

# STAFF UPDATE

AUGUST 2021 - LIFEBRIDGE AUSTRALIA LTD.



## MESSAGE FROM THE CEO - BRONWYN MITCHELL

The Executive Team and I have been discussing how this lockdown feels different to previous ones. We have been speculating on the reasons why but really it doesn't matter. What is important is that we develop techniques that help to keep our well-being high and help us to bounce back quickly during those times when we feel low – and we all have days like that.

Although we have discussed them before, now is a good time to revisit some of these techniques as there is a lot of uncertainty surrounding us all.

Maintaining a good sense of well-being takes work. Yes, you must do something. Just knowing what to do does not make you feel better. But here's the irony – the more you do, the more you want to do and the easier it becomes. This is because as you complete one task and begin to feel better, you are more motivated to do the next thing. This is what Barbara Fredrickson called the broaden and build effect or the upward spiral.

However, this is not just a one-off thing you do. You need to build routines and habits that you practice daily. This not only helps keep your sense of well-being high, but it also forms something solid to fall back on when we face challenging times and challenging emotions.

During these times of uncertainty, the brain reacts as though there is a threat. It can't predict what will happen next so to protect us, it expects the worst and focuses on the perceived or possible dangers. This is when we start on a downward spiral.

It is exactly at these times that we need our techniques for taking control. We may not have certainty, but we can exercise our autonomy to change the way we perceive the situation by taking the appropriate action to change our emotional response.

Here is a small sample of some basic things we can do to get, and keep, ourselves on the upward spiral.

- Eat healthily, drink water and stay hydrated, sleep and exercise. These can all be done in baby steps. For example, set an alarm so every hour you get up and go for a walk or at least move around. After your 5-minute exercise break, have a glass of water.
- Yes, I am going to say it – Keep a gratitude journal. Each day write three things that you are grateful for. For advanced practitioners write a short sentence explaining why you are grateful.

- Practice mindfulness. Stop what you are doing and really focus on the present moment. How are you feeling? Is there tension somewhere? Are you hot or cold? Now focus on your breath. Take three very deep breaths. You can only control this present moment. This includes what you choose to focus on.
- Try combining your exercise and mindfulness practice. Take a slow walk and really focus on each step, what you see and hear and what you feel.
- Perform an act of kindness. Send someone a postcard to let them know you are thinking of them, contact someone and tell them why they are special to you, just say thank you when someone does something nice for you.
- Connect with someone. If you can't connect face to face ring them or email them.
- Find meaning and purpose each day. Set a goal to achieve something, no matter how small, that is important to you.

Always remember, the work you do at Lifebridge has significant meaning and purpose for those whose lives you impact daily. What is one extra thing you could do each day to increase the wellbeing of those around you?

If you haven't tried any of these things maybe now is the time to give them a go.

Finally, I want to emphasise these are techniques that can help maintain high levels of well-being but they do not substitute for specialised support if that is what is needed.

I am so happy to be able to announce the launch of our new EAP service. There is more information further in the Staff Update that details the program more fully.

I encourage every member of the Lifebridge Team to take full advantage of what they have to offer and to access their services when needed. It is there for you.

Stay safe everyone and make sure you look after yourselves with the high standards that you look after others.

Go well

Bronwyn

# EMPLOYEE ASSISTANCE



AUGUST 2021 - LIFEBRIDGE STAFF UPDATE

## NEW EMPLOYEE ASSISTANCE PROGRAM PROVIDER

Lifebridge have engaged a new Employee Assistance Provider, EAP Assist. EAP Assist supports employees wellbeing with confidential phone counselling throughout Australia and overseas. We recognize that one of the most important aspects of effective counselling is for it to be provided as quickly as possible.

The aim of counselling is to help resolve both workplace and personal issues before they adversely impact an employee's mental health and workplace performance.

Common issues include:

- workplace conflict, bullying, stress, trauma, critical incidents, termination as well as personal issues such as depression, anxiety, alcohol & substance abuse, gambling, relationship issues & domestic violence.

These issues can cause work based difficulties such as:

- absenteeism, poor productivity, high staff turnover, reduced performance & low job satisfaction & may subsequently affect the employee's health & well-being including their ability to cope with the demands of everyday life.

EAP Assist counsellors are all highly experienced and will initially ask your name as well as that of your employer in order to confirm eligibility for services. Information obtained during counselling is confidential and will not generally be released to a third party without prior consent.

### HOW TO REQUEST EMPLOYEE ASSISTANCE

Employees can request up to three hours of counselling from 9am – 9pm, Monday to Friday, which may include psychological tasks and learning activities.

Lifebridge's dedicated EAP Helpline number is **0407 086 000** or you can email [support@eapassist.com.au](mailto:support@eapassist.com.au)

Alternatively you can book a phone counselling appointment via the EAP Assist Booking Form - <https://eapassist.com.au/booking-form/>

### SELF-HELP RESOURCES

The EAP Assist website also contains an extensive range of self-help resources which all employees are encouraged to use:

<https://eapassist.com.au/>



### WHY PHONE COUNSELLING

- Provided immediately when needed.
- No need to make & wait for appointments.
- No lost time from work.
- No travelling costs.
- Available when it will be most beneficial.
- Employees prefer the anonymity of phone counselling.
- Phone counselling confidentiality reduces the stigma associated with seeking support.
- Therapy delivered by phone has been found to be as effective in reducing symptoms as face-to-face therapy.
- Research suggests that Phone Therapy results in employee satisfaction with both the therapy and the quality of their relationship that is similar to levels of satisfaction with face-to-face therapy.
- Research has shown that employees significantly prefer EAP phone counselling above video calls and face-to-face counselling.

**0407 086 000**

# MENTAL HEALTH AND WELLNESS

AUGUST 2021 - LIFEBRIDGE STAFF UPDATE

## FEELING OVERWHELMED AT WORK?

We all feel overwhelmed, anxious, or stressed at some point.

It's important to give yourself grace when you have these feelings. Try not to brush them off or push through whatever is causing you to feel anxious – your mental health matters and if you're feeling the squeeze, understand that you can take a step back.

When you're starting to feel overwhelmed, remember that you can always revisit your self-care plan. Self-care plans are personal, which can be just the thing for when things feel like too much.

Try some of these tips when you're feeling overwhelmed:

1. Take a deep breath and step away. If you're feeling overwhelmed or anxious, a quick way to begin to alleviate those feelings is by doing breathing exercises. If the thing that's overwhelming you is in front of you, try taking a step away from it to create some separation between you and whatever is making you feel this way. Deep breathing exercises are a great way to promote relaxation and lower your stress response.
2. Create a "no" list. Protecting your time and space can help give you a sense of control over your schedule. If you don't want to do something or have been dreading that virtual happy hour, don't feel like you have to go. Replace the activities you don't want to do with something that you'll enjoy. Healthy boundaries are crucial for your wellbeing.
3. Be kind to yourself. Remember that feeling overwhelmed is OK, especially now. It also helps to remember that feeling overwhelmed doesn't have to last. Give yourself some grace – if you don't get to that chore or have to ask for an extension at work, you can. Your mental health should be a top priority.
4. Ask for help from a loved one. Your social support network is there for you to lean on if you need to vent or talk things through. Reach out to a friend for a virtual chat or pick up the phone and call a family member.
5. Write it out. Writing down why you feel overwhelmed or anxious is another great way to help alleviate those feelings. It helps to do this unstructured – having a written stream of consciousness allows you to express yourself freely and getting those thoughts out of your head will be a relief.

Reference - EAP Assist

## GRATITUDE JOURNALING



Gratitude Journaling is a simple exercise that anyone can do. It aims to help people identify the good things in their lives, however small. Over time, along with other strategies, it can change the way we think and feel for the better.

This video is part of a series designed to help you learn evidence-based skills which enhance mental wellbeing and resilience. Once you've practiced these skills and experienced the benefit, we hope you will be willing and able to teach them to others.

We encourage everyone to look after their mental health and emotional wellbeing in ways that we know work.

Go to: <https://youtu.be/8FqBfmkA6mM>

## MINDFULNESS

Mindfulness is non-judgemental, undistracted engagement with the present moment.

Mindfulness practice reduces anxiety and helps prevent recurrences of depression.

This is because mindfulness allows us to concentrate on specific thoughts and cast aside unwanted intrusive thoughts.

This video is part of a series designed to help you learn evidence-based skills which enhance mental wellbeing and resilience.

Go to: <https://youtu.be/fEq1Jcwyz7Q>

Reference - EAP Assist

# MENTAL HEALTH AND WELLNESS

AUGUST 2021 - LIFEBRIDGE STAFF UPDATE

## FINDING JOY IN YOUR DAY

Now more than ever, finding joy in your day-to-day experiences can improve your quality of life and enhance and protect your mental health.

As many of us are mired in intense and heavy information from the news and social media, financial instability and political and civil unrest, it's become more and more difficult to find peace—both internally and externally.

Here are some ideas to give you a pick me up:

- Listen to your favourite music. It can help you recall positive memories, providing an escape from the day-to-day difficulties you may be facing.

Recalling these memories by listening to music is an easy and passive way to boost your mood while you're working, cleaning or just hanging out at home.

Research has shown that listening to your favourite jams can reduce anxiety, lower blood pressure and improve sleep, and enhance mood as well.



- Develop a daily gratitude practice. It doesn't have to be a big ordeal; just think of one to three simple statements a day such as, "I am grateful I have a roof over my head," "I am grateful for the sun that rises each morning that I feel on my skin," or "I am grateful for the delicious strawberries I had today."

At the end of each day, write in a journal or say aloud the things you were grateful for, as simple as they may be. By doing this, even during the most difficult or distressing times, your gratitude practice will help bring your circumstances into perspective, indirectly create joy and keep you grounded.



- Spend time in a vision practice. Close your eyes and focus on your very favourite place, person, mantra, prayer or even vacation. Breathe into the moment and envision yourself in this space or situation. Consider the colours, tastes, textures and conversations. Try to spend a dedicated five minutes soaking in the moment, slowing down your breathing and relaxing your body. Meditating regularly in this way can help remind you that aspects of the COVID-19 situation—such as isolation, sadness and desperation—are temporary. You will once again have more positive experiences, and these short meditations may even help you create new ones.



- Find the "awe" moment every day. "Awe" is the concept of experiencing wonder and amazement. Awe frequently conjures up the idea of something "big" like visiting the Great Barrier Reef or Cradle Mountain in Tasmania. However, researchers are finding that if we take the time to notice small, pleasurable moments every day, we can reap the same benefits. Awe moments can be found in seeing the sun rise, for example, or watching ants march. We can also experience "awe" by reading beautiful poetry or hiking on a new path and seeing interesting rocks or flowers. Take the time to notice things around you that you may have taken for granted. By relishing them and their place in the world (and yours), you can derive more meaning from your life, feel more connected to the world at large and experience more joy in the day to day.





# COVID-19 UPDATE

AUGUST 2021 - LIFEBRIDGE STAFF UPDATE

## CURRENT COVID SITUATION

As per NSW Public Health Orders the current lockdown has been extended until at least midnight on Friday 10th September 2021.

As a result, all groups, community based and social activities have been cancelled for a further fortnight and customers offered additional 1:1 services.

### Stand Down Provisions

In response to the loss of service hours and income to Lifebridge, the Executive Team has made the decision to “tighten its belt” and reduce overheads by 20% across the organisation. Non-essential spend is being reviewed and hours of work for all non-customer facing staff will temporarily be reduced by eight (8) hours per week.

The reduction in overhead aims at maintaining the ongoing viability of Lifebridge, enable us to continue providing services to our vulnerable community members and place us in the position of returning to business as usual as soon as possible.

Stand down provisions will take effect on Monday 30th August and will be reviewed on Friday 10th September pending further advice regarding any extension to Public Health Orders or easing of restrictions.

All office-based staff will continue to work from home wherever possible and practical.

### 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.

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 we thank you.

## COVID DISASTER PAYMENT SCHEME



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 is not within Lifebridge's control during lockdown restrictions.

As per the provisions of Fair Work and the SCHCADS Award, Lifebridge is not responsible for “makeup pay” for lost wages or contract hours during lockdown restrictions. Staff experiencing a reduction in working hours and wages are encouraged to contact Services NSW/Centrelink and apply for the COVID-19 Disaster Payment.

Unlike JobKeeper, the current scheme must be accessed by individual workers. Lifebridge understands this is a fairly simple process, completed online, and 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.\*

\* Subject to any other Centrelink payments being received.

More information regarding the COVID-19 Disaster Payment, if you are eligible and how to apply can be found at:

<https://www.servicesaustralia.gov.au/individuals/services/centrelink/covid-19-disaster-payment-new-south-wales>

Alternatively, staff experiencing loss of hours or income during this period may apply for the following:

- Unpaid Pandemic Leave,
- Accrued Annual Leave,
- Accrued Personal Leave (where the staff member is the primary carer of young children being home schooled).

Please contact your Departmental Manager to advise whether you want to take leave entitlements as detailed above.

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.

# DISABILITY SERVICES NEWS

AUGUST 2021 - LIFEBRIDGE STAFF UPDATE

## LET'S GET INTEGRATED

(Responding to the Aged Care and Disability Royal Commissions findings)

Over the last few weeks, the newly established Community Services Team has been working hard behind the scenes to commence operationalising the new Lifebridge Integrated Service pilot.

The integration of some NDIS and Aged Services customers to share specifically designed programs was overwhelmingly supported by staff in the recent consultation process.

Discussions with customers and their families has also been really positive and they share a strong interest in doing some more select 'age based' activities together.

Some ideas include mystery weekend trips, art classes, gardening group and 'The League of Gentlemen'.

The Integrated Model not only provides a great opportunity for a range of new and innovative programs, it also provides an excellent opportunity for Lifebridge staff in role diversification to work across both NDIS and Aged Services groups.

Once we emerge from 'stay at home' regulations, the Integrated Services pilot will be rolled out in addition to existing customer programs.

## TRIVIA, CONUNDRUMS AND MUSIC QUESTIONS?

1. How long is New Zealand's 90 mile beach?
2. What animal can be seen on the Porsche logo?
3. What is a duel between three people called?
4. Legendary drummer of the Rolling Stones, Charlie Watts passed away this week at the age of 80. Which live album has him on the cover, jumping in the air with a donkey standing right beside him?

## WE WILL BE BACK



The recent NSW Government Health 'Stay at Home' orders have significantly impacted on all Lifebridge groups, both Aged and NDIS services.

We understand that these 'Stay at Home' Orders and the NSW/Queensland border crossings significantly impact upon the lives of our customers, their families as well as Lifebridge staff.

We continue to check in with families each week, to see how they are coping, if there is any extra support they require and whether they would like additional 1 to 1 supports? If you know of any customers that you think may require some additional support, please do not hesitate to let us know.

Once we are advised that the 'Stay at Home' Orders are lifted, we will launch back into our groups immediately.

Until then look after yourselves, your physical and mental health, stay in contact with family, friends and colleagues, do things that you enjoy, change your routines, look after others, try something new and take the time to relax.

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



# DISABILITY SERVICES NEWS

AUGUST 2021 - LIFEBRIDGE STAFF UPDATE

## NATIONAL DISABILITY PRACTITIONERS (NDP) - Join for free



If you work in the disability sector, National Disability Practitioners (NDP) is the support network you need.

NDP has grown to become a leading association for disability practitioners, with a large community of members across Australia. Our members range from disability support workers to allied health practitioners, leaders, educators, business support staff, sole traders, advocates, students and volunteers.

All staff at Lifebridge Australia can access an NDP subscription until 30 June 2022. Sign up via [ndp.org.au](https://ndp.org.au) and enter the promo code NDS0000785 or use the following URL:

[https://member.ndp.org.au/pages/newapplication.aspx?disc\\_code=NDSO000785](https://member.ndp.org.au/pages/newapplication.aspx?disc_code=NDSO000785)

### What's in it for you?

Your membership entitles you to many FREE benefits, but here are our top picks:

#### News

Do you want to be in the loop on what is happening in the sector? Get the latest updates via our regular e-newsletters or go to our website. Access the latest news, fact sheets and NDPtv – our dedicated on demand TV.

#### NDIS & You

Is uncertainty about the NDIS worrying you? We believe being as informed as possible is the cure to uncertainty, so we've compiled some great resources and information to share with you.

#### Connections

Want to meet passionate practitioners like you in the sector? Attend networking events and NDP's Virtual Conference! Link through our social media, mentoring program and Communities of Practice.

### Online Courses

Face-to-face learning not your style? Explore our extensive range of online courses designed to keep you well-informed and confident in your career in disability.

#### Webinars

Pressed for time? Access free – live or recorded – exclusive webinars on the go that will help you skill-up in no time. Find out what it means to be 'person-centred' or how to manage risk appropriately. Plus much more!

#### Workshops

Not everyone has the time to seek out quality workshops, so we did the heavy lifting for you. Browse our discounted workshops spanning a range of professional and disability specific topics.

#### NDP Advantage

Do you love a good bargain? Enjoy discounts with a Goodlife gym membership, movie tickets, gift cards, experiences, car rentals and shopping!



# BUSINESS SERVICES NEWS

AUGUST 2021 - LIFEBRIDGE STAFF UPDATE

## WELCOME & GOODBYE



Welcome to new staff members and volunteers - Michelle Young, Debbie Baker, Warren Hanly and Nicole Newhouse during August 2021.

Goodbye to Stacey Knight and Vivien Dorrrough during the month of August 2021.

## CONGRATULATIONS

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

- Jannah Goodman-Jones - 7 years
- Amanda Chadwick - 5 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 August 2021.

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

- Pol/GM 01 - Recruitment and Selection

## CHRISTMAS SHUTDOWN PERIOD



Lifebridge will be closed for the Christmas shutdown period from close of business on Thursday 23rd December, 2021 and will recommence on Wednesday 29th December, 2021. During the Christmas shutdown period, all Community Services groups (Aged Care and Disability Services) will be suspended. Essential services will continue to be provided to Disability and Aged Care Package customers. CHSP services will not be delivered on public holidays but will be delivered as usual on normal working days between Christmas and New Year.

Staff requesting leave during this period will need to submit a leave request via Visicase. Staff are required to cover customer support and not all leave may be approved. Priority for leave approvals will be given to those who worked last Christmas.

### REQUESTS TO WORK DURING THE CHRISTMAS PERIOD

Staff that wish to work over the Christmas Shut Down period are to email [rosters@lifebridge.org.au](mailto:rosters@lifebridge.org.au) specifically detailing what days and hours they are willing to work.

Include any Public Holidays during this time - which are Saturday 25th December, Sunday 26th December, Monday 27th December and Tuesday 28th December, 2021. It is very important that you specify exactly when you are available so rosters have a clear picture of who they can call upon if necessary. All other dates that you are not working during this time will need to have a leave request submitted through VisiCase.

If you require any further clarification around Christmas leave or working during the Christmas break, please email [rosters@lifebridge.org.au](mailto:rosters@lifebridge.org.au)

### STAFF CHRISTMAS PARTY

The Staff Christmas Party will not be scheduled for this year due to uncertainty around COVID restrictions. In recognition of the excellent work that staff do each and every day, we will organise Gift Vouchers for everyone this year.



# BUSINESS SERVICES NEWS

AUGUST 2021 - LIFEBRIDGE STAFF UPDATE

## INTRODUCING MICHELLE YOUNG

We are very happy to introduce our new Rostering and Scheduling officer, Michelle Young who will join Heather and Sharon on the rostering team.

Michelle has previously worked in the Aged Care Industry for 9 years (residential) as personal carer/AIN. She moved to Murwillumbah 7 years ago and began working as PC for UPA Greenhills Lodge.

She began working with the Administration team as a back up and in 2018 applied for the Quality Assurance position and was successful. As Quality Assurance, she was responsible for supporting the Care Manager in their role.

Michelle has recently completed Advanced Diploma in Leadership and Management and is almost finished a Diploma of HRM.

Michelle is married with three daughters, all in high school. Her family are just about to adopt another dog, a pug cross jack russell to join their trio, Staffy cross Chihuahua and Jack Russell cross Foxy.

Cooking, eating and doing nothing are some of Michelle's favourite things. Her family and their happiness and keeping sane through this pandemic are what's important to Michelle.

Michelle lists patience, calm and easy to approach and get along with as some of her qualities and strengths.

The best way to support Michelle is "if you think I need to know something tell me, don't worry about overwhelming me, I will take in what I can and continue to ask questions. Remind me if you have told me but seems I have forgotten."

Patience, Integrity, caring and always approachable are qualities that people like and admire about Michelle.

Michelle doesn't like when people are feeling stressed and overwhelmed. "I think share the load, if you are not coping let someone know."

Michelle is looking forward to becoming more familiar with rostering and scheduling, preferences, etc and giving support to Heather and Sharon.

Michelle can be contacted on 0436 656 233 or via email [rosters@lifebridge.org.au](mailto:rosters@lifebridge.org.au).

## 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 NDIS Worker Check (NDISWC).

**Please note that all Lifebridge staff are required to apply for the NDIS Worker Check (NDISWC) when their National Police Check expires.**

### STEPS TO APPLY FOR NDISWC

When your National Police Check is coming up for expiry (at least three months before) you will need to apply for an NDISWC.

You can apply via the Service NSW website - <https://www.service.nsw.gov.au/transaction/ndiswc-apply>

The steps required to apply are explained in detail under the **How to apply** heading on the website.

Please note that when you have applied for and receive your NDISWC you will **NOT** need to renew your National Police Check.

### WORKING WITH CHILDREN CHECK (WWCC)

If you receive notification that your WWCC requires renewal, we ask that you complete this process as soon as possible.

### STEPS TO APPLY FOR WWCC

When your Working with Children Check is coming up for expiry (at least three months before) you will need to renew online -

<https://www.ocg.nsw.gov.au/child-safe-organisations/working-with-children-check/applicant/help-to-apply-renew-and-update>

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.

# TRAINING AND DEVELOPMENT

AUGUST 2021 - LIFEBRIDGE STAFF UPDATE

## DETECTION AND RESPONSE TO ABUSE, NEGLECT AND EXPLOITATION OF OLDER PEOPLE AND ADULTS WITH DISABILITY IN THEIR FAMILY, HOME AND COMMUNITY TRAINING MODULES

The NSW Government Ageing and Disability Commission have free online training resources available which are designed to improve the detection and response to abuse, neglect and exploitation of older people and adults with disability in their family, home and community.

**Module One** - this introductory online training course will improve your detection and response to abuse, neglect and exploitation.

**Module Two** - this training module is to equip senior staff with the skills to strengthen existing workplace practices and better support their staff.

Both modules can be accessed by going to:

<https://www.ageingdisabilitycommission.nsw.gov.au/tools-and-resources/training>

At the end of this training, you will be able to:

- Identify the different types of abuse, neglect and exploitation of older people and adults with disability within the family, home and community.
- Develop strategies around how to have a conversation with an older person or adult with disability that you are concerned about.
- Explore the process of recording accurate information and record keeping.
- Have confidence in knowing when and how to talk with your manager or organisation about matters of concern.
- Identifying the appropriate internal and external parties to report to with your manager.

## 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.

Most of you should now be aware of ELMO – our on-line learning management system that already has available 7 core modules available 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.

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

# TRAINING AND DEVELOPMENT

AUGUST 2021 - LIFEBRIDGE STAFF UPDATE

## 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](mailto: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.

## POSITIONS VACANT - PROGRAM DEVELOPMENT OFFICER

### Program Development Officer

We have an opportunity for a full-time Program Development Officer to lead the design, development, facilitation and financial viability of a range of contemporary customer groups, programs and activities for the aged, frail and people living with disability.

The program portfolio will include a series of eLearning, virtual and customer technology support initiatives enabling customers to live in their homes and remain connected to their family and community.

The successful applicant will be responsible for providing supervision, support and training to a team of support workers and will have the opportunity to work flexibly from home, our Kingscliff office and with customers.

Applications close on Friday 24th September 2021.

All applications must be submitted through [SEEK](#).





# REWARD AND RECOGNITION

JULY 2021 - LIFEBRIDGE STAFF UPDATE

## CONGRATULATIONS MELISSA JONES

A big congratulations to Melissa Jones who is the recipient of the Monthly Appreciation Award for August 2021.

Melissa was nominated by Amanda Chadwick in recognition of going above and beyond work expectations.

"Melissa is deserving of special recognition as over the last several weeks Melissa has gone above and beyond work expectations. Melissa has done an amazing job supporting Lifebridge's internal and external customers while staff have been on annual leave. She has been supporting her customers while also supporting the case load of two other Care Managers on leave during the school holidays. Melissa has also been Acting VisiCase Administrator while Melinda Bartlett was on leave.

Melissa has demonstrated the values of professionalism, integrity and excellence in the execution of her role.

Melissa 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](mailto: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](mailto:AIMY.SIMPSON@lifebridge.org.au) or [MARTIN.COOK@lifebridge.org.au](mailto: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](mailto: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.



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## 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:

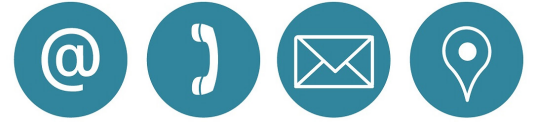
- [Ben.Simpson@lifebridge.org.au](mailto:Ben.Simpson@lifebridge.org.au)
- [Gregory.Kay-Spratley@lifebridge.org.au](mailto:Gregory.Kay-Spratley@lifebridge.org.au)
- [Jannah.Goodman-Jones@lifebridge.org.au](mailto:Jannah.Goodman-Jones@lifebridge.org.au)
- [Leanne.North@lifebridge.org.au](mailto:Leanne.North@lifebridge.org.au)
- [Sharon.Muntelwit@lifebridge.org.au](mailto:Sharon.Muntelwit@lifebridge.org.au)
- [Emma.Payne@lifebridge.org.au](mailto:Emma.Payne@lifebridge.org.au)
- [Jenny.Hicks@lifebridge.org.au](mailto:Jenny.Hicks@lifebridge.org.au)

Minutes of these meetings can be found in ProjeX (Document Bank – Minutes of Meetings – WHS).

## ON THE LIGHTER SIDE

- What do you call a pig that does karate? **A Pork Chop**
- What rhymes with orange? **No it doesn't**
- Yesterday I saw a guy spill all his Scrabble letters on the road. I asked him "What's the word on the street?"
- Why was the Easter Bunny so upset? **He was having a bad hare day.**
- What do you call a boomerang that wont come back? **A stick**
- I told my wife she was drawing her eyebrows too high. She looked surprised.
- Why did the scarecrow win an award? **Because he was outstanding in his field.**
- Whats the best way to throw a birthday party on Mars? **You planet.**
- The past, present and future walked into a bar. It was tense.

## PERSONAL DETAILS



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](mailto:Human.Resources@lifebridge.org.au)

## 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.

**October** Friday 15th

**December** Monday 13th  
(venue to be confirmed)

## TRIVIA, CONUNDRUMS ANSWERS - JULY EDITION

1. What language has the most words? **English**
2. Native to the Caribbean, what sort of animal is a Mountain Chicken? **The Giant Ditch Frog**
3. Where did the Australian Rock Band 'Powderfinger' derive their name? **From the song "Powderfinger" by Neil Young**

