

# memo

memo no: 788  
to: All Lifebridge Staff and Volunteers  
from: Bronwyn Mitchell  
date: 15 May 2020  
subject: COVID-19 Response Update

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Dear Lifebridge Staff and Volunteers,

## Lifebridge Australia Open for Business – 3 Phase Plan

As advised in our last communications, the Executive Team are working on a return to the “new normal” workplan based on the 3 Phase Model developed by the Federal Government (please see high level plan attached). The key elements of Phase 1 for Lifebridge include:

- We will continue to deliver supports and services to our customers as we have done over the last several weeks with current restrictions in place. In this sense, it is business as usual.
- Aged and Disability Services Groups will remain suspended at least through to the end of May.
- There will be limited face to face, group & team meetings and office-based staff will continue current working from home arrangements with controlled access to Lifebridge offices.
- During Phase 1 staff attending the Kingscliff office will not exceed 8 staff members per day.
- Partial stand-down arrangements will remain in place. With office hours being 8.30am to 3.30pm, Mon-Fri.
- Detailed risk assessments will be performed for all future programs to ensure they are COVID safe.
- Cleaning regimes will be developed and implemented, with both the Cottage and Administration buildings undergoing deep cleans and some refurbishments to reduce clutter and open areas to provide for better spacing, social distancing and hygiene controls.
- New conferencing technology will be installed to enable group meetings to be done via Zoom and Skype.
- Virtual programs will be developed and piloted to support our customers during periods of isolation.

With 2 new cases of Covid-19 reported in NSW we must be ever mindful of our customers who remain the most vulnerable in our community. With restrictions being eased, we want to watch and wait, hopefully for just another couple of weeks, to ensure Lifebridge does not unnecessarily and prematurely expose our customers, you and our business to risk.

## Supporting Our Customers and JobKeeper

Over the last several weeks Lifebridge has been working hard to ensure the fair and equitable distribution of shifts so all staff meet their contracted hours, earn income, remain active and keep employed. This has been married with the changing needs of customers with increased 1:1 activities, in-home-care and respite required during isolation.

The intent of JobKeeper is to enable organisations like Lifebridge to remain viable, to keep staff working, to keep servicing and supporting our customers, to ensure we keep the doors open for a full return post pandemic. It is vital that we keep our customers and our staff during this time so we can continue to flourish into the future.

In recent days rostering staff have been challenged due to staff unwillingness to complete short notice shifts within their advised availability. Please remember that our customers and their families need our support now more than ever. This is not the time to rely on JobKeeper alone and not attend work.

We remind all staff that if a shift is rostered with 7 days' notice and in accordance with your advised availability – you are expected to work the shift or apply for annual leave. Short notice shifts are a constant in our sector and provided for in the SCHADS Award. In most instances, it is expected that you work a shift offered in accordance with your availability. Staff are encouraged to advise changes to their availability by completing the Recurring Availability Form (attached). Please note that any significant changes to availability may result in a review of contracted hours.

Please note that all reasonable requests and explanations will be considered as we try and do the best we can by our customers and staff while managing children, families and obligations during this time.

### General Reminders

- We are grateful to advise no reported cases of COVID-19 amongst our staff, customer and/or carer population.
- As restrictions ease it remains critical that staff and customers remain vigilant in adhering to all social distancing and hygiene protocols. Please do not become complacent. Wherever possible maintain social distancing (1.5 metres) and observe strict hygiene protocols to ensure we keep each other as safe as possible.
- 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 check 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.
- Staff are strongly encouraged to download the COVIDSafe app onto their phones.
- All staff and volunteers are encouraged to receive the current influenza vaccination (flu shot). Certificates should be forwarded to [human.resources@lifebridge.org.au](mailto:human.resources@lifebridge.org.au) to be retained on your file.
- All staff are reminded that if you are feeling 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.

A huge thank you to everyone for doing such a fabulous job supporting and servicing our customers through these difficult times. We receive daily feedback from customers expressing their gratitude and appreciation for Lifebridge staff. For many we continue to be their constant life-line for maintaining daily living, independence and dignity.

Regards,



Bronwyn Mitchell  
Chief Executive Officer