

# STAFF UPDATE

July 2020



## MESSAGE FROM THE CEO

During times of change it can often be hard to see the meaning and purpose behind what we are doing. We can lose our passion and daily activities become nothing but routine. Yet sometimes simple reminders of why we do what we do can come from the least expected places.

Whilst sitting at the hairdressers recently, a fellow customer was discussing her 95-year-old grandmother who was living alone. Up until COVID her grandmother had been extremely active. However, since the lock down the family had started to notice her “ageing” as she became frailer and more dependent.

As we talked about her grandmother, I learnt that she religiously walked the 2 kms to and from the shops each day to pick up the daily necessities. Sometimes she would pick up a few items for the “old” people living around her who were unable to walk to the shops themselves. On the way she would stop and talk to shopkeepers and neighbours. Once a week she would volunteer in the op shop. A very full and active life. COVID stopped that for her.

I commented that it appeared that her grandmother had lost her sense of purpose. Her granddaughter immediately agreed. Her grandmother was now relying on others to do everything for her. She could not see how she was contributing or assisting anymore.

I asked my companion what she values about her grandmother and why the visits to her mean so much. She was quick with her reply. She has great stories and so much history. She knows how to make a story entertaining and it just makes me happy to hear them. She is such a happy person that she always makes me laugh.

I asked if she had told her grandmother this and perhaps, if she did and really explained the joy that visiting her brought her, she may give her grandmother a new purpose. She is helping you cope through a difficult time with her humour and stories.

I automatically began thinking of Lifebridge and the valuable work that we do.

When you acknowledge the contribution that you are making, suddenly you see the importance of the work that you do and how much it means to so many people.

However, when you take this thought to the next level and help the person you are working with see and acknowledge their purpose and their contribution then you have a winning combination.

All parties are supporting and uplifting each other, and who doesn't need a little uplifting now?

It is so important that we acknowledge each other, including the people we support, for the contribution that each one makes to the success and the rich community that is Lifebridge.

So, let me start by saying - thank you for all that you do and for making this world a better place for so many people who genuinely need it.

*Bronwyn*

# COVID-19 update



Fever



Cough



Shortness  
of breath



Sore  
throat

## COVID SCREENING QUESTIONS

To ensure that we remain COVID safe please remember to ask the following questions of the customers you are supporting before you enter their premises:

1. Are you feeling unwell with flu-like symptoms such as fever, cough, shortness of breath or sore throat?
2. Do you, or has someone you have had contact with, have a confirmed case of COVID-19?
3. Are you, or is someone you have had contact with, currently undergoing testing for COVID-19 and awaiting test results?
4. Have you or anyone you have been in contact with been told to be in self-isolation? When?
5. Have you or anyone you have been in contact with returned from overseas in the last 14 days?
6. Have you or anyone you have been in contact with returned from Victoria or Sydney in the last 14 days?
7. Are we able to maintain social distancing when we visit you? (1.5 m)
8. If the answer is NO to Q7 the worker must inform the customer that the support worker will be required to wear a mask.

If you receive a positive response to any question you are to calmly and politely excuse yourself and ring your Manager immediately for further advice.

## MANDATORY INFECTION CONTROL TRAINING

All Lifebridge staff are now required to complete the Department of Health COVID-19 Infection Control Training as part of their employment with Lifebridge Australia.

To register for the course please go to <https://covid-19training.gov.au/login> and register.

Once you have completed the Infection Control Training Module, please email a copy of your certificate to [human.resources@lifebridge.org.au](mailto:human.resources@lifebridge.org.au)

## LIFEBRIDGE WEBSITE STAFF PORTAL

In response to the recent COVID-19 Response Survey around communication to staff regarding COVID-19 information, resources and training links we have created a Staff Portal section on our website:

<https://lifebridge.org.au/staff-login/> which includes links to:

- Lifebridge Pandemic Response Plan \*
- Lifebridge Communications regarding COVID-19 including memos, fact sheets, COVID Safe Posters and Staff Updates
- Department of Health Fact Sheets and Videos
- COVID-19 Training and eLearning Links
- COVID-19 Information Web Links
- Health Direct (COVID-19) Symptom Checker
- National Coronavirus Helpline Info

The Staff Login section of our website is password protected - the password is **Bridge2487** - just remember Bridge with a capital B and the Kingscliff postcode.

The Staff Portal is a work in progress and we would love to hear your feedback as to what other information you would like to be able to access in here as well. Also, if you come across any information about COVID-19 that you think we should share with all of our staff please let us know.

Please email any suggestions or thoughts to [communications@lifebridge.org.au](mailto:communications@lifebridge.org.au)

## Lifebridge Pandemic Response Plan

\* All staff are required to read the Lifebridge Pandemic Response Plan and specifically Section 3 - COVID-19 plan. Please either view through the following link or on our website.

[Pandemic Response Plan](#)

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## WEARING OF MASKS

From 17th August 2020, Lifebridge support staff are required to wear a mask if they cannot reasonably maintain a 1.5 metre social distance with the customers they are supporting which may include and is not limited to transporting customers; assisting on and off buses, attending to personal care needs and when serving and supervising a meal.

Lifebridge have available disposable surgical masks that can be used for up to 8 hours. These masks can only be used once. After you have worn a surgical mask, you need to throw it away.

If you wish to use a cloth mask, it needs to have three layers. Cloth masks can be used again after they have been washed and sanitised. There are ways to wear a mask safely and this information is very important to ensure that you are protected.

1. Wash your hands before you put the mask on.
2. Only touch the ear loops or the strings on the sides of the mask as you put it on.
3. Make sure the mask covers your nose and mouth.
4. Make sure the mask fits tightly around your chin, the bridge of your nose, the sides of your face.
5. Don't touch the mask while you wear it. If you accidentally touch the mask, wash your hands. You must wash your hands anytime you touch a mask.

### Taking the mask off

1. Carry a paper or plastic bag with you to put the mask in after you have used it.
2. Wash your hands before you touch the mask.
3. Don't touch the front of the mask as you take it off. Use the ear loops or strings to take it off.
4. Put the surgical mask in the bin straight away.
5. Wash a cloth mask straight away.

6. If you cannot put the mask in the bin or wash it straight away, put the mask in a bag and seal it up.
7. Wash your hands after you take the mask off.
8. If you need help to remove the mask, make sure that person washes their hands as well.

### What to avoid

- Avoid touching the mask while you wear it.
- If you want to eat or drink to talk to someone, you need to take your mask off and wash your hands first. It is not safe to pull a mask down.
- Don't wear wet or damaged masks. If your mask gets wet or damaged, replace it with a new one.
- Don't reuse a mask. Each time you need to wear a mask, choose either a clean cloth mask or a new surgical mask.

**Even if you wear a mask you should still stay home if you don't feel well; maintain social distancing where possible; maintain hygiene protocols such as washing your hands often; cough or sneeze into a bent elbow or tissue and throw away the tissue after you have used it and wash your hands after you cough or sneeze.**

The Australian Government have put together an easy read fact sheet about wearing a mask which this information has been extracted from - the full version of this fact sheet is available here.

[https://www.dss.gov.au/sites/default/files/documents/07\\_2020/coronavirus-wearing-mask-easy-read.pdf](https://www.dss.gov.au/sites/default/files/documents/07_2020/coronavirus-wearing-mask-easy-read.pdf)

The [Lifebridge Pandemic Response Plan](#) also has a section on the wearing of masks - see page 19.

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## COMPULSORY CONFLICT OF INTEREST DECLARATIONS

Last week Lifebridge participated in a compulsory desk audit conducted by the Aged Care Commission.

The audit focused on all aspects of service delivery during COVID-19 including an analysis of our pandemic plans, safety plans, communication strategies, staff training and education, record keeping and the ability to conduct contact tracing in the event of a reported case of COVID 19.

We are pleased to report the Commission was very satisfied with our responses however identified one area of continuous improvement to support any future contact tracing requirements.

Based on the advice of the Aged Care Commission and as referred to by the NDIS Quality and Safeguards Commission – Lifebridge require all employees to complete a [Conflict of Interest Declaration Form](#) detailing any secondary employment. This extends to working for another provider, as a sole trader or any other type of paid or unpaid employment unrelated to the business conducted by Lifebridge.

This information will be placed on the Lifebridge Conflict of Interest Register and provided to the Department of Health in the event that contact tracing needs be completed amongst Lifebridge representatives. If you undertake paid or unpaid work outside Lifebridge Australia you must provide details using the [Conflict of Interest Declaration](#).

Please email this completed document by 17th August, 2020 to [human.resources@lifebridge.org.au](mailto:human.resources@lifebridge.org.au). Please refer any questions to Amanda Chadwick, Business Services Manager.

## ATTENDANCE AT LIFEBRIDGE SITES

Anyone attending a Lifebridge site must sign in and out using the sign in-out sheets which are available at the entrance to each Lifebridge building (this includes customers, staff members, contractors and visitors).

Please use the hand sanitiser provided before picking up a pen when you sign in and out of the site. All attendees are required to add their name, contact number and the date and time they attended the site.

A reminder that all office-based staff are to utilise the Desk and Meeting Room Booking worksheet in Teams for all attendance at the Kingscliff Admin building during this time. This is to ensure that social distancing is maintained to keep everyone safe.

Even if you are only attending the admin building for a small block of time you must first ensure there is capacity for you to attend and book in using the worksheet.

If numbers are at capacity and you have not booked you will be asked to leave to ensure the safety of all staff.

Please be advised that Lifebridge have a new mailing address  
PO Box 1403 KINGSLIFF NSW 2487



## ☒ COVID-19 RESPONSE SURVEY SUMMARY

Thank you to all those staff members who responded to the recent COVID-19 Response Survey. In this edition of the staff update we will provide a summary of the data collected firstly and more information about our action plans will be provided in the next staff update.

- 85% of respondents are confident that the Lifebridge leadership team is making the right decisions with regard to managing the COVID-19 crisis.
- 91.37% of respondents agree that Lifebridge has provided them with accurate and timely COVID-19 related information.
- 89.66% of respondents agree that Lifebridge has made available sufficient personal protective equipment and hygiene products.
- 82.75% of respondents agree that Lifebridge has provided them with links to training resources and fact sheets to help them work through this period.
- 84.48% of respondents are aware of the Lifebridge Employee Assistance Program and understand how to contact this confidential service if needed.

The top three challenges faced by staff while working through the pandemic are communication with co-workers, social isolation and general anxiety about the impact of COVID-19.

The top three things that would further assist and support staff working through the pandemic are more all staff communications via email and/or SMS,

more facilitated virtual team and departmental meetings and receive and view more training and educational information via eLearning modules, video content.

When asked what has Lifebridge done well over the last couple of months in managing our response to the pandemic, some comments included provided information and feedback, maintained services to customers as best they could, organising job keeper, provided PPE, allowing staff to work from home, supporting staff in their choices, safety of our customers and workers as high priorities.

What could have Lifebridge done better - comments included more contact, more communications when scheduling shift changes, not taken up JobKeeper as some staff have taken advantage of it and other staff have been left to bear the burden and have become burnt out, not cut back hours so quickly, having each person of the leadership team attend the office at least once a week, organised virtual programs and technology support for customers right from the start.

Ideas about how Lifebridge could do things better or differently in the future include more communication on services and support, understanding family hardships, make sure staff can contact each other when necessary, not cut back office staff hours, improve communication with families and customers, continue to offer virtual meetings in the future and more frequent training.

# REWARD & RECOGNITION



## MONTHLY APPRECIATION AWARD

Congratulations to Jack Blades who is the recipient of the Monthly Appreciation Award for July 2020.

Jack was nominated by Beverly Smallmon for his outstanding customer service.

Jack is a new employee of Lifebridge and several compliments have been received from Lifebridge customers which has included the following:

- He does a wonderful job, is proactive and looks for jobs to do.
- Best thing that has happened in this house, an absolute pleasure, makes me smile.
- Does a wonderful job, is very pleasant.
- Does a fantastic job, very polite and obliging.
- Very polite and willing to assist, first service with Lifebridge and rang to say how wonderful Jack was.

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

Know anyone in your team who you think deserves to be recognised for their excellent work, send your nomination forms to [human.resources@lifebridge.org.au](mailto:human.resources@lifebridge.org.au)



**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 July 2020 - Leanne Blackwell, Jaymie Floyd and Cailen Tollitt.

Goodbye to volunteer Alan Brandham during the month of July 2020.

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

- Bronwyn Mitchell - 21 years
- Patricia Nichols - 8 years
- Leah Hogan - 7 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 documents have been updated or created recently. Please click on the hyperlink to view or log into ProjeX to view via the Document Bank.

[SOP 04 - Procurement \(updated\)](#)

[SOP 05 - Management of Finances \(updated\)](#)

[SOP 57 - Petty Cash Operations \(updated\)](#)

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

## NEW PETTY CASH LIMITS

Petty cash reimbursements are now limited to \$50.00 only.

Any reimbursements above \$50.00 will be processed through accounts payable and deposited to a bank account. This change is due to COVID-19 in order to limit trips to the bank for administration staff.

## ROSTERING CONTACTS

Rostering staff, Heather and Sam are now back to their full time hours as per below:

- Heather - 7am to 3pm - (0436 662 178)
- Sam - 8.30am to 4.30pm - (0436 656 233)

Rostering staff are still receiving calls after hours and receiving texts on the weekends which they do not receive until Monday. . This has negative impacts on our customers, if urgent please use the appropriate numbers.

If you need to phone in sick on the weekend you will need to call the appropriate on call number.

Aged Care On Call - 0400 087 077

Disability On Call - 0400 288 344

Sick leave requests during the week need to come through as either a phone call to Heather during her work hours on 0436 662 178 or email [rosters@lifebridge.org.au](mailto:rosters@lifebridge.org.au) not via SMS.

## DO YOU NEED SOMEONE TO TALK TO?

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

Kaye Laemmler 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



## DATES FOR YOUR DIARY

The next Work Health and Safety Meeting via Teams will be held on Tuesday 1st September 2020 at 4.30pm.

If anyone has an item that they wish their workgroup 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)
- [Chris.Lawler@lifebridge.org.au](mailto:Chris.Lawler@lifebridge.org.au)

Minutes of these meetings can be found in ProjEX (Document Bank – Minutes of Meetings – WHS).

## WORK, HEALTH AND SAFETY NOMINATIONS

Lifebridge Australia Ltd. is seeking nominations from staff interested in becoming a Health and Safety Representative.

We have two positions available:

- Aged Care Representative
- Disability Services Representative

Key responsibilities will include monitoring, reviewing and implementing safety practices across Lifebridge.

The commitment will include:

- Attending bi-monthly meetings for approximately 1.5 hour.
- Incident reporting and response on behalf of your work group.
- Be involved in Lifebridge audit processes.
- Liaising with Lifebridge staff on workplace health and safety matters.

The expected time commitment would be an on average 1- 2 paid hours per month. Prior experience is not required as WHS related training will be provided to the successfully elected representative.

### Nomination Process

If you are interested in nominating for any of the above positions, please email [ben.simpson@lifebridge.org.au](mailto:ben.simpson@lifebridge.org.au) by close of business Friday 28th August 2020.

Elections will be held should there be more than one person nominated.

Please email Ben Simpson, WHS Chairperson if you have any questions regarding the above.

## 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)

# INFORMATION & TECHNOLOGY



## VIRTUAL MEETINGS VIA MICROSOFT TEAMS

Virtual meetings have become a key part of our business model now since the COVID-19 crisis. With staff working from home as well as restricted gathering numbers due to social distancing requirements, virtual meetings are a great way to get everyone together safely. We are currently, very successfully, conducting office team meetings via Teams, which is part of the Office 365 application.

Everyone with a Lifebridge email account has access to Microsoft Teams.

We would like to expand our virtual meetings to all staff so that we can have staff meetings with everyone in the organisation when necessary.

To ensure that you are able to join a Teams meeting, you will need to download the Teams app on your phone. To download the Teams app on your phone, you will need to either go to the app or play store, depending on your device, search for Microsoft Teams and hit download.

Once you have downloaded the Teams app you will need to select an account to sign in with. The account name will be your Lifebridge email address. You may then need to enter your password which is your email account password.

Teams will then show you some features of the app which you can scroll through. Once you have scrolled through tap on Got It and you are ready to go. Some of you may not be members of any Teams yet but that is OK you can still join meetings you are invited to.

When you are invited to a team meeting it will show up in your calendar which you will find on the bottom menu bar. You will also get an email notification in outlook informing you of the date and time of the meeting which you can accept.

To join a teams meeting you can either join through your email notification or via the Teams app. Once you join you will then be taken to a new screen which will have video, mic and speaker settings. Make sure you have these turned on to start with. Once you have your video and audio settings ready tap on the join now button. You will be then connected to the meeting.

You may be asked to mute your mic during the meeting to cut out some of the background noise. To mute just simple tap on the mic button which will then turn your mic off for the moment. You can easily turn it back on if you need to speak in the meeting by tapping it again. Same with the video. Tapping the video button will toggle it on and off. Once you are ready to leave the meeting simply tap on the red button to hang up.

If you have having any difficulties downloading the Teams app into your phone, please do not hesitate to contact Denyelle Drury, Communications and IT officer who will assist you with this process and do a test meeting with you so that you become a little more comfortable using Teams meetings.

*Please note that using Teams will require an internet connect and it will use a small amount of data. If you use the video option it may drain your battery a little faster then normal but you can choose just to use your audio only in the meeting.*

# PERSONAL VERSUS PROFESSIONAL



When working in a caring role we must always remember to maintain a professional boundary.

This can be difficult when we are working so close with our customers. Our desire to want to build and maintain a good rapport is always on our minds. It is imperative though to understand the difference between a personal relationship and professional relationship.

What is a professional relationship?

1. Time based
2. Visit has a distinct purpose
3. Reported on
4. There is an outcome
5. Structured
6. Imbalance of power – in favour of the professional
7. Responsibility for the welfare of a customer.
8. Conversations should be of an open nature and not move into personal.
9. Giving not taking

These listed reasons provide the boundaries of the time spent together and the relationship.

What are some descriptions of a personal relationship?

1. Not time specific
2. Boundaries are flexible and created by both parties
3. Conversation is of a personal nature (more in depth regarding likes and dislikes, religion/politics, romantic, friendship)
4. Contact can be had freely at any time
5. Not monetary
6. Not structured
7. Can share personal items between each other.

Of course, more could be added to the list.

Please be aware that once you allow the relationship to move into the personal arena it is very hard to maintain professional boundaries. We need to often make professional “duty of care” decisions and if you work from the personal relationship arena the customer may be – unhappy, upset as you are then crossing back over to the professional.

We must also be aware that we are NOT their friends or family even if we care deeply. Customers choose our service for what it is “A service”.

Sometimes we blur the lines into the personal arena and then our customers don’t know how to get it back to the professional.

Which makes them uncomfortable, especially if they must drive the service, saying things like “can you please watch the time” etc.

Many customers would rather not say anything and feel frustrated with the fact that lines are blurred.

For more information regarding Personal versus Professional Boundaries follow the link below:

<https://www.communitycare.co.uk/2017/06/19/top-tips-managing-professional-boundaries-social-work/>

Please also refer to Lifebridge Policy [Pol/HRM 4 - Professional Behaviours](#) which also provides good advice and instructions on maintaining professional boundaries.