

# STAFF UPDATE

September 2020



## MESSAGE FROM THE CEO

As you would be aware Lifebridge recently participated in a registration audit for the NDIS. I am delighted to advise that Lifebridge has been certified as meeting all practice standards for both Aged Care and Disability Services.

### **Why is audit such a big deal?**

The audit process validates that an organisation is meeting the standards of care, support and governance that is important for the safe, respectful and legal delivery of business. In each audit Lifebridge has been recognised as not only meeting the standards but exceeding the minimum levels of compliance.

This should fill each of you with pride.

For Lifebridge to succeed as well as we have, it relies on a team approach. It must be demonstrated through various means that each member of the team is doing what they should, when they should and how they should.

The final and perhaps the most important validation then comes from the customers and carers that we support.

Every single person and every single process needed to be working together for this level of success to be recognised.

What the audit also tells me is that despite the many changes and challenges that Lifebridge has endured, our foundations are solid.

We have been able to adjust and change our methods accordingly.

It recognises that what we have control over we excel in and those things that we can't control we have strong foundations that allow us to pivot.

This was exactly what we were aiming for in our preparations for the NDIS and the Audit.

On behalf of the Board and myself I congratulate the entire Lifebridge Team for a job well done.

You should be very proud that you have been able to demonstrate a service that conforms with standards and demonstrates service delivery and governance management of the highest standard.

I would also like to wish everyone a safe and relaxing long weekend and a reminder to please be vigilant and remember all the mandatory protocols around health, hygiene and social distancing.

Keep up the excellent work so we don't miss the try line of a COVID free Christmas.

Bronwyn

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

## INFECTION CONTROL TRAINING

All Lifebridge staff **MUST** 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.

All staff are required to complete the following modules, which includes all Aged Care, Disability Services and office based staff:

- COVID 19 – Aged Care Module 1 – Personal Safety
- COVID 19 – Aged Care Module 2 – Families and Visitors Part 1 Residential Care
- COVID 19 - Aged Care Module 2 – Families and Visitors - Part 2 - In-home Care
- COVID 19 - Aged Care Module 3 - COVID 19 and Aged Care
- COVID 19 - Aged Care Module 5 – PPE
- COVID 19 - Aged Care Module 8 - If you suspect a person has coronavirus
- COVID 19 - Aged Care Module 9 - Supporting Older Australians - Part 1 Residential Care
- COVID 19 - Aged Care Module 9 - Supporting Older Australians - Part 2 In-Home Care
- Infection Control Training – COVID 19

Once you have completed **ALL** of the above Modules, please email a copy of your certificates to [human.resources@lifebridge.org.au](mailto:human.resources@lifebridge.org.au)

Thank you to those staff who have sent in their completed certificates, it is very much appreciated.

## STAFF PORTAL - WEBSITE

Communications regarding COVID-19, resources and training links are regularly updated 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 webpage 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 that you think we should share with all of our staff please let us know.

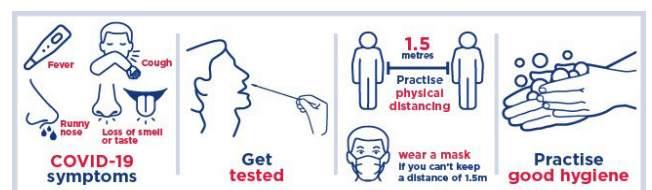
Please email any suggestions or thoughts to [communications@lifebridge.org.au](mailto:communications@lifebridge.org.au)

### 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](#)



# FRAUD AND CORRUPTION CONTROL PLAN

All staff, suppliers and customers have a responsibility to comply with Lifebridge's Fraud and Corruption Control Plan and policies.

Fraud is broadly defined as an act on behalf of a person that is deceptive or deceitful in some way in that it causes them to receive a benefit that they are not entitled to. Fraud can be perpetrated by employees (internal fraud) or by persons external to Lifebridge (external fraud), or by a combination of both. It can involve financial and non-financial incidents that have an impact upon the operations and the reputation of Lifebridge.

Lifebridge has adopted the following definition of corruption;

- Corruption is deliberate or intentional wrongdoing.
- Fraud and corruption have the potential to damage the reputation of Lifebridge and have a detrimental effect on the resources available to attain Lifebridge's objectives and mission.

Accordingly, Lifebridge has adopted a zero tolerance to fraud and corruption. Fraud and corruption are incompatible with Lifebridge's values, in particular our values of "integrity", "respect" and "trust".

Lifebridge staff and volunteers will behave lawfully and comply with all statutory and legislative requirements in the execution of their role. Staff and volunteers will behave legally, ethically and responsibly when dealing with Lifebridge property, equipment, finances and technology.

Staff and volunteers are expected to follow the directions and instructions of their Supervisors and complete their duties with skill, integrity and professionalism in accordance with their Position Success Profile.

For further information, please refer to the [Fraud and Corruption Control Plan](#).

## WHISTLEBLOWER PROTECTION

Where a representative of Lifebridge believes, on reasonable grounds, that another person or persons associated with the organisation has been involved in illegal, improper or unethical conduct, they are encouraged and supported to report the conduct without reprisal or consequence.

A Whistleblower is a person associated with the organisation, whether it be a director, CEO, employee, contractor or volunteer, who discloses information regarding organisational wrongdoing/misconduct, and wishes to be protected against reprisal for reporting.

Whistleblowing is the deliberate, voluntary disclosure of individual or organisation wrongdoing by a person with access to data, events or information about misconduct by the individual or organisation.

Lifebridge strives to meet or exceed best practice standards on whistleblower protection (including the relevant Australian Standard) and will do the following:

- Require staff to act in good faith and reasonably in making reports under Whistleblower protection;
- Recognise and protect the confidentiality of the identity of a bona fide informant; and
- Ensure support and protection are provided to an informant against any form of recrimination or reprisal or any threat of detriment.

For further information, please refer to [Policy GM 17 - Whistleblower Protection](#)



# REWARD & RECOGNITION



## APPRECIATION AWARD

Congratulations to Aimy Simpson who is the recipient of the Monthly Appreciation Award for September 2020.

Aimy was nominated by Samantha Barker for her dedication and willingness to go the extra mile for our customers.

Aimy is such a dedicated hard worker and puts her hand up to help out whenever required.

Recently she went the extra mile by doing a shower and domestic shift for Aged Care when she could have just done the shower and completed the domestic on a different day. Yet she chose to do both so that rosters didn't have to try find someone else for next week.

Aimy is constantly displaying these acts of kindness to other colleagues and customers.

She is a joy to have around the office and has a sound knowledge of Visicase. Her actions and notes are always detailed and spot on making rostering a much easier task.

Sam listened to her do a set up with her father, she was professional and informative and had Dad in stitches.

Aimy 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 during September 2020 - Susan Phelan, Krystal Cook, Julie Windhorst, Monique Mudge, Kyliee McPaul and Angela Hill.

Goodbye to Christine Soden, Leanne Miller, Chris Lawler and Kathleen Roma during the month of September 2020.

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

- Amy Hudson - 19 years
- Janelle Egas - 16 years
- Beth Lewis - 16 years
- Claire Treadgold (Board) - 6 years
- Stephen Birchley - 5 years
- Abbey Lane - 5 years

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

## DAYLIGHT SAVINGS

Daylight savings 2020 is upon us, which means at 2am on Sunday, 4th October, clocks must be put forward by one hour in all Australian states, except Western Australia, Northern Territory and Queensland.

Whilst most smart phones will automatically adjust the time, it's important to remember to manually adjust the time on your watches and clocks.

## QUALIFICATION CERTIFICATES

All Support Staff are requested to send a copy of their qualification certificates as soon as possible to [human.resources@lifebridge.org.au](mailto:human.resources@lifebridge.org.au) as we require them to update staff personnel files.

We especially require certificates for:

- Cert III - Aged Care
- Cert III - Disability Services
- Cert III - Individual Support
- Cert III - Community Services

Original Certificates can also be brought into the Kingscliff office and we will scan a copy for you and update your file accordingly.

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.

## JOBKEEPER - EXTENSION 1

Lifebridge is currently in the process of determining its eligibility to receive Extension 1 of the Job Keeper Wage Subsidy Scheme.

In order to continue participating in the Wage Subsidy Scheme, Lifebridge must demonstrate a 15% reduction in turnover for the quarter ending 28th September 2020.

This threshold will be determined once we have completed our financial reporting in mid-October.

Lifebridge has been advised by the ATO to suspend payment of JobKeeper to eligible employees until such time as business eligibility has been confirmed.

Lifebridge has until the 31st October, 2020 to make any top-up payments to eligible employees for payrolls during the month of October. This means, there will be no JobKeeper payments or top ups in the pay run for the fortnight ending 5th October, 2020.

If eligibility is confirmed by the ATO, any payments due will be paid at a later date to be advised, but prior to the 31st October, 2020.

A factsheet from the Australian Government detailing how JobKeeper will operate for Extension 1 has now been uploaded to the Staff Portal for your information.

[Extension of the JobKeeper Payment Fact Sheet](#)

Please note a change in the subsidy amounts based on working hours of employees.

## JOBKEEPER - NEW STAFF

Based on advice received from the Australian Taxation Office, new staff employed by Lifebridge during the period 1st March to 1st July, 2020 are now eligible to be enrolled in the JobKeeper Wage Subsidy Scheme.

In order for Lifebridge to enrol eligible staff in the scheme they must complete a JobKeeper Employee Nomination Form, which was been emailed to eligible staff on 30th September, 2020.

This form will be used to:

- Notify employees that Lifebridge intend to participate in the JobKeeper Scheme if deemed eligible for JobKeeper Extension 1.
- Ask employees if they agree to be nominated by you as their primary employer so that you can receive JobKeeper payments.

Eligible staff are advised to complete the JobKeeper Employee Nomination Form and return a copy to our Kingscliff office or email [human.resources@lifebridge.org.au](mailto:human.resources@lifebridge.org.au) by the 7th October 2020.

We have hard copy versions of this form available at our Kingscliff Office if required.

Please complete and leave them with Reception and they will then be scanned and emailed to the HR inbox for you.

## Christmas SHUTDOWN PERIOD

Don't forget to submit your  
leave in VisiCase.

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.

## DATES FOR YOUR DIARY

The next WHS 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](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)
- [Emma.Payne@lifebridge.org.au](mailto:Emma.Payne@lifebridge.org.au)
- [Alison.Gilchrist@lifebridge.org.au](mailto:Alison.Gilchrist@lifebridge.org.au)

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

The WHS Committee welcome Alison Gilchrist who will represent the Aged Care workgroup as a Health & Safety Representative (HSR) and Jenny Hicks, who is the Board Representative.

## 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.

- [Pol/CM 02 – Use of Customer Money and Property \(updated\)](#)
- [Pol/GM 03 – Privacy and Confidentiality \(updated\)](#)
- [Pol/GM 08 – Communications \(updated\)](#)
- [Pol/HRM 04 – Professional Behaviours \(updated\)](#)
- [Pol/HRM 07 – Work Health and Safety \(updated\)](#)

- [SOP 01 – How to Make a Complaint, Compliment or Raise an Issue \(updated\)](#)
- [SOP 55 – Responses to Breaches in Privacy \(updated\)](#)
- [HR 02h – Staff Recurring Availability form \(updated\)](#)

If you cannot access this information via the hyperlinks above or via your Projex login, please email [communications@lifebridge.org.au](mailto:communications@lifebridge.org.au) to request a PDF version.

If you are having difficulties with your Projex login, please email [Georgia.Rich@lifebridge.org.au](mailto:Georgia.Rich@lifebridge.org.au)

Please contact your Manager should you require clarification on updated information within these documents.

## EXPRESSION OF INTEREST

We would love to hear from staff across all areas of Lifebridge interested in participating in a Focus Group to identify actions following the recent staff survey feedback.

The group will be facilitated by Amanda Chadwick.

The Focus Group meetings will be one (1) hour in length on a date to be agreed on and will be rostered and paid.

We are seeking your thoughts, ideas and input for improving the staff and customer experience ensuring meaning and purpose in our daily lives.

If you are interested in attending the Staff Focus Group please email Amanda Chadwick at [human.resources@lifebridge.org.au](mailto:human.resources@lifebridge.org.au) by Friday 16th October, 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](mailto:Human.Resources@lifebridge.org.au)

# CAREER OPPORTUNITIES

## CARE SUPPORT WORKER

Providing personal home care support enabling our customers to maintain independence and remain in their home.

### Key Responsibilities include:

- Providing quality person centered care and supports to our aged care customers in accordance with their care plans.
- Providing social support and community access which may include respite, transport to appointments, shopping, social activities.
- Providing housekeeping assistance including: dusting, vacuuming, sweeping, mopping, meal preparation, making beds, laundry, ironing, and cleaning bathrooms.
- Providing customer focused updates and progress notes supporting the health and wellbeing of our aged care customers, people living with dementia and their carers.

If you know anyone who might be interested or you are interested in this position please apply via [SEEK](#).

Applications close on Friday 9th October, 2020 at 5pm.

## CUSTOMER CARE MANAGER - HCP

We have an opportunity for a full-time, highly motivated Customer Care Manager with specialist case management experience to join our growing team.

You will be responsible for assessing, managing and coordinating services and supports for a case load of Home Care Package customers.

### Key responsibilities include:

- In consultation with customers, developing person centered care plans to support their needs and goals;
- Identify, coordinate, implement and monitor supports and services for customers in line with care plans and budgetary constraints,

- Develop and manage relationships with customers, carers, families and community service providers,
- Compliance with Aged Care Quality and Safety Standards, Home Care and Commonwealth Home Support Program Guidelines and all organisational policies and procedures,
- Maintain all records, financials management and customer reporting in accordance with statutory requirements.

If you know anyone who might be interested or you are interested in this position please apply via [SEEK](#).

Applications close on Friday 16th October, 2020 at 5pm.

## CLINICAL CUSTOMER CARE MANAGER - HCP

We have an opportunity for a full-time, highly motivated Registered Nurse to join our successful team.

The Clinical Customer Care Manager will be responsible for providing direct clinical care to customers and providing care management to our Home Care Package (HCP) customers.

The successful applicant will be responsible for providing supervision, support and escalation of clinical care services and requirements of the Customer Care Management Team.

If you know anyone who might be interested or you are interested in this position please apply via [SEEK](#).

Applications close on Friday 30th October, 2020 at 5pm.

Full details of all of these positions are available at <https://www.seek.com.au/lifebridge-jobs>