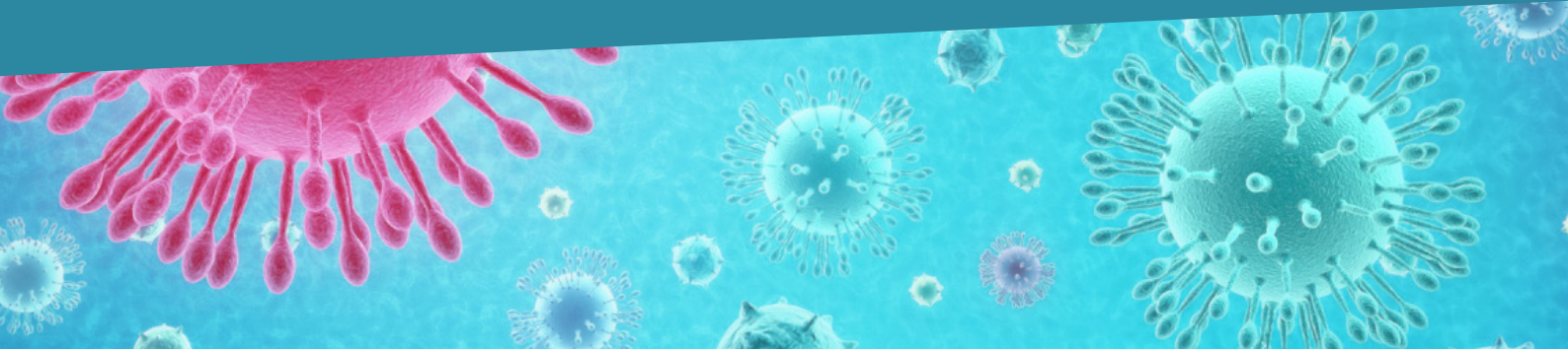


STAFF UPDATE

June 2020



❄ KEEPING EVERYONE COVID SAFE

There is no doubt that Australia has managed the pandemic extremely well. Here in the Northern Rivers we could almost be forgiven for wondering what all the fuss was about.

However, it is extremely important that we all realise the pandemic is not over and we must remain vigilant and continue to practice good infection control.

I would like to congratulate all staff on their management of the crisis. No matter what your role is, you have adjusted to the new way of working exceptionally well.

Each of you has demonstrated a high standard of hygiene and infection control practices. You have kept the organisation running and been the lifeline for many of our customers.

You have all done a great job and should be very proud.

By working as a team, finding solutions together, looking out for each other and being kind to one another we have come through the first phase very well. This is the Lifebridge Advantage in action.

Although the loosening of restrictions is exciting, Lifebridge is taking a considered approach to the recovery as we continue to focus on the safety and wellbeing of customers and staff.

As we are currently witnessing in Victoria, the virus is still prevalent, and it only takes one person to start the chain reaction of infecting others.

That is why as part of the recovery process you will notice some changes, including much smaller group sizes.

As we progress there will be some permanent changes and other practices that will change as required.

As things evolve and change, we will keep you informed through staff updates, emails and SMS messages.

For now, the key message is, if you are feeling unwell, no matter how mild the symptoms, do not come to work.

Go and have yourself tested and continue the exemplary job you have been doing in keeping yourself, your family, and your customers and work colleagues safe.

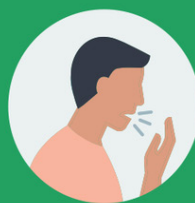
I look forward to hearing your thoughts and ideas around what we could be doing differently as we emerge from isolation.

Bronwyn Mitchell, CEO

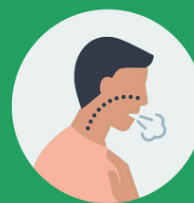
COVID-19 TESTING



Fever



Cough



Shortness
of breath



Sore
throat

WHO SHOULD GET TESTED?

Anyone with cold or flu-like symptoms, even if very mild, should get a COVID-19 test as soon as possible. COVID-19 symptoms include:

- fever e.g. chills, night sweats
- respiratory symptoms such as cough, sore/scratchy throat, runny nose, shortness of breath, loss of smell or taste
- other symptoms including muscle and joint pain, diarrhea, nausea/ vomiting and loss of appetite.

WHAT TO EXPECT WHEN YOU GET TESTED?

Testing is free, easy and quick. If you have been referred to a testing clinic, please take your referral with you. This is not needed for most clinics.

Staff at testing and respiratory clinics will be wearing masks, gowns, gloves and face shields. Staff will ask you about your symptoms.

Swabs are taken from inside your nose and your throat.

WHAT HAPPENS AFTER YOU GET TESTED?

You must stay at home (self-isolate) until you get your test result and are well. You cannot leave your home unless you are seeking medical care or in an emergency. You cannot have visitors.

If your symptoms become serious (e.g. difficulty breathing), call Triple Zero (000). Tell the ambulance staff you have been tested for COVID-19.

If you are sharing your home with others you should separate yourself in another room. Wear a surgical mask when you are in the same room and keep 1.5 metres away.

Practice good hygiene. Wash your hands often. Cover your cough or sneeze with your elbow or a tissue.

WHERE CAN YOU GET MORE INFORMATION ABOUT SELF-ISOLATING?

<https://www.health.nsw.gov.au/Infectious/covid-19/Pages/resources.aspx>

If you have been in close contact with a person with COVID-19, you need to stay home for 14 days after you last saw that person. (Close contact includes living in the same household or spending more than 15 minutes face-to-face or 2 hours sharing a closed space, with someone with COVID-19, from 48 hours before they became ill).

Home isolation applies to all close contacts, even if you are currently feeling well and or have received a negative test result.

HOW WILL YOU GET YOUR RESULTS?

You will usually receive your test result within 24 to 48 hours but please allow up to 72 hours.

If you had your test done at an Emergency Department or public hospital COVID-19 clinic you can receive your COVID-19 negative test result by SMS if you register for Pathology COVID-19 SMS Results Service. If you don't register you will receive a call from a Public Health officer at your Local Health District.

If you had your test collected by your GP or at other sites, your doctor will give you your result.

WHAT HAPPENS IF YOU TEST POSITIVE?

NSW Health will look after you. There will be no cost for your treatment, even if you don't have Medicare.

WHERE CAN YOU GET TESTED?

Visit a COVID-19 clinic: <https://www.health.nsw.gov.au/Infectious/covid-19/Pages/clinics.aspx> or call your doctor.

INFORMATION & TECHNOLOGY



RESETTING OR CHANGING YOUR PASSWORD

We have recently made some changes to allow staff to change their own password through the Microsoft Office 365 Portal.

To access your Lifebridge Office 365 account go to Microsoft Office Home - <https://www.office.com> and you will be prompted to sign in.

Your username is your Lifebridge email address and then enter your current password.

If you haven't done this already Microsoft will ask you to verify your account with either a mobile number or email address. Choose which one suits you the best and verify your account. You cannot use a Lifebridge email to verify your account, it will have to be a personal email address for this option.

Once your account has been verified by Microsoft you will have access to your account details. If you look at the very top right hand side you will see a circle with your initials in it. Click or tap on the circle which will bring the drop down menu up on the screen. Tap or click on my account and then tap or click on manage security and privacy. Tap or click on Password.

You will need to enter your old password and then create your new password, confirm and then tap or click on submit.

You will be prompted to change your password every three months but it is **strongly** advised that you to immediately change your password if you suspect your account has been compromised in any way. This is particularly important if you have opened or clicked on any links contained in spam or malware emails.

(See article on next page for further information about fake, spam or malware emails and how to spot them a mile away.)

If you have completely forgotten your password you can now use the Microsoft Password Reset function.

Firstly go to web page -

<https://passwordreset.microsoftonline.com/>

You will be asked for your User ID which is your Lifebridge email address. You then have to enter the characters in the picture or the words in the audio prompt.

Click on next and you will come to the section Get Back into your account. Select I forgot my password and click or tap on next.

You will then be asked to verify your account either with your alternate email address, a text to your mobile phone or a phone call. Choose the best method that suits you for verification and go through the process as prompted.

Once your account has been verified you can then enter a new password, confirm and click or tap on finish. Your password has now been changed.

Please note your password must contain eight (8) characters, a capital letter, a number and a symbol. It also cannot contain any part of your name or the word password.

If you have any difficulty with either of these processes, please do not hesitate to contact Denyelle Drury, IT and Communications Officer on email denyelle.drury@lifebridge.org.au or mobile 0436 656 125.

HOW TO SPOT A FAKE OR SPAM EMAIL

Unfortunately in this day and age of technology, there are people out there who are very good at making an email look like it comes from a reputable company or source. It is pretty easy to cut and paste a company logo from the Internet and set up a fake email requesting personal information from you or direct you to a link that has the potential to either infect your computer with a nasty virus or steal some of your personal information.

The best way to avoid being a victim to these spammers and hackers is to learn how to spot a fake email right away.

- Most of the time you can spot a fake email just from the email address that it originates from. For example in the body of the email it might have the Microsoft logo and appear to be an email from Microsoft but the originating email address is something completely different like a gmail or hotmail account. This is the best way to check. If something doesn't look right check the originating email address first. Some hackers even include the name of a legitimate company within the structure of the email so examine the email address carefully.
- Keep an eye out for emails requesting you to confirm personal information that you would never usually provide such as login details and banking details. Do not reply or click any links in emails such as this.
- A lot of fake or spam emails are poorly written, contain multiple fonts, have spelling and grammatical errors and even have your name spelt incorrectly so watch for this as well.
- Be very careful of attachments - alarm bells should be ringing if you receive an email from a company out of the blue that contains an attachment, especially if it relates to something unexpected.

Never, ever open attachments containing .exe files as these are program files and have the potential to cause major issues and damage. Most attachments that we send to staff via their Lifebridge email account will be PDF documents.

- Most fake or spam emails are designed to instill panic in the recipient. They might say something like you are going to be locked out of your account or you need to change your password immediately and other types of threatening action. Most companies will not send threatening types of emails such as this.

Some tips to remember with fake emails:

- Banks will not ask you via email for your pin or card information.
- Be very suspicious of emails asking for any personal information.
- Emails addressed as Valued Customer or something similar should be treated as suspicious because most legitimate emails will address you by name.
- Low Resolution Images and poor quality copies of company logos or other graphics contained in the email are also a good sign the email could be fake.
- No legitimate organisation will send emails from an address that ends in gmail.com not even Google.

If in doubt, delete it.

If you think you may have received an email to your Lifebridge account that may be suspicious but you are still not quite sure - **Do not forward it!** - take a screen shot of it and send it to denyelle.drury@lifebridge.org.au to confirm.

Multi-Factor Authentication (MFA)

To ensure the security of our systems, especially in light of increased spammer activities, we will be rolling out Multi-Factor Authentication to all our staff in the coming months.

Multi Factor Authentication is a security system that verifies a user's identity by requiring multiple credentials such as a code sent via text message as a backup security measure. You may already have experienced MFA with your banking apps etc.

It is essential that Lifebridge protect the integrity of our data and our systems to remain compliant with privacy legislation, etc.

Further information will be communicated to staff in the coming weeks as to what to expect when we roll out MFA to your Department.

If you have any concerns or questions please contact denyelle.drury@lifebridge.org.au

REWARD & RECOGNITION



MONTHLY APPRECIATION AWARD

Congratulations to Melissa Whitton who is the recipient of the Monthly Appreciation Award for June 2020.

Melissa is often highly praised by our customers, describing her as very competent, "knowing her stuff", "just doing it" and similar comments.

Staff often share or are both on the same team of the same customers and the staff member nominating Melissa (who wishes to remain anonymous) knows she can depend on Melissa to share thoughts and actions in the customer progress notes.

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

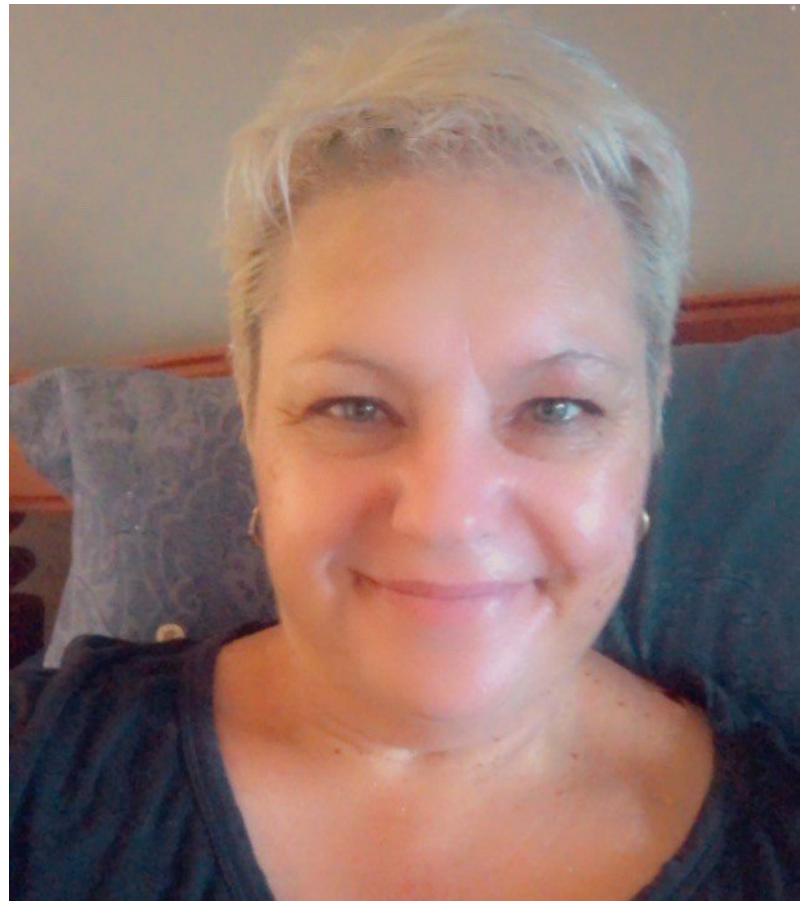
QUARTERLY CHAMPIONS AWARD

Congratulations also to Melissa Whitton, Jasmin Hartgrove, Patricia Nichols and Kristy Watson who are the recipients of the Quarterly Champions Awards for June 2020.

The Team were nominated by Sharon Harvey for their wonderful support to one of our Aged Care Customers who is going through an extremely hard time as his wife has been given three months to live due to cancer and is going into palliative care. He is so thankful for all the help we have given them, up until this time and would highly recommend us anytime.

Each member of the Team will be presented with a Gift Card to the value of \$20.00 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 June 2020 - Susan Drummond, Carlos Zitkoski and Katie Hesford.

Goodbye to staff members Deborah O'Brien and Rue Dears during the month of June 2020.

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

- Simon Smith - 10 years
- Joanna Thurston - 9 years
- Duane Rich - 8 years
- Cheryl Blythe - 5 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 following Lifebridge documentation has been updated recently:

[Pol/GM 05 - Procurement](#)

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

All staff related incidents and injuries must be submitted via a [Staff Incident-Hazard form](#) or [Staff Injury form](#) and not through a customer incident in Visicase?

These forms are available in the office, on-line by clicking on the hyperlink or accessing [Projex](#) – Document Bank.

VISICASE FOCUS GROUP

Lifebridge are seeking staff interested in participating in a one hour on-line VisiCase User Group to discuss current functionality, suggested enhancements, learning requirements and priorities.

The focus group will be facilitated by Mel Bartlett and your thoughts and suggestions would be used to help with future planning, enhancements and training.

The on-line session will be rostered, paid and scheduled for a time that best suits the majority of our self-nominated participants.

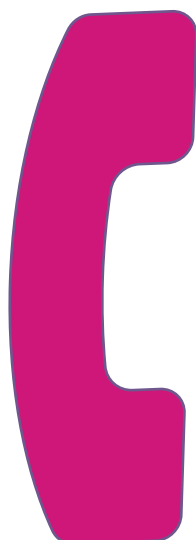
If you are interested in participating, please register your interest via email to human.resources@lifebridge.org.au by Friday 10th July, 2020.

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.



AUTOMATED RECEPTION TRIAL

Lifefridge will shortly be trialling an automated reception process for a couple of hours each afternoon. The trial will go for two weeks and we appreciate any feedback from both staff and on behalf of customers during the trial period. The idea is to reduce the volume of calls through reception so that this role can focus on increasing administration responsibilities. Please see below the work number of all Lifefridge office staff and we encourage support staff to phone direct to the person they are wanting to speak to rather than going through reception.

Executive Team

- Amanda Chadwick - Business Services Manager - 0436 664 408
- Michelle Kirkland - Finance and Administration Manager - 0436 662 172
- Bronwyn Mitchell - CEO - 0436 662 156
- Beverley Smallmon - Aged Care Manager - 0436 656 237
- Andrew Weir - Disability Services Manager - 0436 662 172

Business Services Team

- Samantha Barker - Rostering and Scheduling Officer - 0436 656 233
- Melinda Bartlett - CMS Administrator - 0436 657 508
- Denyelle Drury - IT and Communications Officer - 0436 656 125
- Melissa Jones - Administration Assistant - 0459 876 721
- Georgia Rich - Quality Officer and Administration Assistant - 0436 662 155
- Heather Wright - Rostering and Scheduling Officer - 0436 662 178

Finance & Administration Team

- Denise Culpitt - Finance Officer - 0448 895 783
- Kim Grech - Finance Customer Service Officer - 0436 656 148
- Chris Lawler - Maintenance Officer - 0427 306 022 - *(personal number but used as work phone)*
- Emma Payne - Reception/Customer Service Officer - 1800 043 186

Aged Care Services Team

- Leanne Coley - Customer Care Manager, HCP - 0436 662 154
- Erin Croker - Customer Care Manager, HCP -
- Susan Drummond - Customer Care Manager, HCP - 0419 722 306
- Janelle Egas - Customer Care Manager, Groups - 0436 663 932
- Alison Gilchrist - CHSP Officer - 0436 663 927
- Julie Harrington - Customer Care Manager, HCP - 0436 656 153
- Sharon Harvey - Customer Care Manager - CHSP - 0436 662 275
- Feonie Pegler - Customer Care Manager - HCP - 0436 656 247
- Kathleen Roma - Customer Care Manager - HCP - 0436 656 270
- Aimy Simpson - CHSP Officer - 0459 876 726

Disability Services Team

- Martin Cook - Customer Services Officer - 0436 657 345
- Suzanne Gorton - NDIS Support Coordinator - 0436 656 249
- Stacey Knight - Customer Support Manager - 0459 876 717
- Christine MacFarlane - NDIS Support Coordinator - 0436 656 145

BUSINESS SERVICES NEWS



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 (on-line) Work Health and Safety Meeting is scheduled for Tuesday 7th July 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
- ben.simpson@lifebridge.org.au
- georgia.rich@lifebridge.org.au
- Gregory.Kay-Spratley@lifebridge.org.au
- Jannah.Goodman-Jones@lifebridge.org.au
- leanne.north@lifebridge.org.au
- Sharon.Muntelwit@lifebridge.org.au
- Chris.Lawler@lifebridge.org.au



WHO WORE IT BETTER?

Apparently no planning involved, just a random show up to work in the same outfit.

Who do you think wore it better in this instance?

Please note that this picture was taken pre-covid and pre social distancing requirements.

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