

STAFF UPDATE

JULY 2021 - LIFEBRIDGE AUSTRALIA LTD.



MESSAGE FROM THE CEO - BRONWYN MITCHELL

In this edition of the staff update we provide feedback from the staff consultation. Thank you to everyone who participated. We had a response rate of over 80% which gave us a good indication of what you think is working and what you think needs some attention. It was inspiring to hear how much you all love the work that you are doing and your commitment to Lifebridge and its purpose. This is what makes us a strong team and a strong organisation. It was also encouraging to hear that you all agree there are benefits to be gained from an Integrated Teams Based Model of service delivery. Your ongoing engagement and feedback as we transition will be critical.

Of course, there were areas identified for improvement, and we welcomed this feedback. These things will be worked on over coming months, but I can disclose that communication was top of the list and amongst other things is the focus of our attention.

We should remember, the transition will not always be easy, nor will it always go according to plan. I would ask that in these moments you work with us, that you provide us with constructive feedback and where you have ideas for solutions you present them.

Lifebridge will not only be designing a model that works better for customers and employees, we will also be responding to sector changes in aged care and further changes that are expected with the NDIS. Government changes always have a way of taking the best plans and turning them on their head. However, due to our preparation for and experience of the NDIS transition, we believe that we have a lot of things in place and at least know to expect the unexpected.

The other curve ball that we are dealing with is COVID-19. This latest outbreak in Sydney that has spread across Australia has shown how virulent the virus is and how important that we do not become complacent and let down our guard. The Northern Rivers has been extremely lucky and any outbreak has been quickly contained.



For this I am grateful. However, we have had a couple of instances where employees have been identified as casual contacts. This shows that the virus is very close and should not be underestimated. It can easily reach us.

If we are doing everything that the health experts are asking:

- get vaccinated,
- wear masks,
- maintain 1.5 metre social distance
- maintain your hand hygiene and
- get tested immediately and stay at home if you show **ANY** symptoms

then we should be OK. These measures not only protect you, they also protect your customers, your family and your friends. Together, by doing the right thing, we can keep each other safe.

Finally, if anyone is feeling the stress of these unusual times, for whatever reason, please remember to contact our EAP service and speak to Kaye Laemmler on 0410 618 330.

Thank you everyone for all that you do. Your contribution to the lives of others is appreciated on so many levels.

Take care and go well.

Bronwyn

TRIVIA, CONUNDRUMS ANSWERS - JUNE EDITION

1. What is the name of Quin's Shark Hunting Boat in Jaws? **The Orca**
2. What were clocks missing before 1577? **Minute Hands**
3. The song "the Magic Bus was released in 1968 by which band? **The Who**



WHAT YOU TOLD US

JULY 2021 - LIFEBRIDGE STAFF UPDATE

RESULTS OF THE STAFF CONSULTATION PROCESS

A very big thank you to all our wonderful staff who participated in the staff consultations conducted during late June and early July. We had a fabulous response with over 80 consultations completed between staff and members of the executive team.

The purpose of the Staff Consultation Program was to gather your thoughts and feedback about the proposed Integrated Teams Based Service Delivery Model presented in early June.

Below is a brief summary of what you told us during these meetings –

- Overall staff expressed an enormous commitment to Lifebridge. Staff are passionate about the work they perform and the customers they support.
- The majority of staff expressed their support for the proposed model and agreed the potential benefits for providing service to customers across NDIS and aged care.
- Identified benefits included working in small support teams that are regionally based providing for better outcomes for customers, the opportunity for workers to support each other and to share ideas about the changing needs of customers, providing consistency to staff rosters and workers for customers, reducing travel time and gaps, broadening and developing skills and knowledge across the sector, providing better hours and pay outcomes given staff availability, developing community based programs providing better outcomes for all participants.
- Staff provided great suggestions on how best to implement the proposed model and achieve the desired benefits for staff and customers. Common themes focused around two key areas:

Communication – improved communication between Lifebridge and customers, involving customers in the consultation process, ensuring customers are advised of any changes to scheduled services, improving communication response times between customers, care managers and support workers, better management of customer expectations, improved communication with staff regarding any changes to their roster, more detailed and up to date customer information available in VisiCase.

Training – the proposed model to be underpinned by training and development to ensure staff have the capability and confidence to provide services across NDIS and aged care customers.

A focus on cross skilling staff through a range of initiatives including buddy shifts, identifying subject matter experts for escalation and advice, on-line and face to face training programs, staff provided detailed customer briefings by Care Managers, additional support for external education including Certificate 3 and Diploma's.

- Staff identified several training priorities to support them working across NDIS and aged care services. The most frequently mentioned included, Dementia, Behavior Support, Medication and Personal Care and Clinical Care (wounds, mobility supports and hoists).
- Caution was also expressed in terms of ensuring compatibility between customers and workers, involving and consulting with customers in the process of developing their team of regionally based support workers, providing the flexibility to grandfather certain customers and workers, the need to provide regular feedback and support to workers.
- Where To Next?

The Staff Consultation Process and the subsequent release of an Interim Organisation Structure were the first two steps taken towards achieving a new model of operations.

Given the overwhelming positive response to the proposed Integrated Teams Based Service Delivery Model the Executive Team will now focus on several areas including:

1. Detailed project planning having consideration for all functional areas including communication (staff and customers), IT systems, customer programming, resource planning, rostering and reporting.
2. Design of a pilot program for a regionally based team model involving a small group of staff and customers.
3. Designing a training and development plan for staff.

Once again we thank all staff who participated in the consultation process and we look forward to working with you and our customers over the coming months to achieve the best outcomes for the Lifebridge community. Please don't hesitate contacting a member of the Executive Team if you have any additional thoughts or ideas.

DISABILITY SERVICES NEWS

JULY 2021 - LIFEBRIDGE STAFF UPDATE

STAFF CONSULTATION

A huge thanks and appreciation to all staff who participated in the recent Staff consultation.

Your thoughts, honesty and contributions are greatly valued and will inform Lifebridge in its future and strategic directions.

REMAINING COVID SAFE



1. Make sure that you read, understand, and implement where required all Lifebridge COVID updates.
2. Comply with all Lifebridge, State and National Health Directions
3. QR or sign in and out of all venues, take temperatures and wear a face mask.
4. Promote the simple but effective physical distancing and hygiene measures.
5. Continue to practice hygiene and cleanliness.
6. Ensure that Pottsville and Murwillumbah hubs have sufficient PPE Supplies, signage is on display attendance sheets are recorded and all PPE supplies are replenished when required.
7. Make sure all activity spaces are sanitized before and after use.
8. Should you need additional PPE supplies, please contact Emma at Reception who will provide you with additional supplies.

If you have any enquiries or are unsure about anything, please contact your Manager at any time.

SOCIAL & COMMUNITY PARTICIPATION PROGRAM JULY TO OCTOBER



The new Lifebridge Winter Social and Community Participation program was forwarded to all staff a little while ago.

It has now been circulated to all customers and their families.

Included was an additional page inviting customers to enrol in a range of new groups including Fishing, Sailing, Golf, Horse Riding, Gardening and Weekend Adventures.

Sign Up, Sign Up, Sign Up!

The new program provides customers with the option to select these new activities.

It would be greatly appreciated if you could discuss these new options with customers and encourage them to sign up and let us know.

As always, if you have any suggestions of future activities, places to visit or upcoming events, please do not hesitate to let us know.

INTRODUCING TANYA TAGGET, OUR NEW NDIS SUPPORT COORDINATOR

Lifebridge is pleased to announce the appointment of Tanya Tagget to the role of NDIS Support Coordinator.

Tanya commenced on Tuesday, 20th July 2021 and will work alongside Christine MacFarlane in providing high quality Support Coordination supports to Lifebridge customers.

Tanya's is full time and being the modern professional woman will work between home and Kingscliff Office.

Tanya has extensive experience in disability services including tutoring year 11 and 12 students, working with CASSI, Local Area Coordination roles with both FEROS care and more recently Carers Queensland.

When Tanya is not working, she spends time with family, reading, a self-declared 'podcast junkie', travel (when she can) and she is truly happy when 'totally submerged in water.'

A warm welcome Tanya to the Lifebridge team!

TRIVIA, CONUNDRUMS AND MUSIC QUESTIONS?

1. What language has the most words?
2. Native to the Caribbean, what sort of animal is a Mountain Chicken?
3. Where did the Australian Rock Band 'Powderfinger' derive their name?



COVID-19 UPDATE

JULY 2021 - LIFEBRIDGE STAFF UPDATE

WORKFORCE COVID-19 VACCINATION AND REPORTING



All Lifebridge staff are encouraged to receive a COVID-19 vaccination to assist in providing our colleagues, customers, communities and families a level of protection from the virus.

Under new guidelines Lifebridge is required to report vaccination status of staff, while being consistent with privacy laws.

Please let us know if you have had the COVID-19 vaccination by sending an email to human.resources@lifebridge.org.au indicating the date of the vaccination, vaccine type and whether it is the first or second dose.

A copy of your vaccination certificate would also be much appreciated.

Please contact your Department Manager if you would like to discuss this further.

Attached to this Staff Update is a flyer from the Australian Government Department of Health which provides important information for in-home and community aged care providers to support our workforce on the COVID-19 vaccination.

It also provides information regarding the mandatory reporting on workforce COVID-19 vaccinations.

Also attached is a flyer from the Australian Government entitled "Find out the Facts about COVID-19 vaccinations" for your information.

These documents will also be uploaded to the [Staff Portal](#) section of our website - the password to enter the staff portal is Bridge2487

CURRENT COVID SITUATION

With increased cases of COVID being reported in New South Wales and South East Queensland, it is the responsibility of all Lifebridge staff to regularly check the NSW and QLD Department of Health websites to check attendance at any of the exposure sites on the days and times detailed.

- [NSW Department of Health COVID website](#)
- [QLD Government COVID website](#)

Please remain vigilant and follow public health orders including getting tested and isolating depending on whether you are a close or casual contact.

Please get tested if you are experiencing any cold or flu-like symptoms.

Please contact Lifebridge Reception on 1800 043 186 if you require a letter explaining your essential worker status to cross the QLD/NSW border.

Please contact your Department Manager if you require any assistance in interpreting the advice provided.

South East Queensland LGA's lockdown

From 4:00pm Saturday 31 July 2021 to 4:00pm Sunday 8 August 2021, 11 local government areas in South East Queensland (Brisbane, Ipswich, Logan City, Moreton Bay, Redlands, Sunshine Coast, Gold Coast, Noosa, Somerset, Lockyer Valley and Scenic Rim) will be in lockdown to keep Queenslanders safe.

The roadmap outlining restrictions for lockdown areas as well as current restrictions in place for all of Queensland has been updated to reflect the extended lockdown.

[Find out more.](#)

Travelling to Queensland

You must complete an entry pass to enter Queensland from anywhere in Australia or New Zealand, including returning Queensland residents.

If you have been in a declared COVID-19 hotspot in the last 14 days you will not be allowed to enter Queensland, except for a limited range of people who can enter for essential purposes.

Find out more about:

- [Applying for a Queensland entry pass.](#)
- [Travelling to Queensland, hotspots, declarations and more.](#)

COVID FACT SHEET

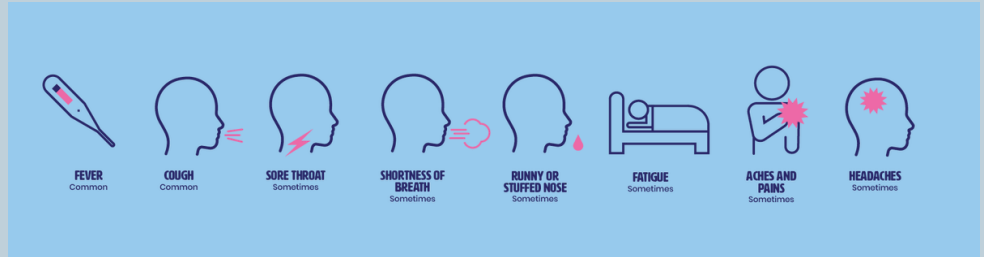
JULY 2021 - LIFEBRIDGE STAFF UPDATE

CORONAVIRUS FACT SHEET FOR PASSING ON TO OUR CUSTOMERS

COVID 19 Test - What do I need to do?

You should have a COVID 19 test if you have any symptoms such as:

- Fever
- Scratchy or sore throat
- Cough
- Runny nose
- Shortness of breath
- Loss of sense of taste
- Loss of sense of smell



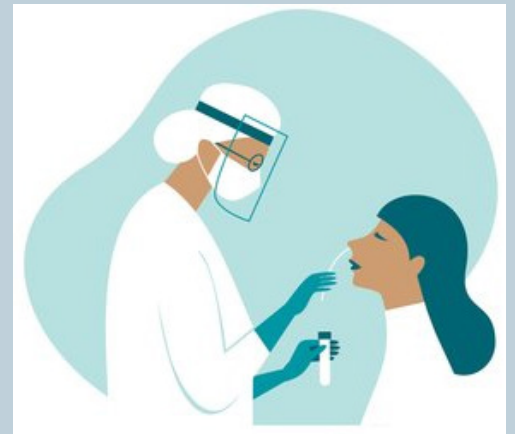
Where do I have a COVID-19 Test?

There are many places you can be tested such as Hospital, Dr's office or a COVID 19 Clinic but if you phone the National Coronavirus Helpline, they can help you find a way to be tested that suits your circumstances.

The number is **1800 020 080**.

About the COVID-19 Test?

- It is free.
- You must wear a mask to have your test.
- Results take up to 3 days and the person who tests you will tell you what to do next and how you will get your results.
- You must go home and stay at home until you get your test results.
- Until you get your test results, you must not have visitors.
- If your services can be delayed, Lifebridge will not send support workers until you have your test results to reduce the risk of infecting others. If you have high care needs or live alone and need help, your care manager will talk to you about ways to provide the care you need.



COVID-19 Vaccination?

Everyone is eligible for free COVID 19 vaccination and if you have not already, you should contact your GP to enquire about whether you should have yours.

If you need any assistance to get your vaccination or attend a vaccination clinic, contact your Care Manager for assistance.

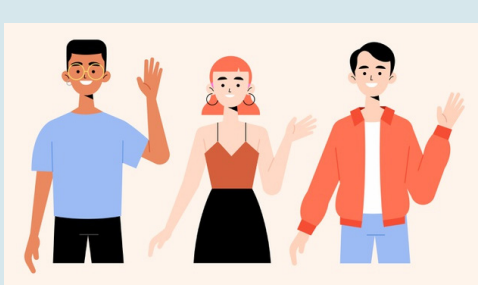
***PLEASE NOTE - Hard copies of this fact sheet are available in the Kingscliff office**

Reference: NSW Government Easy Read – Getting Tested for COVID-19 2021

BUSINESS SERVICES NEWS

JULY 2021 - LIFEBRIDGE STAFF UPDATE

WELCOME & GOODBYE



Welcome to new staff members and volunteers - Tanya Tagget during July 2021.

Goodbye to Jacob Douglas, Charisse Lewis, Cheryl Constance and Joanna Thurston during the month of July 2021.

CONGRATULATIONS

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

- Bronwyn Mitchell - 22 years
- Patricia Nichols - 9 years
- Leah Hogan - 8 years

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

QUALITY MATTERS

Please note that the following documents were updated/added to the QMS in the month of July 2021.

The updated documents have been uploaded to [Projex](#) under the Document Bank.

- Pol/GM 06 Finance and Contract Management

PROTECTING PEOPLE'S RIGHTS

(this article will be circulated to all customers)

Many of our customers find it difficult having strangers enter their home, and it can also be difficult for a support worker until you get to know the customer and develop a rapport.

It becomes even more difficult if there is a suspicion that something of value has been stolen and this can be difficult for Lifebridge employees who run the risk of being accused of such a crime when providing services to our customers.

Recently there have been examples where items that were presumed stolen, had been misplaced and were eventually found. The investigations undertaken were stressful for customers, their families and the employees involved.

Lifebridge will be updating their agreements with customers to include the following to ensure that they and Lifebridge staff are protected:

1. If you have anything of significant value such as jewellery or documents, you are to lock them away or put them out of sight when a Lifebridge employee is visiting.
2. If you have schedule 8 medications that Lifebridge employees are not required to support you in taking you are to lock them away or put them out of sight for the duration of the visit
3. You agree to not discuss, show or make mention of any valuables or medications that you have in the home.

If at any time you believe that a crime has been committed, you are strongly encouraged to contact the General Manager or Customer Care/ Support Manager immediately. Lifebridge takes all complaints extremely seriously and always conducts a robust investigation.

Hopefully these simple steps will give everyone piece of mind and protect the rights of everyone.

MANDATORY COMPETENCIES

Lifebridge have been advised by the relevant agencies of likely and significant delays in applying for or renewing your Working With Children Check (WWCC) and National Police Check Clearance (which is now replaced by the NDIS Worker Check for all staff). Please note that all Lifebridge staff are required to apply for the NDISWC instead of the National Police Check Clearance when this mandatory competency comes up for renewal.

If you receive notification that your WWCC or NDISWC requires renewal, we ask that you complete this process as soon as possible. This will prevent shifts falling off your future recurring roster and hence your ability to work while these mandatory checks are being completed and processed.

Maintaining a current WWCC and NDISWC is a condition of ongoing employment.

BUSINESS SERVICES NEWS

JULY 2021 - LIFEBRIDGE STAFF UPDATE

RESPECT AT WORK - UPDATE ON LIFEBRIDGE VEHICLES



As you are aware, Lifebridge is in the process of upgrading its motor vehicle fleet with the recent acquisition of two new buses and two new cars. We are due to receive additional vehicles over the next couple of months whilst retiring some of our oldest work horses.

The significant investment and revitalization of the fleet came about due to feedback from both staff and customers to enhance safety, professionalism and the reputation of Lifebridge in the community.

Transport continues to be a significant differentiator for Lifebridge and supports our values of independence, community inclusion, excellence in service delivery and professionalism.

It has been noted that two of the new buses have been damaged and not reported.

We take this opportunity to remind all staff that completion of the Daily Vehicle Inspection Checklist (HR4ja) is a mandatory requirement of all drivers. It is incumbent upon all staff to complete the checklist every time you use a Lifebridge motor vehicle.

The daily checklist is designed to keep our fleet clean, safe, serviced and professional. If there is any damage we want to correct this as soon as possible.

Reporting damage to a vehicle is not about proportioning blame or enforcing significant consequences but rather to identify remedial action including maintenance and repairs to vehicles and additional training and support to staff. Multiple and repeated damage when Lifebridge drivers are "at fault" will be followed up.

In order to keep our fleet looking professional and to comply with our insurance and leasing obligations we require staff to report any damage or maintenance and repairs, no matter how small, immediately.

'Now that's respect at work'

A BIT OF LIGHT HUMOUR

Why do bees have sticky hair?

Because they use honeycombs.

Where do you find a dog with no legs?

Right where you left him.

WHY COULDN'T THE PONY SING A LULLABY?

She was a little horse.

Why did the scarecrow win an award?

Because he was outstanding in his field.

I tried to sue the airport for misplacing my luggage.

I lost my case.

AGED CARE SERVICES NEWS

JULY 2021 - LIFEBRIDGE STAFF UPDATE

WHAT IS RESPITE CARE?



Caring for a person can be very demanding and there is help and support available to help for those in a caring role.

Carer Gateway can tell carers about respite services that may be available. They can help carers to find respite care in their local area and answer questions about types and costs of respite.

Carer Gateway provides specialist services across Australia for carers, including counselling, advice and information.

The following contacts can be passed onto carers to find out more information, visit Carer Gateway or call 1800 422 737, 24 hours a day, 7 days a week.

Dementia Australia also offers support, information, education and counselling for people with any type of dementia, their carers and family.

To find out more, visit the Dementia Australia website or call the National Dementia Helpline on 1800 100 500.

SOMETHING FISHY IS GOING ON



Creating and maintaining an environment where living things can thrive can have a wonderful flow-on effect for our staff, volunteers and customers, which is why we have added the stunning addition of a fish pond to our Cottage Garden.

From the soothing sounds of rippling water to the calming nature of fish swimming in and out of the reeds, the fish pond will bring a quiet moment of contemplation for all to enjoy. Ponds invite native biodiversity to create a beautiful little ecosystem and attract wildlife like birds, bees, dragonflies and frogs which may make our pond their home. Butterflies and birds pollinate the garden and control pest populations as well.

A huge thank you goes to Bunnings Tweed Heads who, as part of their Hands-on support program, donated the pond and all the necessary pumps etc to Lifebridge.

This donation was made possible by Jack Blades, who thought of the idea in the first place and submitted our application to Bunnings. A huge thank you for your help Jack.

A huge thank you also goes to Ben Simpson and Damien O'Neill who provided the manpower to get the pond into place in the garden. It is not quite finished yet as there are still some additions to add but when it is finished it will be a beautiful addition to our Cottage Garden.

With a little help from our friends we can achieve wonderful things that will provide joy to our staff, customers and volunteers and that is something worth celebrating so great job everyone!

AGED CARE SERVICES ON CALL PHONE

The Aged Care Services On Call phone number is 0400 087 077 and operates from 4.30pm on Friday to 7.30am on Monday.

The On Call phone roster is on a rotational basis and staffed by a Customer Care Manager – HCP to provide assistance and support to staff rostered to work on weekends.



TRAINING AND DEVELOPMENT

JULY 2021 - LIFEBRIDGE STAFF UPDATE

DEMENTIA ESSENTIALS FREE TRAINING

This course explores strategies to assist with good communication, planning, developing appropriate activities and understanding changed behaviour in people living with dementia.

- Nationally-accredited training – RTO Code: 2512
- Certificate of Attainment
- Fully subsidised for learners

Suitable for Australians working in aged care, health care and community services.

Available in a number of modalities - Online and virtual classroom environment and Face to face in all Australian states and territories. Course duration is 18 hours.

For further information regarding this course and to register please go to <https://dta.com.au/dementia-essentials/>



ELMO ONLINE eLEARNING MANAGEMENT SYSTEM

One of the critical learnings for Lifebridge last year - with the onset of the COVID pandemic - was the need to provide staff with non-face-to-face training. As a result Lifebridge went to market to identify a training platform through which we could develop and host on-line, interactive, skills based and professional development training programs.

We are very excited to be launching ELMO – our on-line learning management system – with 7 core modules including:

- Advanced Work, Health and Safety
- Code of Conduct
- Conflict of Interest
- Diversity in the Workplace
- Employee Induction Module
- Manual Handling
- Workplace Bullying and Occupational Violence

This is just the beginning and more programs will be added to our library over time. In the pipeline we have training modules on Dementia, Ergonomics, Medication Management, Positive Behavior Support and Privacy Awareness.

All staff are required to access ELMO and complete the 7 core modules currently available. These modules are core to our roles at Lifebridge and will be done as an annual refresher of critical skills and competencies. The modules take about 15-20 minutes to complete and you will receive a Certificate of Completion for each module. Staff training records will be recorded and reported in ELMO.

ELMO and the interactive training modules are accessible via your smartphone, work or home computer.

How to access ELMO

Recently you received an email from Human Resources welcoming you to the HR and Learning Hub and advising steps for logging in and accessing the Lifebridge training library. All staff are requested to log in via the URL Link and create their own password. Your username will always be your firstname.lastname eg. amanda.chadwick

Once you login you will be directed to the Lifebridge Training and Development Dashboard. Under the Learning Menu, you will find the Course Catalogue where the seven modules are ready for completion.

If you are experiencing any difficulties with logging in or completing the training modules, please contact Denyelle Drury or email us at human.resources@lifebridge.org.au



TRAINING AND DEVELOPMENT

JULY 2021 - LIFEBRIDGE STAFF UPDATE

ENTERING TRAVEL ONTO A VISICASE SHIFT

Some staff are not displaying participant charges when submitting their shifts – top highlighted number is often being skipped. Below is a perfect example of how data should be entered. If you require any further assistance with submitting your travel into VisiCase, please email Melinda.Bartlett@lifebridge.org.au who can arrange a training session with you.

The screenshot shows a VisiCase shift entry form. Key sections and annotations include:

- Participant charges comment:** A text box containing the number '14', highlighted in yellow. An annotation box points to it with the text: "This is where you tell us how many kms with the customer".
- Timesheet data collection:** Includes fields for start and end date and time, and a total duration of 0. A "Recalculate duration" button is present.
- Breaks and allowances:** Includes checkboxes for "Break taken", "Meal allowance", "Sleeper", and "Travel (kms)". The "Travel (kms)" checkbox is checked, and the value "26" is entered in the adjacent field.
- Travel (kms) details:** A table showing "To" (12 km), "On" (14 km, highlighted in yellow), and "From" (0 km). A "Total" of 26 km is shown at the bottom. An annotation box points to the "On" field with the text: "This is where you add your kilometres – enter in the kms to the shift and kms on the shift and the system will calculate the total for you. As highlighted, participant charges and Kms 'On' should match."

COVID-19 INFECTION CONTROL MODULES

All staff are required to complete the Covid-19 Infection Control Training Modules developed and hosted by the Department of Health. Thank you to those staff who have completed the training and who have emailed through their certificates.

To register for this training please go to <https://covid-19training.gov.au/register>. Once you have registered you will need to complete the following courses:

- COVID 19 – aged Care Module 1 – Personal Safety
- COVID 19 – Aged Care Module 2 – Families and Visitors Part 1 Residential Care
- COVID 19 - Aged Care Module 2 – Families and Visitors - Part 2 - In-home Care
- COVID 19 - Aged Care Module 3 - COVID 19 and Aged Care
- COVID 19 - Aged Care Module 5 – PPE
- COVID 19 - Aged Care Module 8 - If you suspect a person has coronavirus
- COVID 19 - Aged Care Module 9 - Supporting Older Australians - Part 1 Residential Care
- COVID 19 - Aged Care Module 9 - Supporting Older Australians - Part 2 In-Home Care
- Infection Control Training – COVID 19

When you have completed all the above training modules, please email your certificates of completion to human.resources@lifebridge.org.au

If you have any difficulties with the logging into course or downloading the certificates, you are most welcome to come into the office and speak with Denyelle Drury, Communications and IT Officer and she can assist you where she can.

REWARD AND RECOGNITION

JULY 2021 - LIFEBRIDGE STAFF UPDATE

CONGRATULATIONS BEN SIMPSON

A big congratulations to Ben Simpson who is the recipient of the Monthly Appreciation Award for July 2021.

Ben was nominated by Jack Blades and Kylie Windhorst in recognition of his positive attitude and exceptional performance in his role as Cottage Supervisor on a Thursday.

Both Jack and Kylie have had the pleasure of working with Ben on a Thursday whilst he has been in charge of the cottage.

"Ben is super organised, always helpful and supportive of our ideas. Ben is caring and courteous to both customers and staff, has an amazing work ethic and solves problems with grace and ease."

Ben 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



STAFF INCENTIVE SCHEME

We are pleased to announce the introduction of a new staff incentive scheme to reward Lifebridge staff members who successfully introduce new or additional business to Lifebridge.

Staff who refer a new customer to Lifebridge will receive a Coffee Voucher to the value of \$10. If the referred customer is then successfully on-boarded and commences services with Lifebridge, the staff member will receive a Gift Voucher to the value of \$50.

A new customer is defined as someone with no prior association with Lifebridge.

Staff who successfully "upsell" additional Lifebridge services to existing customers will also receive a Coffee Voucher to the value \$10.

In order to participate in the incentive scheme the referring Lifebridge staff member shall email the Community Services Officer (AIMY.SIMPSON@lifebridge.org.au or MARTIN.COOK@lifebridge.org.au) of the potential customers name and contact details.

The Community Services Officer will contact the potential customer and subsequently email human.resources@lifebridge.org.au of the validity and status of the referral or new services being delivered to the customer.

The Human Resources department will be responsible for coordinating the Coffee and/or Gift Voucher being presented to the staff member.

Please contact your Departmental Manager if you have any questions regarding the new Staff Incentive Scheme.



THE BACK PAGE

JULY 2021 - LIFEBRIDGE STAFF UPDATE

WORK, HEALTH AND SAFETY MEETINGS

The next WHS Meeting will be advised in the next Staff Update.

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).

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) |



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.

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