

STAFF UPDATE

MAY 2021 - LIFEBRIDGE AUSTRALIA LTD.



MESSAGE FROM THE CEO - BRONWYN MITCHELL

The Federal Budget was announced on 11th May and as expected, there was a large focus on aged care and the NDIS.

Interestingly \$12.3 million was allocated to be spent over the next two years to improve the alignment of the disability and aged care sectors. This was in addition to almost \$106 million that will be spent on introducing a nationally consistent worker screening, register and code of conduct for ALL care sector workers.

It was noted in the budget response the workforce for aged care and disability has been referred to as the “care workforce” and the “care and support workforce”.

This is a concept that Lifebridge has been introducing for some time – giving staff the opportunity to work across the organisation. This affords greater opportunity for more permanent work and provides opportunities for greater variety and diversity of work and more training and development for staff.

We are waiting on further detail as to what some of these budget initiatives will involve.

What we do know is there are more pricing changes due to be announced by the NDIS on 1 July 2021 which will impact how we run our NDIS groups. We also know that the momentum for aged care reforms is well and truly upon us.

There are significant changes coming for CHSP. Some will not affect the work we do immediately, it will be more from a funding perspective that things will change. It does signal however, that we will need to consider our future model of service.

The good news is that the CHSP grant agreement has been extended from 1 July 2022 to 30 June 2023.

During that year there will be significant changes to the way that Lifebridge is paid.



As part of the alignment process all aged care services will be paid in arrears, similarly to the NDIS.

Commencing July 2023 with a finalisation date of 2025, there will be a new support at home program that will replace the CHSP, Home Care Packages, Short-term Restorative Care and Residential Respite Programs.

There is no further information regarding what this will look like. There will need to be changes across aged care and disability services. What this will look like is still being considered with more information being released by the NDIS and the Department of Health.

The good news is that the community care sector is a growth industry and as demonstrated Lifebridge is growing in customer numbers. This means that regardless of the structural and procedural changes that need to be made there will be plenty of work available for those who want it.

It is an exciting time and an opportunity to be part of history as the two sectors evolve and reinvent themselves. Our role is to ensure that the changes are in the best interests of our customers.

Lifebridge will evolve so that we can continue providing valuable service that meets people’s goals, aspirations and expectations.

We will be part of this historical change.

TRIVIA, CONUNDRUMS ANSWERS - APRIL EDITION

1. Where was the fortune cookie invented? **Japan**
2. 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? **Spain**



DISABILITY SERVICES NEWS

MAY 2021 - LIFEBRIDGE STAFF UPDATE

LIFE IN THE FAST LANE

(All you need to know about Customer 1-1 travel and using your own motor vehicle)

It is important for all staff to know that every activity we deliver under the NDIS is charged back to the customer.

The funding for each activity comes directly from a customer's NDIS Plan.

When we provide 1 to 1 supports, Lifebridge quote and charge most customers a total cap of 20 kilometres per day for individual travel.

Some customers have a higher kilometre cap than others and if you can't find this information in VisiCase, please feel free to confirm with Martin Cook.

When we exceed this kilometre cap, Lifebridge must make up the difference, as we can't charge a customer more than we quote.

It is understood that some customers will request to travel well outside of the 20k radius into the wild blue yonder!

However, we can only allow extra kilometres (greater than the quoted cap) if there is the full consent from the customer and their parent/guardian.

Please Note:

This consent must be for the extra kilometres and agreement to be charged for these extra kilometres.



CONTRACTED HOURS

A reminder to all Disability staff that we must ensure that at all times we meet our contracted hours with each individual customer.

For Social and Community Participation customers this means from 9am to 3pm.

Lifebridge charge for 6 hours of service and we must deliver on this agreement.

CABARITA UPDATE

We are currently in discussion with Tweed Council on the renewal of the lease at the Cabarita Beach Sports Club.

Until we make a final decision, we will continue to base our Tuesday and Thursday groups out of the Pottsville house.

Thanks to all staff for your continued patience, adaptability, and support during this period.



GO TEAM LIFEBRIDGE

Whilst Stacey has been away, Jannah has done a fantastic job with the Disability Team on a Monday and Wednesday to do a range of tasks including updating programs, completing individual customers 12-week Goal Reports, getting the next 12-week program completed, checking in on things and doing her normal shifts on Tuesday, Thursday, and Fridays.

Over the last few weeks, I have had the opportunity to catch up with many customers and staff at several venues and locations. It has been a great opportunity to see first-hand the fantastic work, collaboration and flexibility shown by staff in order to deliver services.

From helping out on bus runs, picking up additional customers for the day, helping out on extra shifts, ideas and enthusiasm for new programs, the flexibility of staff and genuine concern for the health and wellbeing of our customers. It is wonderful to observe and hear the feedback from staff and families.

Thanks, and appreciation to each and every one of you for your hard work, good nature and for delivering great services.

A further reminder that if you have any ideas or suggestions for new activities and programs, please do not hesitate to let us know!

TRIVIA, CONUNDRUMS AND MUSIC QUESTIONS?

1. Who invented the lightbulb?
2. What is the fear of long words known as?
3. 'Love is in the air' recorded by John Paul Young was released and a hit in what year?



CLINICAL CARE INFORMATION

MAY 2021 - LIFEBRIDGE STAFF UPDATE

PERSONAL CARE

As a support worker, you will at times be required to assist your customer with personal care, including showering, washing, dressing and toileting.

The level of support you provide depends upon the customers abilities.

Know your customer

- Check their record for alerts and instructions.
- Understand their ability to follow instructions.
- Maximise independence but understand their restrictions.

Preparation

- Check instructions for equipment required.
- Prepare the bathroom and engage the customer in selecting clothing and preferred products.
- Check if shaving is required for men and preferences as to when and where.
- Offer toileting prior to showering and prompt personal and hand hygiene.

The task

- Apply hand hygiene and wear gloves.
- Check water temperature, starting with cold then adding warm until desired temperature is reached.
- Assist the customer to showering position, chair, commode or standing and assist to undress as per their abilities.
- Maintain their dignity with any screening possible.
- Do not rush and promote independence.
- Discreetly note skin condition.
- Always work from cleanest to least cleanest parts of the body ensuring any uncovered wounds are not contaminated.



- Assist with drying, taking care not to damage skin and drying between skin folds and toes.
- Assist with dressing as required and ensure clothes are clean.
- Ensure shaves, for males if required, cleaning of teeth and brushing/combing of hair is part of the routine.
- Clipping of toenails and fingernails must not be attended.
- Tidy bathroom when complete, hanging towels and disposing of incontinence aides.

What to report

- Refusal of care.
- Skin changes.
- Decreased mobility.
- Environmental risks.
- Successes, such as improved mobility and independence.

Reference: Lorraine Poulos & Associates, A practical Handbook for Basic Clinical Care Tasks in the Home 2020.

LIFEBRIDGE STAFF IDENTIFICATION BADGES



Please contact Emma Payne, Customer Service Officer on 1800 043 186 if you require a Lifebridge Identification Badge.

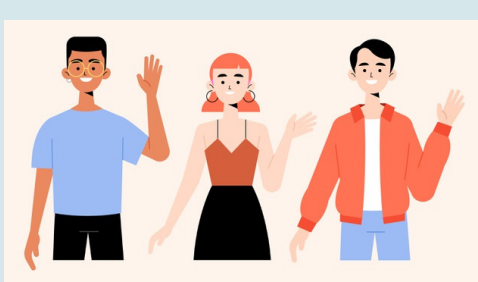
Please note that all support workers are required to carry an ID badge and be able to display it to customers upon request. Staff should display their ID badge when providing in-home service to customers.

You will be required to provide a passport style photo for your ID badge to be produced.

BUSINESS SERVICES NEWS

MAY 2021 - LIFEBRIDGE STAFF UPDATE

WELCOME & GOODBYE



Welcome to new staff members - Anna Camilleri during May 2021.

Goodbye to Alison Gilchrist during the month of May 2021.

CONGRATULATIONS

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

- Heather Wright - 15 years
- Anne Reading - 7 years
- Susan King - 7 years
- Sam MacFarlane - 5 years

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

IMPORTANT INFORMATION FOR SUPPORT STAFF

On behalf of all Lifebridge staff and customers we extend a very big thank you to our diligent, professional and hard working support workers across aged care and disability services who do a fabulous job everyday supporting our customers.

As the weather gets a bit chillier and we enter into the cold and flu season, covering sick leave and maintaining our services is especially important to our customers.

We take this opportunity to remind you of a few important messages -

- Please let rostering know as soon as possible if you are unwell and unable to attend your shift. As much notice as possible helps our very busy rostering team in finding other team members to backfill your shifts and provide service to your customers.
- Given the nature of aged care and disability services there will always be short notice shifts being offered to staff. Short notice shifts occur as a result of another team member being unwell and unable to attend work on that day, additional services being requested by our customers (maybe to get to a Doctor's appointment) and services being rostered to new customers. Please expect, and where-ever possible accept, short notice shifts in accordance with your Recurring Availability.
- Please contact rosters if you are experiencing any issues with your roster eg. excessive travel time or gaps between shifts, if you have ideas about reorganizing your day with customers to provide a more efficient roster, or if you have additional availability so we can continue to service and respond to the increasing needs of our customers.
- We are experiencing wonderful growth across many service types including customer respite at our 24 x 7 Pottsville House. Please let rostering know if you are interested and available to work day/overnight/weekend respite shifts at our lovely Pottsville facility.
- We continue to recruit Support Workers in both Aged Care and Disability Services to support our growth. If you know of anyone interested in working at Lifebridge, please put in a good word for us and ask them to send their resume and expression of interest to human.resources@lifebridge.org.au

COVID & FLU VACCINATION

As you are aware, having a COVID-19 Vaccination is not a mandatory requirement. However if you do receive the COVID jab or this seasons' Influenza Vaccination, please forward a copy of your vaccination certificate or an authorised medical certificate to human.resources@lifebridge.org.au so we can update our records.

For more information please read the COVID-19 Addendum to the Infection Control Policy available in Projex.

TEST AND TAGGING - RCD UNITS - STAFF MEETING

All Aged Care Services support workers attending the Staff Meeting on Wednesday 9th June, 2021 are required to bring their RCD Unit (electrical surge boxes). Staff Meeting details on following page...

We have engaged Corey Morrison from Jim's Test & Tag to conduct a safety audit on your RCD unit while attending the Staff Meeting.



BUSINESS SERVICES NEWS

MAY 2021 - LIFEBRIDGE STAFF UPDATE

STAFF MEETING



All Support Workers across Aged and Disability Services are requested to attend a Staff Meeting on Wednesday 9th June, 2021 from 3pm to 5pm.

This meeting will be held at the South Tweed Sports Club, 4 Minjungbal Drive, South Tweed Heads and will be placed on your roster for all available staff to attend.

Bronwyn Mitchell, CEO will be making a presentation to staff focusing on key recommendations and changes following the Aged Care and Disability Services Royal Commissions.

More importantly how this will impact Lifebridge and our future operations and service delivery.

WORKING A PUBLIC HOLIDAY

Lifebridge has been advised by Fair Work and our employment agencies the following regards working public holidays.

- Under the SCHCADS Award, and given the nature of the aged care and disability services sector, it is a reasonable expectation that staff rostered to work a day (that is a gazetted public holiday) are required to work and be paid the public holiday rates. Eg. If you normally work shifts on a Monday and Monday is a gazetted public holiday, you are still required to work that day and receive the public holiday rates.
- If you are unable to work the public holiday (being a day you would normally work) you are required to apply for annual leave.
- If you make yourself unavailable to work a public holiday, which falls on a day you are required to work, then you are not paid for the day.
- If you apply for annual leave, and leave is approved, you will be paid public holiday not worked. You are required to work if annual leave is not approved.
- If you have approved annual leave (eg. one week) which includes a public holiday, the public holiday is not paid at public holiday rates as you are already receiving the holiday loading for that period of leave.

Please contact Amanda Chadwick, Business Services Manager, if you have any questions regarding the above advice.

FIRST AID TRAINING - LAST CHANCE TO NOMINATE

Further to Memo 810 - First Aid and CPR Training that was sent to all support staff on Tuesday 18th May 2021, Lifebridge have engaged Pacific Coast First Aid to conduct First Aid and CPR Training for all current Lifebridge Support Workers.

This initiative is in response to changes under the Commonwealth Home Support Program (CHSP) making it mandatory for all staff providing supports under CHSP funding to be accredited in First Aid. We have decided to extend this training to all Support Workers currently employed by Lifebridge as you may, at some point, provide services to our customers under this Government funding stream.

This is your **last** chance to register for the Saturday 19th June 2021 session. Get in quick if you are interested in attending as spaces are filling up fast. To register your interest email human.resources@lifebridge.org.au ASAP as we will add you to the list. The training venue for Saturday 19th June 2021 will most likely be the Cudgen Headland Surf Life Saving Club from 9am to 4pm but this will be confirmed closer to the time.

If you are already First Aid certified and haven't done so already – please send a copy of your First Aid/CPR Certificate to human.resources@lifebridge.org.au so we can update our systems.



BUSINESS SERVICES NEWS

MAY 2021 - LIFEBRIDGE STAFF UPDATE

UPDATE ON LIFEBRIDGE VEHICLES

Lifebridge has leased 3 new vehicles for inclusion in our fleet including a RAV4 and two Toyota Hiaces. Additional vehicles will be added to the fleet over coming months.

These vehicles will replace existing cars and vans that have well and truly reached their used by date. Given some recent feedback regarding their suitability or otherwise, for our staff and customers, we take this opportunity to let all staff know the process for selection of these particular vehicles.

The Service Managers and several staff and customers were consulted regarding the most appropriate vehicles. Many vehicles were considered and tested including the MG, Hyundai Tucson, KIA Sportage and the RAV4.

Staff and customers were asked to consider requirements, view and physically test their suitability and accessibility including height and leg room. The decision to purchase the RAV4 and the Toyota Hiaces was based on the recommendations of support staff and customers. Of course, it is impossible to meet everyone's needs, circumstances and expectations and make everyone happy all the time. But we believe the selection and decision making processes were sound.

Lifebridge has received further feedback and is currently reviewing future purchases. Consideration is being given to station wagons such as the Subaru Forrester and vehicles which provide more leg room and storage space for wheely walkers and shopping. We are also reviewing our ongoing requirements for vans with hoists and wheelchair accessibility.

The decision to purchase new vehicles is done in consultation with staff and customers, Lifebridge's financial circumstances and the availability and nature of modern vehicles and vans.

If you have any suggestions or comments we ask that you submit a CIL or provide advice via email to the Finance & Administration Manager for consideration - Michelle.Kirkland@lifebridge.org.au

On a final note, we have received some feedback that staff are reticent about driving the Lifebridge vehicles as they will be responsible for any damage and payment of any excess.

Please refer to Policy HRM10 - Motor Vehicle Use which includes the following excerpt.

In the event of a Lifebridge Representative being involved in an at-fault accident with a Lifebridge pool vehicle resulting in an insurance claim, Lifebridge will accept liability for the excess payable for the first instance. In the event of a Lifebridge Representative being involved in an at-fault accident with a Lifebridge pool vehicle, on more than one occasion, the Lifebridge Representative will be required to pay the excess for repairs/maintenance to the vehicle and may be required to complete driver safety training.

COVID-19 UPDATE

There are [close and casual contact locations](#) in Southern NSW. The state of Victoria is currently considered an affected area and there are [new places of high concern](#).

Staff are excluded from work who:

- Have been in Victorian [places of high concern](#) (these are the close and casual contact venues; visit the [Victorian Government Case alerts-public exposure sites](#) to navigate through the dates and venues) in the past 14 days
- Have been in [Greater Melbourne](#) or the City of Greater Bendigo in the past 14 days
- 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.

Please get tested immediately if you are experiencing any symptoms. You must isolate until you receive your results. Regularly visit the [NSW COVID-19 website](#) for updates on areas of active community transmission.

Due to the unfolding situation in Victoria, staff are reminded to remain vigilant at all times by washing and sanitising hands regularly and maintaining social distance.

REWARD AND RECOGNITION

MAY 2021 - LIFEBRIDGE STAFF UPDATE

CONGRATULATIONS

A big congratulations to Kodi Speeding who is the recipient of the Monthly Appreciation Award for May 2021.

Kodi was nominated by the Rostering Team in recognition of her outstanding customer service to our customers and always helping out with extra shifts when she can.

Kodi has always been really helpful, always helping out with extra customers when she can. Kodi is always very accommodating to short notice changes to her roster.



Kodi 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



EMPLOYEE ASSISTANCE PROVIDER COUNSELLING SERVICE



During difficult and stressful times it can help to talk to a professional about how you are feeling.

Kaye Laemmle is our Employee Assistance Provider (EAP).

All Lifebridge Staff can call Kaye Laemmle on **0410 618 330** to make an appointment when convenient to see her.

This service is free to Lifebridge employees and is completely confidential.

STAFF MEMBER AT A GLANCE - MARK HEARN - CUSTOMER CARE MANAGER - HCP

Mark Hearn was born in Murwillumbah Hospital and grew up in the township of Uki with his mother and two sisters. He has lived in the Tweed Valley his whole life and has been a nurse for over 30 years.

Mark cared for his mother for many years until she passed away. He has recently completed his Remedial Massage Therapist Course.

One of the things that is important to Mark is helping older people in the community to stay in their home for as long as possible.

Mark considers his qualities and strengths to be a great old time nurse, hard working and always here to help others in need.

To best support Mark in his role of Customer Care Manager - HCP is to be happy and nice but straight to the point.

Mark always puts others before himself and loves to look after people. He also enjoys cooking, going to the gym and being around family and friends.

Love life, it is too short!



THE BACK PAGE

MAY 2021 - LIFEBRIDGE STAFF UPDATE

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.

The meeting days are being rotated through the week to ensure all staff get the opportunity to attend.

August	Thursday 12th
October	Friday 15th
December	Monday 13th (venue to be confirmed)



WORK, HEALTH AND SAFETY MEETINGS

The next WHS Meeting will be held on Tuesday 6th July 2021 at 4.30pm at the Cottage Kingscliff.

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
- Jenny.Hicks@lifebridge.org.au

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

STAFF MEETING - IMPORTANT

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More importantly how this will impact Lifebridge and our future operations and service delivery.

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