



# ENHANCED NEWS

December 2016

**“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...



The Board of Management would like to take this opportunity to wish you a Merry Christmas. We also would like to thank Members, Lifestyle Attendants and operational employees for their dedication and commitment to providing a flexible, member-focused organisation of choice. We look forward to greater success in 2017 and continuing to meet the challenges of the future.

Nothing about us without us.

## Chairperson’s Report 2015/16

As the Chairperson of the Association I am delighted to present, on behalf of the Board of Management, the report to the Members for the 2015–16 financial year.

### Governance

In November 2015, we were pleased to recruit new Board Members to the Association; their knowledge, commitment and contribution has to be acknowledged. A reshuffle of Office Bearers’ positions and the assignment of a co-opted position became necessary. This was due to the unfortunate retirement of Alan Bawden, and the extended leave of absence of Marnie Trebilcock due to illness. A special thank you is extended from the Board and Association to Alan Bawden for his dedication and commitment to the organisation over many years.

In February 2016, the Board took a long-term view and made a commitment to review its governance practices, and to build and practise best governance principles. Aileen Robertson, a consultant from Let’s Manage, was engaged by the Board to undertake a review of the Association’s governance practices. This included, but was not limited to, reviewing the constitution, Board policies, Board structure



# OFFICE & BOARD NEWS

## Chairperson's Report 2015/16 (continued)

and Board proceedings. An outcome of this review included the implementation and mandatory attendance of Board Members at governance training; a review of the current constitution, incorporating the Board workshopping current and proposed changes; and the development of a timeline for consultation with a wider range of stakeholders.

### **Sustainable Growth – Building for the Future**

After reflecting on the negative result that the Association was presented with in the 2014–15 financial year, the Board examined the way in which the organisation was operating. Hard decisions needed to be made to ensure the continued viability and future success of the Association. Being profitable as a business, and ensuring there are enough funds to cover salaries and other costs in a new NDIS arena of arrears payments, is a necessity. Even though we might not want to face the fact, being sustainable and prosperous within the NDIS space will be instrumental in ensuring the continued operations of the Association. A key priority this year has been making sure the organisation returned a surplus and created a nest egg for the NDIS rollout.

Managing ongoing conflict and tensions that arise from being a Member-governed organisation has been challenging, especially with limited funding and support as DCSI winds down. The Board of Management, also being Members of the Association, ensure that when decisions are made, those decisions are in the best interests of the business and Members. With a growing market comes greater choice and greater expectations from Members, placing further responsibilities on the Board and staff to meet the demands and deliver.

### **Member-governed – Delivering Maximum Choice and Control**

Providing a service that offers maximum choice, control, flexibility and is directed by the individual, remains the primary focus of the Board. This includes offering support and development opportunities for Members. The Association has made a commitment to learning and development by bringing training in-house. This has provided an opportunity to deliver and facilitate learning in areas that complement and expand on a Member's knowledge about self-directing their service.

Representation, recommendations and advice from the wider Membership, through such initiatives as the Member Reference Group, Continuous Improvement Committee and Member Satisfaction Survey, demonstrate that the Association is embracing, and ensuring the organisation truly remains, a Member-led and governed service. The expertise, knowledge, contribution and commitment from our Membership has been instrumental in the continual development and improvement of the Association.

### **Operational Management**

The Board of Management engaged the services of Pinnacle HR at the beginning of December 2015 to assist in the recruitment of an Executive Officer. A subcommittee was established to assist in the recruitment process, with interviews conducted in consultation with Pinnacle HR. After the recommendations of the subcommittee and Pinnacle HR, the full Board of Management endorsed the appointment of Jeremy Mills to the position of Executive Officer in late February 2016.

Since the appointment, the Board has engaged the services of Let's Manage and Pinnacle HR to assist in the development of a performance framework for the Executive Officer. This has included the development of key performance indicators, including a review and supervision policy and supporting documentation. The Board

is committed to ensuring the ongoing support and review of the Executive and feels this can only be truly transparent with external advice and support.

During 2015–16 there have been a lot of changes within the operational management of the Association. This has included the creation of new positions and a new structure, which has incorporated the implementation of a management line reporting through to the Executive Officer. The Board of Management has worked closely with the Executive Officer to develop and implement this new structure, which has been instrumental in improving the quality of services while supporting the growth of the business. As a Board, we recognise there is still a long way to go and acknowledge the feedback provided in the Member Engagement Survey. The feedback has been collated, and recommendations developed which are currently being implemented.

### **Investing in the Future**

I would like to acknowledge the instrumental part that our Lifestyle Attendants play within the operations and, ultimately, the delivery of our core services. During 2015–16 we have seen the renaming of the position from 'Personal Attendant' to 'Lifestyle Attendant', and the implementation of a new Enterprise Agreement giving Lifestyle Attendants the opportunity to become permanent employees if they choose. Other initiatives implemented to recognise the importance of our field staff include regular employee engagement events, the employee satisfaction survey, the reintroduction of a Christmas event and internal training sessions.

In June 2016, the Association invested in the purchase of new office premises on Port Road, Welland. The purchase of the building will provide not only a cost-saving to the organisation, but opportunities beyond the scope of a rented facility. The building will be modified to be fully accessible and provide state-of-the-art training facilities for both Members and Employees. Areas within the building will also be created for Members and Lifestyle Attendants. These areas will provide access to IT equipment and meeting spaces so that they are more inclusive of Members and Lifestyle Attendants.

The decision has been made and fully endorsed by the Board to undertake and embrace the Attendant Care Industry Standard (ACIS) Quality Framework. This body has developed and manages the ACIS framework and has been instrumental in assisting the NDIA with the Quality and Safeguards Framework. During the 2015–16 period, the Board and Operational Team have been working hard to align the Association's quality systems with ACIS, with external accreditation to take place in the 2016–17 financial year.

And finally, Enhanced Lifestyles has become a Member of the South Australian Council of Social Service (SACOSS), again a decision endorsed by the Board of Management.

### **Acknowledgement of Membership**

Many changes within the Association have been implemented during 2015–16 to ensure the viability and success of the organisation into the future. As a Board, we want to ensure that the Association remains a stand-alone and viable entity into the future. We have a unique service model, which was created by Members for Members. It is through this service model that we've had Members join our cohort that, through no fault of their own, have been cast aside by other agencies; struggling to find a stable service provider. I am proud to say that Enhanced not only provides services where other agencies refuse, but works closely with Members who require extra support to ensure they receive individually tailored services that truly meet their needs.

I would like to acknowledge the support and understanding of the Membership throughout the implementation of these changes. Without the Members there would not be an Association. Your commitment, dedication and involvement within the Association has been evident as, not only have we maintained most of our original Members, we have increased Membership.

### **Nothing with us without us**

**Phillip Beddall**

Chairperson

“Don’t worry about failures, worry about the chances you miss when you don’t even try”

- Jack Canfield

# OFFICE & BOARD NEWS

## 2016/17 Annual General Meeting



The 2016/17 Annual General Meeting (AGM) was held at BioSA on Tuesday 29th November. It was a very successful night, with presentations from both Robyn Curtois from ACIA and Aileen Robertson from Let’s Manage as well as elections held for the Board of Management for 2016/17.

Aileen’s presentation on governance and Board roles and responsibilities as opposed to operations, plus informative guidelines on what qualities office bearer’s should possess, was a great way to start the evening. Robyn provided a very informative short presentation on ACIA’s achievements for the year, the progress that Enhanced Lifestyles has made in its alignment with the ACIS quality framework and the future work ACIA will be doing in assisting with the development of the NDIS quality framework.

The membership in attendance were asked to consider a new election process this year to change voting from a raising of hands to secret ballot after feedback was received from last year’s AGM. The overwhelming response from Members was that they supported this change and a motion was passed to alter the election



process to voting via a secret ballot.

Aileen Robertson (external governance consultant) and Angela Gregory (external accountant) were the appointed scrutineers to oversee the election process and assisted Members with their votes (if required) to maintain transparency and confidentiality throughout the election process. They also counted all votes. Board Members were elected first with Office Bearers determined from those who were elected to the Board.

On behalf of the Board, we would like to announce that the following Members were elected for 2016/17:

### Office Bearers

Phillip Beddall – Chairperson  
Tiffany Littler – Vice Chairperson (via a majority vote)  
Deb Clark – Secretary  
Trudy Gepp – Treasurer

### Committee Members

Wombat Ten Hoopen  
Marnie Trebilcock

Plus we would also like to welcome 2 new Members to the Board who will serve as Committee Members:

Paul McCoy  
Phillip Menz

The Board will be undergoing training in February before their first meeting for the 2017 year to be held later in the month.

On behalf of the Board, we would like to thank the Members who attended the AGM and participated in the voting. As it was a longer night than expected due to the election process changing, we would like to acknowledge those who stayed for the night’s entirety and we thank them for their patience.



### Our Office Team

Executive Officer: Jeremy Mills

People & Culture Manager: Belinda Smith • Quality & Services Manager: Alice Fisher  
Customer Relations Officer: Bronni Siggs • Service Delivery Officer: Joanne Howard  
Service Delivery Officer: Clare Hill • After Hours Service Delivery Assistant: Nicole Fox  
Administration Officer: Jodi McKay • Billing Officer: Samantha Gully  
Quality Project Officer: Barry Oates • Learning and Development Officer: Maria Wilkins

We welcome your feedback! If you have any comments or suggestions for future editions, please email us at [admin@enhancedlifestyles.com.au](mailto:admin@enhancedlifestyles.com.au)



On the night, Enhanced Lifestyles also recognised the dedication and service of our hardworking Lifestyle Attendants by presenting long service awards to those who had been with the organisation for 10 or 15 years. Unfortunately, one of the recipients, Kim Hoang (10 years service), couldn’t make it on the night. However, we would like to thank Victoria Tregilgas (15 years service) and Vicki Bartsch (10 years service) for coming to the presentation and receiving their awards



## Continuous Improvement Committee Wrap up

We would like to thank the Members of the Continuous Improvement Committee (CIC) for their invaluable contribution to the organisation this year. They have been pivotal in the induction planning including forming the recommendations for the Disability Awareness Unit in consultation with the Members Reference Group.

This year, the CIC has also reviewed and discussed policies and procedures that contribute to the continuous improvement of the organisation.

During the last meeting of the year, the CIC was fortunate enough to be joined by Aileen Robertson, the external consultant from Let's Manage, who discussed governance, performance management, the future governance model and the upcoming constitutional change. This allowed for a robust discussion around the topics, with recommendations put forward by the group. We look forward to working with the CIC in 2017!

**CALLING LIFESTYLE ATTENDANTS!** Do you want to help shape the organisation you work with? The CIC has a vacant position on the committee next year and we would love to have you on board! This voluntary position would involve meeting every 6 weeks with the rest of the committee and joining in on the robust discussions about ways to improve the organisation. If you are interested, please contact Alice Fisher on 8363 4477 for more information or to register your interest. The first meeting of 2017 will be on 1st February.

## Minda Partnership

Enhanced Lifestyles is proud to announce the organisation has formed a training partnership with Minda. Minda has also partnered with other organisations such as Anglicare and Life Without Barriers as well as Enhanced Lifestyles to develop and offer a Certificate III in Individualised Support. Enhanced Lifestyles will be presenting about our unique service model which incorporates individualised tailored support services as well as in-home community support. This will provide opportunities for the organisation to not only teach the recipients about the unique services we deliver, but also to potentially recruit future employees directly after they have completed their training. There is also the opportunity for some of the recipients to go out on buddy shifts so they can truly understand the benefits of working for an organisation with our unique service delivery model.

Minda has also commissioned Enhanced Lifestyles to provide Child Safe Environments training. Alice Fisher has already delivered training this year and will continue to do so next year as part of an ongoing agreement between the organisations.

## Clarifying Misconceptions

### Advanced Care Directives

Lifestyle Attendants are bound by a duty of care and must always act to ensure the health and safety of Members, including providing life saving measures unless there is an Advanced Care Directive in place. Members must ensure that their team of Lifestyle Attendants are aware of the directives and understand the instructions within, if they have an Advanced Care Directive.

An Advanced Care Directive is a legally binding document which outlines a person's wishes, preferences and instructions for future health care, end of life, and/or appoints one or more person(s) to make these decisions on their behalf when they cannot. If there is no appointed person to make the decision, a person who is close (family member or friend) to the Member may be asked to make the decision based on the directions outlined in the directive.

The directive only takes effect if a Member is unable to make their own decisions, whether temporarily or permanently. If the directive contains a "Refusal of Health Care", but doesn't specify in what situations the refusal applies, then that refusal applies in all situations. This can be overridden by a health practitioner if there is evidence suggesting the Member changed their mind, or the health practitioner believes the Member didn't mean the Refusal of Health Care to apply in the current situation.

If a Member has an Advanced Care Directive, this must be followed at all times. **Lifestyle Attendants are not health practitioners and cannot decide when and how the directive is to be followed.** Members should be aware that unless there is a clearly outlined directive within their home, which their team is aware of, Lifestyle Attendants will implement lifesaving measures as per their duty of care. If you need any further information on Advanced Care Directives, please see visit <http://www.advancecaredirectives.sa.gov.au/>

### EpiPen® Use

EpiPens® are used to treat anaphylaxis which is the most severe form of allergic reaction and can be potentially life threatening. Anaphylaxis usually occurs rapidly after exposure to a particular food, insect bite or medicine and must always be treated as a medical emergency. As all Lifestyle Attendants have completed their first aid, they are capable of administering the EpiPen when required.

All Members who have anaphylaxis must inform their Lifestyle Attendants of their anaphylaxis management plan and ensure that their team knows where to locate their EpiPen in case of a reaction.

#### How to give EpiPen®

-  Form fist around EpiPen and PULL OFF BLUE SAFETY RELEASE
-  PLACE ORANGE END against outer-mid thigh (with or without clothing)
-  PUSH DOWN HARD until a click is heard or felt and hold for 10 seconds. Remove EpiPen and massage area for 10 seconds.

If a Member does have an anaphylactic reaction, the EpiPen must be used as soon as possible. To do this, lay the Member flat if possible as they're going into shock or if breathing is difficult, allow them to sit. Do NOT allow them to stand or

walk. If they are unconscious, place them in the recovery position. After administering the EpiPen, please note the time you administered the injection and phone 000. Additional adrenaline doses may be required. CPR must be performed if a Member becomes unresponsive and is not breathing normally.

There are many signs of a reaction which include; swelling of the tongue or throat, difficult/noisy breathing, difficulty talking or hoarse voice and a wheezy or persistent cough. If any Lifestyle Attendants are in any doubt about whether a Member is experiencing an anaphylaxis reaction, please use the EpiPen. For more detailed information about anaphylaxis and EpiPen use, please see <http://www.allergy.org.au/health-professionals/anaphylaxis-resources>

For any clarification on People and Culture issues, please do not hesitate to contact the People and Culture Manager Belinda Smith via email [belinda.smith@enhancedlifestyles.com.au](mailto:belinda.smith@enhancedlifestyles.com.au) or on (08) 8363 4477.

# PEOPLE AND CULTURE NEWS



## You are invited to the Lifestyle Attendant Christmas party

Date : Friday 16th December 2016  
Time: 2pm - 5pm  
Location: Enhanced Lifestyles Head Office  
69A Portrush Rd,  
Payneham SA 5070

**Lunch and drinks will be provided.**  
Visit from Santa PLUS facepainting for the kids  
Partners and kids are welcome.

Please RSVP to Jodi McKay,  
Administration Officer, ASAP  
with the total number of attendees  
on 8363 4477 or via email  
[admin@enhancedlifestyles.com.au](mailto:admin@enhancedlifestyles.com.au)



## Lifestyle Attendant Christmas Party Reminder

The Christmas Party is this Friday! Please let the office know ASAP if you are coming and haven't RSVP'd.

It is a family friendly event. A letter regarding behaviour expectation will be emailed out to all Lifestyle Attendants, please read it before attending the party. We look forward to seeing everyone on Friday.

## Introducing the new Payroll/People and Culture Admin Officer Leonie Holmes!

Leonie started with us on Monday 12th December and is a Business and Human Resources graduate who will bring a fresh new approach to our People and Culture department. If you have any payroll, personal leave or qualification queries, please contact Leonie on (08) 8363 4477 and she will be more than happy to assist you.

## Office hours throughout Christmas

The office will be closing over the Christmas and New Year period from **12pm Thursday 22nd December 2016 and reopening on Tuesday 3rd January 2017** as many Members and Lifestyle Attendants go away during this time. Payroll will be processed as per normal during this period.

Please note that we will have limited employees in the office when we return on Tuesday 3 January 2017, however our office will be operational from 7am to 6pm each weekday. The after hours service will also be operational throughout the entire Christmas period.

**As we are a 24-hour service, we are contactable 24 hours per day, 7 days per week.**

We appreciate your co-operation in only submitting urgent requests to our after-hours telephone number during this period and we wish you all a safe & happy holiday season.



from the People and Culture team

## Upcoming Public Holidays

Please be aware that the public holiday dates are:

- Sunday 25th December 2016
- Monday 26th December 2016
- Tuesday 27th December 2016
- Sunday 1st January 2017
- Monday 2nd January 2017

We have received clarification from the Department around public holidays. The Department has clarified that public holiday rates depend on each individual circumstance and client service agreement. There are certain services which are not to be provided on public holidays. However, if a service agreement provides for services (like personal care) on those dates, public holiday rates are funded.

If you have any queries regarding our Christmas closure, please do not hesitate to contact the People and Culture team.



# PEOPLE & CULTURE NEWS

## Rewards and discounts this Christmas with Maxxia



### Make the most of Maxxia Rewards this Christmas

Don't forget that you have access to a huge range of quality discounts and exclusive offers at hundreds of stores and attractions across:

- Food and beverages
- Health and beauty
- Movies, theme parks and entertainment
- Travel and leisure
- Department stores
- Fashion

So make your money go further this festive season, and start redeeming your rewards on major brands including David Jones, Flight Centre, JB Hi-Fi, Coles and more.

Not signed up yet? Click [here](#) or visit [benefits.maxxia.com.au/rewards](http://benefits.maxxia.com.au/rewards) to get started – it's free to join!

Maxxia Pty Ltd | ABN 39 082 449 036 | Authorised Representative (No. 278683) of McMillan Shakespeare Limited (AFSL 299054).



Our Salary Packaging provider Maxxia has just released a wide range of discounts and rewards just in time for Christmas!

The best part is you don't even have to be currently be a member of Maxxia or using their Salary Package service to join up and get the benefits of this rewards program!

Discounts and offers are available from hundreds of retail outlets, department stores, attractions, travel, cinemas and restaurants nationwide.

For more information, please go to the Maxxia Rewards website <http://benefits.maxxia.com.au/rewards> and sign up today.

## Lifestyle Attendant Profiles

We will be featuring LA profiles in all newsletters including the monthly Quality and Services Newsletter to assist Members in selecting LA's to join their team. If any Members are interested in our featured LA's, please contact Leonie Holmes via email [leonie.holmes@enhancedlifestyles.com.au](mailto:leonie.holmes@enhancedlifestyles.com.au) for their full profile.



**Name:** Peter  
**Age:** 62  
**Qualifications:**  
 Cert 3 in Disability  
 Cert 3 in Aged Care  
 Cert 3 in Community Services  
**How long have you worked in the sector?** Since 2016  
**Resides in:** Hawthorndene  
**Driver's License:** Full licence and reliable car  
**How far are you willing to travel?** Willing to travel  
**Certificates:** Manual Handling DSCI First Aid Contenance Bowel Infection Control Child Safe Environments Safe Food Handling  
**Availability:** 7 days: 7am-11pm



**Name:** Jinsha  
**Age:** 30  
**Qualifications:**  
 Cert 3 in Disability  
**How long have you worked in the sector?** New to the sector  
**Resides in:** Firlie  
**Driver's License:** Full licence and reliable car  
**How far are you willing to travel?** Up to 15km  
**Certificates:** Manual Handling First Aid DCSI Contenance & Bowel Infection Control Child Safe Environments Medication Awareness Peg Feeding Safe Food Handling Wound Management  
**Availability:**  
 Sun: 7am-3pm  
 Mon & Tues: 6pm-11pm  
 Wed & Thurs: 7am-11pm  
 Fri: 9pm-11pm  
 Sat: 3pm-11pm  
 plus overnights 7 days a week



**Name:** Sally  
**Age:** 43  
**Qualifications:**  
 Cert 3 in Aged Care  
 Cert 3 in Disability  
 Cert 3 in Community Services  
**How long have you worked in the sector?** New to the sector  
**Resides in:** Oaklands Park  
**Driver's License:** Full licence and reliable car  
**How far are you willing to travel?** Up to 50 kms  
**Certificates:** Manual Handling First Aid DCSI Contenance & Bowel Infection Control Medication Awareness Safe Food Handling Wound Management  
**Availability:**  
 Sat & Sun: 7am-11pm plus overnights  
 Mon, Tues & Wed: 6pm-11pm  
 Thurs & Fri: 9am-3pm plus 6pm - 9pm



**Name:** Scarlett  
**Age:** 17  
**Qualifications:**  
 Cert 3 in Disability  
**How long have you worked in the sector?** New to the sector  
**Resides in:** Alberton  
**Driver's License:** No  
**How far are you willing to travel?** 20 minute drive  
**Certificates:** Manual Handling First Aid DCSI Infection Control Safe Food Handling  
**Availability:**  
 Sat & Sun: 9am-9pm  
 Mon - Fri: 7am-11pm plus overnights 7 days a week

Dear Account Holders,

Please ensure you are paying your accounts on time and they are kept up-to-date. If you have any questions regarding your account or its status, please contact the office on 8363 4477.

Thank you for your co-operation,  
 Samantha Gully, Billing Officer.

Our Service Delivery Team , Clare, Joanne, Bronni and Nicole, are dedicated to ensuring the smooth running of all Member's services. If you have any questions, concerns or suggestions, please do not hesitate in contacting them or the head of the department, Alice Fisher on (08) 8363 4477!

# SERVICE DELIVERY TEAM NEWS

## The Service Delivery Team: Welcome Bronni & Nicole

We are excited to announce the appointment of Bronni Siggs as our new Customer Relations Officer as well as welcome Nicole Fox to the team in the newly created position of After Hours Service Delivery Assistant. Please join us in welcoming these fantastic new additions to the operations team!

### Introducing Bronni Siggs!

Bronni has joined the operations team as the Customer Relations Officer. Bronni will be assisting new Members in their transition to our services as well as providing support to existing Members whose services need re-adjustment and will be in the office from 9am - 5pm weekdays.



Bronni has been working in the Community Sector for the past 16 years as well as volunteered with a number of organisations. Before starting with Enhanced Lifestyles, Bronni worked in the Aged Care sector and assisted clients to remain living independently in their own homes by facilitating the necessary supports. Bronni is a keen advocate for Veterans and is involved with her local RSL.

"I am excited to be starting a new chapter of my working life with Enhanced Lifestyles. I have always enjoyed listening to and playing live music especially playing the tambourine and other percussion instruments. I love spending time with my family and friends and quite enjoy a fine glass of wine. I look forward to meeting everyone over the coming months"

### Introducing Nicole Fox!

Nicole has joined the operations team as the After Hours Service Delivery Assistant and her role is to provide support to Members from the hours of 6pm Friday to 7am Monday. Nicole works in the office on Saturday and Sunday mornings from 7am - 12pm and is in charge of the after hours phone on the weekend.

Nicole has been a Lifestyle Attendant with Enhanced Lifestyles for 2 months decided to take this opportunity with Enhanced Lifestyles because she wanted more responsibility within the organisation.

"I love being a LA but this after hours job gives me a better understanding of what happens behind the scenes. It is a fantastic opportunity and I love being a part of the team. In my spare time, I love spending time outdoors, especially going camping, fishing and quad-biking.



**The Service Delivery Team would like to thank everyone for their hard work throughout the year. We wish you all a safe and Merry Christmas and a Happy New Year.**



## A short message from the team...

As the Christmas break is fast approaching we would like to take this opportunity to remind everyone of a few crucial points:

1. Please ensure that you attend to your allocated shifts including cover shifts that you have agreed to. It is very difficult to get covers over this period and we want to ensure smooth services for our Members.
2. If you are going on leave at all over this period, please ensure that you have your shifts covered and any uncovered shifts are given to the Service Delivery Officers by 16th December.

## Appropriate attire on shift

With the warmer weather now here, we have had a number of reports that Lifestyle Attendants are attending shifts in unsuitable footwear i.e. thongs. Please ensure you are wearing the appropriate footwear at all times. Due to the fact that we are quite often calling people for shift covers with short notice, we would like to suggest that you keep a pair of work shoes in your car and/or even a set of work clothes in case of emergency shifts.



We have had a few cases where a Lifestyle Attendant has been more than willing to do the shift cover but have not been close enough to home to get a change of clothes while still being able to get to the shift on time. This has meant that the Lifestyle Attendant has missed out on a shift which could have been easily averted had they kept spare shoes in the car.

## Expansion of Office Hours

With the addition of Nicole Fox as the After Hours Service Delivery Assistant to the team, the regular office hours have now been extended. We recognise the need for additional support for Members on the weekend and as such the office hours have now been altered and are as follows:

**Monday to Friday: 7am – 6pm  
Saturday and Sunday: 7am – 12pm**

Nicole's role will encompass manning the office on weekends as well as having the after hours phone on the weekend outside of office hours. Clare and Jo will still be fulfilling their same duties throughout the week. Our after hours phone will still be operational if required, please call 0433 769 157.

## Determined2

### 2016 Winner of Excellence in Inclusive Service Delivery Award at the National Disability Awards



Determined2 is an innovator of inclusive community experiences like the Immersion Therapy™ program. This program, specifically designed for people living with a disability, injury or medical condition, introduces individuals to a weightless environment using the latest in SCUBA equipment. Supervision is provided by world recognised certified diving instructors.

This specially developed program offers freedom of movement within a weightless environment for those who may not be able to have this experience in everyday life. Immersion Therapy has been developed under guidelines set by Dr David Wilkinson, director of hyperbaric medicine at the Royal Adelaide Hospital.

The program has had a lengthy trial period, which began in 2015, with several different individuals who had varied levels of disability. This included people with a range of disabilities such as quadriplegia, mid-level paraplegia and amputation; all who achieved great results. More recently, a world first was achieved with a pathway program developed which included an individual living with level 4 cerebral palsy who received medical clearance to participate. There have been some great results from those participating in the Immersion Therapy program which incorporates those who are suffering from psychological injuries

such as PTSD, anxiety and depression into the program.

Determined2 have the full support of both Return to WorkSA and Lifetime Support Authority, and they are an approved provider with both organisations. They are also a registered NDIS provider and expect to have their program available to individuals who choose one of their pathway programs as the NDIS rolls out.

Determined2 also provide service to non-funded members of the community at no out of pocket cost in line with their fair-go-for-all inclusion policy. This service is delivered through Disability Recreation and Sports SA (DRSSA). Determined2 actively encourages everyone to register with DRSSA as a member, funded or non-funded, as this provides a good stepping stone into other inclusive activities out in the community, ultimately assisting with self-restoration and service networking. **To apply to be a part of this wonderful program, please see their website [www.determined2.com.au](http://www.determined2.com.au) and click apply now.**

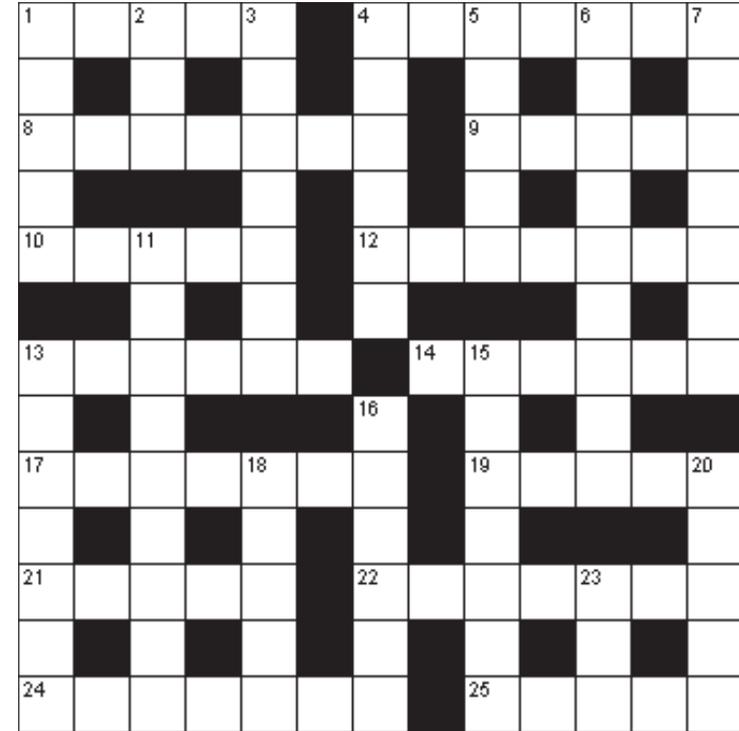
Determined2 also offers the Give-It-A-Go Fun-Raiser program which is a fully tax deductible fundraiser with all proceeds from the session going to the Immersion Therapy program. Anyone can participate and is perfect for corporate groups, events and birthday parties.

#### Across

1. Prank (5)
4. Small community (7)
8. Everlasting (7)
9. Accolade (5)
10. Wear away (5)
12. Voter (7)
13. Alter or regulate (6)
14. Refuge (6)
17. Repossess (7)
19. Travel lodge (5)
21. Mound of stones used as a marker (5)
22. Sincere (7)
24. Latticework (7)
25. Herd or flock of animals (5)

#### Down

1. Subject (5)
2. Frozen water (3)
3. Dog houses (7)
4. Smooth fabric (6)
5. Letting contract (5)
6. Flat (9)
7. Senior (7)
11. Target (9)
13. Fruit (7)
15. Stuck (7)
16. Hot fragments from a fire (6)
18. Declare invalid (5)
20. Supple (5)
23. Self (3)



Solution on the back page

If any Members are looking to feature a hobby or their business in our newsletter, please email [admin@enhancedlifestyles.com.au](mailto:admin@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 in February

# WHAT'S ON ADELAIDE



**Santa's Wonderland**  
Experience a bit of Christmas  
Magic  
09/12/2016 - 18/12/2016



**Tour Down Under**  
Let's get ready to party  
14/01/2017 - 22/01/2017



**Free Outdoor Movies in Adelaide This Summer**  
*A match made in Heaven*  
28/10/2016 - 14/02/2017



**NYE at the BAY**  
*Light UP THE Night*  
New Year's Eve at the Bay  
31/12/2016



**FIFA Boss** (Live FIFA 17  
Video Game Tournament)  
09/01/2017 - 15/01/2017



**Glenelg Street Party**  
The party that you definitely don't  
want to miss  
18/01/2017



**Hahndorf Christmas Village 2016**  
The best Christmas event in the state  
16/12/2016 - 18/12/2016

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**2016 Christmas Lane Lights Display**  
Enchanting lights on Christmas Lane  
11/12/2016 - 31/12/2016



**Moonlight Cinema**  
Catch a movie and the sunset at the same time  
03/12/2016 - 19/02/2017