

memo

memo no: 778
to: All Lifebridge Staff and Volunteers
from: Bronwyn Mitchell, CEO
date: 24 March 2020
subject: Coronavirus Update – What is going to happen to my job?

Dear Lifebridge Staff and Volunteers,

We can confirm that as of this afternoon there are no reported or confirmed cases of COVID-19 amongst our staff, customer and carer population.

As detailed in our communications yesterday I would like to reassure all staff of our ongoing priorities to;

- Keep all Lifebridge representatives safe,
- Ensure that customer needs are being met now and into the future,
- Maintain employment for as many people as possible, for as long as possible, and
- Keep Lifebridge going as a viable company so that when this is all over, we will be shining brighter than ever.

As you are aware we are continuing to re-evaluate and re-design services and programs to best meet the needs of our staff and customers providing for small groups, more 1:1 and individualised services, social distancing protocols and heightened infection and hygiene controls.

With all this going on we appreciate that during these uncertain times an important question being asked by staff is - What is going to happen to my job?

The Executive Team has been working really hard on this one, seeking the advice of both our employee and employer associations. We are giving consideration to two key scenario's – either an increase or decrease in service hours.

In response to a decrease in service hours due to customer cancellations, lockdown situations, travel restrictions, border closures etc. the following measures are likely to be taken:

1. Priority will be given to rostering permanent part-time staff and meeting minimum employment contract hours.
2. Permanent part-time staff will be rostered across departments and service types based on the needs of the customer, qualifications and experience of the staff member and minimum employment contract hours.
3. Current casual staff will only be rostered if there are no PPT staff available to be rostered.
4. Agency staff will only be utilised if there are no PPT or current casual staff available to be rostered.
5. All recruitment and work placement activity has been suspended.

6. In the event of a temporary partial or complete shutdown, permanent and permanent part-time staff will be “stood down” in accordance with the provisions of the Fair Work Act and following consultation and communication with staff and representative bodies. In the event of being “stood down” permanent and permanent part-time staff would be eligible to access their accrued annual leave, LSL entitlements followed by leave without pay.

In the event of a temporary partial or complete shut-down, we want to remind all staff that Lifebridge is a not-for-profit organisation with limited cash reserves. We only get paid if we deliver service to our customers. Please be assured that the Executive and the Board are taking all possible steps to ensure that Lifebridge is in a position to reopen quickly once the pandemic crisis resolves.

In the event of an increased demand in service hours due to customers increasing 1:1 activities and in home supports, package upgrades, new customer enquiries, decrease in staff availability due to illness or carer responsibilities etc. the following measures are likely to be taken:

1. Current staff asked to increase availability to meet demand.
2. Current casuals will be rostered.
3. Staff will be rostered across service departments to meet demand.
4. Recruitment activity commenced via internal and external expressions of interest.
5. Agency staff used where essential.

Please don't hesitate contacting myself or your departmental manager if you would like to discuss any of the above.

Kind regards,



Bronwyn Mitchell
Chief Executive Officer