

STAFF UPDATE

January 2021



MESSAGE FROM THE CEO

Well here we are hurtling towards the 2nd month of 2021. Twelve months on and still we are living in a world that is constantly adjusting and responding to COVID-19. As a nation, Australia has responded extremely well. However, change is now our constant companion and from a business perspective can be considered “business as usual”.

Some people thrive on change whilst others find it daunting and hard to adjust. It can often cause increased stress. Over the coming 12 months I will have a lot of new announcements as we adjust to the post COVID world, the ongoing changes to NDIS and the impending Aged Care reforms. Even though change will continue to be part of the Lifebridge environment there are things we can do to help reduce and manage the stress that it may create.

I would like to share with you some tips that I read recently in an article by EAP ASSIST. I hope they are useful and do not forget that Lifebridge has an EAP service that we encourage you to use if required.



Control only what is controllable.

Differentiating between what you can or can't control will help to reduce the amount of time and energy wasted on stressing about what you have no influence over.



Maintain your helpful rituals. Keep to your routine of what you know serves you well to feel more organised and productive.

This can include setting boundaries around your work schedule and ensuring you take a regular lunch break.



Find ways to quieten your mind. Busy brain syndrome can develop from trying to squeeze too much into your day and fretting about what isn't getting done.

Like the mental breather including the time to sit quietly, to reflect and think more deeply helps you to process what's happening, how you are managing and what needs to be done next.

Taking time out this way can also include relaxing your mental muscle using a breathing exercise, meditation, listening to beautiful music, having a snooze, reading a book – you choose!



Take time out to defrag. We are human not machines, and not designed to work continuously without a break. By instilling several 20-minute brain breaks into your day to press pause, grab a coffee or go for a walk you get a mental breather allowing your brain to consolidate all that information it's been taking in and re-energise.



Take a reframe. Actors know that films and programs are rarely if ever taken with one shot.

Being willing to step back to consider how a different angle or changing the lighting could improve the outcome or repeating it to be word perfect makes reflection and review normal. In the same way, if things are getting you down and a particular person or incident is getting you down, take a reframe.

How else could you interpret what is happening? Did that person really mean to cause offense or are you a little sensitive to things at present? Did they really act that way just to upset you or is something happening in their life that led to their behaviour? It's easy to assume and jump to conclusions. What if these are wrong?

Taking a reframe can take the sting out of your reaction.

MESSAGE FROM THE CEO continued



Get moving. When you have a lot on your mind and you're weighed down with worry, getting out for a walk, jog, cycle ride or run can help clear your mind and help you come up with a solution to your challenge.

Not only that exercise helps to burn off that excess cortisol and release more of our feel good hormones dopamine, oxytocin, serotonin and endorphins. Even if exercise isn't your thing, moving more across your day will improve your state of mind and alleviate some of that anxiety and depression.



Hang out with those who lift you up and make you smile. You know who these people are. They are the ones you love to spend time with, you know have your back and will look out for you when times are tough.

Whether you've been in lock down or are having to self-isolate this is especially important to reduce loneliness.



Schedule in something that is fun! What do you do for fun? Having fun takes your mind off your worries, reduces stress and elevates those feel-good hormones.

Scheduling in your fun could take the form of a dance class, art class, cookery class or surfing. Why not make it even more special by having fun with a friend?



Help someone else. One of the most powerful ways to reduce stress is to help someone else. Whether you volunteer your time for a charity like Food Bank or notice someone needs a hand to carry something heavy helping out is a win-win because both parties now feel better.



Laugh more. Life can be so serious. Remembering to smile and laugh more helps to reduce muscular tension, is a great work out for the body, lowers stress and helps you to feel happier.



Express gratitude for what you have.

Stress can skew our thoughts towards the negative. Everything starts to take on a greyish hue. By focusing on what you do have, the good that is around you, no matter how big or how small, we are reminded it's not all bad and research has shown that journaling what and why we are grateful for 3-5 things each day over three weeks translates into six months of feeling more optimistic.



Keep an open mind. We all like to believe we're open-minded. The problem is that severe chronic stress narrows the bandwidth of our perspective.

We become closed off to alternative points of view and less willing to consider alternative options. If you catch yourself saying "no way that will work!" or "That's so wrong, how can you even think that way?"

Challenge that thought. Is it fact or your opinion that's been influenced by your mindset?



Show some self-compassion and kindness.

Do you chastise yourself when things don't turn out the way you expected? Do you blame yourself when you make a silly mistake or make a social gaffe? Our negative self-talk can make us feel worse!

If you wouldn't speak to a friend that way, why do we berate ourselves this way? We are all flawed, imperfect and very good at stuffing things up. Giving yourself permission to accept your mistake, to know it wasn't deliberate and that you are unlikely to repeat it can help with self-acceptance and the knowledge we are 'enough.'



Tap in to what gives you purpose and meaning. Reminding yourself of who you are and what you stand for can help you find meaning in what you do and lead towards defining your purpose.

2020 Employee Satisfaction & Engagement Survey Results Summary



A big thank you to all those staff who took the time to respond to the Staff Satisfaction and Engagement Survey that was administered by Pathways Australia in November last year. We had an excellent response rate and lots of new ideas and suggestions to work on during 2021. Your feedback is extremely important to us and over the next couple of months we will be working with each department to share the results and run focus groups on how we can continue to improve the staff and customer experience at Lifebridge. Please take a few minutes to review the rolled up responses to the questions developed by Pathways in each of the key 10 focus areas. We also asked our staff some specific questions including your views on flexible working arrangements, a Lifebridge uniform and our Covid-19 Response during 2020.

FAST FACTS

- Your Say Survey administered by Pathways Australia from 13th – 30th November 2020.
- Achieved 78% response rate (compared to 60% last year and a sector average of 74%).
- Overall staff satisfaction and engagement score of 68% (compared to 55% last year and a sector average of 69%).
- An additional focus group added in 2020 – Working Through COVID-19 - with Lifebridge achieving an 84% satisfaction score (compared to a sector average of 88%)

Three Highest Ranking Focus Areas in 2020 (Most satisfied and engaged)

- | | |
|---------------------------------|-----|
| 1. My Work | 79% |
| 2. Quality of Work Life Balance | 79% |
| 3. The Organisation | 76% |
| 4. Management | 69% |

Three Lowest Ranking Focus Areas in 2020 (Least satisfied and engaged)

- | | |
|----------------------------|-----|
| 1. Opportunities | 45% |
| 2. Training & Development | 57% |
| 3. Remuneration & Benefits | 61% |

Three Most Important Ranked Focus Areas in 2020

1. My Work
2. Quality of Work Life Balance
3. Communication

COMPARATIVE DATA

Focus Area	2019 Survey Result	2020 Survey Result	2020 Sector Average	Survey Ranking	Importance Ranking
The Organisation	66%	76%	76%	2	7
Leadership	47%	64%	67%	6	10
Management	54%	69%	76%	3	4
Communication	53%	66%	69%	5	3
My Work	69%	79%	77%	1	1
Opportunities	38%	45%	51%	9	9
Remuneration & Benefits	46%	61%	52%	7	6
Recognition & Acknowledgment	53%	67%	67%	4	5
Training & Development	33%	57%	58%	8	8
Quality of Work Life	68%	79%	80%	1	2

2020 Employee Satisfaction & Engagement Survey Results Summary continued

RESULTS BY DEPARTMENT - (OVERALL SATISFACTION)

	Aged Care Services	Business Services, Finance & Admin	Disability Services	Executive Team
All Statements 2020	63%	80%	70%	94%
All Statements 2019	59%	70%	41%	N/A

Top 10 Suggestions for Improvement /Better Performance/Issues to be Addressed (Free text responses)

- Create additional, new, flexible and innovative programs in both Aged Care and Disability Services (chat rooms, using technology, special events, evening and weekend events, concerts).
- Improve rostering, staffing and working hours (gaps, travel-time, full-employment).
- Improve communication, support & supervision and relationships between office managers and support workers.
- More training & development including designated trainer(s).
- More consultation and communication with staff and customers.
- Improve interdepartmental communication.
- Update VisiCase customer data.
- Upgrade transport/fleet.
- Additional support for the mental health and wellbeing of staff.
- Eliminate customer invoicing and statement errors.
- No suggestions – Lifebridge has been doing a fabulous job during this very difficult year.

Additional Questions

1. If given the opportunity to continue to work remotely, which working arrangements would you prefer? (asked of office staff only)

20% Office/80% Home	50% of respondents preferred
50% Office/50% Home	30% of respondents
Other Flexible Arrangements	10% of respondents
100% Office	10% of respondents

2. Are you interested in having a Lifebridge work uniform when providing supports and services to customers?

Yes	25%
Maybe	37%
No	37%

AGED CARE SERVICES NEWS

INTRODUCING CHERYL CONSTANCE

Lifebridge is pleased to introduce our newly appointed Aged Care Clinical Customer Care Manager, Cheryl Constance. Cheryl is an extremely well qualified and welcomed member of our team bringing lots of aged and clinical care experience to the organisation. Cheryl reports to Beverly Smallmon, Aged Care Manager and will have leadership responsibility for the Customer Care Managers - Home Care Packages.

Cheryl has kindly shared some of her background and personality in her article below.

Cheryl is a registered nurse with a background in operating theatre management. "A few years back I thought it might be really nice to care for people who were not under anaesthetic and could actually talk to you."

For the past 6 years Cheryl has been working for an organisation similar to Lifebridge, based in the New England and Mid North Coast. In that time the organisation experienced an increase in clinical care and Cheryl was involved in the clinical governance, quality and education for the organisation.

"I had always planned to relocate to the Far North Coast, so my husband and I moved here in August 2019 and I remained working remotely for my old organisation until I started with Lifebridge this year."

Cheryl has a grown family, four grandchildren and two very spoilt dogs. "I have recently discovered gardening, or it might be just that everything grows so well up here and I am really enjoying it. I would once have said, I love travelling to interesting places overseas, but that's all gone out the window for a while now, but at least moving to a new area, we can spend our time exploring closer to home. I also enjoy a good book, when time allows."

Good health, family, friends, a work-life balance and supporting customers and employees to reach their full potential is important to Cheryl.

"I believe my qualities/strengths are my willingness to learn new things, lateral thinking and working well in a team."

Cheryl can be contacted either via mobile 0459 876 721 or email Cheryl.Constance@lifebridge.org.au



HOW BEST TO SUPPORT ME

- Good communication and sharing knowledge.

WHAT PEOPLE LIKE AND ADMIRE ABOUT ME

- People often describe me as a calm person who is approachable and willing to listen.

THINGS I DON'T LIKE

- Going flat out and achieving nothing.
- People in the workplace who are afraid to share their knowledge.



Get outside into nature. Lock down hasn't helped and, it's true, we spend far too much time cooped up indoors.

Getting outside preferably into a green or blue space for at least two hours a week has been shown to be the minimum time for better mental wellbeing.

When did you last get into your local park or go for a bushwalk?

DISABILITY SERVICES NEWS



GOING PLACES IN 2021

I would like to extend a warm welcome back to all disability services staff for 2021.

Whilst COVID-19 continues to be a major disrupter, we will embrace the new year with hope and positivity and the momentum we established to maintain service during this ever-changing environment. Last year we demonstrated the adaptability and resilience of all our staff (and customers) in the way that we adjusted our services to meet the challenges of COVID-19, the weather, our new venues and programs.

COVID19

A reminder that we must continue to be vigilant with all aspects of COVID-19 prevention management and will continue to be guided by NSW Health. Please ensure that whatever environment you are working in whether it's one to one, groups or venues, there is plenty of PPE available. Please report any instances where PPE needs to be replenished in any of our hubs.

All staff should self-monitor the symptoms. If you develop even mild symptoms, you should:

- Inform your Manager immediately.
- Stay home.
- Get tested and remain in home isolation until you get your results.

Roll Out of the new NDIS Workers Check process

From 1st February 2021, access to the NDIS Commission's NDIS Worker Screening will be made available to support the NDIS Worker Screening Check.

This is part of a National approach to NDIS Worker screening. The NDIS Worker screening will be administered in NSW, by the Office of the Children's Guardian. For further info go to - www.service.nsw.gov.au/ndiswc

If you currently have an up-to-date Police check and Working with Children Check (WWCC) these will remain in place until they expire. You will need to follow the new process when renewing your NDIS Worker Screening.

Any new support workers employed after 1st February, 2021 will go through the new screening procedure.

In NSW you will be able to do the renewal process through Services NSW. It is mandatory for all workers employed in registered providers, like Lifebridge, to have a current NDIS workers screening in place.

HR Matters

- 1. Leave and changes in availability** - A reminder that any application for annual leave needs to be applied for 6 weeks in advance and changes to availability need to be applied for with at least 4 weeks' notice.
- 2. Sick/Personal Leave definition according to Fairwork** - Sick and carer's leave (also known as personal leave or personal / carer's leave) lets an employee take time off to help them deal with personal illness, caring responsibilities and family emergencies. Sick leave can be used when an employee is ill or injured. An employee may have to take time off to care for an immediate family or household member who is sick or injured or help during a family emergency. This is known as carer's leave but it comes out of the employee's personal leave balance.
- 3. Annual Leave** - Annual leave (also known as holiday pay) allows an employee to be paid while having time off from work.
- 4. Processing Shifts** - Please ensure you have processed all your shifts by COB on the Monday night of Payroll week.

If you ever have any enquiries, concerns, thoughts or ideas, please do not hesitate to contact either Stacey, Martin or myself.

Andrew Weir, Disability Services Manager

REWARD AND RECOGNITION



CONGRATULATIONS

to Samantha Barker who is the recipient of the Monthly Appreciation Award for January 2021.

Samantha was nominated for this award by Beverly Smallmon in recognition of her outstanding contribution to the Business Services Team.

Samantha does a wonderful job rostering for Aged Care Service's 600+ customers. It is a difficult job trying to meet the requirements of our customers and availability of staff and it not possible to please everyone all the times as it is a continually changing environment.

Sam gives 100% and does the best she can with what is available.

During the 2020 Christmas period flooding situation she continually monitored the emergency services and council website to ensure that affected staff and customers were kept up to date of the emergency situation - all this on top of trying to complete the Christmas and New Year rosters.

Thank you Sam for looking after that 2,000 piece jig saw puzzle called Aged Care Services rostering.

Samantha 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 - Paul Grugan and Cheryl Constance during January 2021.

Goodbye to Carlos Zitkoski and Nadiya Schneider during the month of January 2021.

CONGRATULATIONS

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

- Susan Conolly - 20 years
- Angela Molyneux - 20 years
- Jacob Bonsing - 5 years

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

COVID RESPONSE UPDATE

The latest advice from the NSW Department of Health with regard to COVID-19 is as follows:

- Until further notice all staff across NSW must wear a surgical mask during home visits.

Do not come to work if you:

- have a fever (37.5°C or higher) or [symptoms of COVID 19](#).
- have been to any [Western Australian Locations](#) visited by confirmed cases or the [Perth, Peel or South West Regions of Western Australia](#) since 25 January 2021.
- have been to any of the locations on the [close contact](#) or [casual contact](#) lists at the times and dates listed.
- have been to any [areas of concern](#) in New Zealand since 14 January 2021.
- live in a household with a person who is currently self-isolating.

Regularly visit the [NSW COVID-19 website](#) for updates on areas of active community transmission.



JOBKEEPER UPDATE

The Federal Government has extended the JobKeeper Wage Subsidy Scheme until 28th March, 2021.

Lifebridge has qualified for the final quarter of the JobKeeper Wage Subsidy Scheme for the period 4th January to 28th March 2021.

Please see below the new provisions which will apply for eligible employees:

- \$1000 per fortnight wage subsidy for eligible employees who, in the 4 weeks of pay periods before 1st March 2020, were working and average of 20 hours or more per week.
- \$650 per fortnight wage subsidy for eligible employees who, in the 4 weeks of pay periods before 1st March 2020, were working on average, less than 20 hours per week.

Please contact your departmental manager if you have any questions regarding the above.

DATES FOR YOUR DIARY

AGED CARE SERVICES MEETINGS

The Aged Care Services Staff meetings will be held at the Functions Room, South Tweed Sports Club, 4 Mingunbal Drive, Tweed Heads from 3pm to 5pm.

Days are being rotated through the week to ensure all staff get the opportunity to attend.

FEBRUARY	Monday 8/2/2021
APRIL	Tuesday 6/4/2021
JUNE	Wednesday 9/6/2021
AUGUST	Thursday 12/8/2021
OCTOBER	Friday 15/10/2021
DECEMBER	13/12/2021 - <i>(Venue to be confirmed)</i>



WORK, HEALTH & SAFETY MEETINGS

The next WHS Meeting via Teams will be held on 16th February, 2021 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
- 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).

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