

STAFF UPDATE

August 2020



MESSAGE FROM THE CEO

I often talk a lot about the Lifebridge Advantage.

The “way that we do things around here”. It is the framework for working together and the behaviours that are encouraged and applauded.

The Lifebridge Advantage is about creating meaning and purpose in our own lives and those of our customers. To do this we need to respect each other, show kindness and compassion and work as a team.

We also need to be solution focussed. It doesn't mean we ignore problems; it means we work together to find a solution to do things better. Sometimes, we need to retrain our brains to help us do this. One simple method is to identify the things we are grateful for.

We all have a psychological fall back called the negativity bias. That is why, in life, it is so easy to get caught up in gossip, negative thinking and only seeing all the things we perceive as “bad”.

Rather than being part of the solution, our brains trick us into believing that by focussing on the negatives we are protecting ourselves against impending danger. We are preparing for the worst-case scenario.

However, by focussing your attention on the worst case, you forget the bigger picture and sometimes miss the good things that are right in front of you.

You miss the things, or the solutions, that can help you change your worst case.

Gratitude is about seeing things differently. It's about problem solving. It stops that downward spiral of negativity where we think things are outside our control. Be your own science experiment and test the theory.

For the next month, the beginning of Spring, write down 3-5 things each day that you are grateful for. This trains your brain to see things differently and rather than falling to the default of looking for the “bad stuff” it will begin to look for the “good stuff”.

If you already have a practice like this, take it further and against each point write down why that particular affirmation of gratefulness made it onto your list.

This practice is a life practice and is something that can help you present each day as your best possible self. This has been a very difficult year on so many different levels. But it is not all bad. There is a lot of good going on every day.

The work that we do at Lifebridge is one example of that. We just need to recognise it and appreciate it.

The Lifebridge Advantage can make us stronger as individuals, as a team and as an organisation.

Bronwyn

STRATEGIC PLAN 2020-2022

Getting back to basics

I am pleased to formally release the 2020-2022 Lifebridge Australia strategic plan.

Previous strategic plans have focussed on preparing for aged care and disability reforms and transitioning to the NDIS.

At times the implementation of previous plans required laser like focus as the NDIS transition was difficult and wrought with challenges. They were fit for purpose and were the right plans for the right time.

Fast forward to 2020 and even with a pandemic thrown in, Lifebridge is standing strong.

The new strategic plan still has a focus on sustainability, the NDIS and the future aged care transition, however, our emphasis for the next two years is about “getting back to basics”. Even though change remains our constant companion, it is time to stop, regroup and embed our place in this new working environment.

Growth for growth sake is not our aim. We want to be sustainable, but more importantly we want the Lifebridge name to be synonymous with quality service and the ability to deliver on what we promise. We want to do what we do well and do it better than anyone else.

To do this our strategic plan is all about:

- Training and development opportunities for all staff,
- Championing the Lifebridge Advantage to create an environment that has meaning and purpose for everyone,
- Developing activities that are all about customer goals and customer achievement,
- Including our customers as partners and co-designers,
- Building upon our strengths and pursuing new initiatives and activities that help us leverage these strengths.

How we do these things was always going to be different because of the change in funding however, COVID has meant that we must rethink everything. This is not a bad thing. We will need to consider our value of Innovation as we strive to find new or better ways of doing things to meet customers’ needs.

For example, there will be far more reliance on technology for on-line training, meetings and engagement, service monitoring and delivery of activities.

Face to face group activities will need to be smaller and more focussed. No matter what this looks like I am confident that as we work in partnership with our customers and each other, we will develop new and innovative strategies that have meaning for all involved.

It is our staff that make Lifebridge what it is.

Working together we will build upon our 33 year legacy as we return to the basics and fulfil the vision of being the best quality service that the Tweed and local surrounds has ever seen.

I look forward to hearing from you and keeping you updated regarding our progress.

To view the 2020-2022 Lifebridge Strategic Plan, either click on the link below or log into Projex under Document Bank, System Overview documents.

[Strategic Plan - 2020-2022](#)

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

COVID-19 update



Fever



Cough



Shortness
of breath



Sore
throat

MANDATORY INFECTION CONTROL TRAINING

All Lifebridge staff are 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

QUEENSLAND BORDER PASSES

If you require a Queensland Border Pass to cross the border for an appointment with a customer, you are required to complete a Queensland Border Pass on-line which you can access on your phone or computer <https://www.qld.gov.au/border-pass>.

You will need to choose the “Border Zone Resident Declaration Pass” application in which you will need to put your address in first to check that you are eligible to cross the border.

If eligible, you will then need to add your name, address, date of birth and phone number. You will also need to put in your Licence Number or Medicare Number or a proof of age card as well. It will then ask you to put in your email address to send the pass too.

If you require any assistance with accessing a Border Pass or printing of your Border Pass you can come and see Emma at Reception, Monday to Friday 8.30am to 4.30pm.

Alternatively if you do not have a printer you can send your Border pass to reception@lifebridge.org.au and Emma can print it out for you. Please check your roster beforehand if you do need to go across the border so you have plenty of time to organise your Border Pass.

LIFEBRIDGE WEBSITE STAFF PORTAL

A reminder that communications regarding COVID-19 information, resources and training links are available in the Staff Portal section of our website:

<https://lifebridge.org.au/staff-login>

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

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](#)

NDIS REGISTERED OR UNREGISTERED SERVICES

Understanding your local NDIS Service Provider

The great advantage of the National Disability Insurance Scheme (NDIS) is that customers have choice and control and can choose their own service providers. This can be a NDIS registered organisation such as Lifebridge, or if customers are self-managed or plan managed, it can be an unregistered individual worker (sole trader) or unregistered service provider.

Lifebridge is proud of its ongoing focus and commitment to customer safety, meeting customer goals and service quality. Particularly, during these times of COVID-19, it is really important that customers have a service provider that is focussed on customer and community safety with COVID safe management plans and implementation in place. The NDIS asks service providers to register with the NDIS. However, not all providers choose to register.

Below are some of the differences between Registered and Unregistered Services:

Registered Services

- A registered service provider such as Lifebridge has registered their services with the NDIA and has been approved by the NDIS as a service provider.
- NDIA managed participants can only access registered service providers.
- Registered service providers claim their invoices directly through the Portal.
- Registered service providers must comply with the Conditions of Registration including:
 - NDIS Practice Standards
 - Undertake Third Party Verification audits
 - Comply with NDIS Code of Conduct
 - Have a Complaints Management System
 - Have an established Incident and Reportable Incident Management System
 - Support worker screening
 - Behaviour Support Implementation and Reporting
- Legally, only registered services can implement Behaviour Management Plans including Restrictive Practices, which are subject to very strict regulations for customer safety and protection.
- The benefits of ongoing auditing and compliance checks is that the risk of unsafe or inappropriate work practices are significantly diminished, keeping everyone safe and honest.
- Registered services have experienced staff that can cover annual leave, sick leave, unplanned absences reducing service cancellations.
- Lifebridge has all of the required insurances to protect our customers in case of an accident or an incident, so there is no liability to the customer.
- Lifebridge maintains Pandemic and COVID Safe Implementation Plans to maintain customer safety.

Unregistered Services (Sole Traders)

- An unregistered service provider has not completed this approval process, but can still offer a valid service to customers.
- Customers who are plan managed or self managed will have access.
- Unregistered service providers will send their invoices to the customer or Plan Manager for payment.
- Sole Traders do not have to conduct audits or show that they are compliant with NDIS Standards.
- Customers that are thinking about engaging an unregistered service provider (sole trader), should speak with the Plan Manager or if they are Self-Managed can request their qualifications, business details, their experience in working with people with a disability, relevant working with children and police checks, insurance certificates and referees from other families or previous employers.
- It is also advisable that when engaging an unregistered service provider (sole trader) that customers enter into a Service Agreement with them in writing to ensure they know exactly what they are agreeing to upfront so that there is no misunderstanding between either party.

Remember, this is about meeting a participants NDIS Goals, it is important to ensure that these outcomes will be met.

REWARD & RECOGNITION



MONTHLY APPRECIATION AWARD

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

Matt was nominated by Beverly Smallmon for his dedication, care and support to our customers.

Positive feedback and thanks continue to come in from customers and their representatives for Matt.

A daughter of one particular customer rang Lifebridge to thank the organisation for the care and support given to her father.

She especially mentioned that the social support with Matt had done wonders for her father's mental wellbeing. She went on to say that when Lifebridge set her father up under CHSP he was sleeping all the time and barely eating, since then he is improving every day and excited about learning to use a computer, and spend time with Matt.

The daughter said this has made a huge difference in his life and wanted to thank Matt and Lifebridge for all their wonderful work.

Matt 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



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INNOVATION STRONG COMMITMENT
GOES THE EXTRA MILE

REWARD & RECOGNITION



TEAM APPRECIATION AWARD

Congratulations to Steven Coppock's Team, Andrew Tippett, David Kennedy, Greg Kay-Spratley, Matthew Tonkin, Linda Connell and Jannah Goodman-Jones who are the recipients of the Quarterly Appreciation Team Award.

The Team was nominated by Stacey Knight for their amazing work in providing care and support for Steven during a very challenging and changing time in his life.

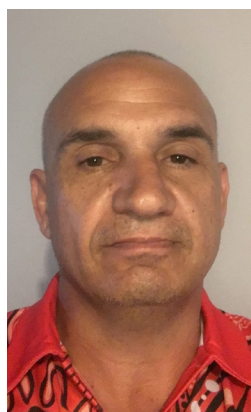
The support team demonstrated exceptional skills in empathy, dedication, adaptability, teamwork and care with Steven's best interests and dignity at the forefront.

This is a perfect example of the Lifebridge advantage and Steven and his family are very grateful for their support during this time.

Great work team!

Andrew, David, Greg, Matthew, Linda and Jannah will be presented with a Gift Card to the value of \$20.00 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



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BUSINESS SERVICES NEWS



WELCOME, GOODBYE AND CONGRATULATIONS

There were no new starters during August 2020.

Goodbye to Kristy Watson, Chris Hudson, Natalie Elliot, Erin Burgess and Amie Worrall during the month of August 2020.

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

- Jannah Goodman-Jones - 6 years
- Lauren Jackson - 6 years

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

CHRISTMAS SHUTDOWN PERIOD

The Christmas Shutdown Period for 2020 will be from Friday 25th December, 2020 through to Friday 1st January, 2021. The last day of work will be Thursday 24th December, 2020, recommencing on Monday 4th January 2021.

During this one week shutdown period, both Aged Care and Disability Services groups will be suspended. Essential services will continue to be provided to Disability and Aged Care Package customers.

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 02 - Annual Wage Increases \(updated\)](#)

[SOP 45 - Insurance Renewal \(updated\)](#)

[SO 26 - Business Continuity Plan \(updated\)](#)

If you cannot access this information via the hyperlinks above or via your Projex login, please email communications@lifebridge.org.au and I can send you a PDF version of the information requested.

If you are having difficulties with your Projex login, please email Georgia.Rich@lifebridge.org.au

Employee Assistance
PROVIDER
Counselling Service

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.

DATES FOR YOUR DIARY

The next Work Health and Safety Meeting via Teams will be held on Tuesday 13th October 2020 at 4.30pm.

If anyone has an item they wish their work group 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
- Emma.Payne@lifebridge.org.au

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

The WHS Committee welcome Emma Payne as a Health and Safety Representative (HSR) to fill a Business Services work group vacancy with Chris Lawler recently standing down from the role.

HSR nominations were recently opened to fill vacancies in the Aged Care and Disability Services work groups.

There were no nominations for the Disability Services work group. There were two nominations for the Aged Care work group and as there is one vacancy an election will be held. Aged Care staff have the opportunity to vote for Alison Gilchrist or Susan Drummond to be their elected HSR representative on the WHS Committee.

Please send your vote for either Alison or Susan to the WHS Chair, Ben Simpson Ben.Simpson@lifebridge.org.au by email no later than COB Friday, 11 September 2020.

VISICASE FOCUS GROUP FEEDBACK

The first Visicase Focus Group was held in August, 2020.

It was an opportunity to meet staff across the organisation and openly discuss the use of the Visicase Customer Management System.

Some good information sharing and discussion has raised some points to improve user experience.

Positive feedback was received alongside suggestions for improvement. Some improvements needed are:

- Great to have customer information on hand. It was highlighted that not all customers appear in 'My Participants' you are working with.
- Customer information is not always complete.
- To be able to provide a printable care plan for customers, in a presentable format.

We will be working with internal and external teams on further improvements.

The next focus group will be held November/December 2020.

Have you changed your
PERSONAL DETAILS
Let us know ASAP

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

INFORMATION & TECHNOLOGY



SUBMITTING SHIFTS IN VISICASE

We are having some issues with staff not submitting their shifts in Visicase which then means that they cannot be approved for processing of payroll and billing.

Please ensure that you submit all of your shifts in Visicase and if you are unsure of how to do this process, please speak with either Melinda Bartlett on 0436 657 508 or Melissa Jones on 0459 876 721.

Customer Care Managers will no longer be inserting kilometres into shifts where they have identified that a staff member has travelled with a customer.

If support workers do not enter the kilometres they will no longer be paid for them.

Entering travel into VisiCase shift

Add participant charges comment

Participant charges comment
(this box will flag with Team Leaders/Case Managers and Coordinators any travel with and/or for the customer)

Add resource charges comment

Has participant confirmed delivery of services? *

Breaks and allowances

Break taken *

Meal allowance *

Sleepover *

Mileage *

By selecting this allowance I hereby declare and confirm that I hold a current Australian motor vehicle licence, that the vehicle I am driving is currently registered in Australia and it is covered by either comprehensive motor vehicle insurance or third party property insurance covering both private and business usage. I have been approved by Lifebridge to use my vehicle for business purposes and agree that this is in accordance with my employment Contract.

Value (KM) *

Comment

Travel Time *

Value (Hours) * Hour(s): 0 Min(s): 15

Comment

This is where you tell us how many kms with the customer or for the customer during the shift. If your shift note describes an outing with or for the customer, we expect an entry in this area.

This is where you add your kilometres – total of kms to and with the customer if applicable

This box is where you add travel time. Units will be converted into minutes. Any time less than 1 hour must be entered in full eg. 0.25 - 0.75 and so forth...