMBER NEWS

Crossword



Across

1. Group of musicians (9)
7. Eye socket (5)
8. Jockey (5)
9. Epoch (3)
10. Part of the foot (6)
14. Shrewd (6)
15. Cacophony (3)
18. Thighbone (5)
20. Ice hut (5)
21. Court game (9)

Down

1. Woodwind instrument (4)
2. Floor show (7)
3. Consumes (4)
4. Despot (6)
5. Assistance (3)
6. Precipitous (6)
11. One of three (7)
12. Perplex (6)
13. Gaped (5)
16. Flightless bird (4)
17. Metal money (4)
18. Disorderly crowd (3)

Solution on the back page

Living the dream

How fortunate we are to be living in our beautiful state; to me it is the best state I think. We have everything so close –the hills, the Barossa valley, the Clare valley, our beaches, our parks, our well laid out city; my list goes on.

My focus is to focus on what I have; and not what I don't have! I feel that I am living the dream because I try to do just that. We all have talents so think how special that is. Think about what is special to you, I encourage you to develop that talent and see where it leads you. You may be a good listener that in turn may help someone who needs a friend, you may be good with technology that you are able to help solve a technical problem with them.

I enjoy writing – to me English is a beautiful & fascinating language. English was my favourite subject at school & now I enjoy writing for the magazine. So I really encourage you to develop a skill you can be involved with. I am pretty content generally.

- I have a roof over my head
- I have food on the table & money to buy the food
- I have freedom to come & go – think about the freedom you experience
- I belong in the community, that makes me very mindful of the area I live in
- I have lovely LAs to assist me, this does allow me the freedom I enjoy
- I enjoy nature & being out with it
- I plan but don't think too far ahead – it can be overwhelming



Life is what you make it – be happy and enjoy what is around you. Many of your friends will be inspired by what you do and what they see & how you enjoy yourself.

I have been married to a wonderful man. We loved being on the road & going to many places ... I love the country towns & country churches. There is so much history attached to these towns & churches. I loved camping near the river at Mannum, Scott Creek, & Morgan along with many other places. Now that I am on my own I enjoy watching things grow in my garden either from a seed or an off cut from a plant that I have been given. I find this activity very relaxing & this is what I do to assist my health & wellbeing.

So I still make the most of what I have today & that is contentment and good general health. If you have that I think it is everything

I feel that I am living the dream according to my needs.

Jean Matthew

WHAT'S ON AT ENHANCED

Member Events

Coffee Club

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

Northern Suburbs

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

Southern Suburbs

Joan's Pantry
7 Wahahuna Avenue, Hawthordene, SA 5051
Time: 1.00 - 2.30pm
Date: Friday 23rd August



Across

- 1. Group of musicians - Orchestra
- 7. Eye socket - Orbit
- 8. Jockey - Rider
- 9. Epoch - Era
- 10. Part of the foot - Instep
- 14. Shrewd - Astute
- 15. Cacophony - Din
- 18. Thighbone - Femur
- 20. Ice hut - Igloo
- 21. Court game - Badminton

LA Events Social Club

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

Western Suburbs

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

South-Eastern Suburbs

Joan's Pantry
7 Watahuna Avenue, Hawthordene, SA 5051
Time: 2:30pm - 4pm
Date: Tuesday 5th September

Eastern Suburbs

Red Mill Bakehouse
25 Hectorville Road, Hectorville SA 5073
Time: 9:00am - 10:30pm
Date: Thursday 3rd October

Riverland

Loxton Hotel
45 East Terrace, Loxton SA 5333
Date: Wednesday 17th July
Time: 3:30pm - 5pm

Crossword Solution

Across

- 1. Woodwind instrument - Oboe
- 2. Floor show - Cabare
- 3. Consumes - Eats
- 4. Despot - Tyrant
- 5. Assistance - Aid
- 6. Precipitous - Abrupt
- 11. One of three - Triplet
- 12. Perplex - Baffle
- 13. Gaped - Stared
- 16. Flightless bird - Kiwi
- 17. Metal money - Coin
- 18. Disorderly crowd - Mob