

memo

memo no: 787
to: All Lifebridge Staff and Volunteers
from: Bronwyn Mitchell
date: 8 May 2020
subject: COVID-19 Response Update

Dear Lifebridge Staff and Volunteers,

JobKeeper Wage Subsidy Scheme

The JobKeeper Wage Subsidy Scheme has been applied to the payroll ending Monday 4th May 2020. A separate pay run has been processed for staff eligible to receive a “top-up” to the \$1500.00 per fortnight. “Top-ups” should be available in bank accounts today. If you feel this has not been the case, please contact payroll@lifebridge.org.au. Alternatively, you may contact amanda.chadwick@lifebridge.org.au to discuss the JobKeeper Scheme and how it operates for you. Please note, staff who receive less than \$1500.00 in a pay fortnight will be automatically “topped up” for that pay period. The Scheme operates to ensure all eligible staff receive a minimum \$1500 per fortnight. The wage subsidy (\$1500) is not added on to income over the \$1500 per fortnight threshold.

COVID-19 Tracking App

Staff are encouraged to download the COVIDSafe app onto their phones. Please see attached COVID Safe App Launched information sheet which includes the link to download the app on your phone.

Department of Health On-Line Training Modules

Staff are encouraged to complete the on-line training modules made available by the Department of Health. Please forward Completion Certificates to human.resources@lifebridge.org.au to be saved on your electronic file. See attached Dept of Health COVID19 Training Modules information sheet which includes the link to the training modules.

Safe Work Australia

Safe Work Australia have an enormous library of safe work practices, information and updates relevant to staff providing in home services during COVID-19. All staff are encouraged to review the Safe Work Australia site via the below link:

<https://www.safeworkaustralia.gov.au/covid-19-information-workplaces/industry-information/home-services/cleaning?tab=tab-toc-employer>

The New Normal?

The Executive Team have started planning Lifebridge’s return to a “new normal” following the latest government, agency and health authority’s advice and the anticipated easing of some restrictions. More details will be made available following the federal governments cabinet meeting today and communicated to you next week.

We are taking the opportunity to review our organisational structure and service delivery model, redesigning programmes and identifying potential pilot programmes including virtual groups. Whilst there is an easing of restrictions, there is still a need to be vigilant and for workplaces and work practices to be redesigned to provide as much as possible - a COVID –19 safe environment. The Executive are currently deciding how to achieve this based on our learnings and experiences within Lifebridge and across the country.

We don't envisage any significant changes to service operations at this stage. Group programs for aged and disability services will be postponed for the foreseeable future and rigorous social distancing and hygiene protocols will remain in place for several months. Office based staff will continue to work from home as much as possible to ensure compliance with these regulations while ensuring high levels of staff and customer support and supervision. There continues to be an increased demand for in home services and supports and our business is doing well.

Please don't hesitate contacting your Department Manager if you have any thoughts and ideas about Lifebridge's return to a "new normal" including what has worked well and what we could do better in the future.

General Reminders

- We are grateful to advise no reported cases of COVID-19 amongst our staff, customer and/or carer population.
- Please remain vigilant in adhering to all social distancing and hygiene protocols. Even as things seem to be relaxing, some services reinstated and restrictions reduced, please do not become complacent. We continue to service the most vulnerable in our community and it is imperative that we maintain strict protocols.
- We have available all PPE and hygiene product to be used in the provision of supports for the protection of you, our customers, co-workers and families. PPE and products including gloves, face masks, waterproof booties, hand sanitiser, disinfectant and hand towels are available at our Kingscliff office, Monday – Friday 8.30am – 3.30pm. Please bring your own dispensers to be refilled from the bulk products we have sourced.
- Please continue to monitor your Lifebridge email address for regular staff communications and updates. Please check your VisiCase roster daily in the event of any significant changes to services.
- The Work, Health & Safety Committee continues to meet on a regular basis and your HSR's are available if you wish to escalate any WHS and/or COVID-19 related issues or concerns.
- All staff and volunteers are encouraged to receive the current influenza vaccination (flu shot). The 2020 flu vaccine is now available through most pharmacies and GP's. Please forward your Certificate to human.resources@lifebridge.org.au to be retained on your file. Although not mandatory, health authorities are advising likely worst case scenario if someone is infected with both the COVID-19 virus and influenza.
- All direct care staff are reminded that if unwell, no matter how slight the symptoms, you must avoid contact with others and stay at home. If you have been in contact with a confirmed case of COVID-19 you must self-isolate from work for a period of 14 days. **Please do not come to work.**
- A reminder to all staff of our Employee Assistance Provider, Kaye Laemmle who is available to provide confidential counselling services if you are feeling overwhelmed. Please call Kaye on 0410 618 330.

To all Lifebridge staff and volunteers - you continue to do an amazing job and we are extremely proud of, and grateful for, your commitment to each other and our customers. Please continue to stay safe and take care.

Regards,



Bronwyn Mitchell
Chief Executive Officer