

memo

memo no: 790
to: All Lifebridge Staff
from: Bronwyn Mitchell, CEO
date: 19 June 2020
subject: Staff Availability and COVID-19 Safe Approach

Hi everyone,

It is wonderful news that restrictions are being lifted and life is beginning to return to the “new” normal. I would like to congratulate all staff on their management of the COVID-19 crisis thus far. Those who have continued working have been a lifeline for our customers and have done an amazing job under difficult circumstances. You should feel very proud of what you have achieved.

Those who chose not to work at the beginning of the pandemic made health and safety decisions that were best for them and the people around them. They ensured safety came first and I thank them for this insight.

As an Executive, our focus from the start of the pandemic was, and remains, the safety of all Lifebridge members. We have also concentrated on keeping as many people as possible employed throughout the crisis, whilst ensuring that Lifebridge remains viable and ready to return to full operations.

Our ability to do this has been supported through the JobKeeper Wage Subsidy Scheme. This has certainly been a welcomed initiative for Lifebridge and many staff. The intention of keeping employees connected to their place of employment and working while supporting business viability and recovery has been appreciated by all of us.

During the past month, Lifebridge has experienced a sudden and significant decrease in staff availability. This in turn has increased the burden upon staff who have chosen to maintain their work pattern. They are now picking up the additional workload to meet the changing and increased needs of our customers as we begin to lift restrictions. Unfortunately, we are at a point where the extra effort of remaining staff is not enough. Limited staff availability is now directly impacting the level of service we can provide our customers.

In response to this sudden staff shortage, we are currently recruiting new support workers who will be inducted shortly. I would urge all existing staff to consider their working arrangements and lock in their availability before new staff are appointed and allocated unfilled shifts. We are aware that JobKeeper is not guaranteed, and we expect the Wage Subsidy Scheme will be reviewed and possibly altered in future months. This means there may be limited additional hours available for staff who are contemplating increasing their working hours post JobKeeper.

For those who may be concerned, health and safety remain our number one priority and all services are being reintroduced in line with the Department of Health best practice standards.

To ensure the health and safety of everyone, Lifebridge is taking a controlled approach to full recovery. Small groups will be reintroduced slowly over the coming months, ensuring adherence to social distancing protocols and the ongoing practicing of personal hygiene.

If anyone has any concerns regarding their return to work or their recent decrease in availability, I encourage you to contact Amanda Chadwick to discuss your situation. The long-term goal was to keep Lifebridge viable and keep everyone employed at contract hours. That is still our intention and working with you to support you in managing your return to work as soon as practical is our priority.

I will also remind people to take advantage of the Lifebridge EAP service if they feel overwhelmed with recent events.

I look forward to everyone's return as we emerge from hibernation and resume services.

Kind regards



Bronwyn Mitchell
CEO