

# memo

memo no: 824  
to: All Staff and Volunteers  
from: Bronwyn Mitchell, CEO  
date: 20 August 2021  
subject: COVID-19 Response Update – 20<sup>th</sup> August 2021

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To all Lifebridge Staff and Volunteers,

As most of us anticipated, the NSW lockdown has been extended until Sunday 28<sup>th</sup> August as per NSW Public Health Order. As a result, all groups, community based and social activities have been cancelled for the week commencing 23<sup>rd</sup> August 2021. Lifebridge is in the process of contacting all customers to advise these cancellations and offering additional 1:1 in-home services including respite, transport for medical appointments, shopping assistance and meal preparation.

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 and Emma will be available during office hours – 8.30am to 4.30pm – to provide staff with personal protective equipment. We continue to be fully stocked and encourage support staff to take enough items to last a couple of weeks including masks for customers as we continue to encourage customers and carers to wear masks when providing in-home services.

## 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:

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 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

Recent reporting indicates that the NSW/QLD border rules will become more restrictive and complex over coming days. The Queensland Premier has signalled her intent to engage the army to prevent people moving into QLD.

Current border restrictions include:

- Anyone crossing the NSW/QLD border must provide evidence of being an essential worker. Lifebridge understands the definition of “essential” will further tighten for people returning to QLD.
- 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.
- There will be a requirement for some people crossing the border into QLD to have evidence of at least one dose of a COVID-19 vaccine.

For further information regarding the QLD Border restrictions visit the Queensland Health website:

<https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/current-status/urgent-covid-19-update>

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.

Lifebridge have been advised via Northern NSW Local Health District that Kingscliff Medical Centre have 200 doses of the Pfizer Vaccination available for Disability/Aged Care Support Workers. Please contact the Centre directly on 02 6670 1400 and identify yourself as a Disability & Aged Care Support Worker with Lifebridge Australia.

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.

Lifebridge is requesting all staff re-do the Infection Control Modules offered by the Department of Health as a way of keeping our skills and knowledge up to date during this critical period. Please send Certificates of Completion to [human.resources@lifebridge.org.au](mailto:human.resources@lifebridge.org.au)

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

Thank you for your co-operation in following the Health Order rules in situations that aren't always easy. Please remember your good actions are having a positive impact on another person's life. You are doing such important work. On behalf of our customers, on behalf of Lifebridge I thank you.

Go well and stay safe.

Kind regards



Bronwyn Mitchell  
CEO