

STAFF UPDATE

April 2021



MESSAGE FROM THE CEO

It is always a pleasure when you can introduce a staff update with good news.

Being able to offer transport as a service is becoming a luxury and something that all organisations are reconsidering.

As government funding becomes more targeted, it is becoming harder to cover overhead costs. Transport is considered an overhead and something that Lifebridge has never been fully funded for. The funding that is received through the NDIS and Aged Care has always been considered a contribution to transport overheads never a full payment.

The ongoing provision of transport will continue to be a service that is monitored and watched carefully. However, in the interim, I am pleased to announce that we will begin upgrading our old, worn out fleet.

Lifebridge will be taking possession of new vehicles over the coming 12 months, beginning the week 26th April 2021. This is good news and something that I know many of you have been looking forward to for some time.

With a new fleet comes responsibility. It is an expectation that this fleet will be maintained to the highest standard which means that any scratch or scrape must be reported through our incident reporting process.

Pol HRM10 – Motor Vehicle Use has also been updated to reflect the accountability that drivers have when transporting customers and when driving a Lifebridge vehicle.

As always, any feedback on this or any other policy is welcomed.

Lifebridge has reintroduced the morning inspection of vehicles. This will be explained more fully throughout the staff update.

Please remember that it is an expectation that all policy will be adhered to and failure to do so may result in performance management.

It is important that you read the staff update and familiarize yourselves with the information it contains.

As part of the Lifebridge Advantage it is important that we support one another. Check in with your colleagues to ensure that they too are reading the Staff Update and understanding the content.

When we are all working together, following the same rules and procedures then it makes for a calmer, smoother work environment.

Enjoy the new vehicles.

Bronwyn



DISABILITY SERVICES

SOCIAL AND COMMUNITY PARTICIPATION PROGRAM

Last week, all Disability Services Staff would have received via email a copy of the new Social and Community Participation Activity Booklet (Autumn Edition for April to July 2021) and shortly you will also receive a copy of the 'SNAP' Staff Survey.

For your reference and records, the new Activities Booklet outlines the Social and Community Participation Programs from April – July 2021.

The SNAP survey is to get your thoughts, ideas, and recommendations from the previous 12-week program January - April 2021.

We are interested in getting your views on what is working and what could be improved? We encourage all staff to complete the SNAP survey that will be sent to you via email in the coming weeks so that we can improve in all areas.

Lifebridge Commitment to Safety

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

A gentle reminder to ensure that all hubs; Pottsville, Murwillumbah and Cabarita COVID signage is clearly on display - attendance sheets are recorded and all PPE supplies are replenished when required. All activity spaces need to be sanitized before and after use.

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

MARCH ANSWERS

Q: What has a head, a tail but does not have a body? A: A coin

Q: In California, you can't legally buy a mousetrap without having what? A: A Hunting License

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

THE EXCELLENT ADVENTURES OF STACEY KNIGHT

Our talented and hard working Customer Support Manager, Stacey Knight will be on long service leave for one month commencing Thursday, 29 April 2021 and making her triumphant return on Tuesday, 1 June 2021.

How many people does it take to cover Stacey's role?

To keep business going, whilst Stacey is away, her role will be shared by Martin Cook, Jannah Goodman-Jones (Monday and Wednesdays) and Andrew Weir. Yes it takes three people to fill Stacey's shoes. A more detailed breakdown of workload management will be forwarded to Disability Staff next week.

Thank you

Continued thanks to all support staff for your customer focus, delivering great programs and commitment to Lifebridge customers, families and fellow colleagues.

Until next month, stay COVID safe, stay healthy and enjoy the Autumn weather.

Stacey's Trivia and Cooks Conundrums.

Stacey's Trivia? - Q: Where was the fortune cookie invented?

Cooks Conundrum? - If you dug a hole through the centre of the Earth starting from Wellington in New Zealand, which European country would you end up in?



CLINICAL CARE UPDATE

NAIL CARE



When providing personal care for your customers, you may notice their finger or toenails need attention, or the customer or family may request that you trim them.

Lifebridge Australia's practice is that we do not provide nail trimming or clipping due to the risks involved.

These risks include ingrown finger and toenails, bacterial infection, fungal infection or diabetic foot ulcer.

Many of our customers have underlying health conditions that significantly increase these risks.

As professional carers, we are held accountable for the care we provide and any harm we cause when providing this care. For this reason, the only nail care that we are able to provide is gentle filing with a single use file.

Should your customer, or their family request that you trim nails with clippers or scissors, politely explain that you are unable to do this but you will notify their Care Manager, who can assist with finding a trained professional.

REGISTERED AND ENROLLED NURSES ON STAFF

To meet the increasing clinical needs of our Home Care Package customers, Lifebridge now has Registered and Enrolled Nurses on staff who will be available to directly provide clinical care that can be funded through the customer's Home Care Package.

Care can be provided in the customer's own home or at the Kingscliff Cottage and includes:

- Wound care
- Medication assistance and education
- Health assessment and monitoring of chronic disease
- Blood pressure monitoring
- Blood glucose monitoring
- Weight monitoring and nutritional education
- Stoma and catheter care
- Continence support

Our nurses have extensive experience in community care and can provide our customers with direct care, or access to additional care through referrals.

This will provide our customers with the clinical care that suits them and supports them to live well in their own home.

Should our customers wish to discuss these services they can contact their Customer Care Manager.





BUSINESS SERVICES

WELCOME AND GOODBYE

Welcome to new staff, volunteers and students
- Peter De Pasquale and Mark Hearn during April 2021.

Goodbye to Helen Ireland and Rebecca McKenzie-Bain during the month of April 2021.

CONGRATULATIONS

To the following staff and volunteers who celebrated their five (5) years and over work anniversaries during April 2021.

- Robyn Proellochs - 7 years

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

LIFEBRIDGE CULTURE PLAN 2021

Please be advised that the Lifebridge Culture Plan for 2021 has now been uploaded to Projex/ Document Bank/System Overview Documents - SO 40 - Lifebridge Culture Plan 2021.

The Lifebridge Culture Plan details the Priorities, Activities and Measures that the Executive Team hope to achieve for 2021.

Some examples of activities in the Plan include:

- ELMO Launch and Online Training Delivery
- Staff Focus Groups
- VisiCase Optimisation
- Strategic Partnerships
- Quality Management System Review

COVID-19 UPDATE

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

There are no cases of community transmission of COVID-19 and there are no close or casual contact locations in NSW or interstate. However there are [locations of concern in New Zealand](#).

This information can change rapidly so please check the web at least daily for update.


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 any [close or casual contact locations](#) in NSW, interstate or New Zealand.
- 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.

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

NEW TRANSPORT CHECKLIST

As mentioned in the CEO Update with the impending arrival of the new vehicles, Lifebridge has reintroduced the morning inspection of all Lifebridge vehicles.

The Driver Checklist will need to be filled in at the beginning and end of each day.

The Driver of the vehicle is requested to check the following:

- Fuel is at least 1/4 full.
- The fuel card is present in the vehicle.
- The tyres are in good condition with no visible damage.
- The windscreen is in good condition with no visible damage.
- The lights and indicators are working.
- Check to see if there is any interior damage and report any damage visible.
- Check to see if there is any exterior damage and report any damage visible.
- The First Aid Kit is present in the vehicle - check to see if any items need replenishing.
- The Parking Permit is present in the vehicle.
- The NRMA Card is present in the vehicle.

It is everyone's responsibility to treat the new vehicles with the utmost respect and care as Lifebridge have an obligation to our customers to provide the best service that we possibly can.



QUALITY MATTERS

Please be advised that the following documents have either been updated/added to the Projex/Document Bank:

- Pol HRM 10 - Motor Vehicle Use
- SOP 40 - Lifebridge Culture Plan 2021
- SOP 43 - Aged Care Set Up-Review Consultation
- SO 39 - Negative Workplace Gossiping
- SOP 10 - Reporting and Managing Incidents/ Injuries

Please make sure that you familiarise yourself with these changes.

If you have any questions regarding these document changes, please talk with your Manager.



BUSINESS SERVICES

NEGATIVE WORKPLACE GOSSIPING

What is Workplace Gossip?

Gossiping is defined as "idle talk or rumour, especially about the personal and private affairs of others".

Gossipers often share unverified and confidential information with others.

Mean-spirited or negative workplace gossip can be detrimental to the person or organisation that is the topic of conversation. Workplace gossip may be written (emails) or verbal (conversational). Certain forms and content of "gossiping" may be viewed as workplace harassment and bullying.

Lifebridge has an obligation to ensure that this type of behavior is addressed and eliminated in the workplace.

What does Negative Workplace Gossip look like?

- Communicating in a derogatory fashion about a staff member, volunteer, customer, contractor, carer or family member.
- Making negative or mean-spirited comments to others about a fellow employee, customer or other Lifebridge representative.
- Inappropriate and unprofessional conversations about others including their personal or professional attributes, competency, personal life, work performance or behaviors.
- Breaching another person's privacy and confidentiality.
- Casting dispersions about a staff member or customer which may be hurtful, disparaging, defamatory or cause harm to their health and wellbeing.

Impacts of Gossiping

Negative workplace gossiping may have significant impact on the organisation, its staff, volunteers, customers and their families.

Impacts of negative workplace gossiping include –

- Increased conflict,
- Loss of productivity,
- Anxiety, stress and bad will,
- Decreased morale and motivation,
- Increased staff turnover,
- Loss of reputation,
- Loss of current and potential customers,
- Decreased wellbeing and workplace safety,
- Lack of trust and respect,
- Divisiveness between staff and leadership,
- A "toxic" work environment.

Lifebridge addresses many aspects of negative workplace gossip through its policies and procedures including:

- **Non-Disparage** - Employee's will not take any action that negatively impacts on Lifebridge, its reputation, services, management or employees.
- **Privacy & Confidentiality** - Employees are required to maintain privacy and confidentiality and agree not to collect, use or disclose information in any way which is contrary to the Privacy Amendment (Enhancing Privacy Protection) Act 2012 or the Lifebridge Privacy and Confidentiality Policy (Pol/GM3).
- **Professional Behavior** - Lifebridge representatives will act in the interests of Lifebridge and not in a manner designed to gain unfair advantage for themselves, or other Lifebridge representatives.

Lifebridge representatives will not bring the name or reputation of Lifebridge into disrepute, either through action, written or verbal comment.

Lifebridge representatives must treat all information pertaining to customers, other Lifebridge representatives and service providers confidentially.

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BUSINESS SERVICES

NEGATIVE WORKPLACE GOSSIPING

- **Harassment and Bullying** - Staff will not engage in any behavior that is directed at a person or group of people which, because of its severity and/or persistence, is likely to create a hostile or intimidating environment and detrimentally affect a person's participation in employment or education.

Harassment is determined by reference to the nature and consequences of the behavior, not the intent of the initiator, and occurs in circumstances where a reasonable person would have expected the behavior to be offensive, humiliating or intimidating.

- **Work Health & Safety** - All staff members, volunteers, contractors and visitors have a right to a workplace that is, as far as is practicable, safe and without risk. All staff have a legislative obligation for the safety of themselves and others in the workplace.
- **Lifefridge Values** - All staff, customers and their families will be treated with respect, professionalism, integrity, trust, and excellence.

Actions to Eliminate Negative Gossip from the Workplace

All staff are responsible for adhering to Lifefridge policies, procedures and terms of employment which specifically discourage behavior and communication which may be considered harmful to the organisation, its staff, volunteers, customers and families.

- Be a good role model and don't engage in negative, critical and derogatory communication – walk away, be assertive or change the subject.
- "Call out" the inappropriate communication.
- Escalate any areas of concern by speaking professionally with your Manager or Human Resources.

- Explain to the offender the detrimental impact of their behavior on others.
- Embrace the Lifefridge Advantage and engage in positive communications.
- Be honest, professional and transparent in your communications.

Apply some general rules:

- Would you have this communication with the person you are talking about?
- Would you be willing to have the communication documented for future reference?
- Would the information you are sharing be harmful or hurtful to the person(s) you are speaking about?

All Lifefridge staff should be aware that negative workplace gossiping may be subject to performance management procedures.

If you have any concerns regarding the information shared above, please contact your Manager or Human Resources.





CONGRATULATIONS

to Sharron Conroy who is the recipient of the Appreciation Award for April 2021.

Sharron was nominated for the Monthly Appreciation Award by Leanne Coley in recognition of her exceptional customer service.

Sharron recently arrived at a customer's home to find her very unwell and having not eaten for over 4 days. The customer had not reported to family or anyone of being unwell.

Sharron followed all procedures perfectly to get assistance for this customer and notify family. During this follow up the customer's condition deteriorated and Sharron phoned an ambulance. Sharron then went out of her way to meet and deliver belongings to the customer's family as due to COVID she was not permitted to accompany her to hospital. Sharron stayed calm and attended to everything perfectly and reported to myself as care manager when she had time that evening. Sharron did an incredible job and went above and beyond.

Sharron also works with several other of my customers and she always works quietly, consistently, professionally and proactively.

Sharron 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

REWARD AND RECOGNITION

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.

THE BACK PAGE

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.

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>

CLOSED CIRCUIT TV (CCTV)

Lifebridge has received advice that customers receiving in-home service should declare the use of Closed Circuit Television inside their home.

For reasons of privacy and confidentiality Lifebridge staff should be made aware if they are being observed or recorded while providing in home services and supports to customers and carers. This information will be recorded in the Customer Management System for ongoing reference and a declaration requested of customers during set up and review meetings.

The use of CCTV is not prohibited nor will it impact on the delivery of service, however Lifebridge and its staff should be made aware of its existence.



WORK, HEALTH & SAFETY MEETINGS

The next WHS Meeting will be held on Tuesday 4th May 2021 via Teams.

Should you have a matter that you wish your work group 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).

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