

CUSTOMER UPDATE

DECEMBER 2020



MESSAGE FROM THE CEO

There is nothing I can say that can capture the experience of 2020. It has sometimes provoked fear and anxiety, it has been challenging, yet it has also created opportunity and had moments of positivity. It has been an exceptional year.

As we cannot meet in person, I would like to give you a virtual gift – it is the gift of hope. It is a gift with a twist because for it to operate you must do a little work. You are the batteries that will bring the gift to life.

We know that without hope there is hopelessness. However, neuroscience tells us once we actively start our hope journey, we begin to see it everywhere and our mood lifts. Hope is one tool in the toolbox that can make us feel happier, give our lives meaning and purpose and help us feel less anxious.

The easiest way we can build more hope into our lives is through our thinking and action. These two steps, thought and action, can be easily combined by setting and working toward a goal.

Choose one thing that has meaning for you – something that you really want to achieve during 2021. Write that goal down. Then break it down into smaller pieces. You don't have to tackle it all at once. Even the biggest goal can be broken down, so it is in small, manageable bite sized pieces.

Now here's the simple trick. Don't limit yourself to thinking there is only one way to achieve an outcome. Have an open mind and think about all the different ways that you can achieve your goal.

This in itself can be fun and opens up all possibilities without limiting ourselves.

Let's use some examples.

I had a goal during 2020 to attend my nephews 21st. I had planned the necessary steps for taking leave, travel, buying a present, being involved in the different celebrations that had been planned.



This was all during the peak of COVID-19, so obviously, it didn't happen the way I had planned.

However, celebrating his 21st was still my goal – so I had to think differently. Using technology, I was able to “face time” him and as I was not the only person missing out on the celebrations, we organised a zoom party. Not the same but it was still something to look forward to and it still held the same meaning that my original goal intended.

As an aside, I have been absolutely amazed and thrilled at seeing how many of our customers have adapted to using technology for the first time! I also know of people, isolated from their family, who began making photo albums using old family photos. It included writing a story around each of the photos. It was their goal to capture their family history whilst ensuring their children and grandchildren never felt alone, having something to remember their family by even if they weren't physically together.

What is your 2021 goal and what are the little steps that you need to do to take you closer to achieving your goal and having increased hope?

If you don't know where to begin don't forget that Lifebridge is here to help you. Simply start by speaking to us about what 2021 looks like for you and let's see what we can make happen together.

On behalf of the entire Lifebridge community, I hope you have a wonderful holiday season and that you look to 2021 with hope and optimism.

We look forward to a brighter new year and the privilege of once again working alongside you.

Bronwyn

AGED CARE SERVICES NEWS



2020 has been a very different year for us all, but we have been in this together. We appreciate the extra challenges you have been facing and commend you all for the determination you have shown to contain the spread of COVID-19.

This pandemic has rapidly changed how we live and work and it will most likely be years before we understand the full extent of the global impact.

During 2020 no-one escaped the pandemic scot-free, everyone was affected in some way whether it was not seeing family and friends, having to self-isolate, being unable to take that long planned holiday, having to home school children or becoming a carer. We appreciate the extra challenges customers and staff have been facing.

Lifebridge continued to provide services to our customers during the pandemic and for many, staff became the “friendly face” they knew and trusted. We also did telephone welfare checks to ensure that customers were well and had everything they needed. These things were very important during this time of uncertainty and we did not falter, continuing to safely delivery services to customers.

It has been a year where we’ve all felt more vulnerable and is now time to say goodbye to 2020.

It will be a year we will not forget in a hurry however 2021 gives Lifebridge opportunities as we embark on the journey of recovery together.

Wishing you and your loved ones a peaceful and happy holiday season.

Stay safe and stay well.

Beverly Smallmon
Aged Care Services Manager





DISABILITY SERVICES NEWS



DONT LET A PANDEMIC GET IN THE WAY OF LIFE



Accessible Arts
Active Life
Job Ready
Lifestyle
Music and Culture
Social Days

2020 has been a challenging year for all, the COVID-19 pandemic has greatly changed the way that we all live and continues to affect every aspect of our lives.

The COVID-19 pandemic has highlighted Lifebridge’s role as an essential service to our customers and community.

COVID has also significantly changed the way that Lifebridge disability services carries out its business, and these changes will have a lasting effect for years to come.

During the year, we have had to adapt our programs to cater for reduced numbers, social distancing, use PPE and implement ever changing public health regulations.

We remain committed to keeping our customers, staff and volunteers as COVID safe as we possibly can.

Amid these changes, Lifebridge Disability Services remained opened for business, providing supports where required - thanks to the commitment, resilience and hard work from a group of dedicated staff.

We have recently released the November 2020 – January 2021 Social and Community Participation program.

This program includes the following categories:

- Accessible Arts
- Active Life
- Job Ready
- Lifestyle
- Music and Culture
- Social Days

If you want to know more feel free to contact Martin, Stacey and Andrew at any time for more information on 1800 043 186.

Thank you to you all for your continued patience, adaptability and support throughout 2020.

I wish you a peaceful and relaxing Christmas with your family and friends.

Kind Regards

Andrew Weir
Disability Services Manager



BUSINESS SERVICES NEWS

CHRISTMAS/NEW YEAR SHUT-DOWN PERIOD

The office of Lifebridge Australia will be closed for the Christmas/New Year period from 4.30pm on Thursday 24th December 2020 until Sunday 3rd January 2021.

Please note that the reception phone will be switched over to the automated Christmas message from 1.30pm on Thursday 24th December 2020.

Emergency enquires after this time can be directed to the on call mobile phones:

On Call Aged Care - 0400 087 077

On Call Disability - 0400 288 344

The office will reopen on Monday 4th January, 2021 at 8.30am.

If you wish to cancel any of your scheduled services during the Christmas/New Year period, please make sure that you let reception know as soon as possible by phoning 1800 043 186.

CHRISTMAS PARTIES 2020

Please note that due to the COVID situation and social distancing protocols put into place by the Department of Health, Lifebridge Management have made the decision not to hold any official Lifebridge Christmas Parties for this year.

Our top priority is for the safety and wellbeing of our customers, staff and volunteers and large gatherings are deemed too risky at this time.

There will not be any Staff and Volunteer Christmas parties for this year as well.

Hopefully next year, all going well, we will be able to resume our end of year staff and customer Christmas Parties.

On that note, all of us from the Business Services and Financial Services Team wish you a very Merry Christmas surrounded with your loved ones and we look forward to working with you all again in 2021.



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, email address, emergency contacts or a name change needs to be communicated to us as soon as possible.

Please send through any changes to your personal information to admin@lifebridge.org.au or phone reception on 1800 043 186.

LIFEBRIDGE ANNUAL REPORT 2019-2020

The Lifebridge Annual Report for 2019 - 2020 is now available to view on our website:

<https://lifebridge.org.au/resources/annual-reports/>

This year's Annual Report highlights the essential role that Lifebridge had in the community and in the lives of each of our customers during the COVID-19 pandemic.

Packed full of inspirational and uplifting stories, we feel very proud of what we have achieved during this very challenging year.

We hope you enjoy reading this edition of the Annual Report and as always welcome any feedback to communications@lifebridge.org.au

If you would like to receive a printed copy of the Annual Report, please contact us on 1800 043 186 and we will send you a copy.

HIGHLIGHTS

- *Living the Lifebridge Advantage* - there are many stories to tell but as we reflected on this period of adversity and hardship, it was with enormous pride that our lasting memories of this time will be of the kindness, empathy, patience, gratitude and support shared between all members of the Lifebridge community - our staff, customers, carers and extended families...
- *Changing old ways to achieve NDIS Goals* - Gary's medium to long term NDIS goal was to 'continue to live in my own home' and 'keep my home free of rubbish and work with Lifebridge support staff to keep my home clean'. Read about how Gary achieved this goal with the help of our NDIS Support Coordinator and support staff. You will be amazed at the difference it has made...
- *Our Volunteers making a difference* - Lifebridge are so fortunate that we have an incredible group of volunteers who provide their time, knowledge and skills to support our customers. Read about how our volunteers are making a difference and how our meal delivery service came to life...
- *Connecting with Technology* - Popular "techspert" Jack Blades talks about his experience helping customers at Lifebridge with technology and how it has enhanced their lives in ways that they never thought possible....
- *How I got through COVID - a staff member perspective* - Lael Osun talks about the challenges of COVID from a staff member perspective and the strategies she put into place for herself to manage this very stressful time. Read about her reflections of this time and what she missed the most....
- *NDIS makes a big difference in Stephen's life* - during the COVID lockdown period, Stephen, like so many other people, faced the dilemma of possibly losing his job and a regular income. Luckily thanks to the support of our NDIS Support Coordinator, Stephen was able to keep his job and maintain his independence. Read about how he achieved this and enhanced his general health and wellbeing along the way...



Read all of these stories and more in our 2019-2020 Annual Report.