

# STAFF UPDATE

November 2020



## MESSAGE FROM THE CEO

Well the year is almost over, and we did it. One more month and we can reset the calendar and start again. 2020 was an experience that no one saw coming.

As the CEO, I consider it my role to not only be the business leader but to also model the principles of the Lifebridge Advantage to support you and our customers in building resilience and managing real day to day activities.

To this end, I attended a workshop over the weekend with some amazing speakers and over coming months I would love to share the insights I gained. Without exception though, when discussing how people can start building resilience and a sense of optimism, everyone seemed to be providing the same message. I would like to share the message with you..... again...

I say again because it is not going to be new to you.

We have discussed these principles many times before. However, the neuroscience is telling us that by committing to practicing these three things, you are building new neural pathways and connections that lead to more positivity. This is neuroplasticity at its best as it literally changes and trains the brain. It takes around 4-6 months to embed new patterns but after one month the connections will be forming and you should be able to see whether the activity is working for you or not.

It may sound “touchy feely” but why not be your own science experiment and give it a go over the holiday period.

You must commit to it! But the worse that can happen is that you start to build your resilience and ability to bounce back with optimism easier and better than you possibly do now.

**GRATITUDE** - Reflects on the past - what has occurred that I am grateful for. Train your brain to see at least three - five things, look for micro minutes throughout the day when you said, did, heard, saw, thought, felt, received one thing that you were grateful for.

You could even make it a family project. Each evening ask your family members what was the best thing that happened to them today. Even this simple conversation will start the process of retraining the brain to look for the positives.

**APPRECIATION and HOPE** - Anticipating 3 things that you are looking forward to. Hope and more importantly, hope in action is the key to feeling more in control and more optimistic. If you don't have 3 things that you are looking forward to then consider planning something.

What is something you can do tomorrow that you are looking forward to? A walk, a coffee, making a telephone call and speaking to a friend, reading a book, practicing an instrument, doing a hobby, starting a new hobby, helping someone else out and making a real difference in their lives (something each of you do every day!)

**SELF CARE** - We need to ramp this up. Give yourself permission to stop and care for yourself. Ask yourself: What nourishes (soothes, calms) me, What strengthens me, What inspires me.

Which of these questions is going to be the most life giving to you today? Choose one and practice that during the day.

Most importantly though, don't pretend that everything is fine and good if it isn't. It is important that you speak and connect with others and ask for help when it is needed. It is a circle of care. We are all here to support each other.

Don't forget we have an Employee Assistance Program and I strongly recommend that you use it if needed. That is one of the small gifts that we can offer you, as part of the circle of care.

Take care and go well  
Bronwyn

# PAY IT FORWARD ACTS OF KINDNESS

More Coffee Please located at 75 Wharf Street, Tweed Heads is a supporting business for the "Red Cross Pay it Forward Scheme".

The Pay it Forward Scheme came about by thinking of ways we, as a community, can help vulnerable members of the community.

Pay it forward is much more than coffee, it promotes kindness.

The drink/cake or meal may be claimed by someone without a home, a stressed mother or a well-dressed businessman; you may not think from his appearance that he's in need but he may be in his 6th month of job hunting.

Pay it Forward businesses do not judge. If someone asks then they are in need, no questions asked.

If you would like to be a part of "Pay it Forward" in the Tweed Shire, stop into More Coffee Please, pay it forward and make a difference to someone's day.



No Act of  
Kindness, no  
matter how small  
is ever wasted.

## Christmas **SHUTDOWN PERIOD**

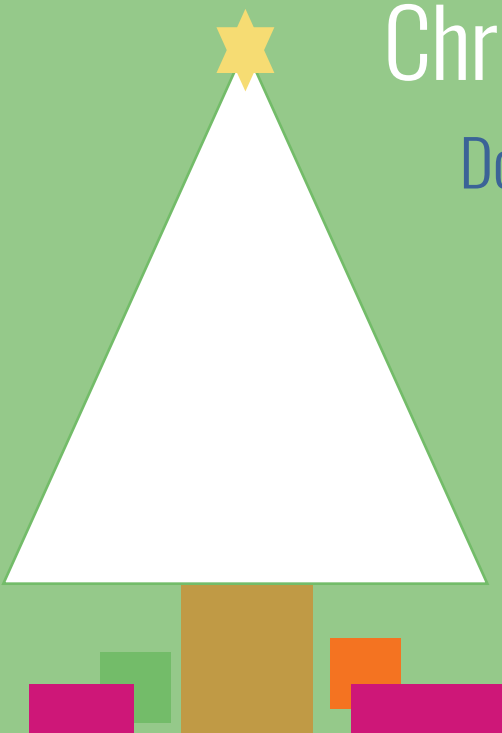
Don't forget to submit your leave in VisiCase.

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.



# COVID-19 UPDATE



## REMAINING VIGILANT WITH REGARD TO COVID-19

Although things are relaxing somewhat with regard to COVID-19 it is certainly not wise to become complacent just yet.

We need to be vigilant at all times to ensure that we remain COVID Safe and protect the health of our staff, volunteers and customers.

- Please ensure that you have an adequate stock of PPE equipment such as masks, gloves and hand sanitiser.
- Practise good hygiene by washing your hands regularly and use hand sanitiser.
- If you have any symptoms of COVID-19, however mild, do not come to work. Get tested and speak to your Manager.
- Ensure that Lifebridge transport vehicles are wiped down and sanitised before and after every shift.

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>

### 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).

## INFECTION CONTROL TRAINING REMINDER

All Lifebridge staff, including office based 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)

If you are having difficulties accessing the course or downloading your certificates, please contact either your Manager or Denyelle Drury, IT and Communications Officer on 0436 656 125.

# REWARD AND RECOGNITION



## CONGRATULATIONS

to Christine MacFarlane who is the recipient of the Monthly Appreciation Award for November 2020.

Christine started our Support Coordination by herself back around 2017, with no support as it was a completely new service under the NDIS which she had to learn from scratch.

Since then she has grown the service to the point where we have needed to expand, and has garnered positive feedback and a great reputation for our Support Coordination services.

She doesn't hesitate to go the extra mile for her customers, some of whom have very complex issues and needs, and just recently she has needed to put in unpaid overtime to keep up with her increased workload, to the point where she claimed 100% of her working hours through the NDIS.

Christine very much flies under the radar with her role, and her superb work ethic benefits Lifebridge and our customers immensely, and she deserves to be recognised.

Christine 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**

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.

# BUSINESS SERVICES NEWS

Welcome to new staff, volunteers and students during November 2020 - Micheal Whipps (welcome back), Deborah Jackson and Jason Wheeler.

Goodbye to Jasmin Hartgrove, Norma Stanley, Arthur Nye, Cheryl Jones, Kim English, Suzanne Gorton, Jaymie Floyd and Erin Croker during the month of November 2020.



## CONGRATULATIONS

To the following staff and volunteers who celebrated their work anniversaries during November 2020.

- Denise Culpitt - 11 years
- Stacey Knight - 11 years
- Norman Henstridge - 6 years
- Rebecca Mussett - 6 years
- Emma Payne - 6 years
- Wendy Shears - 5 years
- Jennifer Howe - 5 years

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

## PROCESS FOR UNPLANNED PERSONAL LEAVE - (SAME DAY SICK LEAVE)

If you are unable to attend your shift due to unplanned illness (Monday to Friday) please contact the Rostering Administrator at 7.00am on 0436 662 178 or [email rosters@lifebridge.org.au](mailto:rosters@lifebridge.org.au) at 7.00am to advise you are unable to attend your shift due to illness.

Please **DO NOT** send a text.

Staff unable to attend their weekend shift due to unplanned illness shall contact the Aged Care On Call Number 0400 087 077 or Disability Services On Call Number 0400 288 344 on weekends only.

# Requests to work during the **CHRISTMAS PERIOD**

Staff that wish to work over the Christmas Shut Down period (25th December 2020 - 3rd January 2021) are to email [rosters@lifebridge.org.au](mailto:rosters@lifebridge.org.au) specifically detailing what days and hours they are willing to work.

Include any Public Holidays during this time - which are the 25th, 26th and 28th December 2020 and 1st January 2021. It is very important that you specify exactly when you are available so rosters have a clear picture of who they can call upon if necessary. All other dates that you are **not** working during this time will need to have a leave request, EXCEPT the Public Holidays.

If you require any further clarification around Christmas leave or working during the Xmas break, please contact either:

- Sam Barker - 0436 656 233
- Heather Wright- 0436 662 178

# OUT OF OFFICE NOTIFICATIONS - OFFICE BASED STAFF



When you plan to be away from the office, either on sick leave, personal leave or during the Christmas Shutdown, it is very important to activate your out of office message in Outlook.

This notifies people who email you during this time that they are not to expect a response from you until you return or it gives them the option to choose to contact another member of your team if the matter is urgent.

It is also courteous and keeping in line with good customer service.

## Out of office message

Your out of office message could read something along the lines of:

*Hi everyone,*

*I am currently away from the office on leave and will return on (date returning).*

*I will not be checking my emails during this time so please direct any urgent enquires to (person nominated)*

*If the matter is not urgent I will attend to your message when I return.*

## Activating your Out of Office message

In Outlook click on File Tab and choose Automatic Replies (Out of Office).

Select Send Automatic Replies and Only Send during this time range. Input appropriate dates and times.

Select the Inside My Organisation Tab and enter your message. Select Outside My Organisation Tab and enter your message. If it is the same message and you just copy of paste using the keyboard shortcuts.

Once you are happy with your message, click on OK.

If you are having any difficulties with activating your out of office message, please contact Denyelle Drury, IT and Communications Officer on 0436 656 125 or email [denyelle.drury@lifebridge.org.au](mailto:denyelle.drury@lifebridge.org.au)

## VOICE MAIL MESSAGE

Office staff on planned or unplanned leave are required to update their voice mail message on their Lifebridge issued mobile phones advising of their absence, duration and if urgent to contact Lifebridge reception on 1800 043 186.

Each Lifebridge mobile device has Telstra 101 Messagebank Service.

To change your voicemail, you will need to ring 101.

For mailbox setup press 3. For greetings press 1. You then have the several options to change your message.

Choose the appropriate option and follow the prompts.

Dont forget to change your voice mail message when you return from leave.

If you are having trouble with your voice mail message, please contact Denyelle Drury, IT and Communications Officer on 0436 656 125 or email [denyelle.drury@lifebridge.org.au](mailto:denyelle.drury@lifebridge.org.au)

# CHRISTMAS PARTY 2020

As you may already be aware, there will not be a Lifebridge Christmas Party for 2020.

At the time of planning, restrictions that were in place made it very difficult to organise a large group gathering. Therefore, the decision was made not to go ahead with a party.

What is coming up are smaller group staff meetings. Although these are not Christmas parties, they are an opportunity for controlled face to face social interaction.

They are staff meetings with a social spin. Further details regarding the meetings are in the Dates for Your Diary section of this Staff Update.

Please remember that there will be a requirement at the meetings to follow COVID safe practices.

Although things are relaxing, we still need to remain vigilant.



## GEORGIA RICH AND DENYELLE DRURY'S LEAVE AND WHO TO CONTACT

Please be informed that Georgia Rich, Quality Officer will be taking extended leave from 12th December 2020 until mid February 2021.

- During Georgia's absence, if you have any issues or questions regarding Projex or the Quality Management System (Forms, Policies, Procedures, etc) you can direct them to Denyelle Drury, Communications and IT Officer via email [denyelle.drury@lifebridge.org.au](mailto:denyelle.drury@lifebridge.org.au) or phone 0436 656 125.

Denyelle Drury, Communications and IT Officer will be taking leave from 12th December 2020 and will return on Tuesday, 5th January 2021.

- During this time, if you have any issues with Office 365 applications (Outlook, etc) please direct them to Melinda Bartlett either via email [Melinda.Bartlett@lifebridge.org.au](mailto:Melinda.Bartlett@lifebridge.org.au) or phone 0436 657 508.
- If you require a Justice of the Peace during this time, Beverly Smallmon, Aged Care Services Manager is also a qualified NSW Justice of the Peace.
- For any office based staff that are having difficulties with their computer equipment, etc please contact Brennan IT for assistance.
- For general enquiries, please direct them to reception at [admin@lifebridge.org.au](mailto:admin@lifebridge.org.au) or phone 1800 043 186.

# PREPARING FOR THE SUMMER HEAT

It is still only a few days out from the official start of summer, but the heat is set to ramp up this week and everyone is urged to heed health warnings. According to the Bureau of Meteorology, severe heatwave conditions are set to stretch across the continent and this will not be a one day affair.

We encourage everyone to take extra care during the summer months to make sure you are keeping adequately hydrated and being sun smart. Make sure you also take extra care when it comes to our customers and their wellbeing in the summer months.

To assist the comfort of our customers and to meet our responsibilities under the Aged Care Act - Standard 2 (Appropriate Access and Service Delivery) of the Home Care Standards, the Department has created a checklist which may be useful in considering the activities you may need to undertake during a heatwave.

## **Before a heatwave:**

- assess which care recipients are at risk - who has limited capacity to keep cool; or which homes are prone to being hot.
- check cooling systems in care recipients' homes are adequate and working effectively.
- ask relatives and friends to ensure care recipients are cool and comfortable and appropriately dressed on hot days.
- offer extra support to care recipients where family and friends are not available to help.
- provide contact details of your care recipients to the local emergency services, where appropriate.

## **During a heatwave:**

- continue to deliver care - source additional staff or volunteers if required.
- be aware care recipients may be at particular risk following high overnight temperatures.



- keep curtains and blinds closed in care recipients homes to reduce excess heat.
- make small amounts of fluids readily available to care recipients.
- provide alternative forms of fluid, and discourage alcoholic or caffeinated beverages.
- encourage care recipients to eat frequent small meals.
- encourage care recipients to wear loose fitting clothing, use sunscreen and keep skin covered when exposed to direct sunlight.
- encourage care recipients to seek shade when outside, and to avoid going out between 11 am and 3 pm.
- offer additional tepid showers or sponging.
- look for signs of heat stress, such as nausea, and changes in appearance including red, pale or severely dry skin.
- ask for a clinical assessment if care recipients show any signs of deterioration.

## **Clinical assessment**

A clinical assessment will be required if a care recipient shows any signs of deterioration.

The effects of heat-related illnesses can range from mild conditions such as a rash or cramps to very serious conditions such as severe confusion or heat stroke.

If you are concerned about a care recipient's wellbeing, their general practitioner should be contacted immediately.



# 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 GM 4 – Research \(updated\)](#)
- [SO 12 – Annual Report 2019-2020](#)
- [SO 12a - Financial report for the year ended 30 June 2020](#)
- [SO 36 – The Lifebridge Advantage \(updated\)](#)
- [SO 37 - Fraud and Corruption Control Plan 2020-2021](#)
- [SOP 51 – Customers Not Responding to Scheduled Support Visits \(updated\)](#)

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.



## 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 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 should all feel very proud of what we have achieved during this challenging year.

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

## POSITION VACANT

We have an opportunity for a full-time, motivated and experienced NDIS Support Coordinator to join our team.

The successful applicant will be responsible for assisting NDIS participants to build the skills they need to understand, implement and utilise their NDIS plan including the sourcing and scheduling of supports and services to meet customers goals and desired outcomes.

To apply for this position visit [SEEK](#) and submit your application by Friday 11th December 2020.

# DATES FOR YOUR DIARY

The next WHS Meeting via Teams will be held on Tuesday 15th December 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)
- [Jenny.Hicks@lifebridge.org.au](mailto:Jenny.Hicks@lifebridge.org.au)

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

## NEW MAILING ADDRESS

Please be advised that Lifebridge have a new mailing address:

PO Box 1403  
KINGSCLIFF NSW 2487



## AGED CARE MEETING

The Aged Care Services Team Meeting for all Aged Care Staff will be held on Wednesday, 2nd December, 2020 at the South Tweed Sports Club, Minjungbal Drive, Tweed Heads from 3.30pm to 5.30pm.

This meeting has been rostered and light refreshments will be served.

## DISABILITY SERVICES MEETING

The Disability Services Team Meeting for all Disability Services Staff will be held on Wednesday, 9th December, 2020 at the South Tweed Sports Club, Minjungbal Drive, Tweed Heads from 4.00pm to 6.00pm

This meeting has been rostered and light refreshments will be served.

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)