

memo

memo no: 718
to: All Lifebridge Staff and Volunteers
from: Bronwyn Mitchell
date: 30 March 2020
subject: COVID19 - Staff Update - 30-3-2020

Hi everyone,

Following is today's staff update in response to COVID - 19

1. As of today, Monday 30 March 2020 we are pleased to advise there are no reported or confirmed cases of COVID-19 amongst our staff, customer and carer population
2. As anticipated and previously communicated, it has become necessary for Lifebridge to begin reducing staff hours in response to a significant decrease in customer service hours. We have commenced by making a 20% reduction across the entire organisation in non-essential, discretionary spend and a reduction in working hours for administrative and office based staff. We are taking this difficult but necessary action to ensure that Lifebridge is in a position to reopen its doors and commence operations as quickly as possible once the pandemic is over. I would encourage all staff to continue to read their emails. As you are aware this a very dynamic situation that changes on a daily basis.
3. On Saturday 28 March 2020 the Department of Health released an information sheet for in-home care workers which has been attached as part of this communication. It includes valuable information and FAQ's and I request that all Lifebridge staff read it. Please note that we are waiting to hear back from our peak body regarding influenza vaccinations for in-home care workers. However, at this stage, Lifebridge will require evidence that all staff rostered for in-home support have been vaccinated by 1 May 2020. I will keep you updated as we receive further information. *(see attached amendment to this information provided by the Department of Health via email)*
4. When providing shopping services for a customer please be aware that many shops are no longer accepting cash due to COVID – 19. Customer cards can be used for “tap and go”. **NOTE:** Lifebridge staff are not to accept the pin number to any cards unless it is in line with PoI CM02 – Use of Customer Money and Property. Shopping must be kept below the \$100 threshold to enable the tap and go function. Receipts are to be returned to the customer so they can reconcile expenditure against their shopping list and card statement. Staff are also encouraged to take a photo of the shopping list and receipt for their records. Please ask your customer to sign form CM02ca (attached) if they agree to the use of “tap and go” on their card for shopping purposes. If you have any questions or concerns please contact your manager.

You can either print the attached form on your home printer or collect copies from the Kingscliff office.

5. As you are aware the administration office at Kingscliff has been operating with a skeleton staff. This has been to provide all support staff with access to care managers and their direct supervisor, provide a point for staff escalation, provide access to PPE equipment and provide vehicle management etc. Based on current customer cancellations and the latest government directives, we will be further reducing the number of staff working from Kingscliff.

Until further notice, the office will be open from 0830 to 1530 Monday – Friday. It should also be noted that those working from home are still available for consultation via telephone, email or skype as usual.

Kind regards

B. Mitchell

Bronwyn Mitchell
CEO