

# STAFF UPDATE

OCTOBER 2021 - LIFEBRIDGE AUSTRALIA LTD



## MESSAGE FROM THE CEO - BRONWYN MITCHELL

Change is not new to Lifebridge, but this month it has come at a hurtling pace.

Perhaps the most challenging situation this month has been the Public Health Order that was released by the NSW State Government on 14 October 2021.

I acknowledge that for many it has not been easy as staff and volunteers have had to weigh their enormous sense of loyalty to customers and Lifebridge against the often deeply personal challenges of this mandate.

However, the Public Health Order is law and Lifebridge must abide by it. We must also remember that the mandate has been put in place to lessen the risk of Lifebridge customers contracting the virus during service delivery. We all understand that many of our customers would be extremely vulnerable if exposed to COVID-19.

Lifebridge also recognises that the vaccine is only one line of defense against the virus. As Australia opens more fully and we determine what living with COVID means, Lifebridge will continue implementing strict COVID safe practices.

The coming months will possibly be the most challenging for Lifebridge. As Australia reduces restrictions and people move more freely across the country, the risk of there being a COVID-19 outbreak within Lifebridge increases. Although the vaccine will reduce hospitalization and deaths (which is a good thing), it does not guarantee against transmission or becoming ill. There will still be the need for people to isolate if they test positive to COVID-19 or are classified as close or casual contacts.

If this eventuates on a large scale there will be considerable pressure placed upon an already overburdened roster.

Management is recruiting as quickly as possible to try and build the staffing base.

We will also be maintaining strict COVIDSafe practices and will not be lifting all our COVID restrictions immediately.

We are busy amending policies and procedures that will guide us through this period and as always, I welcome feedback to all our policies as to what works and what doesn't.



I need you to be the champions that I know you are.

I need you to work as a cohesive team to support each other and to support our customers. Support not only comes in the form of the meaningful work that you do each day. It also comes through representing Lifebridge and explaining the changing circumstances to our customers. They trust you. Having you explain the situation in a realistic but positive way, provides reassurance and confidence.

They do not always understand why we do certain things and how quickly government directives can change and the impact that has on organisations. The best way for us to communicate with our customers is through you – their regular, trusted contacts. We then need you to communicate back to us. Good communication is not purely up to “management” – it is a Lifebridge task that sits with all of us.

Lastly, I want you to support each other by being kind and compassionate. Watch out for each other and remind each other of the various programs we have in place to support well-being.

I am not sure what is ahead of us, but I am confident that we have strong foundations in place and together we will overcome whatever hurdles we face.

Bronwyn

# EMPLOYEE ASSISTANCE



OCTOBER 2021 - LIFEBRIDGE STAFF UPDATE

## EMPLOYEE ASSISTANCE PROGRAM PROVIDER (EAP)

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.

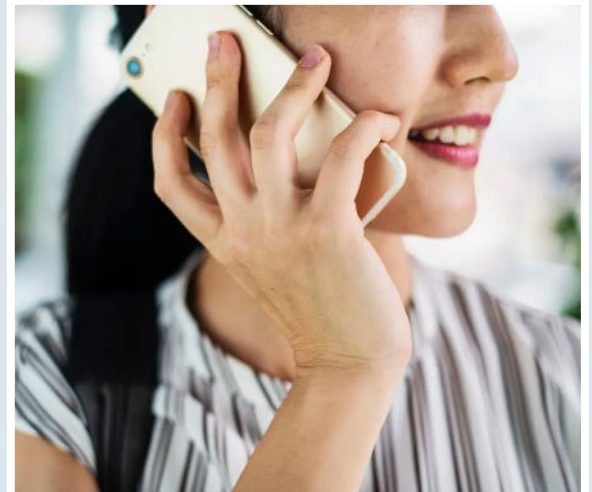
Lifebridge's dedicated EAP Helpline number is **0407 086 000** or you can email [support@eapassist.com.au](mailto:support@eapassist.com.au)

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

OCTOBER 2021 - LIFE BRIDGE STAFF UPDATE

## ONLINE ANXIETY SUPPORT GROUP



These groups comprise a small number of people who come together to share personal experiences and information in a safe, friendly and supportive environment.

Participants often form a bond based on the commonality of their day-to-day experiences.

They learn from each other, experience relief, have fun and become inspired by each other's journeys. Often there are people present who have recovered from their illness/disorder, who choose to attend to provide support to others.

Monthly meetings usually last between 1-2 hours and are led by a trained, volunteer facilitator. Support groups are free-of-charge.

To join an Online Anxiety Support Group go to: <http://understandinganxiety.wayahead.org.au/support-groups/>

## MANAGING IN THE MOMENT

Today me will live in the moment,  
unless it's unpleasant,  
in which case me will eat a cookie.

• Cookie Monster



Looking to learn new skills to help you improve the way you feel? Or perhaps you've heard of these before but would benefit from a refresher. These three short videos will teach you evidence-based skills in minutes to manage the moment, which you can try today.

1. A simple strategy called Progressive Muscle Relaxation (PMR). It can help soften the muscle tension that anxiety and stress can sometimes cause. <https://youtu.be/Qd7CRwEdwju>
2. A simple mindfulness exercise you can do when you're feeling anxious - [https://youtu.be/lVs\\_cQAgv-E](https://youtu.be/lVs_cQAgv-E)
3. Controlled Breathing, a strategy to help calm anxiety and self-manage in the moment - <https://youtu.be/kZHqXAGoOOK>

For more evidence-based wellness videos go to: <https://eapassist.com.au/digital/wellness-videos/>

## 15 DAY MINDFULNESS CHALLENGE

This 15 DAYS OF MINDFULNESS has been bought to you by the Dartmouth Wellness Centre

Day 1: [Basics of Seated Meditation](#) (4.5 min - Intro & Meditation)

Day 2: [Straw Breathing](#) (4.5 min - Intro & Meditation)

Day 3: [SHIFT: A Tour of the Senses](#) (5 min - Intro & Meditation)

Day 4: [Active Mindfulness](#) (5.5 min - Intro & Meditation)

Day 5: Body Scan (6 min - Intro & Meditation)

Day 6: [STOP](#) (6.5 min - Intro & Meditation)

Day 7: [Mental Noting](#) (6.5 min - Intro & Meditation)

Day 8: [STOP & Awareness](#) (8 min - Intro & Meditation)

Day 9: [Belly Breathing](#) (7 min - Meditation)

Day 10: [Cultivating Hope - Let Go, Embrace, Focus](#) (7.5 min - Meditation)

Day 11: [3-Touch-Points of Anxiety](#) (9 min - Intro & Meditation)

Day 12: [RAIN](#) (9 min - Intro & Meditation)

Day 13: [Gratitude & Compassion Body Scan](#) (9 min - Intro & Meditation)

Day 14: [Open Awareness](#) (10 min - Meditation)

Day 15: [Reflection & Intention](#) (11 min - Intro & Meditation)

# MENTAL HEALTH AND WELLNESS

OCTOBER 2021 - LIFEBRIDGE STAFF UPDATE

## THE MEDICINE OF LAUGHTER

Laughter may seem like all fun and games, but it has some serious benefits too. Every time you laugh, whether it's a giggle or a guffaw, your brain is flooded with a cocktail of endorphins and serotonin. The former helps kill pain, and the latter gives you a jolt of happiness — like a one-two tickle to your system.

When you laugh, the heightened activity in your heart, lungs and circulation also helps to boost your immune system and further lift your mood. And the best part about it is you don't need to go to the doctor to get new laughter prescriptions: you just need to hone your sense of humour.

Using laughter as your guide, you can actually train your sense of humour to find the good in trying situations, making them easier to navigate. And by building on what you already find funny and keeping your mind open to new LOL-worthy experiences, you can profoundly contribute to your wellbeing.

A sense of humour doesn't just help at parties, it's closely tied to whole life satisfaction and even success at work. Studies have shown that laughter helps us cope in times of stress, trauma & grieving. For instance, researchers have found that emergency personnel rely heavily on humour to cope with the upsetting realities of their jobs, and high-performing students manage their pre-college anxieties by converting them into comedy.

Everyone, no matter their circumstances, can use humour to strengthen their resilience and help focus on the good, rather than the not so good. One study out of the University of Western Ontario discovered that people who use coping humour in challenging situations are more likely to see the challenges as positive opportunities for growth and change, rather than negative obstacles.

This puts them at an advantage when it comes time to tackle the tough stuff.

- Open yourself to new and old kinds of humour through funny shows, books, stories, YouTube videos or a visit to your local comedy club.
- Be Open to New Amusements: Always look for opportunities to expand your sense of humour to include new jokes, material and styles. Use your empathy to see what makes others laugh and see how you might find it funny too.



- Make a Playlist of Laugh Tracks: Not actual laugh tracks but tracks that make you laugh. Build a funny playlist on your computer or phone. Plug into your playlist or browse your bookmarks when you need a pick-me up, or to freshen up your own comedy routine.
- Fake It 'Til You Make It: And if the funnies just aren't coming, try going through the motions. Start chuckling and remember this tip— fake laughing feels more like the real thing when it reaches your eyes—so use your whole face. If you try it with someone else, it can even be contagious. The even better news is that you can enhance your sense of humour by tapping into your growth mindset. With a growth mindset engaged, try including some of these behaviours and activities in your regular routine to help you expand your humour horizons.
- Play Nice: Laugh with, not at. That means avoiding sarcastic humour or laughing at the expense of others — unless they give a sign, like laughing first. But also remember that if you do happen to laugh at something inappropriate, have a sense of humour about it and don't beat yourself up.

# MENTAL HEALTH AND WELLNESS

OCTOBER 2021 - LIFEBRIDGE STAFF UPDATE

## MENTAL HEALTH FIRST AIDERS

Lifebridge have newly trained and accredited Mental Health First Aiders available to support staff:



Amanda Chadwick



Bronwyn Mitchell



Emma Payne



Heather Wright



Jannah Goodman-Jones



Rachel Eddy



Ben Simpson



Janelle Egas



Leanne Coley



Feonie Pegler



Lael Osun

# COMMUNITY SERVICES NEWS

OCTOBER 2021 - LIFEBRIDGE STAFF UPDATE

## FURTHER STEPS TOWARDS A CONSOLIDATED INTEGRATED SERVICE MODEL

The Integrated Service Model continues to consolidate the work on breaking the operational silos between Ageing and Disability services, wherever possible integrating staffing, services, and activities, whilst being mindful and respectful of customers individual needs, interests, and goals.

Service integration is already happening at a range of levels within the organization, some of these examples have taken a more natural course, whilst others have developed by staff working collaboratively together and through planning and design.

There are already Lifebridge support workers that seamlessly work across both aged care and disability groups as part of their weekly roster including, Greg, Dave, Jannah, Robbie and Warren.

Not only does this build greater organizational capacity, it also provides staff with a broader range of experiences, skill development and continuity of service hours.

Susan Drummond (Customer Care Manager) and Tanya Tagget (Support Coordinator) also demonstrate the strengths of working together in an integrated approach with a Lifebridge family receiving both ACP and NDIS services.

The benefits from this approach include:

- A holistic family centered approach
- Supporting the family to build more sustainable informal supports
- Strengthening and maintaining relationships
- Transfer of information and knowledge develops trust in the team that leads to positive outcomes.
- Avoids duplication of services which in turn maximizes available funding for supports for whole family from NDIS and HCP.
- Improved quality of care and cost effectiveness through better care co-ordination
- More effective management of staff resources.
- A team approach

The newly established Community Services team (Beti, Martin, Sharon and Janelle) are working together to build program knowledge of both aged care and NDIS programs with the transfer of skills, knowledge and practice.

Breaking down the silos and developing a workforce that understands both areas of the business, making it more responsive and delivering services that better meet the needs of all Lifebridge customers.

At a group level, Saturday, 6 November 2021 will see the commencement of a more targeted approach to group integration and an emphasis on a broader range of integrated activities.

## TRIVIA, CONUNDRUMS AND MUSIC QUESTIONS?

1. The comedian Jack Black is also a singer for which band?
2. The word 'Integration' originated from which language?
3. What significant world event occurred on 11 November 1918.?
4. What band had the single 'November Rain'?"
5. Iceland diverted their roads to avoid disturbing communities of what?



# COMMUNITY SERVICES NEWS

OCTOBER 2021 - LIFEBRIDGE STAFF UPDATE

## MYSTERY ROAD TRIP - INTEGRATION GROUP

A Mystery Road trip has been organized with 9 Lifebridge customers (4 Aged and 5 NDIS Customers). The Integration group will commence as an additional Lifebridge service and build upon Lifebridge's organizational strengths and capacity in delivering quality services to older people, people with dementia and those people with a disability who are ageing.

There are 30 customers identified for the Integrated group, they have been identified from existing Lifebridge Aged Care and NDIS groups, where it has been determined that they could potentially blend into combined group/s based upon age, compatibility, individual goals, support needs and interests.

It is important to make the distinction, Integration activities will only target the identified 30 customers (50 years and over) they are not aimed at our younger Lifebridge customers.

The intention where possible is not to disrupt existing aged care or NDIS groups, group ratios, customer choice, routines, and preferences. However, where internal vacancies emerge in aged care, NDIS groups or the cottage, Integrated customers will be fully informed and supported to consider these options.

The Integrated Service model will continue to create greater opportunities for Lifebridge staff to work across a wider range of activities, develop and extend skills and opportunities for greater role diversification. So, let's get Integrated!



**IT'S TIME FOR A NEW ADVENTURE**

**ROAD TRIP**

**It's time to escape the ordinary**

A personal invitation for you to attend a Lifebridge Mystery Trip.  
An opportunity to catch up with old friends and the chance to meet some new ones.  
A day of fun, excitement and adventure into the great unknown.  
Morning and afternoon tea provided - BYO Lunch

**Saturday, 6th November 2021  
9am to 4pm**

Sign up now as seats are going fast!  
For more information contact Janelle Egas - 1800 043 186

## REMAINING COVID VIGILANT



As we commence the next phase of easing COVID restrictions, it is still vitally important that we all remain vigilant and continue to take a risk management approach to our work, whether that is a group activity, 1 to 1 or community-based activities.

As the community and venues commence to open, planning in advance is a key element to all of our work ensure that we all remain safe and adhere to Health Orders.

Before embarking on the scheduled program for the day, please ensure that you have all of the necessary requirements in place (vaccination evidence, PPE, QR codes) to ensure a successful day for all.

## RESIDUAL CURRENT DEVICE (RCD)

Please be informed that RCD's are now available for exchange at the Kingscliff Office now that stay at home orders have ceased.

If you require an RCD exchange, please contact reception on 1800 043 186 to arrange a suitable day and time for collection during office hours.

## OUR BEAUTIFUL POND IS THRIVING



# BUSINESS SERVICES NEWS

OCTOBER 2021 - LIFEBRIDGE STAFF UPDATE

## WELCOME & GOODBYE



Welcome to new staff Lara Gibson, Danielle Burgess, Jodie Brown, Michelle Robson, Nicole McBrien, Lauren Young and Ebony Lochery during the month of October 2021.

Goodbye to James Swatman, Leah Hogan and Steven Birchley during the month of October 2021.

## CONGRATULATIONS

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

- Melinda Bartlett - 12 years
- Greg Kay-Spratley - 6 years
- Toni Amadio - 5 years
- Peter Thompson - 5 years
- Anita Bailey - 5 years

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

## FASHIONS ON THE FIELD SNAP



## CHRISTMAS PERIOD CLOSURES



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](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, 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](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.



# BUSINESS SERVICES NEWS

OCTOBER 2021 - LIFEBRIDGE STAFF UPDATE

## SUPERANNUATION STAPLING



Superannuation becomes your income when you retire.

When you are no longer earning a wage or salary your super will pay for life's essentials and those little extras – bills, groceries, car repairs, holidays and entertainment.

Caring for your super now will help your super care for you later, so that you can enjoy life beyond work.

The Australian Government is reforming the superannuation system to make it easier for people to navigate and understand.

The reforms include:

- Your superannuation follows you when you change jobs.
- Making it easier to compare and choose a better performing fund.
- Holding funds to account for underperformance.

From 1st November 2021, when you start a new job, your existing super fund is linked, or 'stapled', to you unless you choose a different fund.

Previously employees who did not nominate their own fund were defaulted into one chosen by their employer.

Now employers will have to contribute to your current super fund if you do not choose a different fund.

This reform aims to minimise the creation of unintended multiple super accounts, saving Australians money on fees and insurance and maximising your retirement income.

You can read more about stapling and what it means for you on the [ATO](#) website.

<https://www.ato.gov.au/individuals/super/getting-your-super-started/employees/#Stapledsuperfundinformation>

## STAFF RECURRING AVAILABILITY

All Lifebridge Support Staff are required to complete the updated HR 02h - Staff Recurring Availability Form.

You can 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](mailto:Human.Resources@lifebridge.org.au) and
- [rosters@lifebridge.org.au](mailto:rosters@lifebridge.org.au)

## COMMUNITY CARE WORKER POSITIONS

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.
- Providing social, in-home support and community access which may include respite, transport, shopping, personal care and social activities.
- Providing housekeeping assistance including: dusting, vacuuming, sweeping, mopping, meal preparation, making beds, laundry, ironing, and general cleaning.
- Providing customer updates and progress notes supporting the health and wellbeing of our aged care and NDIS customers and their carers.

If you know anyone that would be interested in applying for this position, please direct them to [SEEK](#).

Applications close on Friday 26th November 2021.

# TRAINING AND DEVELOPMENT

OCTOBER 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. 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 modules:

- 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](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.

## ELMO ONLINE eLEARNING MANAGEMENT SYSTEM

We have taken the liberty of enrolling all Lifebridge staff to the first seven modules in our new online eLearning Management system, ELMO. You are required to complete these modules as they are core to your role at Lifebridge.

The modules take about between 15 to 30 minutes to complete and you will receive a Certificate of Completion for each module. Staff training records will be recorded and reported in ELMO. This is just the beginning and more programs will be added to our library over time.

In the pipeline we have training modules on Food Safety, Dementia, Ergonomics, Medication Management, Positive Behavior Support and Privacy Awareness.

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

**The whole purpose of education is to turn mirrors into windows.**



# REWARD AND RECOGNITION

OCTOBER 2021 - LIFEBRIDGE STAFF UPDATE

## CONGRATULATIONS - MONTHLY APPRECIATION AWARD

A big congratulations to Paul Grugan who is the recipient of the Monthly Appreciation Award for October 2021. Paul was nominated by Sharon Muntelwit for excellent customer service.

"Paul started work at 8am on Friday 3rd September and finished at 7.15pm. He was meant to finish at 3.30pm and his availability is until 5pm however Customer Care Manager Susan asked late Friday for transport for a customer, Gladys (Bub). Bub needed picking up from Tweed Hospital and dropping home. Shift duration 4pm - 5pm. I rang Paul and he said, sure.

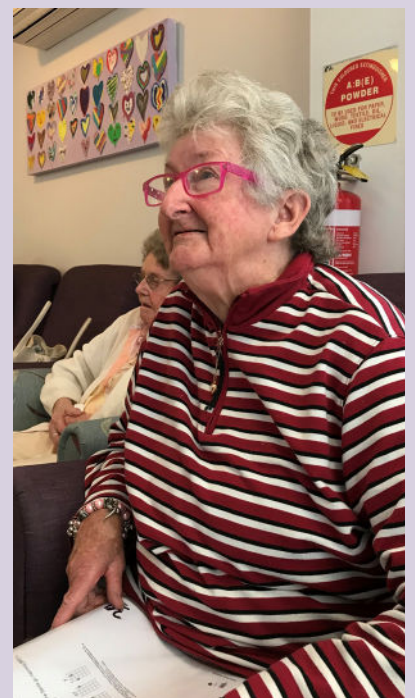
Paul rang me at 5.05pm to inform he had gotten Bub home and down the few stairs to her dining room, at her request, however she couldn't move any further. She was distressed and wished she hadn't left the hospital. I know Bub so asked did she feel she needed to be in hospital. She said yes. I asked Paul to hang up and ring an ambulance. He and I stayed in contact. Paul finally finished his shift at 7.15pm after he helped the ambulance officers assist Bub out of her house having gathered the belongings she wished to take back to hospital with her. I feel he provided excellent customer service."

Paul 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)



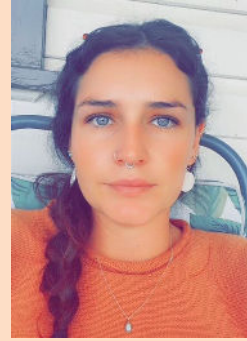
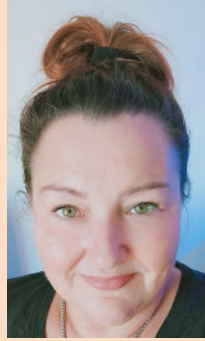
## A FEW SNAPS FROM THE COTTAGE GROUPS



# REWARD AND RECOGNITION

OCTOBER 2021 - LIFEBRIDGE STAFF UPDATE

## CONGRATULATIONS - QUARTERLY TEAM AWARD



A big congratulations to Beryl Walter's Support Team who are the recipients of the Quarterly Team Award for October 2021. Beryl's team who consist of Lifebridge Team Members, Lynn Cobb, Patricia Rooney, Nicole Newhouse, Casey McCrone, Anna Camilleri, Janelle Egas, Emma Payne, Heather Wright, Sharon Muntelwit and Michelle Young were nominated by Maureen Bullock.

I would like to express my eternal gratitude to Lynette Cobb and all the support workers who have been involved in service to my mum Beryl.

To say they have been amazing would be an understatement. Lynn has gone above and beyond anyone I have ever experienced in her role as Customer Care Manager. She has been the most supportive, active worker. She has listened to my confusion and at times desperation and has provided excellent solutions and implemented immediate action to keep my mum safe, in turn relieving my stress. She is truly an asset to Lifebridge - thank you so very much Lynn.

Your support workers, what can I say.....before retiring I was a support worker for Lifebridge (6-7yrs). My mission for each day was to do my utmost to give my VIPs (customers) a "Better Day". These ladies Patricia, Nicole, Casey, Anna (plus anyone else I may have overlooked) excel in their kindness, patience and diligence of care providing far more than just a better day for mum. They have my utmost appreciation and thanks.

Thanks to the wonderful Janelle for her encouragement to get mum on the Tuesday outing group along with the support workers on those days. Mum can't always remember where she has been but enjoys just being with company and out and about. Thank you all so much.

Thank you to the very patient Emma and the roster girls for putting up with all my phone calls. In closing ...THANK YOU LIFEBRIDGE WORKERS...What a positive, supportive impact you have made to my mum and my life.

The team members will be presented with Gift Cards to the value of \$20.00 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)

# THE BACK PAGE

OCTOBER 2021 - LIFEBRIDGE STAFF UPDATE

## WORK, HEALTH AND SAFETY MEETINGS

The next WHS Meeting will be held on Tuesday 7th December, 2021.

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).

## 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)

## ON THE LIGHTER SIDE



## 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. In what year did Gladys Berejiklian become NSW Premier? **2017**
2. In what year did Anastasia Palaszczuk become Queensland Premier? **2015**
3. The Border Song was released on 20 March 1970, by what famous musician? **Elton John**
4. In 1974, which famous band released the 'On the Border' album? **The Eagles**

