

# memo

memo no: 828  
to: All Staff and Volunteers  
from: Bronwyn Mitchell, CEO  
date: 21 September 2021  
subject: COVID-19 Response Update – 21 September 2021

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To all Lifebridge Staff and Volunteers,

NSW Health has issued Stay-at-Home Orders for the Byron Shire and Tweed Local Government Areas (LGA's) from 5pm (today) Tuesday 21<sup>st</sup> September until at least 5pm Tuesday 28<sup>th</sup> September. These Stay-at-Home Orders also apply to anyone who has been in the Byron or Tweed LGA's since 18<sup>th</sup> September 2021. Everyone in the affected LGA's must stay at home unless it is for an essential reason as detailed by the NSW Department of Health.

**As a result, all groups, community based and social activities have been cancelled for 7 days and customers offered additional 1:1 in home services.**

Staff are in the process of contacting all customers scheduled for a group activity. Group shifts are being cancelled and new services added as requested by customers. All support staff are required to check VisiCase on a regular basis for changes to their roster. Please also monitor your Lifebridge emails for further updates released throughout the week.

## Accessing Kingscliff

The Kingscliff Office will remain open during office hours - primarily to provide staff access to PPE. We are fully stocked and encourage support staff to take enough items to last a couple of weeks. Staff are encouraged to work from home and only attend Kingscliff for essential reasons. No stand down provisions apply at this stage.

## Border Restrictions

NSW/QLD border rules remain complex and restrictive. Please ensure you are aware of requirements to cross the border. 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>

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.

## Loss of Working Hours/Wages

As previously advised, as Lifebridge is subject to Public Health Orders and restrictions imposed by NSW and QLD governments, the ability to provide work and meet contract hours during lock-down is not within Lifebridge's control.

Staff experiencing a reduction in working hours and wages are encouraged to contact Services NSW/Centrelink and apply for the Covid-19 Disaster Payment. This scheme must be accessed by individual workers and application completed online. Subject to any other CentreLink payments being received, benefits may include:

- Loss of between 8-20 hours per week, a benefit of \$450 per week.
- Loss of 20 hours + per week, a benefit of \$750 per week.

Staff experiencing loss of hours or income during this period may apply for unpaid pandemic leave or accrued annual leave.

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.

## Important Reminders

- Staff are encouraged to receive the COVID-19 vaccination . 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 or completed the vaccination process. Please include date of vaccination, vaccine type and whether you have received a first and/or second dose.
- Please be reminded that public health orders mandate the use of masks and appropriate PPE when delivering in-home supports. Staff must ensure adherence to all health and hygiene protocols ensuring social distancing, use of PPE, regular hand washing, 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. Please use this time to complete the mandatory on-line training.
- Lifebridge is requesting all staff complete the Infection Control Modules provided on-line by the Department of Health. Please send Certificates of Completion to [human.resources@lifebridge.org.au](mailto:human.resources@lifebridge.org.au)

Please contact your Department Manager if you have any questions or concerns regarding this communication.

Thank you for your co-operation and please remember the good work you are doing every day to support the vulnerable in our community. On behalf of our customers, on behalf of Lifebridge, I thank you.

Go well and stay safe.

Kind regards



Bronwyn Mitchell  
CEO