

# memo

memo no: 822  
to: All Staff and Volunteers  
from: Bronwyn Mitchell, CEO  
date: 17 August 2021  
subject: COVID-19 Response Update – 17<sup>th</sup> August 2021

---

To all Lifebridge Staff and Volunteers,

Thank you for your patience, understanding and cooperation as we adjust service this week in response to the NSW Public Health Order directing hard lockdown for the period 14<sup>th</sup> August until 12:01am on Sunday 22 August 2021. We look forward to returning to normal services next week pending any further advice or extension of the current lockdown orders.

In line with restrictions, all groups, community based and social activities have been cancelled for the week. We are also experiencing some cancellations as customers and their families communicate their preference to isolate and decline staff coming into their homes this week. Lifebridge will continue to provide in-home services and are offering additional shifts for customers seeking in home support, respite, transport for medical appointments, shopping assist and meal preparation.

Where possible, employees who have shifts cancelled will be redeployed to 1:1 in-home service delivery. All employees are asked to check VisiCase on a regular basis as shifts are cancelled/ reassigned/ allocated during this period. All office-based staff will continue to work from home wherever possible and practical.

## **Accessing Kingscliff – PPE**

The Kingscliff Office will remain open this week with one staff member available during office hours – 8.30am to 4.30pm – to provide staff with personal protective equipment. We are fully stocked and encourage support staff to take enough items to last a couple of weeks and hence avoid having to make multiple visits to the office. Anyone attending the office or cottage must register using the Lifebridge QR code.

Lifebridge is encouraging customers to wear a mask when receiving in-home service. Please ensure you have enough masks available to provide the customer and or carer during their service. Please ensure you follow the guidelines for wearing and disposing of masks as per the attached Fact Sheet.

## **Financial Assistance**

Lifebridge appreciate current lockdown restriction may be having a significant impact on the emotional and financial wellbeing of staff and their families.

Please take note of the following:

Lifebridge Australia Ltd – ABN 35 023 657 150

✉ P.O. Box 1403, Kingscliff NSW 2487

☎ 1800 043 186 ✉ [admin@lifebridge.org.au](mailto:admin@lifebridge.org.au) 🌐 [lifebridge.org.au](http://lifebridge.org.au)

📘 [facebook.com/lifebridgeaustralia](https://facebook.com/lifebridgeaustralia)

1. Staff experiencing a loss in working hours and income due to the public health orders and lockdown restrictions should contact Services NSW and make application for the COVID-19 Disaster Payment. Unlike JobKeeper, the current scheme is administered by Services NSW and Centrelink and must be accessed by individual workers.

Please see the following links which may be helpful:

<https://www.service.nsw.gov.au/covid-19/financial-support-individuals-and-households>

<https://www.servicesaustralia.gov.au/individuals/services/centrelink/covid-19-disaster-payment-new-south-wales-if-you-dont-get-centrelink-payment/what-locations-are>

2. Permanent staff required to be the primary carer of children attending on-line learning at home may access accrued Personal/Carers Leave.
3. Permanent staff who wish to do so may access their accrued Annual Leave provisions.
4. Staff experiencing any short-term financial stress (prior to receiving any entitlements under the COVID-19 Disaster Payment Scheme) should contact Amanda Chadwick, Business Services Manager on 0436 664 408.
5. Staff experiencing any personal, emotional or work-related issues are encouraged to contact our Employee Assistance Provider – Kaye Laemmle on 0410 618 330

## Border Restrictions

Current border restrictions include:

- Anyone crossing the NSW/QLD border must provide evidence of being an essential worker in accordance with relevant state definitions.
- Queenslanders who have crossed into NSW for essential work and return to their place of residence in QLD must isolate in their home until returning to their next shift in NSW.

Effective Friday 20<sup>th</sup> August:

- Any person crossing the border into QLD must have evidence of at least one dose of a COVID-19 vaccine.

Please let Emma Payne know if you require a letter stating you are an essential worker required to perform specific tasks for Aged Care and NDIS customers in NSW.

**Whilst Lifebridge will endeavour to keep you updated on the latest advice, it is important that all staff regularly access the NSW and QLD Departments of Health and COVID-19 Advice Sites to understand current restrictions and identify any close or casual contact locations.**

Please contact your Manager if you are unable to attend work during this period.

## Friendly Reminders

Staff are encouraged to receive the COVID-19 vaccination to provide an additional line of defence against the virus. Please keep us informed of your COVID vaccination status by emailing [human.resources@lifebridge.org.au](mailto:human.resources@lifebridge.org.au) if you have commenced the vaccination process. Please include date of vaccination, vaccine type and whether you have received a first and/or second dose.

Please keep up the good work ensuring social distancing, use of PPE, mandatory mask wearing, maintenance of all hygiene requirements, use of QR codes and by following the advice and orders of the NSW Department of Health

Staff are encouraged to access Lifebridge's on-line training modules via our learning management system ELMO. You can also access free training offered by the Department of Health including the mandatory Infection Control Modules for all aged and disability workers.

Please continue to monitor your Lifebridge emails for further updates released throughout the week. Please contact your Department Manager if you have any questions or concerns regarding this communication.

Please stay safe and keep well.

Kind regards

A handwritten signature in blue ink that reads "B. Mitchell".

Bronwyn Mitchell  
CEO