

# STAFF UPDATE

May 2020



## 😊 WAVE YOUR APPRECIATION FOR OUR VOLUNTEERS

The Management and Staff of Lifebridge Australia, as part of National Volunteer Week, would like to wave a special smile of appreciation to all of our amazing volunteers.

We are very blessed to have such an incredible group of volunteers who dedicate their time to assist us to provide the best possible service to our customers. They provide healthy nutritious meals from our cottage kitchen, keep our cottage grounds looking beautiful, support program delivery and so much more - for this we are extremely grateful.

We couldn't be the best we can be for our customers without the assistance of our volunteers and we thank you for your time, your patience, your guidance and the wonderful assistance that you provide.

Volunteering is at the very core of being human. No one has made it though life without someone else's help.



## #waveforvolunteers

# Grow your skills. Enhance your care.

Learn new techniques to respond to changed behaviours in people living with dementia.



## ➔ UPSKILL FAST WITH FREE EDUCATION

### We're facing new challenges

Most of us have experienced a range of emotions over the last few weeks. In a short amount of time, we've been asked to change our lives dramatically in response to COVID-19.

Lifefridge Support Workers often care for people who may feel confused, scared, and could have limited capacity to convey these concerns. More than ever, you need the best information and resources to support the wellbeing of people living with dementia or cognitive decline.

The training is also open to disability workers who are working more and more with people who have dementia.

The Centre for Dementia Learning is offering free training to assist workers respond to changed behaviours and problem-solve challenges. Learn more about dementia and how to support people living with dementia.

These free courses can be completed in just one hour each and paused at any point. The training is practical, straightforward and easy to work through including short videos and support to develop a personalised action plan that can be implemented straight away.

Sign up today to access two on-line courses free of charge until 30th June 2020.

### Getting started is simple

#### Step 1.

Head to [www.dementialearning.org.au](http://www.dementialearning.org.au) and click on the link [sign up today](#). Scroll to the bottom of the page and fill in the on-line form. Remember to enter the Promo Code **CDL**.

#### Step 2.

You will then receive an email with your login instructions to access your free courses.

The free modules in this offer are What is dementia and A problem solving approach to behaviours.

# REWARD & RECOGNITION



Congratulations to Matt McComb who is the recipient of the Monthly Appreciation Award for May 2020.

Matt was nominated by Samantha Barker for consistently providing excellent customer service.

A wife of one of our Lifebridge Customer's rang Samantha to say how wonderful Matt was with her husband. She broke into tears talking about what a break through they had today.

Her husband did not want to shower, Matt was able to find a heater, put it on and through conversation encourage him to shower.

Afterwards he managed to get him to go on the computer.

His wife said he has lost interest in most things and is skin and bones but after Matt left he was in good spirits and said how happy he was.

Matt consistently gets amazing feedback and is a sort after support worker. He genuinely cares for all of his customers and always goes above and beyond.

Matt will be presented with a Gift Card to the value of \$50.00 and a Reward and Recognition Certificate.

Know someone that you think goes above and beyond in your Team. Nominate them for a Reward and Recognition Award.



**EXCEPTIONAL PERFORMANCE**  
**VALUES HIGH LEVEL RESPECT**  
**ABOVE AND BEYOND**  
**POSITIVE ATTITUDE CREATIVITY**  
**EXCELLENT CUSTOMER SERVICE**  
**INNOVATION STRONG COMMITMENT**  
**GOES THE EXTRA MILE**

# BUSINESS SERVICES NEWS



## WELCOME, GOODBYE AND CONGRATULATIONS

Welcome to new staff and volunteers during April 2020 - (there were no new staff or volunteers recruited during this period due to the COVID-19 situation)

Goodbye to staff members Rodney Merrion, Susan Charlier, Debra Moore, Jennifer Pearson and Regina Palka during the month of April 2020.

Congratulations to the following staff and volunteers who celebrated their work anniversaries during April 2020.

- Kathryn Cleland - 16 years
- Heather Wright - 14 years
- Georgia Rich - 10 years
- Wendy Banks - 6 years
- Anne Reading - 6 years
- Susan King - 6 years

We would like to take this opportunity to thank you for your contribution, dedication and loyalty to Lifebridge through the years.

## QUALITY MATTERS

The Policy GM 6 – Finance and Contract Management has been updated and the SO 33 – Clinical Governance Framework has been adopted recently.

These documents are available by clicking on the hyperlink or logging in to [Projex](#) and accessing the Document Bank.



## #KEEP YOUR DISTANCE

1.5M



To ensure that our workplace remains COVID Safe, it is important that you keep your distance.

Remember, don't shake hands or exchange physical greetings and wherever possible stay 1.5 metres apart and practice good hand hygiene, especially after being in public places.

## TOGETHER WE CAN HELP STOP THE SPREAD AND STAY HEALTHY.



## DO YOU NEED SOMEONE TO TALK TO?

During difficult times it can help to talk to a professional about how you are feeling.

Kaye Laemmle is our Employee Assistance Provider. You can call Kaye on 0410 618 330.

This service is free to Lifebridge employees and is completely confidential.

# BUSINESS SERVICES NEWS



## SICK/PERSONAL/CARERS LEAVE ENTITLEMENTS

Sick/Personal/Carers Leave forms part of the National Employment Standards (NES).

Full-time and part-time employees receive 10 days of sick/personal/carer's leave for each year of employment.

Full-time and part-time employees accumulate sick/personal/carers leave during each year of employment. It starts to build up from an employee's first day of work. The balance at the end of each year carries over to the next year.

Sick/personal/carers leave can be used when an employee is ill or injured or when they need to care for an immediate family or household member who is sick or injured or help during a family emergency.

Immediate family/household members include:

- Spouse or former spouse
- Child
- Parent
- Grandparent
- Grandchild
- Sibling

This definition includes a child, parent, grandparent, grandchild or sibling of the employee's spouse or de facto partner (or former spouse or de facto partner), step-relations as well as adoptive relations.

A household member is any person who lives with the employee.

Employees may be required to provide notice or evidence of illness (medical certificate or statutory declaration) to receive paid sick/personal/carers leave.

Employees who have no available sick leave may request Leave Without Pay (LWOP) or use other paid leave entitlements.

## #DON'T FORGET YOUR PPE

Even though restrictions are being eased, it is not the time to become complacent.

Make sure you are fully stocked up with Personal Protection Equipment (PPE) to keep yourself and our customers safe.

Our Personal Equipment (PPE) Hub is now located just near the back door of the Kingcliff office and is fully equipped with gloves, sanitiser, face masks, booties and wipes.



# BUSINESS SERVICES NEWS



## PROFESSIONAL BEHAVIOURS

Professional boundaries refer to the limits of behaviour in which a worker can interact with a customer, their carers and family to ensure the safety and well-being of all parties. The responsibility to maintain professional boundaries rests with the individual worker and is not diminished, even in circumstances where a customer initiates the boundary violation. There must be no opportunity for confusion between a professional and a personal relationship.

Lifebridge representatives must not:

- Seek out a personal relationship with a customer, or with their carer, family, friends or support network;
- Develop an intimate relationship with a customer, their carer, family, friends or anybody in their support network, even after the customer has exited the program;
- Introduce customers to their own family, friends, or support network;
- Socialise with customers, their family, carers or friends outside of work hours without prior approval from the CEO;
- Meet with customers their family, carers or friends for recreational activities or accept such invitations from them;
- Purchase or consume alcohol, drugs or other illegal substances while in the company of customers, either during work hours or afterwards;
- Purchase or provide drugs or alcohol to customers of Voluntary Out of Home Care;
- Talk about their personal, financial or other life problems with customers;
- Borrow, ask for or lend money to customers;
- Seek to obtain gifts, or special favours from a customer;
- Give customers, their family members or carers casual lifts or ever allow a customer to drive a worker's own/work motor vehicle;
- Give advice outside of the worker's skills and expertise – e.g. financial, marital, relationship, medical advice;
- Discuss information about customers with family or friends;
- Disclose personal information to customers e.g. private telephone numbers, address, email, marital information;
- Criticise, complain about or discuss issues relating to other workers, or the employer with customers or their carers and family members.

Where professional boundaries are unclear, the Lifebridge representative shall discuss and seek direction from their supervisor.

# BUSINESS SERVICES NEWS



## VISICASE UPGRADE USER EXPERIENCE IMPROVEMENTS

There has been a couple of changes which may improve the user experiences for support staff as a result of the recent VisiCase Upgrade.

1. Group Activity Session Details - useful where a change of instructions may only apply to 1 session of the group activity. The Group coordinator/team leader is now able to add details into the mobile view to inform workers of any changes to the usual routine of that activity.
2. The customer's Coordinator now displays on the 'Process Action' screen. Staff will be able to see who they need to contact directly.

Please note that there will be a little tidying up to do over the next few weeks as some inactive staff names may appear until updated.

There is also a little bug which is distorting the view of historical progress notes since the update and VisiCase are working on a resolution to this problem.

If you have any questions regarding these updates or any general questions regarding VisiCase please contact Melinda Bartlett on 0436 657 508 or email:

[Melinda.Bartlett@lifebridge.org.au](mailto:Melinda.Bartlett@lifebridge.org.au)



## DATES FOR YOUR DIARY

The Aged Care Staff Meetings are held on the 2nd Tuesday of every second month from 4- 6pm at the Kingscliff Cottage.

The meeting dates for 2020 are:

- 11th August 2020 **(to be confirmed)**
- 13th October 2020
- 8th December 2020

The next Work Health and Safety Meeting (on-line) is scheduled for Tuesday 2nd June 2020 at 4.30pm.

If anyone has an item that they wish their Health and Safety Representative to raise at the meeting, please contact them directly via email below:

- [Adam.Easton@lifebridge.org.au](mailto:Adam.Easton@lifebridge.org.au)
- [ben.simpson@lifebridge.org.au](mailto:ben.simpson@lifebridge.org.au)
- [georgia.rich@lifebridge.org.au](mailto:georgia.rich@lifebridge.org.au)
- [Gregory.Kay-Spratley@lifebridge.org.au](mailto:Gregory.Kay-Spratley@lifebridge.org.au)
- [Jannah.Goodman-Jones@lifebridge.org.au](mailto:Jannah.Goodman-Jones@lifebridge.org.au)
- [leanne.north@lifebridge.org.au](mailto:leanne.north@lifebridge.org.au)
- [Sharon.Muntelwit@lifebridge.org.au](mailto:Sharon.Muntelwit@lifebridge.org.au)

## Have you changed your personal details lately?

It is very important that we have your correct personal information on our files. Any changes to your address, phone number or even a name change needs to be communicated to us as soon as possible.

Please send through any changes to your personal information to

[Human.Resources@lifebridge.org.au](mailto:Human.Resources@lifebridge.org.au)