

STAFF UPDATE

NOVEMBER 2021 - LIFEBRIDGE AUSTRALIA LTD



MESSAGE FROM THE CEO - BRONWYN MITCHELL

Lifebridge has just published the 2020/21 AGM report and I would encourage you to read it. It can be found on our website. The stories that have been captured, though only a small sample, are examples of the wonderful work that is accomplished through Lifebridge every single day. I know there is a multitude of success stories that many of you could share but I wonder how many of you recognise this fact?

As a 2022 exercise (yes, I did say 2022) I would encourage you to keep note of the successes and those special moments when you know your contribution has made a difference and been appreciated. Not only is it beneficial for your own personal reflection as it highlights the importance of what you do each day, it is also a wonderful way of capturing the many achievements that are made throughout the year.

No matter what part of the organisation you work in, it is important that we stop on a regular basis and recognise and celebrate the successes and triumphs that each of us have. To an outsider, some of our wins may appear insignificant. However, we know the value of everything we do and the contribution it makes to another person's life. A lot of what we do is based on the basic premises of kindness and compassion.

As we enter the festive period it is an opportunity for us to reflect on these behaviours and mindfully consider how we can increase their use in our own lives and for those around us. We can all get caught up in the consumerism of Christmas and forget what the ritual of this season truly means. I use the word ritual purposefully.

Whether it is Christmas that you recognise or the holiday period, the rituals that this time brings allow people to slow down, recharge and reconnect. Slowing down and reconnecting with family, friends and simply ourselves, is not just enjoyable – it's important for our health and well-being.

This time of year should not be about how much we spend or how perfect our tree is. It should be about connecting with those who are important to us and giving ourselves the opportunity to disconnect from our fast paced, hectic lives and recharge.

Here are a couple of things that you can do as an individual or as a family, that may take the pressure off and at the same time boost those feel-good chemicals.



1. Forget buying a house full of presents and consider donations. It's a great way (especially for children) to stop and consider not only the material things that people may be missing out on but also things like health, family, safety and love.
2. This then brings in gratitude. (My favorite) Write a list of all the things we are grateful for and consider those less fortunate. Many of us already have a life full of "gifts". Let's think about what we have rather than what we want
3. Ironically, I am encouraging you to slow down but at this time of year we all tend to speed up. We all want to create the perfect Christmas experience – whatever that means! Our gift to ourselves can be letting go of the need for perfectionism and allowing ourselves to be human. The enjoyment and good memories come from a relaxed, joyful, positive experience – not one that is full of stress, anger and self-doubt because we didn't make it "good enough" or haven't lived up to someone else's expectations.
4. Stop and think of the great job you have done this past year. No matter what your role, you have dedicated yourselves to our Purpose: "Support, Inclusion, Independence", and in so doing helped many people live their life, their way. You need to congratulate yourself and take a moment and focus on you.

No matter how you spend the break I hope that it is spent in a way that has meaning for you. I hope you find time to do the things that bring you enjoyment and help you to reconnect and recharge. I look forward to sharing a brand-new year with you as we strive for bigger and better things.

Merry Christmas, Happy Holidays and a Happy New Year to you all.

STAFF ENGAGEMENT SURVEY

NOVEMBER 2021 - LIFEBRIDGE STAFF UPDATE

In October 2021 the Lifebridge Staff Survey was administered by our external provider Pathways Australia. A very big thank you to all staff who completed the on-line questionnaire. We are pleased to report an 80% overall response rate compared to 78% in 2020.

The table below provides a summary of results in each of the categories compared to 2020.

Focus Area	2020 Result (Satisfaction Level)	2021 Result (Satisfaction Level)	Sector Average	Survey Ranking Result	Perceived Importance Rating
Overall Satisfaction	68%	69%	70%	N/A	N/A
The Organisation	76%	79%	77%	2	9
Leadership	64%	65%	67%	6	2
Management	69%	73%	76%	3	3
Communication	66%	66%	68%	5	1
My Work	79%	80%	75%	1	4
Opportunities	45%	45%	53%	9	5
Remuneration & Benefits	61%	56%	57%	7	8
Recognition & Acknowledgment	67%	69%	70%	4	7
Training & Development	57%	53%	62%	8	10
Quality of Work Life Balance	79%	79%	80%	2	6
Working Through Covid-19	84%	85%	86%	N/A	N/A

FAST FACTS

80% of Lifebridge employees completed the survey compared to 78% in 2020. The overall staff satisfaction rate was 69% compared to 68% last year.

Highest ranked categories for employee satisfaction:

My Work - 80%

The Organisation - 79%

Life/Work Balance - 79%

Management - 76%

Lowest ranked categories for employee satisfaction:

Opportunities - 45%

Training & Development - 53%

Remuneration & Benefits - 56%

Staff reported an 85% satisfaction rate for how Lifebridge has responded to Covid-19.

Satisfaction Rates by Department

Department	Business Services & Finance	Community Services	Executive Team	Support Workers
Satisfaction Rate	72%	64%	92%	68%

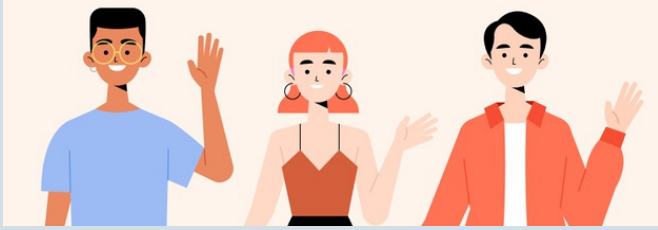
Feedback & Suggestions

- More effective communication and knowledge transfer between departments, managers and support staff.
- Update customer information in VisiCase to provide a more comprehensive overview of the customer.
- Improve reporting, feedback and appraisal process between managers and support staff.
- Increase training and development opportunities including paid time to complete on-line training modules.
- Improve staff rosters providing greater consistency, more hours and less gaps.
- I love my job and customers. Thank you Lifebridge.

BUSINESS SERVICES NEWS

NOVEMBER 2021 - LIFEBRIDGE STAFF UPDATE

WELCOME & GOODBYE



Welcome to new staff and volunteers Mark Lochwood, Paul Klages and Dayna Baldock during the month of November 2021. Goodbye to Cassandra Muir, Kiley Blackhall and Abbey Lane during the month of November 2021.

CONGRATULATIONS - to the following staff and volunteers who celebrated their five (5) years and over work anniversaries during November 2021.

- Denise Culpitt - 12 years
- Norman Henstridge - 7 years
- Emma Payne - 7 years
- Jennifer Howe - 6 years

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

CONFLICT OF INTEREST

All Lifebridge staff are required to report any actual, perceived or potential conflicts of interest by completing a Conflict of Interest Declaration Form. Declarations must be resubmitted on an annual basis to Megan Archer, Quality Officer.

Types of Conflicts include but are not limited to:

- Personal interests eg. in a third party associated with Lifebridge.
- Employment related eg. If you work for another provider.
- Familial eg. a friend or family member is a Lifebridge customer.
- Referral eg. you are a close contact to a Lifebridge supplier.
- Gifts/Benefits eg. you are offered a gift or benefit by a Lifebridge customer.

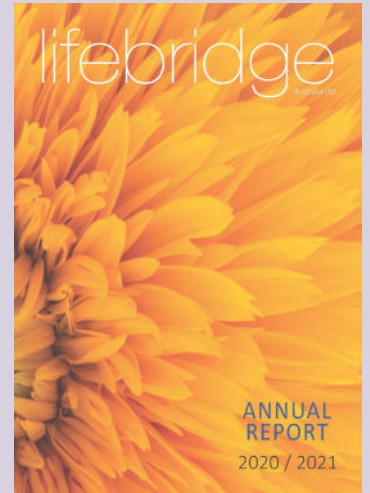
Please use the attached form (GM01L - Conflict of Interest) to register your Conflict of Interest. For more information please refer to Pol HRM 11 Conflict of Interest or contact Megan Archer, Quality Officer.

ANNUAL AND FINANCIAL REPORTS

Please be informed that the Lifebridge Annual Report and Financial Reports for the year 2020-21 are now available to download on our website.

<https://lifebridge.org.au/resources/annual-reports/>

We also have hard copy versions of the Annual Report available at the Kingscliff reception.



MANDATORY REPORTING - Injuries, Incidents, Hazards and Near Misses



Lifebridge is in the process of revising and updating its policies, procedures and processes for reporting and managing staff and customer incidents, injuries, hazards and near misses. We anticipate launching the new Incident Management System in early 2022 which will see all customer and staff incidents logged in VisiCase.

In the meantime it is important that all staff adhere to current policies relating to the reporting of staff and customer incidents as follows:

1. All customer related accidents, injuries, incidents, hazards and near misses must be reported using VisiCase – Incident Reporting.
2. All staff related accidents, injuries, incidents, hazards and near misses must be reported using one of the following forms and forward immediately to the Departmental Manager and Quality Officer.

HR 04u – Incident Hazard Report Form

HR 05f – Injury Report Form

BUSINESS SERVICES NEWS

NOVEMBER 2021 - LIFEBRIDGE STAFF UPDATE

PAYROLL PROCESSING DURING CHRISTMAS PERIOD



Payroll will be processed and paid as per normal over the Christmas period for the fortnight ending Monday 27th December, 2021.

As there will be minimal staff working over the shutdown period and payroll processing will occur on a public holiday, staff are required to complete the following:

- Staff not working over the Christmas weekend must submit their shifts in VisiCase on their last working day,
- Staff working over the Christmas long weekend must submit their shifts in VisiCase by close of business on Monday 27th December, 2021.

Please note that any unsubmitted shifts may not be paid until the following payroll being the fortnight ending 10th January 2022.

STAFF AND ON CALL ARRANGEMENTS DURING XMAS SHUTDOWN

During the Christmas period the following staff will be contactable by phone during normal working hours, 8.30-4.30 (excluding public holidays):

Victoria Renwick, Customer Care Manager for any Aged Care or NDIS customer enquiries and staff escalation. Please contact Victoria on 0436 656 153.

Sharon Muntelwit, Rostering & Scheduling Officer, for all Aged Care and NDIS roosting related matters. Please contact Sharon on 0457 357 165.

For any urgent matters requiring attention after hours or during a public holiday, please call Sharon on 0457 357 165 or Victoria on 0400 087 077.

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.

IMPORTANT NOTE - please be advised that all leave for the Christmas period has been approved and no more leave will be approved.

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 ASAP 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

NOVEMBER 2021 - LIFEBRIDGE STAFF UPDATE

PERSONAL PROTECTIVE EQUIPMENT (PPE)



Staff who are working during the Christmas period are reminded to remember to stock up on PPE at the Kingscliff office before close of business on Thursday 23rd December, 2021.

Please see Emma at reception for all your PPE needs.

FIRST AID AND MENTAL HEALTH FIRST AID OFFICERS

The Lifebridge First Aid Officers are as follows:

- Emma Payne
- Janelle Egas
- Ben Simpson

The Lifebridge Mental Health First Aid Officers are as follows:

- Amanda Chadwick
- Bronwyn Mitchell
- Emma Payne
- Heather Wright
- Jannah Goodman-Jones
- Rachel Eddy
- Ben Simpson
- Janelle Egas
- Leanne Coley
- Feonie Pegler
- Lael Osun

These posters are on display in the Kingscliff office (near the photocopier) and the Kingscliff cottage (in the main TV room).

LITTLE BLUE CHURCH MEAL PICKUP - KINGSCLIFF - FREE MEALS



Little Blue Church is partnering with FareShare to provide free precooked meals for those who need them, no questions asked.

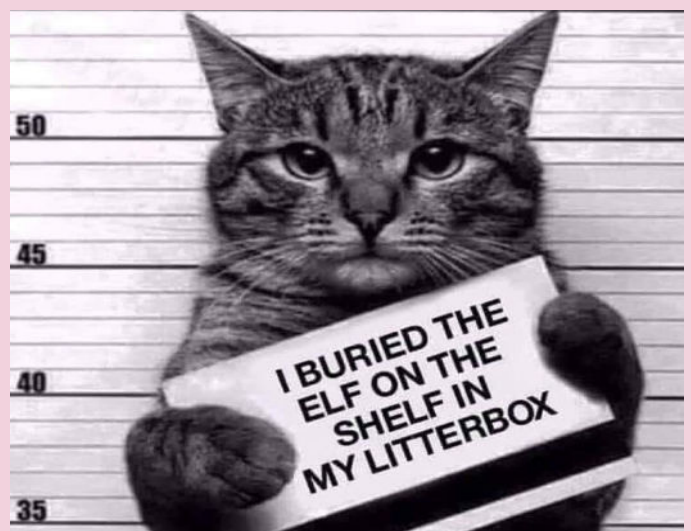
In these challenging times it is vitally important that the basic needs of the community of met. The good news is, tough times bring forth the best in most people.

The Kingscliff Community, The Kingcliff Anglican Church and FareShare is pleased to be able to partner to help those in need.

When: Thursday 11am to 1pm
Where: The Church Hall
41 Pearl Street, Kingscliff

Bookings are not required, however once the allocations of meals has been distributed the distribution centre will close.

CHRISTMAS FUNNY



COMMUNITY SERVICES NEWS

NOVEMBER 2021 - LIFEBRIDGE STAFF UPDATE

GETTING INTEGRATED



Saturday, 6th November 2021 saw the start of a targeted approach to the group integration model combining NDIS and Aged Care customers on a 'Mystery Road Trip'.

'Mystery' was the enduring theme of the day with car bingo, trivia and other surprises, which everyone thoroughly enjoyed. Integration activities will specifically target customers (50 years and over) with similar interests and goals. They are not aimed at our younger Lifebridge customers.

The Mystery continues with 'Road Trip 2' scheduled for Saturday, 4th December 2021.

BAYWATCH - SAFETY FIRST



Safety First when it comes to Water based activities and customers.

A reminder for all Lifebridge staff that all water-based activities with customers must be carried out in a supervised environment. Staff are not to take customers swimming in creeks, pools, the surf or other water-based activities where it is not fully supervised by independent qualified lifeguard staff.

We understand and acknowledge that customers will often spontaneously request to do water-based activities. However, we must ensure that all water-based activities have the full consent from family, guardian, carer and have full access to professional staff (lifeguards), first aid and resuscitation equipment.

A full Risk Assessment must also be completed in advance to any water-based activities being carried out.

TANYA'S TIPS - What's on in your local community

Looking for things to do to better support our customers towards greater opportunities, community access and meaningful participation? Try this helpful community resource:

<https://whatsontweed.com.au/category/community-family>

TRIVIA, CONUNDRUMS AND MUSIC QUESTIONS?

1. What country was paper invented in - China, America, England or Japan?
2. Which company allows colleagues to bring their dog into the office - Amazon, Ikea, Microsoft or Samsung?
3. Name the theme song from Baywatch?
4. What significant world event occurred on 11 November 1918?
5. 'Drive', a song by REM was the opening track from what album?
6. How many months have 28 days in them?



COMMUNITY SERVICES NEWS

NOVEMBER 2021 - LIFEBRIDGE STAFF UPDATE

NDIS UPDATE

The NDIS Commission has released new practice standards for emergency and disaster management, mealtime management and severe dysphagia. The quality indicators follow on from recommendations from the Disability Royal Commission and findings in relation to the causes of avoidable (and other) deaths for people with disability.

These new standards will apply to Lifebridge customers who need to be fully supervised at mealtimes (who have a mealtime management plan) or swallowing difficulties. Janelle and Andrew will be in contact with you where this applies to Lifebridge customers.

All Services are required to comply to new requirements by 24 January 2022.

IT'S NOT THE DESTINATION, IT'S THE MILEAGE

A further reminder 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 in Visicase, feel free to confirm with Martin.

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.

MORE HIGHLIGHTS FROM THE MYSTERY ROAD TRIP



REWARD AND RECOGNITION

NOVEMBER 2021 - LIFEBRIDGE STAFF UPDATE

CONGRATULATIONS - MONTHLY APPRECIATION AWARD

A big congratulations to Mark Hearne who is the recipient of the Monthly Appreciation Award for November 2021. Mark was nominated by Susan Drummond for going above and beyond in his role.

Over the past 3 months Mark has worked above and beyond the scope of his Care Manager role putting his nursing/clinical experience and skills to use. On multiple occasions I have called him at short notice to provide clinical care to a Lifebridge customer who has required wound dressing and on all occasions he has rearranged his own work loads and prioritized the clinical care. He is a tremendous support and valued member of the care manager team.

Mark will be presented with a e-Gift Card* to the value of \$50.00 and a Reward and Recognition Certificate. *Please note that Wish e-gift cards will now be sent to Reward and Recognition recipients via SMS.



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

AT A GLANCE - DANIELLE BURGESS, CLINICAL CARE MANAGER

Despite my confident facade I am rather shy and socially awkward. I love a good sense of humour and fun banter between friends, unless it is directed at myself or someone else. I am an inappropriate and nervous giggler who had to leave a funeral once as I laughed so much (and no it was not my mother in laws).

I have a loving close knit family, they are my strength, my rock and my solid grounding. My Grandmother (pic) is 93 years old and is my hero. I am a very proud mother of 2 children; a daughter who has just completed her HSC-yay; and my sweet son who is 11. It is important to me that I maintain a positive work/life balance. In my spare time (what is that?) I enjoy sewing, cooking, kayaking and camping. When my son was really young he asked me if cleaning was my hobby because I did it all the time. Since then I have been building my children's independence and giving them the opportunity to participate in my hobby!



As some of you may have noticed I tend to ramble and stumble on my words when nervous, particularly when I cannot see my audience. I have an affinity and passion for sharing information through Training, mentoring and development of Policies and Procedures and processes. I have been nursing since I was 18 and have a vast array of work and life experiences.

I started in Aged Care and have worked in areas such as Surgical/Theatre nursing, orthopedics, cancer care, palliative care, general medical and disability settings. With the skills I have accumulated it takes a bit to rattle or surprise me. I am calm, approachable and have a positive demeanour. I have a habit of taking on too many tasks but I am a work in progress and I am learning my limitations.

I have limited tolerance for people that focus on negatives, gossip and complaining rather than attempting to participate in a solution (but I respect their views). Although my star sign is a scorpion I don't hold onto issues, but have been known to sting when provoked.

I don't have a strong spiritual belief system, I treat others with respect, compassion, understanding and without judgement, just as I would like to be treated. It is important for me to surround myself with like-minded people who choose to make life better for others.

INFORMATION TECHNOLOGY

NOVEMBER 2021 - LIFEBRIDGE STAFF UPDATE

MICROSOFT TEAMS VIRTUAL STAFF MEETINGS

Most of you would most likely be aware that sometimes we conduct virtual staff meetings via the Microsoft Teams Application.

Everyone who is employed with Lifebridge is allocated an Office 365 account which includes the Microsoft Teams App and everyone has been added to the Community Services Team where there is a channel called Meetings.



In this channel you will find folders named the following:

Agenda in this folder you will find the Agendas for the Community Services Team meetings

Minutes in this folder you will find the minutes of the Community Services Team meetings

Recordings in this folder you will find a video recording of the meeting for those who were unable to attend or wish to recap on the meeting information at a later date.

How to download the Teams App onto your smart phone

Depending on which phone you have, you will need to go to the App Store or the Play Store and search for Microsoft Teams. Once you have found it simply tap on the install or get button. Once it has finished downloading locate the app on your smartphone and double tap to open. If your Lifebridge email has been set up on your phone, Teams will pick up your Lifebridge email account to sign in with. You will then be required to enter your password and then tap on sign in.

The app will then ask to access your microphone, please tap on OK. The app may also ask to access your camera, please select OK for this option as well.

The Teams app will usually open in the Chat area - you will see down the bottom of the screen several different options:

Activity	You will find alerts in here and you will most likely not use this area that much.
Chat	You can chat with other team members in this area if necessary.
Teams	This area will list all the teams that you are a member of.
Calendar	The calendar is where you will find your meeting invitations.
Calls	You can call team members via the call chat if you wish.
... more	There are many other applications in this section but I wouldn't worry about these too much at this stage.

To join the virtual staff team meetings you will receive a calendar invitation from the meeting organiser. Open the Teams application on your phone and go into your calendar. Tap on the join button and you will get a little window that has some options at the bottom of the screen.

Video - it is best to leave your video off for virtual staff team meetings so that everyone can concentrate on the main speaker and not be distracted by everyone else's videos in the background. We will be recording all future staff meeting so please be aware that you are being recorded.

Mic - when you first enter the meeting it is perfectly OK to turn your microphone on to have a chit chat before the meeting starts but once the meeting starts please turn your microphone off (mute yourself) unless you wish to ask a question.

Once you have your video and microphone sorted tap on join now. You will now be connected to the meeting. You will notice on the screen the other participants who have joined as well.

INFORMATION TECHNOLOGY

NOVEMBER 2021 - LIFEBRIDGE STAFF UPDATE

MICROSOFT TEAMS VIRTUAL STAFF MEETINGS CONTINUED

Once you are in the Teams Meeting you will notice some icons on the bottom of the screen.

- Video** By tapping this you can turn your video on and off. Please leave off for any virtual staff meetings.
- Microphone** Tap this to turn your microphone on and off. Keep the microphone off unless you wish to ask a question during the meeting please.
- Speaker** This will allow you to use an external speaker if necessary which you will need to connect via Bluetooth.
- option** If you click on the three dots you will see some further options that may be useful to you such as Start Recording, Turn on live captions, Share, Background effects etc.

In this area you will also see a series of icons - thumbs up, love heart, clapping hands, smiling face and raise hand. If you wish to ask a question during the meeting you can tap on the raise hand icon. The speaker of the meeting will be able to see that you have your hand up to ask a question. Remember to turn on your microphone when you need to speak and make sure you mute your microphone once

To leave the meeting tap on the red button with a white phone inside. This will end the meeting for you only. If you accidentally press this button you can always go back to the calendar and join again.

Request a Test Meeting

The best way to have a play with the options and become more comfortable with teams is to request a test meeting with either Emma Payne or Denyelle Drury during office hours. We can then send you a test meeting request and you can play around with the settings until you are comfortable and confident with joining a Teams Meeting.

You are also most welcome to come into the office and have a one on one tutorial with Denyelle Drury on your phone.

Online Tutorials for Further Information

If you would to know more about how to use Teams, Microsoft have a Training Module that you can complete by going to the link below:

https://docs.microsoft.com/en-au/learn/modules/facilitate-meetings-events-microsoft-teams/?WT.mc_id=M365Teams_prostartnow_inproduct_SMCbanner&ocid=M365Teams_prostartnow_inproduct_SMCbanner

This module teaches you how to facilitate meetings and events with Microsoft Teams.



THE BRADY BUNCH
PREDICTED
TEAMS MEETINGS
IN THE EARLY 70'S

TRAINING AND DEVELOPMENT

NOVEMBER 2021 - LIFEBRIDGE STAFF UPDATE

MANDATORY TRAINING MODULES



A reminder to all Lifebridge staff of their requirement to complete the following mandatory training modules:

NDIS ORIENTATION MODULE

All support staff are required to complete the NDIS Orientation Module developed and hosted by the National Disability Insurance Scheme – <https://training.ndiscommission.gov.au/>. Once completed please forward a copy of your Completion Certificate to human.resources@lifebridge.org.au to be placed on your electronic file.

INFECTION CONTROL TRAINING

All staff and volunteers are required to complete the following Infection Control modules developed and hosted by the Department of Health - <https://covid-19training.gov.au/register>.

- 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

Please forward a copy of your Certificates of Attainment to human.resources@lifebridge.org.au to be placed on your electronic file.

ELMO LEARNING MANAGEMENT MODULES

The following on-line training modules are available on our Learning Management System – ELMO. Each module takes approximately 15 to 30 minutes to complete and can be done on your smartphone or desktop.

All staff are required to complete the following modules by the end of the year. These modules must be completed on an annual basis:

- Employee Induction
- Advanced Health & Safety
- Code of Conduct
- Conflict of Interest
- Diversity in the Workplace
- Manual Handling
- Ergonomics
- Workplace Bullying and Occupational Violence

Please contact Denyelle Drury if you are experiencing any problems accessing these mandatory training modules.

TRAINING AND DEVELOPMENT

NOVEMBER 2021 - LIFEBRIDGE STAFF UPDATE

COMMUNITY SERVICES COURSES FOR KINGSCLIFF, MURWILLUMBAH TAFE

DIPLOMA OF COMMUNITY SERVICES – Part Time – VIRTUAL – TEAMS ONLINE

National Course Code: CHC52015-01V03
Dates: 01/02/2022 – 01/12/2022
Time/Day: Tuesday and Thursday (5:30 pm – 9:00 pm)
Location: Online

Application link: [Diploma of Community Services PT](#)

(Click on link and choose next to commence the enrolment process or call 131601 to enrol across the phone.)

The target group for this delivery is existing staff of Community Services Organisations. The staff are currently employed as support workers/team leaders. Changes to industry qualification requirements in the Residential Care sector in NSW requires that all workers hold (or are working towards) a Diploma level qualification in Community Services.

Learners in this group will have either considerable industry experience and/or previous relevant qualifications related to work in the youth work/community services sector.

Career Opportunities: Community Services Worker; Welfare Support Worker; Social Welfare Worker; Case Worker/Manager

DIPLOMA OF COMMUNITY SERVICES

National Course Code: CHC52015-01V03
Dates: 27/04/2022 – 06/04/2023
Time/Day: Wednesday, Thursday and Friday (9:00 am – 3:00 pm)
Location: Murwillumbah Campus

Application link: [Diploma of Community Service](#)

(Click on link and choose next to commence the enrolment process or call 131601 to enrol across the phone.)

This qualification reflects the roles of community services, involved in the managing, co-ordinating and/or delivering of person-centred services to individuals, groups and communities. At this level, workers have specialised skills in community services and work autonomously under broad directions from senior management.

Workers are usually providing direct support to individuals or groups of individuals. Workers may also have responsibility for the supervision of other workers and volunteers and/or case management, program coordination or the development of new business opportunities.

Career Opportunities: Community Services Worker; Welfare Support Worker; Social Welfare Worker; Case Worker/Manager

CERTIFICATE IV IN DISABILITY

National Course Code: CHC43115-01V02
Dates: 31/01/2022 – 21/09/2022
Time/Day: Monday, Tuesday and Wednesday (9:00 am – 2:30 pm)
Location: Murwillumbah Campus

Enrolment link: [Certificate IV in Disability](#)

(Click on link and choose next to commence the enrolment process or call 131601 to enrol across the phone.)

The nationally accredited Certificate IV in Disability gives you the skills to empower people with disabilities to achieve their goals and lead lives at their full potential.

Whether you're working in client's homes or the community, this is the ideal pathway to a rewarding career. To achieve this qualification, the candidate must have completed at least 120 hours of work as detailed in the Assessment Requirements of the units of competency.

Career Opportunities: Disability Support worker

CERTIFICATE IV IN COMMUNITY SERVICES

National Course Code: CHC42015-01V03
Dates: 31/01/2022 – 21/09/2022
Time/Day: Monday, Tuesday and Wednesday (9:00 am – 3:00 pm)
Location: Kingscliff Campus

Enrolment link: [Cert IV in Community Service](#)

(Click on link and choose next to commence the enrolment process or call 131601 to enrol across the phone.)

The nationally recognised Certificate IV in Community Services helps you build a career as a community services worker in the fastest growing industry in Australia.

Learn a broad range of skills in areas like alcohol and other drugs, child protection, juvenile justice, mental health and more, and help your clients achieve their goals.

Career Opportunities: Community Services worker.



EMPLOYEE ASSISTANCE



NOVEMBER 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 and low job satisfaction and may subsequently affect the employee's health and 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

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 and 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

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RESOLVING CONFLICT AT WORK

Check your Lifebridge email daily for wellness and wellbeing resources such as below and more....

Where there are people, there is conflict.

We all bring our different values, needs and idiosyncrasies to the workplace – and they can sometimes clash with those of our colleagues. Left unchecked, conflict brews and can lead to animosity. Teamwork can break down, morale drops and tasks grind to a halt. Organizations feel the hit, too, with wasted talent, high absenteeism and increased staff turnover.

But conflict can be resolved. What's more, it can be healthy – bringing issues to light, strengthening relationships and sparking innovation. Below we'll explore different types of conflict, what causes them and ways to reach a positive outcome.

Types of Workplace Conflict

Generally, workplace conflicts fall into two camps:

- Personality conflict or disagreements between individuals. These clashes are driven and perpetuated by emotions such as anger, stress and frustration. A study found that "personality clashes and warring egos" account for nearly half of all workplace conflicts.
- Substantive conflict is tangible and task-related, like the decisions leaders make, the performance of a team member or your company's direction.
- If unaddressed, both can spiral into wider conflict between teams, departments or businesses.

What Causes Conflict at Work?

Some of the most common causes of workplace conflict are:

- Unclear responsibilities. Some team members may feel they do more work than others or resent those who seem to have fewer responsibilities. Blame and frustration can build due to duplicated work or unfinished tasks.
- Competition for resources. Time, money, materials, equipment and skill sets are finite resources. Competition for them can lead to conflict.
- Different interests. People may focus on personal over organizational goals. Or be held up and frustrated by others who they rely on to do their jobs effectively.



Conflict Resolution Skills

When you find yourself in a conflict situation, these five approaches will help you to resolve disagreements quickly and effectively.

1. Raise the Issue Early

Address the person (or people) concerned.

Keeping quiet only lets resentment fester and speaking with other people first can fuel rumour and misunderstanding.

So, whether you're battling over the thermostat or feel that you're being micromanaged, be direct and talk with the other party. Be assertive (but non-aggressive) and speak openly.

This will encourage others to do the same – and you can get to the root cause of a problem before it escalates.

If you're not comfortable approaching the other party, or worry that it may exacerbate the problem, speak with your manager first.

2. Manage Your Emotions

Choose your timing when you talk to someone about the conflict.

If you're angry, you may say something you'll regret and make the situation worse.

So stay calm, collect yourself, and ask:

- "What is it I want to achieve here?"
- "What are the issues I'm having?" and
- "What is it that I would like to see?"

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RESOLVING CONFLICT AT WORK CONTINUED

3. Show Empathy

When you talk to someone about a conflict, it's natural to want to state your own case – rather than hear out the other side.

But when two people do this, the conversation goes in circles. Instead, invite the other party to describe their position, ask how they think they might resolve the issue, and listen with empathy.

Putting yourself in the other person's shoes is an essential part of win-win negotiation. This helps you to build mutual respect and understanding – and achieve an outcome that satisfies both parties.

4. Practice Active Listening

To identify the source of the conflict you have to really listen. To listen actively:

- Paraphrase the other party's points to show you're listening and really understand them.
- Look out for non-verbal signals that contradict what they are saying, e.g. a hesitant tone behind positive words. Bring these out into the open to address them together.
- Use body language, such as nodding your head, to show interest and make it clear that you're following them.

5. Acknowledge Criticism

Some of the things the other person tells you may be difficult to hear. But remember that criticism or constructive is about job behaviours and not you as a person.

So, keep an open mind and use criticism to help you to identify areas to improve, perform better next time, and grow.

A Three-Step Approach to Conflict Resolution

This three-step approach for reaching a positive outcome draws on many of the above strategies.

The steps are:

1. Prove You Understand their Side
2. Acknowledge You Are Part of the Problem
3. Try Again If the Conversation Doesn't Go Well



Conflict is common in the workplace. The biggest mistake you can make is to do nothing.

Unresolved tensions can affect the health and performance of people and organizations.

So, use our conflict resolution skills to pre-empt, manage and fix conflicts.

You may discover positives, too, such as improving processes, strengthening relationships and innovating.

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SELF TALK



When we're stressed, turning inward is a common response—but it often backfires.

Instead of making us feel better, it leads us to experience chatter.

Chatter is the cycle of negative thoughts and feelings that turn our capacity for introspection into a vulnerability rather than a strength—we worry, ruminate and catastrophize rather than come up with clear solutions for how to improve our circumstances.

And chatter is even more common now, given the turbulence of a once-in-a-century pandemic.

So how can you manage your chatter? One useful tool is something called distanced self-talk—coaching yourself through a problem using your name, like you're advising someone else.

Research shows that it is easier to coach other people through their problems than it is to help yourself. Distanced self-talk capitalizes on this idea.

Talking to yourself like you're someone else—using your own name to work through your problems— may help you manage stress and regulate emotions.

Don't talk to yourself using "I," "me," or "my" when you're struggling to control your emotions—it makes you more likely to wallow rather than work through your feelings.

Take a step back.

When you give yourself the same advice you would a friend or colleague, you're able to think about problems as a manageable challenge rather than an overwhelming threat—and that propels you forward.

Reference - EAP Assist

THE POWER OF THOUGHT



The way we think events – past, present or future – affects our stress levels. Most of our thoughts speed past and remain below our level of awareness. By becoming conscious we have the ability to manage them rather than allowing them to manage us.

Learning to be more aware of your thoughts gives you the chance to make meaningful changes to the way you feel, think and behave. With practice, learning to reframe the situation, challenge rather than simply accepting thoughts and understand what makes you feel the way you feel, may help you reduce your levels of stress, motivate yourself and be happier.

Explore and reflect

When you're having a stressful thought, it can be helpful to ask yourself:

- How accurate and valid is your appraisal of the situation? What assumptions are you making?
- What's the worst that could happen?
- Has what you feared ever happened when you dealt with this type of stressful thought in the past?
- What advice would you have for a close friend in a similar situation?
- How high on your priority list of things that matter most to you does this stress or fall?
- Can you do anything about the stress or? If yes, what can you do? Make a plan! If not, then you need to learn to let it go.

The answers to the questions above can help you discern whether a specific stress response is adaptive and serves a function. Even if it's adaptive, remember that staying in the stress state isn't helpful, you need to make a plan and take action to resolve the situation.

The only person in control of your thoughts and their impact on your stress levels is you.

THE BACK PAGE

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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
- 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).

PERSONAL DETAILS



It is vitally important that we have your correct personal information on our files as this can affect rostering.

Please let us know of any changes to your:

- home address
- postal address
- home phone number
- mobile phone number
- personal email address
- name

Send through any changes to your personal information as soon as possible to HR at:

Human.Resources@lifebridge.org.au

and/or let the Rostering Team know.

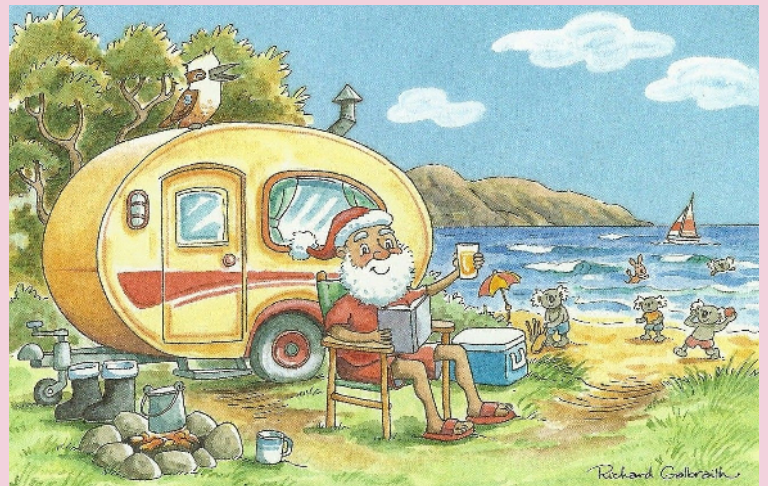
MERRY CHRISTMAS EVERYONE

On behalf of the Lifebridge Management Team and Board, we wish everyone a very Merry Christmas and a fabulous New Year.

We hope you all get the chance to connect with those who are important to you and have the opportunity to relax and recharge during the break.

As a valued employee, we would also like to extend our thanks and sincere appreciation for your outstanding service and commitment to our customers during a very tough and challenging year.

Thank you!



TRIVIA, CONUNDRUMS ANSWERS - OCTOBER EDITION

1. The comedian Jack Black is also a singer for which band? **Tenacious D**
2. The word 'Integration' originated from which language? **Latin**
3. What significant world event occurred on 11 November 1918? **End of World War I**
4. What band had the single 'November Rain?' **Guns 'n' Roses**
5. Iceland diverted their roads to avoid disturbing communities of what? **Elves**

