

# STAFF UPDATE

February 2021



## MESSAGE FROM THE CEO

This month's message is written with sadness as I acknowledge the sudden passing of our dear Lifebridge friend and volunteer, Richard Parfitt.

Fifteen years ago, Richard began volunteering for Lifebridge in Disability Services. He volunteered several days a week and particularly enjoyed the sailing group.

Richard soon gained the respect and love of staff and customers. He valued each person and would give them his undivided attention as he took the time to understand exactly what they needed to have the best experience possible.

When he worked with the customers, they were all that counted.

Four years ago, as Lifebridge transitioned to the NDIS, Richard decided to try his hand volunteering in Aged Care. It was here his skills as a rock and roll dancer were put to good use. The ladies adored him, and the men always looked forward to his company.

It is easy to understand why he was so popular. In a world where many are made to feel invisible, he had a special gift of making each person feel special and valued. He was always smiling and always so positive. I know my day was always made brighter when I spent time with Richard.

Even though he was volunteering a couple of days a week, when staff or other volunteers rang in sick, we could always rely on Richard to step in and give us a hand. He was so keen that he would often ring us and check in... just to make sure we didn't need him. He worked consistently over Christmas to cover for staff who were taking a well deserved break. He was one of our most reliable workers. We could always depend upon Richard. He never let us down.

People may not be aware of the "Circle of Friends" statue that is along the walking path behind the Office at Kingscliff. This was introduced as part of an annual tree planting ceremony where those customers, volunteers, or staff that had died during the year were remembered.



Although we haven't done it for a while, there has been a request to revive this tradition and plant a tree in remembrance of Richard. I think this is a fitting tribute to someone who has contributed so much to so many.

We never had the opportunity to say goodbye or to say one last thank you. However, we can ensure that Richard's legacy lives on by maintaining his memory in our hearts and modelling his behavior of always seeing a person's strength and recognizing their value.

Let's make sure that no-one feels invisible when we engage with them. Let's make sure they walk away with a smile, looking forward to our next meeting and feeling that little bit more valued. This is what Richard would have done.

Rest In Peace Richard. The Lifebridge community will miss you and be a little less brighter without you.



# It's time to care about aged care

Over the past two decades, successive governments have failed to act on more than 20 independent reports signaling the need for major reform in aged care.

We cannot allow this to continue.

We all deserve to age in comfort and with dignity, wherever we live. Yet that right is being denied to some 1.3 million Australians who rely on our aged care system.

Over a generation, the needs and expectations of our ageing parents and grandparents – and those who care for them – have exceeded the resources made available to them.

As a country, we are failing our older citizens.

It's time for change. It's time to fight for a world-class, rights-based aged care system that meets the needs of older Australians now and into the future.

It's time to care about aged care.

## ACC Press Releases

**[01/03/2021 ROYAL COMMISSION PROVIDES OPPORTUNITY TO 'FIX' THE AGED CARE SYSTEM FOR EVER](#)**

**[26/02/2021 AGED CARE NEEDS BIG PICTURE REFORMS OUT OF THE ROYAL COMMISSION](#)**

This campaign is organised by the Australian Aged Care Collaboration, in partnership with organisations calling for aged care reform.

## Sign the petition

I, the undersigned, believe that it is time to care about aged care in Australia.

The Royal Commission into Aged Care Quality and Safety has delivered its final report which reveals that many older people are not receiving the care that they need and deserve, and that the Australian community expects.

Over twenty previous reports calling for change have largely been ignored. We cannot allow this to continue.

I encourage my Member of Parliament to support comprehensive reform of the aged care system, and Government action to ensure all older people are supported and enabled to live their lives with dignity.

To sign the petition above go to <https://www.careaboutagedcare.org.au/>

# CLINICAL UPDATE - AGED CARE



## Delirium and Dementia in the Elderly

Delirium means ‘sudden confusion’ with disturbances of mood, thought and behaviour. It may be evident through anger, agitation, anxiety, suspicion or depression. Behavior may appear bizarre and unusual for that person. It may be evident in sleep changes, disorientation or hallucination.

Delirium occurs over a few days or hours, it is important to seek medical attention immediately.

Causes of delirium can be medication, dehydration, pain, infection, stroke, tumors, haemorrhage, constipation, urinary retention, cardiac or airway disease and post surgery. The treatment of delirium is finding and reversing the cause.

It is easy to confuse delirium and dementia because they both affect cognitive ability and people with dementia are at higher risk of delirium.

However, dementia is usually a much more slow onset, such as months or years. Dementia is a progressive disease while delirium is usually reversible with treatment.

If you come across a customer who you think may be experiencing delirium, it is important to stay calm and seek help.

It is best to have loved ones, or those responsible to take the customer to seek medical help as an ambulance may cause added stress and worsen the situation. Try not to argue with the customer and focus on keeping them safe. Delirium is frightening for the customer and their loved ones and seeking help is most important.

<https://www.caringseniorservice.com/blog/delirium-vs-dementia>

	Neurocognitive Disorders Dementia	Delirium	Depression
Behaviour	Wandering, confused, poor navigation, visual hallucinations, disinhibition (late stages) worse at night.	Bizarre, disruptive, disinhibited, disorganized, frightened, poor insight, fluctuates hourly, responding to hallucinations, disturbed sleep-wake cycle.	Agitation, apathy, sadness, reduced self care, sleep changes, appetite changes, inability to feel pleasure.
Language	Difficulty finding the right words, may use a related word eg: book-newspaper. May use substitute words or may not find a word at all or may use words that have no meaning, are jumbled or are in the wrong order. May revert back to their primary language.	Bizarre content tangential, confabulations / delusions Fluency good, but sometimes incoherent or distorted.	Poverty of speech, themes of “I don’t care” or “I don’t know”. Sense of hopelessness.
Cognition	Gradual progressive decline, reduced ability to learn new things, poor recall. Reduced ability to perform ADLs, reduced awareness of errors. Language and behavioral changes.	Rapid decline in cognition or fluctuating cognition, reduced attention, disorientation to time and place. Reduced new learning and recall. Denies errors.	Usually stable. Normal consciousness, good orientation, indecisive, slowed processing speed, mild memory problems, focused on errors “I can’t do it”.
Social	Social behavior is usually OK. May become inappropriate in social situation and progress to disinhibition.	Reduced awareness of social behaviors. Reduced sense of reality. Out of touch with reality eg; ‘I have wet my pants because I have been sailing’	Social withdrawal. Reduced confidants and self esteem Possible anxiety.



# DISABILITY SERVICES NEWS

## Bringing your goals to Life!

As you will be aware, the new Lifebridge Social and Community and Participation programs are focused on supporting our customers to better meet their NDIS goals.

They are also about getting 'up and about', meeting new people and trying new things.

At the end of each 12 week program, we report back to customers on how they are progressing towards 'Meeting their goals'.

Thank you to all disability staff for your hard work, flexibility and commitment to supporting our customers to "Bring their Goals to life".

## COVID19 and PPE resources

Lifebridge remains committed to implementing and providing COVID safe practices for all customers, staff, volunteers and community.

The Addendum to Policy HRM 8 - Infection Control - COVID 19 response was circulated to all staff for your reference and records.

Please ensure that you take the time to familiarize yourself with the Addendum and its contents. The Addendum is available to view in [Projex](#)/Document Bank/Policies.

If you have any enquiries in relation to the Addendum, please do not hesitate to contact Andrew to discuss.

A reminder to all staff to please ensure that all hubs, Pottsville, Murwillumbah and Cabarita that PPE stocks are checked and replenished when required.

Should you need additional PPE supplies, please contact Emma at Reception, the 'Queen of PPE' who will provide you with additional supplies.



## Pottsville Calling

Interested in additional Lifebridge shifts and working in a different atmosphere?

Why not diversify your skills, knowledge and experiences and try Lifebridge Short Term Accommodation (STA)

Our Pottsville STA. is open 7 days a week and provides an opportunity for people with a disability to have a short break, a holiday away from home, and their families and carers too.

Disability services are always looking for highly motivated, energetic and creative staff to provide person centered services and let our customers achieve their NDIS Goals.

Staff will need to be available to work sleep overs and weekends.

If you would like to know more, please do not hesitate to contact either Stacey Knight or Andrew Weir.

Introducing this month, Stacey's Trivia and Cooks Conundrums.

Stacey's Trivia? - Q: What is the rarest M&M colour?

Cooks Conundrum? - What's the world record for the number of straight questions asked by a TV host (in 6 hrs)?

# INTRODUCING REBECCA MCKENZIE-BAIN

## NDIS SUPPORT COORDINATOR

Lifebridge is pleased to announce the appointment of Rebecca McKenzie Bain in the disability services Support Coordinator role.

Rebecca commenced on Monday, 8 February 2021 in the Disability Services Team and compliments the Support Coordination team and the excellent work achieved by Christine MacFarlane.

Her position is full time and she works from both home and the Kingscliff Office.

Rebecca has recently completed Bachelor of Psychological Science at Southern Cross University, Gold Coast campus.

She has particular areas of interests in behavioral and developmental psychology and is interested in furthering her education by way of Masters in Applied Behavior Analysis or Graduate Diploma of Intellectual and Developmental disabilities.

Rebecca has volunteered with the Australian Indigenous Mentoring Experience (AIME) in working with young Indigenous adolescents to positively build the bridge between High school and tertiary education.

Rebecca grew up on the Far North Coast and enjoys horse riding, bush walking, astronomy and exploring local beaches.



### **LATEST ADVICE FROM DEPT OF HEALTH REGARDING COVID-19 as at 13th March 2021**

Staff are not required to wear a surgical mask in NSW.

Currently there are no cases of community transmission of COVID-19 in NSW or areas of increased testing, **however there has been a recent case in Brisbane and recent cases in Auckland, New Zealand.**

Exclude staff who:

- have a fever (37.5 degrees or higher) or symptoms of COVID-19
- have been to greater Brisbane since 11th March 2021 - this includes Brisbane City, Ipswich, Logan, Morton Bay and Redland.
- have been in Auckland, New Zealand in the last 14 days (in exceptional circumstances contact the Public Health Unit for advice).

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

## REWARD AND RECOGNITION



### CONGRATULATIONS

to Victoria Renwick who is the recipient of the Monthly Appreciation Award for February 2021.

Victoria was nominated for this award by Jack Blades in recognition of her approachability and kindness.

"Ever since she started she has made a great effort to make sure I feel comfortable talking to her".

"Victoria has made me feel very valued, she cares about her staff just as much as her customers."

"She is incredibly professional, yet that hasn't stopped her from providing support with a smile and a kind nature. She is a role model."

Victoria 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 - Beti Brunning, Sophie Cobb, Rickie-lee Douglass, Lorraine Francis, Casey McCrone, Rebecca McKenzie-Bain, Maria Rutledge and Annabel Teate during February 2021.

Goodbye to Samantha Barker, Kiri Ethier, Melissa Pope and Georgia Rich during the month of February 2021.

## CONGRATULATIONS

To the following staff and volunteers who celebrated their work anniversaries during February 2021.

- Sharon Harvey - 15 years
- Kim Taylor - 13 years
- Toni Macdonald - 5 years
- Leanne Coley - 5 years

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

## KEY POSITIONS HELD OUTSIDE REGULAR PD'S

### Board Chairperson - Norman Henstridge

[Norman.Henstridge@lifebridge.org.au](mailto:Norman.Henstridge@lifebridge.org.au)

### Company Secretary - Susan Williams

[Company.Secretary@lifebridge.org.au](mailto:Company.Secretary@lifebridge.org.au)

### Privacy Officer - Denyelle Drury

[Denyelle.Drury@lifebridge.org.au](mailto:Denyelle.Drury@lifebridge.org.au)

### WHS Chairperson - Ben Simpson

[Ben.Simpson@lifebridge.org.au](mailto:Ben.Simpson@lifebridge.org.au)

### Health & Safety Representative (Board) - Jenny Hicks

[Jenny.Hicks@lifebridge.org.au](mailto:Jenny.Hicks@lifebridge.org.au)

### Health & Safety Representative (Aged Care)

Leanne North - [Leanne.North@lifebridge.org.au](mailto:Leanne.North@lifebridge.org.au)

Sharon Muntelwit - [Sharon.Muntelwit@lifebridge.org.au](mailto:Sharon.Muntelwit@lifebridge.org.au)

Alison Gilchrist - [Alison.Gilchrist@lifebridge.org.au](mailto:Alison.Gilchrist@lifebridge.org.au)

### Health & Safety Representative (Business Services)

Amanda Chadwick - [Amanda.Chadwick@lifebridge.org.au](mailto:Amanda.Chadwick@lifebridge.org.au)

Emma Payne - [Emma.Payne@lifebridge.org.au](mailto:Emma.Payne@lifebridge.org.au)

### Health & Safety Representative (Disability Services)

Greg Kay-Spratley - [Gregory.Kay-Spratley@lifebridge.org.au](mailto:Gregory.Kay-Spratley@lifebridge.org.au)

Jannah Goodman-Jones - [Jannah.Goodman-Jones@lifebridge.org.au](mailto:Jannah.Goodman-Jones@lifebridge.org.au)

### Health & Safety Representative (Employer Representative)

Adam Easton - [Adam.Easton@lifebridge.org.au](mailto:Adam.Easton@lifebridge.org.au)

### First Aid Officers

Emma Payne - [Emma.Payne@lifebridge.org.au](mailto:Emma.Payne@lifebridge.org.au)

Janelle Egas - [Janelle.Egas@lifebridge.org.au](mailto:Janelle.Egas@lifebridge.org.au)

Cheryl Constance - [Cheryl.Constance@lifebridge.org.au](mailto:Cheryl.Constance@lifebridge.org.au)

Stacey Knight - [Stacey.Knight@lifebridge.org.au](mailto:Stacey.Knight@lifebridge.org.au)

Ben Simpson - [Ben.Simpson@lifebridge.org.au](mailto:Ben.Simpson@lifebridge.org.au)

### Site Wardens (Kingscliff)

Janelle Egas - [Janelle.Egas@lifebridge.org.au](mailto:Janelle.Egas@lifebridge.org.au)

Heather Wright - [Heather.Wright@lifebridge.org.au](mailto:Heather.Wright@lifebridge.org.au)

### Site Warden (Pottsville)

Stacey Knight - [Stacey.Knight@lifebridge.org.au](mailto:Stacey.Knight@lifebridge.org.au)

### Whistleblower Protection Officer

Amanda Chadwick - [Amanda.Chadwick@lifebridge.org.au](mailto:Amanda.Chadwick@lifebridge.org.au)



# 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 Mingungbal Drive, Tweed Heads from 3pm to 5pm.

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

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

A date has yet to be set for the next WHS Meeting but should you have a matter that you wish your workgroup HSR to raise at the next meeting please contact them directly via email below:

- [Ben.Simpson@lifebridge.org.au](mailto:Ben.Simpson@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

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)