

# lifebridge

QUARTERLY

JUNE 2017  
30TH BIRTHDAY  
SPECIAL EDITION



## 30TH BIRTHDAY REVIEW

*Celebrating  
Lifebridge*

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## MERINDA BILES

*Feature story*







# DISCOVER OUR BRAND NEW WEBSITE

## KEY IMPROVEMENTS

- ✓ Responsive design across mobile and tablet devices
- ✓ Easier navigation
- ✓ Access to more information
- ✓ Individual program view
- ✓ Fresh design

[lifebridge.org.au](http://lifebridge.org.au)

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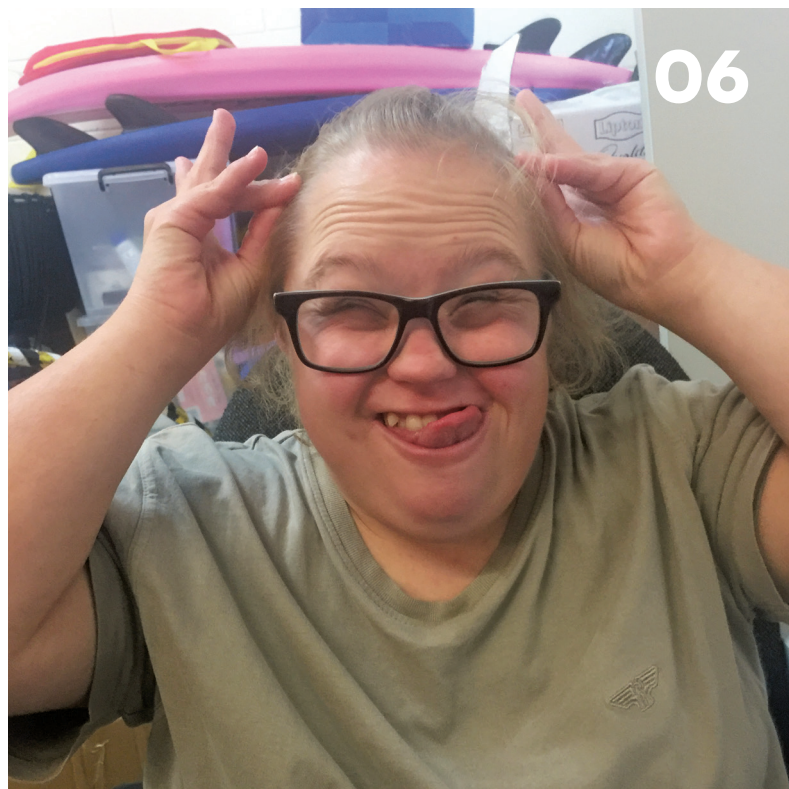
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# CEO MESSAGE

*Bronwyn Mitchell*

**WELCOME** to our brand-new publication, the Lifebridge Quarterly. It gives me great pleasure to introduce the very first edition, which has seen countless hours spent planning, developing and refining. I am incredibly proud to be able to offer this publication to our customers, families and carers.

The Lifebridge Quarterly has been designed in replace of our quarterly Newsletter. More than just a name change, the Lifebridge Quarterly will provide you with real insight into the wonderful community here at Lifebridge. In each edition of the Lifebridge Quarterly, you will be able to read stories about some of our amazing customers, the latest developments within Disability and Aged Care services, promotions of new or current programs, insight into the wider team at Lifebridge, Industry Updates and General Information, and much, much more.

What's even more important is the Lifebridge Quarterly also provides our customers with voice. The opportunity to submit articles or editorials, the challenge to develop exciting and engaging content and the opportunity to speak directly with fellow peers about their experiences.

The Lifebridge Quarterly is our community in the palm of your hand.

I am also excited to announce our celebrations for 30 years of operation. Since being founded in 1987, Lifebridge has travelled an incredible road of change, development and growth. Our journey commenced with only one paid staff member to now where we have over 170 employees. Our accomplishments along the way, however, wouldn't have been possible without your continuing support.

To mark the occasion, we have just launched our brand-new advertising campaign featuring our very own customers. A first for Lifebridge Australia and a first for our customers. During the months of May and June you will be seeing Lifebridge on TV, in the newspapers, online and hearing us on the radio. We will also be marking the occasion with other varying activities to be shared shortly.

Enjoy the first edition of the Lifebridge Quarterly and if you have any feedback please send through to [communications@lifebridge.org.au](mailto:communications@lifebridge.org.au)

Regards,



Bronwyn Mitchell  
CEO





# FEATURE STORY

*Meet Merinda*

**HOW** do you react, when faced with a proposition that challenges your comfort zone? Do you respond with a burning need to run away, are you filled with overwhelming anxiety or does it excite you? Everyone's reaction is different and everyone's approach is different. It is one of the ways in which we are all unique.

Many factors come together to help us along the way. We may receive support and guidance, we may tug on the personal drive within, we may even look to our heroes for inspiration. It really doesn't matter as long as we give it a go and we give it our all.

At Lifebridge we're fortunate to have such a diverse range of people here. People who challenge us, people who support us, people who inspire us and people who drive us. It's a community that's working together.

One individual who recently faced a challenge of her own, took a couple of deep breaths, drew down on her personal motivation and put her hand up to give it a go.

Meet Merinda. She is one of Lifebridge's many quiet achievers. She is passionate, a friend to many, enjoys swimming and someone who loves being outdoors. Like most 22-year olds, Merinda has an active social life, loves hanging out with friends and likes going to the beach. What's particularly noteworthy about Merinda, is her enthusiasm and her willingness to give new things a go.

Merinda approaches each activity with a 'can-do' attitude which sets herself up for success. She is humble, honest and determined and it's no surprise that Merinda gives it her all in everything she does. While these characteristics provide a glimpse into the fantastic person that is Merinda, there is one thing that she won't let define her and that is her Disability.

At present, Merinda has chosen to participate in our Multimedia & Photography, Time to Shine and What's on groups and is a regular at our interagency community disco's and other events such as the Cooly Rocks Festival.

Her journey however, was not without its own challenges. Like all of us, we are faced with obstacles in our lives and we must choose the path to overcome them.

When Merinda first joined Lifebridge, she was admittedly nervous and shy entering a new organisation full of all new faces. But Merinda pushed herself, got to know everyone and participated in her activities. Now Merinda has made a lot of friends and has a whole lot of fun along the way.

Recently Merinda was faced with another little challenge and she will be the first to admit she doesn't like being under the spotlight. Merinda was presented with the opportunity to feature in some of our publications, and she was kind enough to agree. You may see her face on our brochures, banners and on our website. And the results are as outstanding. She quickly warmed to the camera and being the centre of attention and as a result we got to capture her infectious smile. It truly is a testament to her character, to be able to push herself out of her comfort zone and give it all that she has.

Merinda doesn't let obstacles stand in the way of her goals. If there is something that Merinda wants, she will do her best get it and she encourages everyone to have the same attitude towards their lives. After successfully completing a nationally recognised certificate in hospitality her goal now is to become a qualified Child Care Worker. She is currently planning her education and support as well as looking at work-experience opportunities and determining an achievable pathway to success.





## 5 MINUTES WITH

*Josie Kelly*

### **What is your role at Lifebridge?**

I am the Administration Officer for Disability Services and have also been working on gaining Third Party Verification which will enable Lifebridge to offer service under the NDIS.

### **Before working at Lifebridge, what was the most unusual or interesting job you've ever had?**

I was contracted as a Fundraising Manager for five years and worked on projects for Greenpeace Australia Pacific, which was incredibly informative, inspiring and satisfying.

### **How did you first learn about Lifebridge?**

One of our family friends was a support worker at Tweed Valley Respite Service and said that I would love working there and that I should apply for a job. Which I did and here I am!

### **How has Lifebridge helped you in your career development?**

I have been able to complete a Diploma in Disability Services over my time with Lifebridge and have also been appointed as a NSW Justice of the Peace.

### **What do you like most about Lifebridge?**

What I like most about Lifebridge is the amazing people I get to spend my days with.

### **What is your favourite movie or TV show?**

Can anyone go past Anchorman?

### **What is your favourite quote?**

Again, can anyone go past Anchorman and the glass case of emotion.

### **What is your favourite travel spot?**

Oooh, that's a tricky one... All travel is good. I must say that the food was incredibly delicious in Vietnam.

### **Where is your hometown?**

My home didn't even have a town! I grew up on a farm pretty much in the middle of nowhere in South East Queensland. My folks still live there.

### **If you had one Superpower what would it be?**

Flying, definitely flying!

### **If given a chance, who would you like to be for a day?**

My dog Butler, he seems to have the best life I've come across to date. Eat, sleep, walk repeat.

### **If Hollywood made a movie about your life, who would you like to see cast as you?**

I would like to say Miranda Kerr, but others may not see the resemblance.

### **If you could meet anyone in the world dead or alive who would it be and why?**

At the risk of sounding a little cliché, probably the Dalai Lama. I have heard him speak and his answers to questions are a constant joy and surprise.

### **Three things most people don't know about you...**

I played classical piano for about ten years. Our two children are both circus performers. I am currently studying how to make beer.





# Cool Kid Speak

My name is Lucy, aka, the coolest kid ever. I've been going to Lifebridge for a long time and I love it here. Quick bio about me well... cool, pretty much sums it up. My groups at Lifebridge are leatherwork, art and computers. I love my art group with Alex. We have such a great time together. On Tuesday Anne, my best friend Lesley and I go bowling where I enjoy a delicious morning tea. Computers is fun too, especially with my best friends next to me. Lifebridge is just a cool place! Peace out.



## Download your NDIS Pre-Planning Guide and Workbook

Designed to help you plan your goals and activities under the NDIS.

Visit [lifebridge.org.au/reforms/ndis](http://lifebridge.org.au/reforms/ndis)





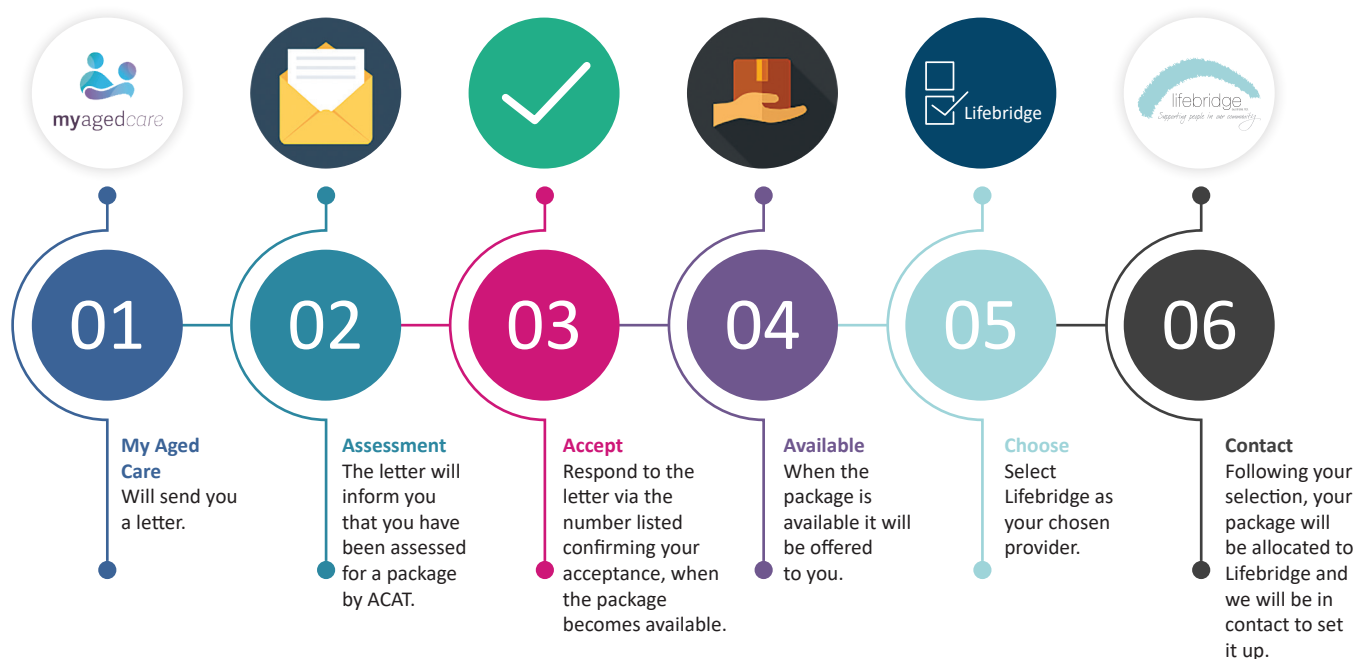
# AGED CARE SERVICES

It has been a busy introduction into 2017 for Aged Care Services as we adapt to meet the staged implementation of the Aged Care Reforms and Consumer Directed Care. A primary focus has been on our programs and our service offering and we've introduced a number of new programs to better meet the needs of our customers.

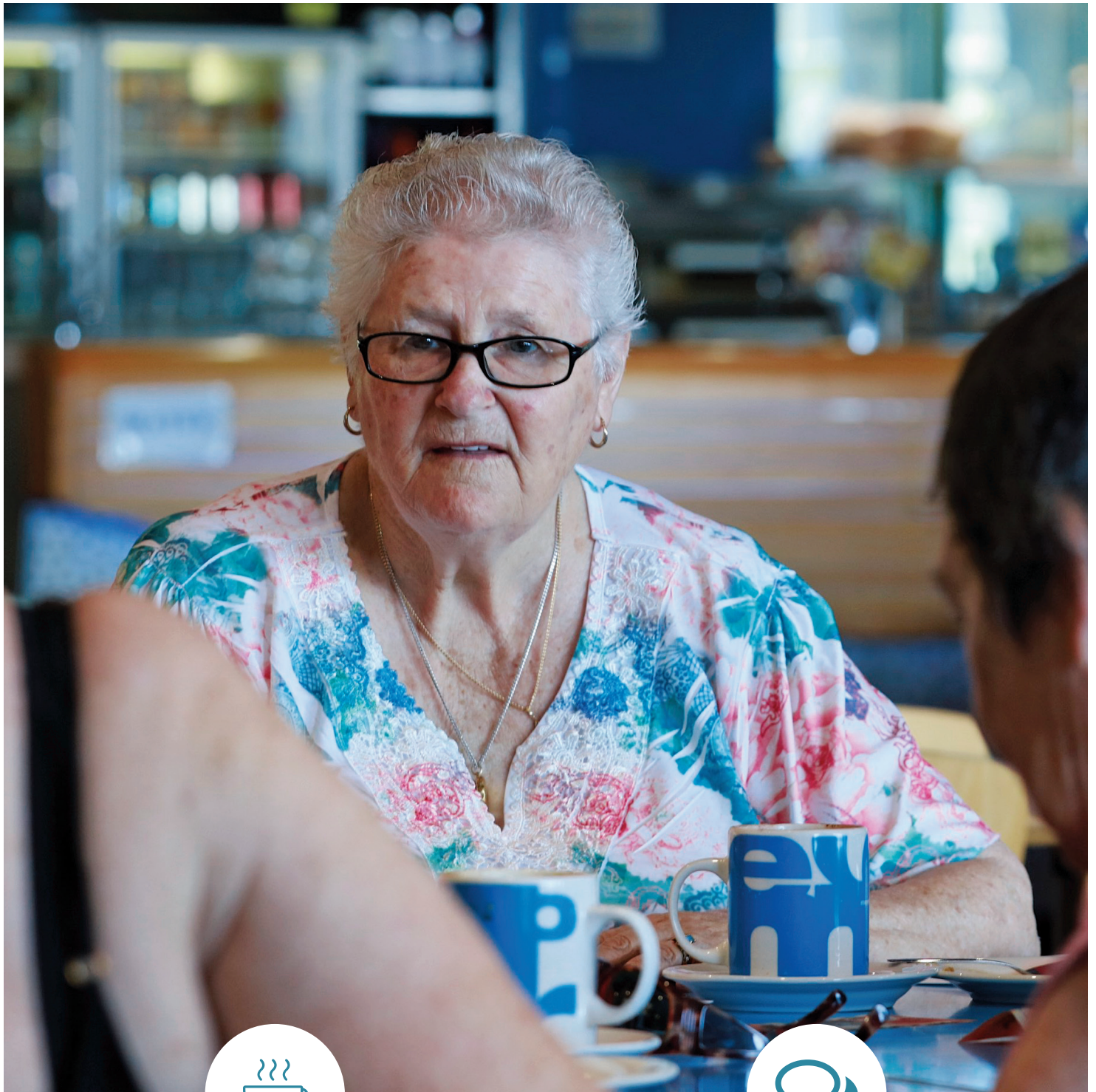
In this time, we also became an official provider of Home Care Packages. This means, that if you have an existing Home Care Package or are waiting to receive a package and would like to have Lifebridge Australia as your provider, we are now able to provide this service. Customers who are over the age of 65 and requiring more intensive assistance will be assisted to register and access a Home Care package.

Our services have also expanded to include Domestic Assistance. The result of which has been overwhelmingly positive, with more than regular referrals continuing to be allocated. Ensuring that we maintain our excellent standard of service we've recruited an additional 12 staff members to deliver our Domestic Assistance services.

## Package Care Process







## *Coffee and Chat*

A relaxing outing with peers where you can have a chat and enjoy a laugh.

Share experiences and develop supportive relationships over a delicious coffee. Coffee and Chat is a chance to get out in the community with friends and have some fun.

**Discover our Coffee and Chat Group.  
Register your interest on 1800 043 186.**



## *Carers Support Group*

Join a social, friendly and welcoming environment where participants can freely share experiences and learn from other carers alike.

Make some friends, develop a support network and most of all have some fun.

**Discover our Carers Support Group.  
Register your interest on 1800 043 186.**





# INTRODUCING

*Beverly Smallmon*

**BEVERLY** is excited to be joining the Lifebridge team as she believes that we are an organisation that provides services to both the Aged and People with Disabilities where the Customer is the centre of what we do. The Aged Care Reforms have brought about significant changes in the provision of Aged Care Services and Beverly looks forward to the opportunities this presents for Lifebridge.

Hailing from Wagga Wagga originally, Beverly moved to Tweed Heads 14 years ago with her family. Since living in the Tweed Beverly has worked for a large not-for-profit Queensland organisation as a Community Service Manager and a Cluster Support Officer supporting community and residential services across the Gold Coast.

Beverly brings with her a wealth of knowledge as well as holding a Graduate Certificate in Leadership

### THREE THINGS MOST PEOPLE DON'T KNOW ABOUT BEVERLY:

1. She has an identical twin sister
2. She has been married for 40 years this year
3. She likes to attend boot camp three times a week when she has the motivation

& Management, Diploma of Service Coordination, Diploma of Human Resource Management, Diploma of Business Management, Certificate III – Disability Care and Certificate III in Accounting.

Beverly has four beautiful, adorable grandchildren, 1 boy and 3 girls and are the new loves of her life. She enjoys water sports including kayaking, paddle boarding, jet skiing and generally “playing” in the water. Beverly and her husband have recently rediscovered camping and have been exploring areas close to Tweed Heads in preparation for a big trip this year with good friends.

# Our amazing volunteers



At Lifebridge we are very proud to be supported by a highly engaged and active community of volunteers. Since 1987, the year in which Lifebridge was founded, Lifebridge has been privileged to receive the skills, support and expertise of volunteers. And to this date, Lifebridge would not be able to continue providing the services and supports without their help. In the beginning Lifebridge was made up of one paid staff member and a handful of volunteers. Without those volunteers our future may have been very different. Today, we have over 60 volunteers in the organisation who all perform a variety of roles. These roles are critical in Lifebridge's service delivery, but what's even more important is the roles they play in the

lives of our customers. Each of our volunteers brings with them something special. A unique personality, individual experience, varying interests, passion and commitment. The relationships our volunteers form and the value they bring to the organisation is something words simply cannot describe. Over the years, we've been fortunate to be able to offer further opportunities for some of our volunteers. Approximately 25% of our staff have come from volunteering roles. There is no doubt that Lifebridge would not be the organisation it is today if it wasn't for the generosity and selfless act of our volunteers.



**INTRODUCING**  
*Jo Magill*

**JO** Magill is joining the Lifebridge team after working for multiple large community service organisations. Jo learnt about Lifebridge through previous employment and appreciates our organisation's values and person centred care focus.

Jo is looking forward to being able to assist in managing a more fluent & efficient transport service for Lifebridge customers.

Jo spent 8 years with other organisations working in an administrative capacity primarily rostering staff, clients and vehicles so brings with her plenty of experience and knowledge of the latest IT software including Office 365 .

Jo was raised in Sydney and has lived in Tweed for 11 years now. Jo enjoys reading – a lot, Sudoku puzzles, horse-riding & jet skiing. She also loves most sports, except for golf and soccer. NFL, NRL & Super V8's are her favourites.

#### THREE THINGS MOST PEOPLE DON'T KNOW ABOUT JO:

1. She has lost a huge amount of weight over the last year.
2. She dislikes reality TV shows, but loves Gogglebox.
3. She also has a weird phobia that most people laugh at – next time you see her you'll have to ask what it is!





# CUSTOMER SURVEY RESULTS 2016

In a period where there is so much change within the disability and aged care industries it is vitally important that we receive customer feedback to ensure we continue delivering a service that best meets their needs. And to ensure validity, it is equally important that we receive feedback from the majority.

In our last customer survey, we received a 293%

increase in the response rate from our customers. First and foremost, thank you to all those who took the time to submit their feedback. Surveys can be a mundane task, but this information you have provided is fundamental to Lifebridge.

Secondly, I am pleased to confirm the overwhelming positive nature of these results. A snapshot of some of these results can be seen below.

## RESULTS SNAPSHOT

**94%** of Disability Services and **97%** of Age Care customers and carers feel that Lifebridge staff members treat them with respect and dignity.

**90%** of Disability Services and **81%** of Age Care customers and carers are aware of who their assigned Coordinator is.

**91%** of Disability Services and **97%** of Age Care customers and carers are satisfied with the current service provided by Lifebridge.

*It's always flattering to receive positive feedback however our attention will be on the areas we can further improve on.*

## AREAS FOR IMPROVEMENT

**73%** of Disability Services and **87%** of Age Care customers and carers feel that Lifebridge programs allow you or the person you are supporting to achieve your/their goals

Only **59%** of Disability Services customers and carers know what services they will need under an NDIS

**64%** of Disability Services customers and carers would like support in preparing of NDIS

**22%** of Aged Care customers are aware of the impact of the Aged Care Reforms

**45%** of Aged Care customers need assistance with Home Care Packages



**THESE AREAS ARE OF PARAMOUNT IMPORTANCE AND WE ARE PLEASED TO ALREADY BE IN A POSITION WHERE WE CAN DEMONSTRATE THE WAYS IN WHICH WE ARE IMPROVING BASED ON YOUR FEEDBACK.**

- ✓ Early in 2017, Lifebridge released its brand-new website which now details each program available. With improved navigation, detailed content and fresh user interface, this website is designed to improve the experience of all users.
- ✓ We established a trained team of NDIS Champions to deliver additional supports to customers as they prepare for the NDIS, and are delivering a series of NDIS Pre-Planning Session to help customers develop their first plan.
- ✓ Disability Services are working to implement additional out-of-hours programs to better meet the needs of individuals
- ✓ In Aged Care Services, they are expanding their range of services to provide greater variety of activities to our customers
- ✓ We will also be introducing a dedicated customer service team

*There is plenty more activity happening which will be shared shortly. Once again, thank you for the feedback and we trust these changes and the ones to come will deliver an improved experience for you.*



**INTRODUCING**  
*Kristy Campbell*

**KRISTY** is new to the industry and was a Support Worker in Newcastle for 3 months before relocating back to Murwillumbah. She has always been involved with Disability Services as a Volunteer and Fundraising for the local centre in Innisfail.

Kristy Campbell first applied to work at Lifebridge online while she was still living in Newcastle knowing that she would be moving back to the Northern Rivers. She was then allocated shifts through an employment agency before internally getting accepted as a Disability Support Worker.

Kristy loves that the customers at Lifebridge are all unique in their own ways and have taught her so much in such a short time. She also enjoys growing strong professional relationships with her one on one clients. Kristy is excited for what each day brings and each person brings a new day, every shift is something to look forward to.

Kristy believes that family is very important and loves her 3 beautiful girls Erin, Holly and Lora (pictured). She also loves hula hooping and cooking.

**THREE THINGS MOST PEOPLE DON'T KNOW ABOUT KRISTY:**

1. She was asked to perform in a circus with her fire hoop but refused.
2. She was Miss Indy Cairns in 1999
3. Kristy is Japanese not Maori as some people assume





CELEBRATING  
**30** years

## LIFEBRIDGE TURNS 30

# HAPPY BIRTHDAY LIFEBRIDGE AUSTRALIA!

As with most milestone birthdays you can't help but stop and reflect on where you have been, where you are now and where you want to be. 30 years is a milestone worth reflecting on, especially as the environment in which we operate is facing its most significant change within the history of community services.

Lifefridge has developed and grown through the years but it has always stayed true to its vision and commitment to its customers.

In its infancy, Lifefridge Australia was known as Tweed Valley Respite Service (TVRS). In the true tradition of a community based organisation, TVRS was established through the need, perseverance and hard work of the community. In this case, it was parents of children with a disability. In 1987 the Host Family program began. With one part time co-ordinator and run solely on volunteers, respite services were offered.

In the early 90's TVRS expanded to include aged and dementia services. This part of the organisation operated three days per week, with one part time co-ordinator, one part time support worker and again, run solely with volunteers.

In the early to mid 90's there were only 4 paid staff, 100 volunteers and a funding base between \$250,000 and \$350,000.

Today, Lifefridge employs over 170 staff, has approximately 50 active volunteers, and as of 2017, has a revenue of \$10m.

In 2012 Tweed Valley Respite Service became Lifefridge East, a change in name to demonstrate that we had evolved from being purely a respite service. We were now more actively engaged with our families and customers to provide a more rounded service that would lead to greater independence and inclusion in the local community. We were the bridge to that community, connecting individual dreams to reality. In 2015 we became Lifefridge Australia and a company limited by guarantee which has allowed us to operate interstate. An obvious move as we literally sit on the border of NSW and Queensland.

The community sector or for-purpose sector is now at a true crossroads. Although Lifefridge has always operated as a business, it is now required to develop its business acumen and operate as a commercial enterprise. The question then, is this representative of Lifefridge Australia?

The answer is yes. Lifefridge has always operated as a business whilst maintaining its grassroots origin and its commitment to its vision. At the heart of any organisation is its people. Lifefridge has built a community within a community. I am proud to say that many of our employees are long serving





employees and the organisation has a consistently high employee retention rate. These people know their community; they know our customers and they are invested in delivering successful outcomes. Our business still relies heavily on volunteers who also believe in the vision of Lifebridge Australia and who connect us to the wider community.

It is possible to be a business with heart, to be a business with purpose and to be a business that considers customers, employees and volunteers

as one team working towards a common goal – independence and inclusion for all.

With this belief at the heart of all that we do I know that Lifebridge has the resilience and the relevancy to continue offering a valuable service to the community.

Each member of the Lifebridge community should be celebrating. It is their contribution and participation that has created the organisation that we have today and will help us create the Lifebridge of tomorrow.

# Radio commercial

**EARLIER** this year, two of our very own customers had the opportunity to be a part of our radio commercial. Mavis and Jess both attended the studios at Southern Cross Austereo to debut their voices in a recording session full of laughs and entertainment.

Being in the recording booth was a first for both Mavis and Jess and an experience that neither will forget. More than just a commercial for Lifebridge, this was an opportunity for Mavis

and Jess to share their journeys with the wider community, break down some of the barriers people may have and a chance to let the community know what types of services are available.

For Lifebridge, this too was a special occasion. A first in terms of recording a radio commercial, but also a special moment where we could include our customers in our promotions and give them the opportunity to be a representative of Lifebridge.





# MESSAGE FROM THE CHAIRPERSON

Thirty years is a major milestone, and one that we should all celebrate with tremendous pride.

Lifebridge has evolved considerably since it started from humble beginnings in 1987, when a group of very determined parents of children with disability set out to establish respite options that were greatly needed in the Tweed Shire. Formerly known as Tweed Valley Respite Service (TVRS), the organisation eventually expanded its services to include aged and dementia services and eventually funding was procured to build a purpose-built centre from which day activities were run.

From there, TVRS progressively grew and diversified in which a variety of programs and services were available to the Tweed community from our Disability, Aged & Dementia, Carer and Children's Services.

Lifebridge has been at the forefront of change throughout its history, but the most significant, and at times, challenging of changes started when the NSW government announced that the traditional block funding model would come to an end. From 2014, individualised funding would be available to people with disability, their families and carers, enabling them to make their own choices. The government was strongly promoting Choice, Control and Inclusion.

Here was an opportunity for the organisation to reinvent itself in preparation. The Board and Leadership Team considered what this meant from a service delivery, governance and leadership perspective, and it was determined that letting go of the old 'one service fits all' mindset, and learning to 'think outside the square' was vital to becoming a truly person-centred service that respects every person's right to live as they choose. Everyone from the Board through to volunteers, commenced 12 months of training to reposition ourselves culturally and philosophically as a person-centred service.

As part of the organisation's reinvention, the name changed from Tweed Valley Respite Service to Lifebridge East Inc.

When considering a name, it was believed that it should represent the customers in a way that doesn't define them by age, disability or service need. And, as an evolving organisation, consideration also had to be given to a name that would not impede our ability to grow and broaden our horizons well into the future. Once converting to a company limited by guarantee, Lifebridge then became Lifebridge Australia Ltd.

Two years ago, Lifebridge commenced another journey of transformation to prepare for the new world of the National Disability Insurance Scheme (NDIS) and the Aged Care reforms. The focus has been on developing a new operating model that aligns with the new environment; our people and culture, IT infrastructure; customer service which is always at the heart of the organisation, and so much more. The intention is to become a more flexible and agile organisation that can respond effectively to whatever changes may present themselves in the future.

I joined the Board in 2007, and 12 months later I was elected as Chairperson and have had the privilege of holding that position ever since. When I first joined the Board, my aim was to be the voice for our customers with disability.

For some people that may not be aware, I am also a person with a profound physical disability, who for many years, was very fortunate to have had a self-managed attendant care package. From my own personal experience, I know the benefits of being in control of one's own destiny. Because of my own circumstances, I am an advocate for people to live their dream and choose whatever they desire. I also understand that inclusion in our community requires raising awareness which I am very actively involved in; to help create an all-inclusive Tweed Shire for us all to enjoy.

With that said, I wanted to highlight that the Board is faced with disability every time we come together. The Board and Leadership Team couldn't have been more accepting, adaptive and supportive to enable me to effectively fulfil my



role as the Chairperson; and that is what we want for our customers — to live their life, their way with the appropriate supports to make that a reality.

During my nine years as Chairperson, I have seen many changes, challenges, triumphs, and then more change. I have seen the highs, the lows, the optimism and the uncertainties. Change can be difficult no matter who you are. Yet, here we are celebrating 30 years of achievement and stronger than ever, because Lifebridge is a vibrant and resilient organisation which I attribute to our people who continue to deliver no matter what.

So yes, we have evolved greatly over three decades from a centre-based, caring, doing for, relatively insulated beginning to a service model that is more open to the world, more mobile and autonomous workforce that builds strong

relationships with each customer and works with them in partnership. Today, the boundaries of a permanent centre are blurring and slowly disappearing as we become more integrated into the local community and promote our vision of independence and inclusion in the community for the aged and people with disability. We are no longer the 'experts' of someone else's life, but now acknowledge the individual as being the expert for themselves.

I commend each and every one of you for your role in making Lifebridge what it is today.

Thank you all so much.

Milena Morrow  
Chairperson



## TIMELINE

1987

Carol Van't Riet is part of the steering committee to set up Tweed Valley Respite Services

1995

The Cottage opens in Kingscliff for Aged and Dementia Services

2000

Tweed Valley Respite Services appoints Barbara Carroll as CEO.

2004

Life Connections Program was launched

2005

Social Support Services was launched

2009

Tweed Valley Respite Services relocated to Dungay

2011

Montessori based programming commenced and Rebecca Musset is appointed CEO Kingscliff began major renovations

2012

Tweed Valley Respite Services changed its name to Lifebridge East Inc.

2015

Lifebridge East Inc changes its name to Lifebridge Australia Ltd and appoints Bronwyn Mitchell as CEO

2016

Lifebridge prepares customers for the introduction of the NDIS and Aged Care reforms

2017

Lifebridge launches brand new website, transitions to the NDIS and celebrates 30 years. Lifebridge starts delivering Home Care Packages.



# Busy, Busy Art Group



The Lifebridge Art Group are in overdrive, busily preparing for some major upcoming events. One of which is a commemorative art piece celebrating 30 years of Lifebridge. The art project involves a number of customers from our art groups who are individually designing canvas, 'what Lifebridge means to me'. Each participant is thinking long and hard about what it is about Lifebridge that appeals to them and are then turning those words into a piece of art work. Once complete 30 individual pieces will come together to form

one art piece.

This art piece will be symbolic of the community that is here at Lifebridge. It is a chance for our Art Group customers to participate in our 30 year celebrations and also a chance for us to showcase some of the amazing talent that we have here.

The art piece is due to be completed later in the year, and we're very excited to be able to share this with everyone. Stay tuned, because we have grand plans.

## DISABILITY SERVICES

Behind the scenes of our day groups and one-on-one activities a lot of work is being done in preparation for the arrival of the NDIS in Northern NSW. Parents, Carer's, Customers and alike can no longer ignore this historical and monumental funding reform which will affect everybody, including Lifebridge.

We are pleased to report that on March 20, 2017 Lifebridge officially became approved as a registered NDIS service provider. This was an essential and positive move forward as we continue to transition and assist our customers in preparing for the change.

We've been offering a number of NDIS Pre-Planning and Educational Sessions to ensure all our customers are ready to go. Located on our website, we have also developed a NDIS Pre-Planning Guide and Workbook to help you develop your first plan. Support in developing

your first plan, can be found by contacting one of our many NDIS Champions. These Champions are skilled to help you determine your goals and activities, and to ascertain where you may need funded support under the NDIS.

If you're feeling under prepared for the arrival of the NDIS, do not panic. We are here to support you through this process. Our NDIS Champions will work with you to help you get ready and even if you're feeling confident regarding the changes we strongly encourage you to speak with our Champions to make sure all boxes are ticked.

As we inch closer to July, 2017 the NDIS will be starting to contact residents in the Northern NSW region. Once you've been contacted please let us know and we can further support you in your transition.



# Lifebridge Surf Program is coming back!

*Join an exciting program out in the water, learn surf skills and have some fun.*



The Surf Program is an 8-week program teaching you a range of ocean sports and skills including:

- Surfing
- Body Boarding
- Surf Skills
- Beach Awareness
- Surf Safety

Register your interest on  
**1800 043 186**



## ABBEY TIME

My name is Abbey. I have been coming to Lifebridge for a few months now and I like coming! I do dancing, computers and photography. My favourite is photography.

We went to Currumbin wildlife park. I liked the koalas. We got to feed them. We saw the bird show and we had lunch.

My best friend at Lifebridge is Patrick. He is fun.

I put some of my photos into a collage, just for fun. Here is one of my collages.



# IT migration



Technology changes at a rapid rate and the advances that come with it are the things we once saw in movies. If you don't adapt with the times and the advancements made you can fall quickly behind, but you can also miss out on the advantages that it provides.

For Lifebridge, we've begun our major IT upgrade and what this offers will not only benefit our staff, but will also benefit our customers too.

Earlier this year, we migrated our operating system to Office 365. Providing a whole raft of features, this operating system is a leader in collaborative working. We will use this

to facilitate working even more closely with our customers. We will also experience increased efficiency, being able to work remotely and in real time. This will mean we can develop documents / plans, update profiles in real-time without double handling information. Efficient and will also reduce the number of errors.

We're also sourcing additional software to manage information, create automated work-flows and improve communications.

We look forward to sharing more details on these advancements shortly.

## WELCOME TO THE NEW LIFEBRIDGE WEBSITE

After many months in development and much consultation, Lifebridge is now proud to announce our brand-new website, live, for all to use.

The purposely designed website has been built from the ground up and with our customers in-mind. The site now provides users with a responsive design, meaning users can now access the Lifebridge website on any device. The site is optimised for faster-loading and greater visibility across all devices. It provides users with a simplistic with a simplistic, yet visually appealing design, easy navigation and access to far more information. The site now also includes our individual programs and increased functionality so that you can send through program specific enquiries with ease.

Information on the Lifebridge website will now be updated in real-time. If there is a change in program, a new news piece or new program available this will be updated for all to be informed.

The redevelopment of our website was essential in providing our customers with ongoing excellent service. It was also essential to be able showcase and make available all the fantastic programs we have available.

There are even more advancements planned for the website to continue improving the experience for our users.



## WRITE FOR LIFEBRIDGE QUARTERLY

Interested in having your own column in the Lifebridge Quarterly?  
Submit your interest to [admin@lifebridge.org.au](mailto:admin@lifebridge.org.au)



# Customer service team



**Customer Service Team is coming soon.** Customer Service is at the heart of Lifebridge's operations and in recent times we identified a need to further improve our customer service offering to existing and new customers. To do this, we have introduced a dedicated Customer Service team whose role is to assist you and your enquiries. The Customer Service team will be the first point of contact for your enquiries and will help direct you through to the right person if required. The highly skilled team will be cross-skilled in many areas of the business so that they are able to provide you with effective and timely assistance. This

will improve wait times and unresolved issues that require follow up. The team will comprise of Reception, Administration, Intake, Rostering and Transport. They assist new customers transitioning to Lifebridge and will also free up time so our Coordinators can spend more time on the things that matter to you. The development of this team is just one way we are looking to continually improve on our customer service offering. If you haven't already met the team, we trust you will find the new service to be a very pleasant experience.



## A NOTE FROM BRADLEY

I like to spend time at Lifebridge in the Computer and Technology group with ANIME and VIDEOGAMES.

I'm currently working on different animation reviews. I like the most, the mix of colours and how these make me feel. I use the reviews to try and express how I feel and put it into a story.

Computers and Technology is a great activity.

If you're free come and join us.

REGISTER  
Today



# LIFEBRIDGE 3 DAY RETREAT

Attend our brand new 3 Day Retreat program designed to provide you and your Carer with respite.

This program is set by the sea, in a stunning beach-front apartment or in the lush Australian rural landscape in a peaceful cabin. Enjoy the local communities and surrounding landscapes as well as, the company of peers. The retreat will aid in supporting and maintaining the relationship between you and your carer. The retreat also provides a flexible setting for your Carer to take some personal time knowing you are in the care of qualified staff.



## STUNNING BEACH RETREAT

In heart of Kingscliff Village  
Accommodates 3 couples



## PEACEFUL RURAL RETREAT

10 minutes out of Murwillumbah  
Accommodates 2 couples

### REGISTER WITH LIFEBRIDGE IN 3 EASY STEPS



1. Contact My Aged Care



Your referral will need to come from My Aged Care. Call **1800 200 422** and speak with a customer service representative.



2. Select Lifebridge as your service provider



In your assessment select Lifebridge as your chosen provider



3. Wait for our call



Your referral will be sent through and we will contact you straight away.

**PLACES ARE LIMITED SO PLEASE REGISTER  
YOUR INTEREST NOW.**

For more information please call Lifebridge on **1800 043 186** your preference.





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## We're now on YouTube!

Visit our brand new YouTube channel to see our brand new TV Commercial and some of our very own customer stories.

Visit [youtube.com](https://www.youtube.com) and search [Lifebridge Australia](#).



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