



STAFF UPDATE

March 2021



MESSAGE FROM THE CEO

It seems whenever there are important national celebrations, they are interrupted by a COVID alert.

This time the threat is closer to home than it ever has been. My local bakery has been declared a casual contact, so it has certainly become personal for me.

There is no need for fear or anxiety if we all follow the protocols and guidelines. Complacency is now our greatest enemy and the one that is likely to take away hard won successes. Please do not become complacent. Please follow the rules and guidelines for keeping yourself and others safe.

Lifebridge has a COVID Safe plan that you all should know by now. It can be accessed through [Projex](#) or through the [staff portal](#) on the website.

Attached to this newsletter you will also find a copy of Pol HRM 08 – Infection Control – Addendum 2 – COVID-19 Vaccination.

When I put this addendum out for consultation there appeared to be some confusion so let me summarise what the policy attachment is about.

Lifebridge is not offering you the vaccination nor are we instructing you to get it. The decision to have the vaccination is voluntary and if you choose to have it you will need to organise it yourself.

The policy explains what information we will need to collect about your vaccination status and what changes to your work pattern may need to happen, to maintain the safety and protection of everyone should there be a local outbreak of COVID-19. There is also the consideration that our customers may choose not to work with people who are not vaccinated, and this may also affect work patterns and available hours.

It is important that you read and understand the addendum. Please direct any questions to your Manager. Further information about vaccinations can be found throughout the Staff Update.

Putting Covid aside for a moment, I hope you find time to relax and enjoy yourselves over the Easter break. As people who spend their time putting other's first, this break is an opportunity for you take time out and nurture yourselves.

You know my normal mantra of keeping a gratitude diary where you list 3 -5 things every day but here are some other tips that you may want to put into place over the long weekend.

1. Go for a walk or immerse yourself in a bit of nature.
2. Put on a "feel good" playlist and dance or sing.
3. Try a 10-count breathing exercise – focus on your breath as you count down.
4. Think of one positive thing – shift your thinking from stressful, negative thoughts.
5. Focus on what you can control – you may not be able to control the situation but you can control your reaction.
6. Use a diary – writing down the things that worry you or annoy you helps get them out of your head and feels like a "vent".

Let's hope that Easter goes ahead as we planned.

Regardless, please enjoy yourself and of course stay safe, stay well.



DISABILITY SERVICES NEWS

COVID-19 HOT SPOTS, LOCK DOWNS AND QUARANTINE

As we head into the Easter break, COVID-19 continues to influence our way of life and the way we do our business.

Even as the vaccination program rolls out, Lifebridge remains committed to safety and will continue to adapt the way we do things to make a COVID safe workplace.

Lifebridge remains committed to keeping customers, staff and the community as COVID safe as we can possibly can and adhere to all COVID safe practice.

Please ensure that all hubs - Pottsville, Murwillumbah and Cabarita PPE stocks are checked and replenished when required and that all spaces are sanitized before and after use. Should you need additional PPE supplies, please contact Emma at Reception who will provide you with additional supplies.

Most importantly please ensure that you take the time to familiarize yourself with Pol HRM 08 - Infection Control, Addendum 1 - COVID-19 Response and Addendum 2 - COVID-19 Vaccination. These documents can be accessed through [ProjeX](#) or through the [staff portal](#) on the website.

If you have any enquiries in relation to these documents please do not hesitate to contact Andrew Weir, Disability Services Manager to discuss.

Continued thanks to all staff for your hard work, customer focus, your adaptability and commitment to Lifebridge customers, families and your fellow colleagues.

Take care, stay safe and enjoy your Easter break!

FEBRUARY ANSWERS

Q: What is the rarest M&M colour? A: Brown.

Q: What's the world record for the number of straight questions asked by a TV host (in 6 hrs)? A: 670 questions

Answers for this month's Trivia and Conundrums in next month's Staff Update

ESSENTIAL CONTACTS

A gentle reminder to all disability staff to please ensure that you are aware of your point of contacts and Lifebridge procedures.

Please ensure that you refer daily to Visicase prior to commencement of your shift to be aware of all shift details and any special requirements and any potential changes to your roster.

All sick leave - please call Rostering from 7:30am - 4:30pm Monday to Friday.

After Hours Contact (7am - 7pm Saturday and Sunday and public holidays) please call the On Call phone.

All Annual Leave – please submit through Visicase (minimum six (6) weeks notice).

Rostering matters please call either Heather, Sharon or Amanda Tandburg.

Visicase technical matters – Melinda Bartlett

Phone technical matters – Denyelle Drury

HR Matters – Amanda Chadwick

Disability Services Incident reporting - Stacey or Andrew

Stacey's Trivia and Cooks Conundrums.

Stacey's Trivia? - Q: What has a head, a tail but does not have a body?

Cooks Conundrum? - In California, you can't legally buy a mousetrap without having what?





BUSINESS SERVICES NEWS

Welcome to new staff, volunteers and students - Megan Archer, Jacob Douglas, Helen Ireland, Lisa Spiken, Amanda Tandberg, Robin Franks and Ken Whalley during March 2021.

Goodbye to Nancy Allen, William Allen, Jacob Bonsing, Julie Harrington, David Kennedy, Hal Lawson, Erica Lindwall, Rebecca Mussett, Elizabeth Newton, Richard Parfitt and Sophia Partland during the month of March 2021.

CONGRATULATIONS

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

- Denyelle Drury - 19 years
- Garry Smith - 11 years
- Tristan McDougall - 10 years
- Alison Gilchrist - 9 years
- Martin Cook - 6 years
- Margaret Dephoff - 6 years
- Ralph Dephoff - 6 years
- Helen Muldoon - 5 years
- Damian O'Neill - 5 years
- Kay Henson - 5 years

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

COVID-19 UPDATE

In Queensland there is ongoing COVID-19 community transmissions within the Greater Brisbane area including Brisbane City, Morton Bay, Logan, Ipswich and Redlands.

Staff working in home or group service must wear a mask until further notice. Staff working in the office do not need to wear a mask provided they can maintain 1.5 metres social distancing.

Please get tested immediately if you are experiencing any symptoms. You must isolate until you receive your results.

Staff are excluded from work who:

- Have a fever (37.5°C or higher) or [symptoms of COVID-19](#).
- Have been to a [close contact location](#) in Queensland. Staff must not go back to work until they have completed their 14 day self-isolation.
- Have been to NSW [close contact](#) locations in Byron Bay LGA.
- Live in a household with a person who is currently self-isolating.
- Are a close contact of a person with confirmed COVID-19 and are within their self-isolation period.
- Are waiting for a COVID-19 test result.

If staff receive a negative test, they should wear a surgical mask until further notice if they have been to Greater Brisbane areas including Brisbane City, Moreton Bay, Logan, Ipswich and Redlands in the last 14 days

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

Staff are reminded to remain vigilant at all times by washing and sanitising hands regularly and maintaining social distance.



BUSINESS SERVICES NEWS

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 Short Term Accommodation House 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.

[Pottsville House](#) is located in the exclusive “Black Rocks” Estate, one of the premier beachside residential estates in the Tweed area. Perfectly positioned to enjoy the essence of the Pottsville Beach lifestyle.

Lifebridge are always looking for highly motivated, energetic and creative staff from both Aged Care Services and Disability Services to provide person centered services to allow 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, Customer Support Manager or Andrew Weir, Disability Services Manager.



COVID-19 VACCINATION

The decision to have the COVID-19 vaccination is completely **voluntary** and if you choose to have it you will need to organise it yourself.

HOW DO I FIND OUT MORE INFORMATION?

So you are able to make an informed decision regarding the COVID-19 Vaccination, please visit the Australian Government Department of Health website - <https://www.health.gov.au>

The latest news and information about COVID-19 vaccines in Australia is available also at <https://www.health.gov.au/initiatives-and-programs/covid-19-vaccines>

You can alternatively call 1800 020 080 if you wish to speak to a Government representative regarding the vaccine.

LETTER OF EVIDENCE

All Lifebridge staff can request a letter detailing 'evidence of employment in the Disability and Aged Care sector' which can be presented to their doctor to receive the COVID-19 Vaccination under the 1B rollout.

Staff who require this letter can contact Emma Payne at Reception who can print or email a personalized letter.

Welcome



AMANDA TANDBERG

Lifefridge is pleased to announce the appointment of Amanda Tandberg in the Rostering and Scheduling role.

Amanda commenced on Monday, 15th March 2021 in Business Services and joins the Rostering and Scheduling Team, Heather Wright and Sharon Muntelwit.

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

Amanda spent 8 years working with Dementia Australia in a rostering role and wore quite a few hats at her previous position and loved learning all aspects of operations within the company.

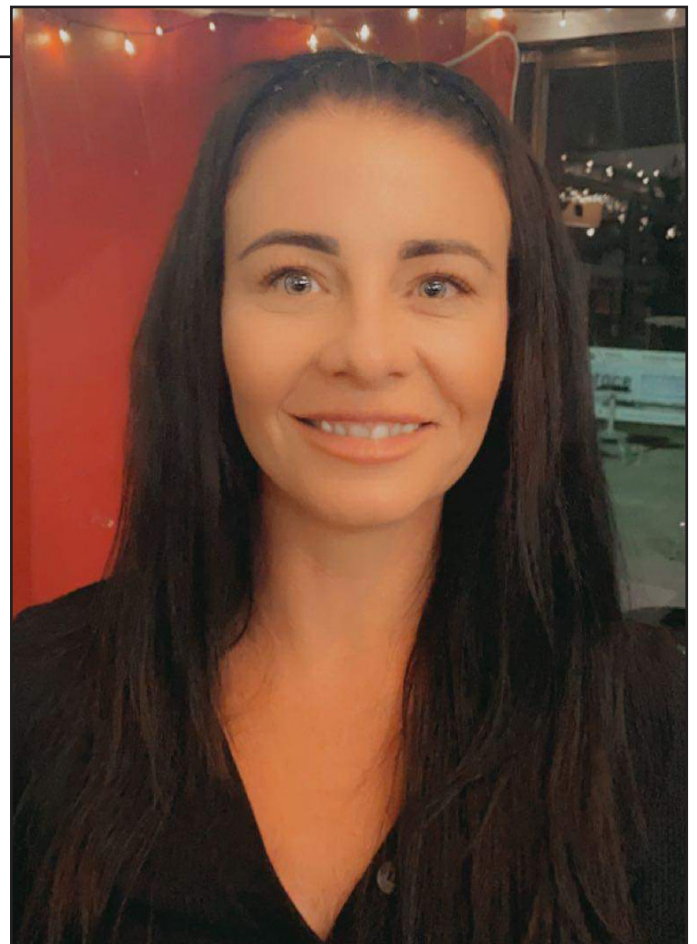
Amanda is a sports fan and loves going to the football, cricket and any other sporting event. She is a Queenslander so go the Maroons and the Broncos are the team she supports.

She also loves live music events and has a diverse range of music that she listens to. Pink Floyd is one of her absolute favourites.

Amanda has a compassionate and caring nature and would do anything for her family and friends as they are what is most important to her.

She is always looking ahead to the future with a positive attitude. One thing she doesn't really like is fish!!

Amanda can be contacted either via email Amanda.Tandberg@lifefridge.org.au or phone 0436 656 233.



Welcome



MEGAN ARCHER

Lifefridge is pleased to announce the appointment of Megan Archer in the Quality and Administration Officer role. Megan commenced on Monday, 15th March 2021 with the Business Services Team. Her position is full time and she works from both home and the Kingscliff Office.

Megan's Quality Management career began in 2010, in the position of Quality System Analyst after completing her certification for the implementation, management, and auditing (internal and third party) of quality management systems in accordance with ISO 9001. Her professional journey has afforded her the opportunity to experience different industries including manufacturing, EPCM (engineering, procurement and construction), education, customs clearing and ships agency.

Megan is by nature a positive person, always up for a challenge and as afraid as she may be, she always tries to put herself out there. A lover of good times, music, the outdoors and night of Netflix.

Building good working relationships with team members and growing the organisation is important to Megan from a business perspective. Personally, her two daughters, Bailey and Quinn are most important and giving them the best adventures she can is her mom goal. "Coffee comes a close second though."

Megan counts communication and her positive attitude as two of her biggest strengths. "Having an open communication line with me and never be afraid to respectfully speak your truth, this will in turn afford me the opportunity of being the best support I can for you."

"It has been a pleasure to join the Lifefridge team. I am excited for the journey I am on. May we celebrate the good together, support each other through the challenges and ultimately never forget that our purpose is to make a positive difference in the lives of those that need it most.

Megan can be contacted either via email Megan.Archer@lifefridge.org.au or phone 0436 662 155.



"I am proud of the career I have built and had a goal of working in an industry that makes a true difference in the lives of people and here I am now a part of the Lifefridge Australia team, career goal achieved."

"I recently went from braai to barbeque, slops to thongs, and everyone became a mate. Yes! I am newly imported with my family from Cape Town, South Africa. I have always had a love for Australia and hoped to make it my home so it would be fair to say that I am currently living out a dream of mine."

"A lot of people say I talk a lot, not sure if that is what they like or loath but either way I am known to be a people person."

REWARD AND RECOGNITION



CONGRATULATIONS

to Paul Grugan, Patricia Rooney, Aleica Lowry, Elisha Field and Kyliee McPaul who are the recipients of the Quarterly Appreciation Award for March 2021.

This team was nominated for the Quarterly Appreciation Award by Maureen Bullock in recognition of the excellent customer service provided to her mother, Beryl Walter.

Comments from Maureen about the Team's excellent work included:

Paul was efficient and with a great sense of humour added. Patricia was reliable, equally efficient and who we will miss terribly.

Alecia and Elisha were kind, reliable and caring.

Kyliee is wonderful at social support.

"Thank you to all who assist Mum and in turn allow me to breathe a little".

Each member of the Team will be presented with a Gift Card to the value of \$20.00 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.

INFORMATION TO PASS ON TO CUSTOMERS YOU WORK WITH

Regional Seniors Travel Card

The regional seniors travel card provides eligible seniors living in regional, rural and remote areas of NSW with a \$250 prepaid card to help ease the cost of travel. Seniors can use the card at certain retailers to pay for pre-booked NSW Trainlink Regional trains and coaches, fuel and taxis.

The travel card is valid for 14 months from the date the card is issued. The expiry date is available on the front of the card. Applications for 2021 (Year 2) opened on 18 January 2021 and will close on 30 November 2021.

Eligibility

To be eligible for the trial you must:

- have reached the Aged Pension age.
- live in a designated regional area of NSW outside of Sydney, Newcastle and Wollongong.
- be receiving support from either Services Australia or the Department of Veterans' Affairs.

For more information regarding the full terms and conditions, eligibility or to apply online please go to <https://www.service.nsw.gov.au/regionalseniorstravel>

You can also call 13 77 88 to apply as well.

If you have a customer that wishes to apply for the Regional Seniors Travel Card and they are having some difficulties with the process, please let one of the Aged Care Services Customer Care Managers know and they may be able to assist.



Dine and Discover Vouchers

The NSW Government has launched Dine & Discover NSW to encourage the community to get out and about and support dining, arts and tourism businesses.

NSW residents aged 18 and over can apply for 4 x \$25 vouchers, worth \$100 in total.

2 x \$25 Dine NSW Vouchers to be used for dining in at restaurants, cafés, bars, wineries, pubs or clubs.

2 x \$25 Discover NSW Vouchers to be used for entertainment and recreation, including cultural institutions, live music, and arts venues.

The vouchers can be used 7 days a week, including public holidays, can be used at participating NSW businesses that are registered as COVID Safe and are valid to 30 June 2021.

Note: The Dine & Discover NSW Vouchers are rolling out by Local Government Area (LGA) throughout March. You'll need to check your address before applying for the vouchers.

For more information regarding the Dine and Discover Vouchers and to apply go to <https://www.service.nsw.gov.au/transaction/apply-dine-discover-nsw-vouchers#what-you-need>

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
- 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