

# memo

memo no: 826  
to: All Staff and Volunteers  
from: Bronwyn Mitchell, CEO  
date: 10 September 2021  
subject: COVID-19 Response Update – 10 September 2021

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To all Lifebridge Staff and Volunteers,

We are pleased to confirm that the Tweed Shire, Byron Bay, Ballina and Lismore LGA's are among the regional areas which will emerge from stay-at-home orders at 12.01am Saturday 11<sup>th</sup> September.

As a result, customer groups and community activities will recommence on Monday 13<sup>th</sup> September and current stand-down provisions for office-based staff will cease effective today.

With the lifting of strict lockdown, we must all take responsibility for adhering to ongoing restrictions with the aim of keeping ourselves, customers, families and community safe. The following details current restrictions as they apply to Lifebridge staff and the provision of services:

1. Masks must continue to be worn when working indoors including the Kingscliff Office and Cottage, when providing in home services and while transporting customers in Lifebridge vans or personal vehicles.
2. Social distancing protocols for group activities is based on the one person per 4 square meter rule.
3. Office staff will continue to work from home wherever possible. Staff attending Kingscliff for essential reasons must use the Kingscliff Booking Sheet in Teams and apply the QR codes at all times.

## **Covid-19 Disaster Payment Scheme**

With the lifting of stay-at-home orders, Lifebridge understands staff may no longer be eligible for the Covid-19 Disaster Payment Scheme. This may vary if staff are impacted by any ongoing NSW/QLD border restrictions.

As previously advised this payment scheme is not administered by Lifebridge. Individual staff members are responsible for accessing and complying with the Scheme.

Staff no longer entitled to the Covid-19 Disaster Payment are responsible for advising Services NSW to avoid any future requirement to repay automatic payments.

## **Accessing Kingscliff – PPE**

The Kingscliff Office will remain open during office hours – 8.30am to 4.30pm – to provide staff with PPE. We are fully stocked and encourage support staff to take enough items to last a couple of weeks including masks for customers who are encouraged to “mask up” when receiving in-home services.

Whilst Lifebridge will endeavour to keep you updated on the latest advice, it is important that all staff members regularly access the NSW and QLD Departments of Health and COVID-19 Advice Sites to understand current restrictions and requirements.

### **Covid Vaccination Status Update**

A big thank you to staff and volunteers who over recent weeks have received the jab. We are pleased to advise we are over the 50% mark for Covid vaccinations. 38% of Lifebridge staff are fully vaxed and an additional 14% of staff have received their first dose.

Lifebridge encourage all staff and volunteers to receive the Covid vaccination to provide an additional line of defence against the virus. Please report your Covid vaccination status by emailing your certificate (or the date of vaccination, vaccine type and whether you have received a first and/or second dose) to:

[human.resources@lifebridge.org.au](mailto:human.resources@lifebridge.org.au)

### **Training Requirements**

During this time all staff are directed to complete the Department of Health Infection Control Modules and the Lifebridge modules available online via our learning management system – ELMO. Details on how to access these online training resources was included in the July and August editions of the Staff Update. Please contact Denyelle Drury if you are experiencing any issues logging in to complete these modules which must be redone on an annual basis.

### **Return of Groups & Rosters**

As we work to reinstate and roster group activities and add or remove additional services requested during stay-at-home orders, it is critically important that all support staff regularly check their roster in VisiCase. Please contact a member of the rostering team or your department manager if you have any questions during this time.

On behalf of the Executive Team, Lifebridge Board and all our customers we extend a huge thank you to our wonderful customer support staff who have done an incredible job during these weeks of lockdown. With ongoing changes and disruptions to services and rosters and a heightened sense of community anxiety – you have continued to do an amazing job. Please enjoy a lovely weekend and some of the benefits an easing of restrictions brings to your families.

Stay safe.

Kind regards



Bronwyn Mitchell  
CEO