

STAFF UPDATE

SEPTEMBER 2021 - LIFEBRIDGE AUSTRALIA LTD



MESSAGE FROM THE CEO - BRONWYN MITCHELL

Lifebridge is perhaps entering one of its most uncertain periods. In fact, the entire nation is.

As Australia begins to open and leave lockdowns behind, there are mixed emotions. Whilst there is relief that restrictions will lessen and freedoms will be returned, there is also a sense of anxiety as to what this means for our communal health. Especially when considering that Lifebridge supports some of the most vulnerable within the community.

As Lifebridge receives government funding through the Community Home Support Program, Home Care and NDIS we are compelled to follow the health advice from the state and federal governments. Public Health orders are pieces of legislation that all Australians are obliged to follow.

As an Aged Care Provider and registered NDIS provider there are also other directives that we must adhere to. Often these directives are linked to funding and maintenance of our registration status. In these cases, we have no choice but to comply.

However, we have been advised that over the coming months there will be greater flexibility for businesses to make their own decisions. This will no doubt create forums for debate as COVID-19 has become an emotive topic for many.

These are all matters that the Executive have been giving strong deliberation to.

As we enter the next phase of this pandemic, I cannot provide you with certainty, but I can provide you with this assurance. Every decision that is made and every step that is taken will be with the safety of all Lifebridge Representatives upper most in our minds.

We expect that as we open there will be increased COVID-19 cases. It is already in our community. However, by working together and following the directives, it is our intention that we will be able to manage and contain any outbreaks we may experience.



It is our intention to go slowly, be conservative with our “opening”, and do what needs to be done for the purpose of safety. It is by following this process laid down by our Chief Health Officer, and a sprinkle of luck, that has kept Lifebridge and the local community safe for almost two years.

We cannot do it alone, however. We need your assistance and commitment to following the regulations and decisions that are made. For now, they are very simple:

1. We strongly encourage vaccination.
2. ALWAYS wear your mask when and where you are asked to.
3. Maintain the correct social distancing where possible.
4. Maintain good hygiene practices, like washing hands.
5. Participate when asked for feedback and be part of the collective solution.

I know from experience that when we work as a team, we are successful and can make what appears to be impossible possible. Together we will build our own unique roadmap.

Let’s work together as we keep each other, our customers, our families, and communities safe.

Bronwyn

EMPLOYEE ASSISTANCE



SEPTEMBER 2021 - LIFEBRIDGE STAFF UPDATE

EMPLOYEE ASSISTANCE PROGRAM PROVIDER (EAP)

Lifefridge 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.

Lifefridge's dedicated EAP Helpline number is **0407 086 000** or you can email 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

SEPTEMBER 2021 - LIFEBRIDGE STAFF UPDATE

TAKE CARE OF YOURSELF



To stand in solidarity with health care workers and the communities they serve, and to recognise the impact of COVID in our communities, Karabena Coaching has developed a FREE self-care course which is available now.

It is a self-paced course containing 11 lessons outlining key health and well-being messages across physical, mental, social and emotional health and wellbeing.

Learn more by visiting [Karabena Coaching Courses](https://courses.karabenacoaching.com/courses/self-care-course).

Website -

<https://courses.karabenacoaching.com/courses/self-care-course>

mYOGA APP



The World Health Organisation (WHO) has launched mYoga - a yoga app to help people stay active and healthy. The app is safe and secure and does not collect any data from users.

The app contains a collection of videos and audio files to teach and accompany yoga practice and is an easy-to-use and free tool for both people who are trying yoga for the first time or those who already practice yoga regularly.

No special equipment is needed, and users can learn or practice for between 3 to 45 minutes, so even busy people can use it to get active.

It is available for free download on [Android devices](#), and [Apple devices](#).

WELLNESS AUDIO



On the link below you can listen to a series of mental wellbeing audio guides to help you boost your mood.

You can listen to them privately, in your own time, to help you through feelings such as anxiety or a low mood, sleep problems, low confidence and unhelpful thinking.

Go to <https://eapassist.com.au/wellness-audio/> and enter the Lifebridge EAP Assist number 0407086000 to preview the content.

“Rest and self-care are so important. When you take time to replenish your spirit, it allows you to serve from the overflow. You cannot serve from an empty vessel.”

ELEANOR BROWN
author



MENTAL HEALTH AND WELLNESS

SEPTEMBER 2021 - LIFEBRIDGE STAFF UPDATE

REDUCE YOUR ANXIETY NOW

If you need to calm down immediately, you can do so by following a few simple exercises. Some of these strategies may feel difficult the first few times you try them, but with some practice, they can offer a quick path to relief from your feelings of anxiety.

How to Calm Down Quickly

Something sets you off, and before long, you feel stuck in an endless loop of intrusive thoughts, pondering every possible thing that could go wrong. Your body tenses, your breathing quickens and you can hear your heartbeat pounding in your ears. When you feel anxiety kick in like this, it's time to calm yourself down. The first step is awareness. It's a good idea to learn to recognize the first signs of anxiety and get to work right away before experiencing an episode.

Breathe

One of the best things you can do when you start to feel that familiar panicky feeling is to breathe. It may sound basic, but basic is great when managing anxiety symptoms. Breathing deeply and slowly is key to experiencing the full benefits of it. It's also a good idea to focus your thoughts on breathing and nothing else. When we draw our attention to our breathing and really focus on it, the thoughts that trigger the anxiety start to become more distant, our heart rate slows, and we start to calm.

Some people find 4-7-8 breathing particularly effective.

- Breathe in for 4 seconds.
- Hold your breath for 7 seconds.
- Exhale slowly for 8 seconds.
- Repeat until you feel calmer.

Name what you're feeling

When you're experiencing an anxious episode, you may not realize what's going on until you're really in the thick of it. Recognizing anxiety for what it is may help you calm down quicker.

When you are in a heightened state of anxiety, you want to disrupt that cycle, and for some people, thought-stopping techniques are effective and as simple as saying 'stop' to the internalized messaging that heightens anxiety. In other words, consider recognizing that what you're feeling is anxiety and talking yourself through it. Tell yourself I will get through this — one way or another. Naming your sensations and feelings may help you step away from them. This is anxiety, it is not you and it won't last forever.

Try the 5-4-3-2-1 coping technique

When you're overwhelmed with anxiety, the 5-4-3-2-1 coping technique could help calm your thoughts down.

Here's how it works:

- Five. Look around the room, then name five things you see around you. These can be objects, spots on the wall or a bird flying outside. The key is to count down those five things.
- Four. Next, name four things you can touch. This can be the ground beneath your feet, the chair you're sitting in or your hair that you run your fingers through.
- Three. Listen quietly, then acknowledge three things you can hear. These can be external sounds, like a fan in the room or internal sounds, like the sound of your breathing.
- Two. Note two things you can smell. Maybe that's the perfume you're wearing or the pencil you're holding.
- One. Notice something you can taste inside your mouth. Maybe that's the lip gloss you're wearing.

This technique works best if you pair it with deep, slow breathing.

Distract yourself

If nothing seems to be working to pull your focus from your anxious thoughts, maybe it's time to find a temporary distraction. For example, if you're lying in bed, wide awake, obsessing about what tomorrow will bring and deep breathing and other techniques aren't working, get up and leave your bedroom and find a distraction in another room.

Focusing on something you really enjoy can break the cycle of anxious thoughts and give you some relief — at least until you're in a better frame of mind to tackle those thoughts. What that distraction is, however, varies from person to person. The idea is to find something relaxing, pleasurable, or mindless to pull your focus from your thoughts. Sometimes, simply petting your cat or drinking a cup of tea helps. Just make sure you pick a low-stress activity to pull your thoughts away from the source of your anxiety.

[READ FULL ARTICLE HERE...](#)

MENTAL HEALTH AND WELLNESS

SEPTEMBER 2021 - LIFE BRIDGE STAFF UPDATE



COVID-19 RESPONSE NEWS

SEPTEMBER 2021 - LIFEBRIDGE STAFF UPDATE

COVID-19 CHECK IN CARD



The COVID-19 check-in card is a hard-copy (printed) card with a unique QR code that contains your registered contact details.

When you enter a COVID Safe business, a staff member scans your card and your visit to the premises is electronically recorded. If the business device is unable to read your QR code, the staff member will enter your details manually into the Service NSW business online webform.

This information, along with the details of the premises you are attending and the time and date of your visit, will comprise the record of your attendance at the venue. Service NSW will hold the record of your attendance for a period of 28 days from the date it was collected. The record of your attendance will only be disclosed to NSW Health for contact tracing purposes.

The card provides an alternative check-in method for customers who don't have smart phones and/or those who are not comfortable using the Service NSW business online webform.

When you create your card you'll need to enter your name. Only use characters that are in the English alphabet. Special characters or diacritical marks cannot be recognised by the system, so your form will be rejected if they are used.

Once you've created your card you can have it posted to you, or you can download a printable version immediately. If you select to have your card posted to you, please enter your full address such as Unit 12, 104 Grayson St, Courabrya NSW 2653. If you lose the card, or your contact details change, you simply create a new card.

Note - This check-in method is only available at businesses that have a QR compatible device. It is not mandatory for businesses to accept COVID-19 check-in cards.

HOW TO GET ONE

To create a COVID-19 check in card go to <https://apply.service.nsw.gov.au/covid-checkin-card/> and complete the online check-in card creator.

VACCINATION STATUS



Currently 60 percent of Lifebridge staff have received at least one dose of the COVID-19 Vaccination.

If you have received the first dose or both doses of the COVID-19 vaccination, please let us know by emailing human.resources@lifebridge.org.au with the details.

Once you have had both doses, please send through your COVID-19 Digital Certificate or Immunisation Certificate so that we can upload this document to your HR Personnel file and record this information in VisiCase.

This information is kept strictly confidential and only the necessary office staff have access to your personnel file.

COVID-19 Vaccination

The Tweed Vaccination Hub located at Tweed Mall has advised it has plenty of Pfizer Vaccine available either via appointment or drop in.

PUBLIC HEALTH ORDERS

NSW Public Health orders continue to mandate the wearing of face masks indoors and enclosed spaces.

For staff this means wearing a face mask at all times when providing in-home services, when in Lifebridge vehicles and when transporting customers in private vehicles.

Masks must be worn in the Cottage and when working in the Kingscliff office.

Wherever possible, customers should also be encouraged to wear masks in these situations.

COMMUNITY SERVICES NEWS

SEPTEMBER 2021 - LIFEBRIDGE STAFF UPDATE

THE ROAD LESS TRAVELLED



It is important for all staff to know that every activity we deliver under the NDIS is charged back to the customer. The funding for each activity comes directly from a customer's NDIS Plan or out of pocket expense.

When we provide 1 to 1 support, Lifebridge quote and charge on average a total cap of 20 kilometres per day for individual travel.

Some customers have a higher kilometre cap than others and if you can't find this in VisiCase, feel free to confirm with Martin Cook, Community Services Officer.

When we exceed this kilometre cap, Lifebridge must make up the difference. It is understood that some customers will request to take a nice road trip for the day outside their quoted kilometres.

However, we can only allow extra kilometre (greater than the quoted cap) if there is the full consent from the customer and their parent/guardian and they are happy to utilize more funding. This consent must include permission for the extra kilometres and agreement to be charged for these extra kilometres.

Every time you have travelled additional kilometres on a shift, all staff must record in case notes that you have received the consent from the customer, parent and or guardian

MEETING THE CHALLENGE



The last few months have been particularly challenging for everybody, particularly for customers and staff.

The challenge of having groups up and running one day and suspending groups the next.

As you can appreciate, it takes a huge amount of work behind the scenes to suspend groups, contact customers and their families, check in on them, amend shifts and then another huge effort to get groups up and going again.

Thanks to all support staff, administration, and rostering staff, and (our Queensland staff stuck across the border) for your continued patience, resilience and professionalism.

ATTENTION TO DETAIL

A reminder to all staff to process your shifts immediately upon completion.

This assists with payroll and ensures that you get paid correctly and on time.

If you are having any difficulties with processing your shifts in VisiCase, please contact Melinda Bartlett, CMS Administrator on 0436 657 508.

TRIVIA, CONUNDRUMS AND MUSIC QUESTIONS?

1. In what year did Gladys Berejiklian become NSW Premier?
2. In what year did Anastasia Palaszczuk become Queensland Premier?
3. The Border Song was released on 20 March 1970, by what famous musician?
4. In 1974, which famous band released the 'On the Border' album?



NDIS SERVICES NEWS

SEPTEMBER 2021 - LIFEBRIDGE STAFF UPDATE

AS BIG AS THE WORLD - VALE STEVEN COPPOCK

On Wednesday, 8th September 2021, Stephen 'Stevie' Coppock passed away peacefully at the Gold Coast University Hospital.

He passed away at the age of 44 and after a period of illness brought on by health complications due to the early onset of dementia. Steven had been a Lifebridge customer for over 6 years.

From those who knew Steven he was a lovable rogue, full of life, gregarious, mischievous and always playing tricks on people.

Steven was born on 12 May 1977 at Dandenong Hospital in Victoria. His mother Sandra, his older sisters Tracey and Michelle have steadfastly supported Steven throughout.

Although Steven did have strong speech, he always managed to get his message across. Just like any other young boy, his first word was 'food' and he didn't mind a glass of 'vilk' either.

After the family moved from Victoria to Queensland, they finally settled in Pottsville where Steven worked at the local IGA, one day a week for over 5 years. Steven was well known and loved by the local community, who watched him grow up.

At the age of 14, Steven was part of the Special Olympics, where he was invited to travel to Maitland for the State Titles, Steven won the silver medal. A young man with many challenges in his life, but still with the strength and self-belief to achieve great things.

A few years later Steven became involved with Lifebridge and attended most days as part of the Social and Community Participation programs, going to places of interest and social events in the community.

Like any other young man, Steven loved his outings with friends, video games, movies and music. He particularly loved ABBA, Bruno Mars, but Michael Jackson was his favourite, Moonwalk and all.

Steven was a true gentleman, he possessed a kind, soft and loving nature, instilled in him by Sandra and his elder sisters. The bond between Steven and Sandra was and remains incredibly close, he commenced each day by saying that 'he loved her' and closing with each night with 'Our love is as big as the world.'



For those of us who have the privilege to know the Coppock family, Steven is a fine testament to his family who had made unconditional sacrifices, shown generosity, love, kindness and instilled in him the resilience to keep going.

In more recent years, Steven's health and independence began to deteriorate with memory and mobility loss and respiratory illness.

Steven and Sandra were guided by Christine MacFarlane, Support Coordinator from him living at home with family to a high-level care house on the Gold Coast. Sandra refers to Christine as 'her Angel' who supported the family through the complexities of the NDIS and health care systems.

In the last few months at Lifebridge, Steven was supported by a team of caring and committed staff including Andrew, Rue, Heather, Greg, Jannah, Toni, Dave, Stacey, Rachel, Linda, Matthew, Ben, Duane and Abbey.

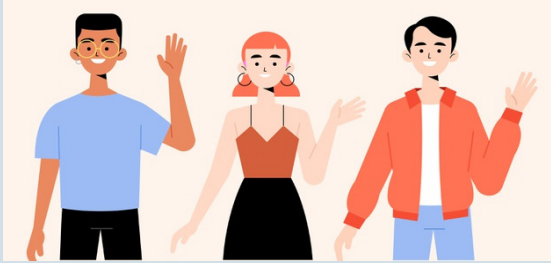
We all have grown by knowing Steven and Sandra, they have shaped and touched us all, living their lives and demonstrating to us all the human values of love, humility, optimism and compassion.

Steven will always travel with us, never forgotten, always loved and celebrated, 'You can bet your sweet bippy, Bobo!'

BUSINESS SERVICES NEWS

SEPTEMBER 2021 - LIFEBRIDGE STAFF UPDATE

WELCOME & GOODBYE



There were no new staff or volunteers starting during the month of September 2021.

Goodbye to the Brandon Whiting, Annabel Teate and Marilyn Spiken during the month of September 2021.

CONGRATULATIONS

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

- Amy Hudson - 20 years
- Janelle Egas - 17 years
- Claire Treadgold - 7 years
- Steven Birchley - 6 years
- Abbey Lane - 6 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 September 2021.

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

- POL/HRM 02 Employee Relations
- POL/HRM 04 Professional Behaviors
- POL/HRM 05 Performance Management
- POL/HRM 06 Employee Benefits
- POL/HRM 09 Volunteers & Students
- POL/HRM 10 Motor Vehicle Use

CHRISTMAS PERIOD CLOSURES

PLEASE NOTE THE CORRECT DATES BELOW - not as reported in the last Staff Update.

The office of Lifebridge Australia will be closed for the Christmas period from close of business on Thursday 23rd December, 2021 and will reopen at 8.30am on Tuesday 4th January 2022.

Office based staff will be required to take annual leave during this period.

During the Christmas shutdown period, all Community Services Groups (Aged Care and NDIS Services) will be suspended.

Services to customers (with the exception of groups) will be delivered on non-public holidays during office shutdown. Only essential services will be delivered on Public Holidays.

A Care Manager will be available on the on-call phone for this period and a Rostering Officer will be available during normal business hours, except public holidays.

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 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, Tuesday 28th December, 2021 and Monday 3rd January, 2022.

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

STAFF CHRISTMAS PARTY

The Staff Christmas Party will not be scheduled for this year due to uncertainty around COVID restrictions.

BUSINESS SERVICES NEWS

SEPTEMBER 2021 - LIFEBRIDGE STAFF UPDATE

DAYLIGHT SAVINGS HAS STARTED



Daylight Savings time in New South Wales began at 2.00am on Sunday, 3rd October 2021.

A LITTLE BIT OF TRIVIA FOR YOU ABOUT DST

Did you know that Australia first observed Daylight Savings Time in 1916.

On October 2, 1916, during World War I, Tasmania became the 1st state in Australia to use DST. The measure was applied in all Australian states and territories in 1917.

It was removed in the whole country in 1918. Seasonal change was reintroduced during World War II, when it was used from 1942 to 1944.

After the end of the war, DST was not observed in any Australian state or territory until October 1, 1967, when Tasmania reintroduced it during a drought.

The state has continued changing its clocks ever since. In 1971, the Australian Capital Territory, New South Wales, South Australia, Victoria, and Queensland followed Tasmania.

Queensland abandoned DST already in 1972 and, with the exception of a trial from 1989 to 1992, it has not been in use.

Western Australia conducted a DST trial from 2006 to 2009, but it was abandoned for its unpopularity.

The Northern Territory has not used DST since 1944.

STAFF RECURRING AVAILABILITY

All Lifebridge Support Staff are required to complete the updated HR 02h - Staff Recurring Availability Form which was emailed to you recently.

An electronic copy will also be attached with this Staff Update for your convenience.

You can also download the updated version in Projex under the Document Bank.

The new version of the HR02h - Staff Recurring Availability Form is now fortnightly based and you also need to indicate yes or no if you are available to work suitable shifts across Aged Care and NDIS Participants.

Once you have filled in your new Staff Recurring Availability form please email it to Human.Resources@lifebridge.org.au and rosters@lifebridge.org.au

POSITIONS VACANT - COMMUNITY SUPPORT WORKER



We are interested in speaking to people who are passionate about providing supports to our aged, frail and NDIS customers enabling them to maintain independence and achieve their goals while living at home and participating in the community.

Key responsibilities include providing quality person centered care and supports to our customers in accordance with their plans; social, in-home support and community access which may include respite, transport, shopping, personal care and social activities; housekeeping assistance including: dusting, vacuuming, sweeping, mopping, meal preparation, making beds, laundry, ironing and general cleaning.

Applications close Monday 18th October 2021.

Apply via [SEEK](#)

TRAINING AND DEVELOPMENT

SEPTEMBER 2021 - LIFEBRIDGE STAFF UPDATE

COVID-19 INFECTION CONTROL MODULES - MANDATORY COMPETENCY

All Lifebridge staff are **REQUIRED** to complete the COVID-19 Infection Control Training Modules developed and hosted by the Department of Health. Thank you to all those staff who have completed the training and emailed through their certificates, it is very much appreciated.

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

The training modules should only take about 10 to 15 minutes each. 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.

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 on 0436 656 125 or email human.resources@lifebridge.org.au

REWARD AND RECOGNITION

SEPTEMBER 2021 - LIFEBRIDGE STAFF UPDATE

CONGRATULATIONS

A big congratulations to Heather Wright who is the recipient of the Monthly Appreciation Award for September 2021.

Heather was nominated by Toni Cook in recognition of her positive attitude and exceptional performance.

"Heather does an amazing job, juggling all the rosters and having to work at short notice during COVID lockdown as she has done on Sundays when we are in another crisis.

With border control and more COVID rosters changes it is very stressful and Heather does an amazing job. Keep up the good work"

Heather 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 SATISFACTION SURVEY

Pathways Australia have been re-engaged to manage the Staff Satisfaction Survey process on behalf of Lifebridge Australia, which means they will be receiving and processing the 'Your Say' survey responses, analysing the results and then providing summarised reports to the leadership team.

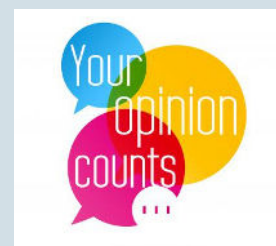
The link to the survey was sent to your Lifebridge email address on Wednesday, 22nd September 2021.

We are eager to learn more about you think about the organisation, what it's like to work here, what motivates (and de-motivates!) you and, how we can become more effective!

Before inviting you to commence the 'Your Say' survey, we would like to highlight a small number of important points:

- You will not be asked to reveal your identity.
- Your responses will be aggregated with those provided by other employees in order to prepare the report. That is, the details of your own responses will not be provided to anyone in your organisation.
- Please be honest... the validity of the survey results depends largely on the willingness of people to respond accurately.
- The survey should take about 15 minutes.
- The survey will be opened until Wednesday 13th October 2021

Thank you, your participation and involvement will help make Lifebridge Australia a more effective organisation and employer!



THE BACK PAGE

SEPTEMBER 2021 - LIFEBRIDGE STAFF UPDATE

WORK, HEALTH AND SAFETY MEETINGS

The next WHS Meeting will be held on Tuesday, 12th October, 2021 via Teams.

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).

ON THE LIGHTER SIDE

- Two artists had an art contest. It ended in a draw.
- Why do we tell actors to "break a leg"? **Because every play has a cast.**
- Why did the M&M go to school? **It wanted to be a Smartie.**
- I have a fear of speed bumps. But, I am slowly getting over it.
- What do you call a deer with no eyes? **No idea.**
- Why did the chicken go to the seance? **To get to the other side.**
- What's one way we know the ocean is friendly? **It waves.**
- What lies at the bottom of the ocean and twitches? **A nervous wreck.**
- What do you call a cow with 2 legs? **Lean Beef**
- What do you call a parade of rabbits hopping backwards? **A receding hare-line.**
- What do you call a bee that comes from America? **USB**

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

INTEGRATED STAFF MEETING



Our first integrated all staff meeting will be held on Friday 19th November from 3pm to 5pm for all staff.

All staff who are able to attend will be rostered, if you normally do not work on a Friday but wish to attend, please let rosters know and it will be added to your roster.

As this meeting may be a Teams virtual meeting, please ensure that you have access to Teams. If you need assistance in setting this up or have difficulty with this app, please contact Denyelle Drury who will be able to help you.

TRIVIA, CONUNDRUMS ANSWERS - AUGUST EDITION

1. How long is New Zealand's 90 mile beach? **It is actually 88 kilometres long.**
2. What animal can be seen on the Porsche logo? **A black horse.**
3. What is a duel between three people called? **A truel.**
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? **The album is 'Get Your Ya-Ya's Out'**

