

STAFF UPDATE

December 2020



MESSAGE FROM THE CEO

There is nothing I can say that can capture the experience of 2020. It has been surreal, it has been challenging, it has created opportunity, it has had moments of positivity, it has been exceptional. However, no matter how you classify it, it is now ending and the conditions, at least here in Australia, are looking extremely promising.

It is a very good time to contemplate the year that was, the year to come and what it is that we would like to achieve, or change, based on our learnings and experiences over the past 12 months.

Contemplation and reflection are important. Especially at times such as these when we have been touched by extraordinary events. It is important that we define and clarify for ourselves the “meaning” of the past year so we can move forward with confidence and strength.

Defining meaning and purpose is more complex than it sounds. Meaning is an umbrella word that has many components that feed into it. However, there are 3 core elements that are described by Dr Michael F Steger that most people believe contribute to meaning.

Motivation (Purpose): What is the aspirational motivation or purpose that drives you? What is that thing that gets you up in the morning or keeps pushing you forward? Purpose is like an anchor that we throw into the future because it makes our actions now seem worthwhile.

Comprehension: how do we interpret what is happening around us and what it is we are doing – how does this fit into our world beliefs? This is where we start thinking about our values and our world assumptions.

Significance: what does it matter – how does everything I am doing matter? How do my actions add value?

It is a bit like writing your life story. Most people are trying to write a life story that is infused with significance. What matters most in my life? What can I strive for that has value to me, how does it fit and make sense in my world view and is it worth it?



I am constantly reminding everyone that what they are doing does have significance because it adds value to another person’s life. But this is based on my world view, my values and what is important to me and perhaps this is not the same thing that is important to you. Your purpose, the thing that gives your daily actions meaning, may be the holiday that your employment allows you to have, or the ability to pay the rent or mortgage that keeps you and your family safe.

The best motivation (purpose) for why you do what you do, is one that arises from who you are and aligns with your values and how you see the world around you. If you think in these terms, you can often find meaning in all day-to-day activities even if they are tasks that you don’t necessarily relish doing. This is at home and at work.

I think we have all done an amazing job this year. There is no doubt in my mind about the value, worth or significance that each of us contribute to the community that we call Life-bridge. I have deep meaning for what I do, and I hope from the bottom of my heart that you do too.

Have a wonderful Christmas, look to 2021 with hope and optimism and let’s do even greater things together next year.

Bronwyn



AGED CARE SERVICES NEWS

MESSAGE FROM BEVERLY SMALLMON AGED CARE MANAGER

I appreciate the extra challenges that everyone has faced during 2020 and the sacrifices that many of you have made to continue to provide support to our vulnerable customers.

Your determination and grit during COVID19 has to be truly commended. This includes your diligence in preventing the spread of this virus by following the COVID Safe Plan, using appropriate PPE when required and social distancing.

I know at times this has been difficult when things like the common handshake and a hug to your customers has been out of the question, however it has been worth it.

This pandemic has rapidly changed how we live and work. The ever-changing landscape continues to make this a trying time for our customers as they are very confused by what they see and hear in the media, and many have not seen their families for an extended period of time.

You have been the regular “visitor” and the “friendly face that they know” during these trying times – well done and congratulations – this demonstrates the Lifebridge Advantage.

It is hard to comprehend that it’s nearly time to say goodbye to 2020. This year has certainly thrown up some challenges and it will be a year that we won't forget in a hurry.

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

Stay safe and stay well. See you in 2021.

Beverly



AGED CARE TEAM CONTACT DETAILS

Please find below the updated contact details for the Aged Care Team. Outlook has been updated with these details as well but please let the Communications and IT officer, Denyelle Drury know on 0436 656 125 if it is not reflecting in your version of the Outlook App.

Beverly Smallmon

Aged Care Manager 0436 656 237

Lynette Cobb

Customer Care Manager - HCP..... 0409 056 399

Leanne Coley

Customer Care Manager - HCP..... 0436 662 154

Susan Drummond

Customer Care Manager - HCP 0419 662 275

Janelle Egas

Customer Care Manager - Groups 0436 663 932

Alison Gilchrist

CHSP Officer 0436 663 927

Sharon Harvey

Customer Care Manager - CHSP 0436 662 275

Melissa Jones

Customer Care Manager - HCP 0408 804 643

Feonie Pegler

Customer Care Manager - HCP 0436 656 247

Victoria Renwick

Customer Care Manager - HCP 0436 656 153

Aimy Simpson

CHSP Officer 0459 876 726

DISABILITY SERVICES NEWS



MESSAGE FROM ANDREW WEIR DISABILITY SERVICES MANAGER

We are open for business (don't let a pandemic get in the way of life!

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.

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 reduced numbers, social distancing, use PPE and implement ever changing public health regulations.

To reduce our overheads the closure of Murwillumbah shop front, Coolangatta office, Chinderah hub and reduction in support staff hours to better align with redesigned programs.

Amid these changes, Lifebridge disability services remained opened for business, thanks to the commitment, resilience and hard work from a group of dedicated staff.

- During the height of COVID and while groups were reduced, there was a lot of work behind the scenes to redesign our Social and Community Participation programs with a focus on 12 week modules and new venues.
- The new programs were designed to better align with customers individual NDIS plan goals and align with the 8 NDIS outcome domains.

- The implementation of daily run sheet email updates to increase communication pathways with staff and advise of any changes.
- In August 2020, disability services successfully met all the requirements of Third Party Verification (TPV) to meet the conditions of our NDIS registration including: NDIS Practice standards, complaints management, customer engagement and consultation, incident and risk management.
- Improved emphasis on meeting customers individual NDIS goals and plans.

Thank you to you all for your adaptability, support and commitment to Lifebridge customers, families, colleagues and for 'bringing our customers goals to life!'

I wish you all a well-deserved Christmas break with family and friends.

See you all in 2021.

Andrew



REWARD AND RECOGNITION



CONGRATULATIONS

to Rachel Eddy who is the recipient of the Monthly Appreciation Award for December 2020.

Rachel was nominated for this award by Jannah Goodman-Jones in recognition of her outstanding contribution to the Disability Services Social and Community Participation Accessible Art Group.

Rachel is doing wonderful work with the art group. Participants have taken home some great artwork such as tie died t-shirts, beachside paintings and ceramics to name a few.

Rachel 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



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 December 2020 - James Swatman (welcome back).

Goodbye to Katherine Irvine, Andrew Tippett, Duane Rich and Georgena Leighton during the month of December 2020.

CONGRATULATIONS

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

- Jenny Hicks - 15 years
- Claudia Candrian - 12 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 access Projex to view these via the Document Bank.

System Overview Documents

- SO 4 – Lifebridge Australia Ltd. Constitution (updated)

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



GEORGIA RICH AND DENYELLE DRURY EXTENDED LEAVE

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 or by telephone 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 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 or phone 1800 043 186.



CHRISTMAS SHUTDOWN PERIOD CHECKLIST

It is nearly the end of 2020 and I am sure all of you are aware by now that Lifebridge will be closed for the Christmas period from 24th December 2020.

The reception number 1800 043 186 will be switched over to the automated Christmas message from 1.30pm on 24th December 2020.

For any emergencies after this time please call the appropriate on call mobile number.

- On Call Aged - 0400 087 077
- On Call Disabilities - 0400 288 344

The Kingscliff office and the Cottage will be closed from 24th December, 2020 and will reopen on Monday 4th January 2021.

If you are working during the Christmas Period, don't forget to stock up on your PPE Supplies before 24th December 2020.

It is best not to leave it until the last minute as Emma (our receptionist) will be leaving just after 1.30pm on 24th December 2020.

For those staff who work in the office, make sure you activate your out of office message and change your Lifebridge mobile messagebank greeting before you go on leave for the Christmas Break.

It is also a good time to clear out those scientific experiments that might be lurking in the back of staff fridges and give them a good clean out. Make sure there is no food items in your drawers etc.

During the Christmas break, be mindful that we are not completely over the COVID crisis just yet.

Please ensure that you are adhering to the social distancing and good hygiene protocols. It is better to be extra cautious than to become complacent and risk infection.

And most of all have a wonderful break and we hope you have a very Merry Christmas with your loved ones and a Happy New Year.



PRIVACY AND CONFIDENTIALITY

We take this opportunity to remind all staff about maintaining privacy and confidentiality for work, customer and personal related information at all times.

PRACTISING GOOD CUSTOMER SERVICE

Wherever possible, if you are running late for a shift or a bus run, please contact the customer ahead of time and let them know you are running late.

This is good customer service and prevents customers ringing reception to find out "where you are".



DATES FOR YOUR DIARY

The next WHS Meeting via Teams will be held on Tuesday 15th December 2020 at 4.30pm.

Should you have a matter that you wish for your workgroup HSR to raise at the meeting please contact them directly via email below:

- 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
- Alison.Gilchrist@lifebridge.org.au
- Jenny.Hicks@lifebridge.org.au

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



Christmas Jokes - for a giggle

What do you call an elf wearing ear muffs?
Anything at all - he can't hear you.

Why did no one bid for Rudolph and Blitzen on eBay?
Because they were too deer!

How does Darth Vader enjoy his Christmas turkey?
On the Dark Side.

What do you call a kid who doesn't believe in Santa?
A rebel without a Claus

What do sheep say at Christmas?
A Merry Christmas to Ewe.

What's worse than Rudolph with a runny nose?
Frosty the Snowman with a hot flush!

What did the Christmas tree say to the ornament?
Quit hanging around.



NEW MAILING ADDRESS

Please be advised that Lifebridge have a new mailing address:

PO Box 1403
KINGSCLIFF NSW 2487

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