

# STAFF UPDATE

FEBRUARY-MARCH 2022 - LIFEBRIDGE AUSTRALIA LTD



## MESSAGE FROM THE CEO - BRONWYN MITCHELL

For the second Staff Update in a row, we are managing the effects of torrential rain and flooding. I know the floods a month ago affected many either directly or indirectly. Seeing the rain fall again with such intensity must have been a very anxious time for several of you. Just as I am sure it was for many customers who had also been affected and are still recovering.

It is at these times that support from community is so important.

I often call Lifebridge a Community but what do I mean when I say this? There are so many definitions of community, and none really hit the mark for me. The one that feels the most comfortable is:

Community = a group of people that care about each other and feel they belong together.

If you then add three key ingredients that Professor Kim Cameron believes helps to create a positive work community, I think you get even closer to the mark.

### Goal achievement

Professor Cameron suggests that for positive organisations to have true meaning and a sense of “community” for their employees, people are more interested in contribution goals than self-interest goals. That is, they are more focused on the opportunities to “give to others” rather than focusing on what they can “take from others”. We all focus on both sets of goals at different times, that’s natural and at times necessary, but when contribution focused goals dominate, we start to develop a sense of meaning, trust and connection.

### Language

The word “we” is used more often than “I”.

### Values

The core values of employees align with the outcomes and the benefits that are produced by the organisation.

I believe that Lifebridge is a community. We are a group of people who come together with a shared purpose: “to see independence and inclusion for the aged and people with a disability in our community”. Whether it is through supporting service delivery or providing front line services, everything that is done is to support another person so that they succeed.



To feel connected, the Lifebridge Values and Purpose must reflect and align with your personal values. I am assuming that in most cases this is the case otherwise the level of excellence across the organisation that is constantly demonstrated would not be possible.

Being connected means we come together, to celebrate when things go well and to support each other and give each other strength during the tougher times. For many of you this may be one of those “tougher” times. Lifebridge can’t change what has happened, but please know, you have a community who care standing beside you and there is always a listening ear should you need it.

If any staff member is experiencing hardship at this time we encourage you to contact our employee assistance provider EAPassist on 0407 086 000 for professional counselling services. Alternatively, please contact either myself or your manager and let us know how we can best support you at this time.

Stay safe and let’s continue to build and strengthen OUR community.

Bronwyn

### STAFF PORTAL

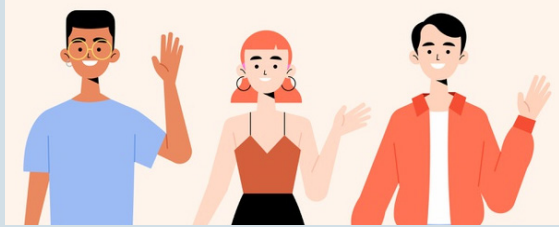
Please visit the [Staff Portal](#) on our website where you can view all of Lifebridge's COVID-19 response related Policies, Pandemic Plans, COVID Safe Plans, Memo's etc.

The Password is Bridge2487.

# BUSINESS SERVICES NEWS

FEBRUARY-MARCH 2022 - LIFEBRIDGE STAFF UPDATE

## WELCOME & GOODBYE



Welcome to new staff and volunteers during the month of February and March 2022:

- Stefany Stockwin-Wunsch
- Karyn Porter
- Shannon Burns
- Tamara Gillard
- Jennifer Maginnis
- Ned Martlew

During the month of February and March we said goodbye to:

- Kathleen Jessen
- Sharon Harvey
- Mark Lochwood
- Julie Pine

## CONGRATULATIONS

to the following staff and volunteers who celebrated their five (5) years and over work anniversaries during February and March.

- Kim Taylor - 14 years
- Toni MacDonald - 6 years
- Leanne Coley - 6 years
- Aimy Simpson - 5 years
- Ben Simpson - 5 years
- Michael Ownwill - 5 years
- Lael Osun - 5 years
- Denyelle Drury - 20 years
- Garry Smith (Board) - 12 years
- Tristan McDougall - 11 years
- Martin Cook - 7 years
- Margaret and Ralph Dephoff - 7 years
- Helen Muldoon - 6 years
- Damian O'Neill - 6 years
- Kay Henson - 6 years
- William Spence - 5 years
- Feonie Pegler - 5 years

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

## WE ARE HIRING - POSITIONS VACANT

### COMMUNITY SUPPORT WORKER

We are interested in speaking to people who are passionate about supporting our aged, frail and NDIS customers enabling them to maintain independence and achieve their goals while living at home and participating in their local community in and around Tweed Heads.

As a Lifebridge Community Support Worker you will be responsible for:

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

To be successful as a Lifebridge Community Support Worker you will have:

- An aged care or NDIS services background or experience working in hospitality, tourism, catering, hotel management, accommodation services or equivalent.
- Excellent customer service skills and enjoy working independently and remotely in customers' homes and in the local community.
- A current drivers licence and roadworthy vehicle which is insured and is suitable for transporting customers.
- Mandatory clearances including Federal Police Check or NDIS Worker Check, Working with Children Check, First Aid Certificate, full vaccination status (or eligibility to achieve all requirements).
- A Certificate 3 in Individual Support or similar or you may be interested in Lifebridge helping you to obtain these qualifications while working with us.
- The ability to work a roster which includes at least 3 days per week.

Staff training and development available to build your career in community services. Lifebridge is an equal opportunity employer and we encourage those of Aboriginal and Torres Strait Islander descent to apply.

To apply for this position please provide a cover letter and a copy of your resume via [SEEK](#).

Applications Close: Sunday 24th April 2022.

# BUSINESS SERVICES NEWS

FEBRUARY-MARCH 2022 - LIFEBRIDGE STAFF UPDATE

## PAYMENT FOR TRAINING

As mentioned by Amanda Chadwick, Business Services Manager in her presentation at the last All Staff Meeting, support staff are entitled to reimbursement of 10 hours pay (at ordinary hourly rate) for the successful completion of the following:

Successful completion of the fifteen (15) ELMO modules listed below:

1. Advanced Health and Safety
2. Code of Conduct
3. Conflict of Interest
4. Dementia
5. Detecting and Responding to Abuse, Neglect and Exploitation
6. Diversity in the Workplace
7. Employee Induction Module
8. Ergonomics
9. Food Handling Program
10. Manual Handling
11. Medication Administration Support
12. Positive Behaviour Support
13. Privacy Awareness
14. VisiCase Action Submission
15. Workplace Bullying and Occupational Violence



- [NDIS Worker Orientation Module](#) with Completion Certificate sent to [human.resources@lifebridge.org.au](mailto:human.resources@lifebridge.org.au)

This module is an interactive online course that explains the obligations of workers under the NDIS Code of Conduct – from the perspective of NDIS participants. It was developed in consultation with the sector, including NDIS providers and people with a disability.

- [Department of Health Infection Control Modules](#) with Certificates of Attainment send to [human.resources@lifebridge.org.au](mailto:human.resources@lifebridge.org.au)

The modules you will need to complete and send your completion certificates to be compliant are as follows:

1. Infection Control Training - COVID-19
2. COVID 19 - Aged Care Module 1 - Personal Safety
3. COVID 19 - Aged Care Module 2 - Families and Visitors - Part 1 - Residential Care
4. COVID 19 - Aged Care Module 2 - Families and Visitors - Part 2 - In-home Care
5. COVID 19 - Aged Care Module 3 - COVID 19 and Aged Care
6. COVID 19 - Aged Care Module 5 - Personal Protective Equipment (PPE)
7. COVID 19 - Aged Care Module 8 - If you suspect a person has coronavirus COVID-19
8. COVID 19 - Aged Care Module 9 - Supporting Older Australians - Part 1 Residential Care
9. COVID 19 - Aged Care Module 9 - Supporting Older Australians - Part 2 In-Home Care

You do not need to complete the other available courses on the COVID-19 Infection Control Training Portal unless you want to update your knowledge in those areas in your own time.

**All online modules to be completed during the periods 1st July 2021 to 30th June 2022 to receive 10 hours paid training time.**

Remote staff can access laptops at the Kingscliff Office by appointment. Please contact Denyelle Drury on 0436 656 125 if you wish to book in a time to use the laptops at Kingscliff.

# BUSINESS SERVICES NEWS

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## VACCINATION POP UP CLINICS



All staff working in Aged Care and Disability Services must receive their COVID-19 Booster by 12th April, 2022 in accordance with the New South Wales Public Health Order.

This is a legal requirement determined by the Government which Lifebridge must comply and report to the Aged Care and NDIS Commissions.

Please send evidence of your COVID-19 Booster via email to [human.resources@lifebridge.org.au](mailto:human.resources@lifebridge.org.au) as soon as possible.

For those of you who have yet to have your booster please find information below of the details and location of NSW Health pop-up vaccination clinics in the Tweed area.

### **Banora Point**

Banora Point Community Health Centre  
25 Woodlands Drive, BANORA POINT

Opening hours - Wednesday 6th April and Thursday 7th April between 9.30am to 2.30pm.

Walk-ins accepted, no appointment needed.

### **Tweed Heads**

Tweed Mall Shopping Centre  
Shop 23 (next to Aldi), Wharf Street, TWEED HEADS

Opening hours - Monday to Saturday between 8.15am to 3.45pm.

Some walk-ins available, bookings preferred.

### **IMPORTANT NOTE:**

Please contact Beverly Smallmon or Amanda Chadwick as soon as possible if you do not intend receiving the booster vaccination.

## RAPID ANTIGEN TESTS

When a staff member requires to come into the Kingscliff Office for a Rapid Antigen Test (RAT), please follow the steps below before coming to the office:

- Contact Beverly Smallmon, General Manager for permission to have a Rapid Antigen Test.
- If approved please either knock at the front door or ring Emma on Reception on 1800 043 186 and Emma will bring the RAT test outside to you.
- Do not eat, drink, smoke, chew gum or brush your teeth 30 minutes before the test. If you have done any of these things you will need to wait a further 30 minutes before doing your test to be able to get a correct result.
- Wash your hands thoroughly before taking the test.
- Remove the test from the package, take saliva collector out of the base and remove the protector that you will put into your mouth.
- Deeply cough four times into your mouth.
- Place the collector on top, under or at the side of your tongue for 2 minutes.
- Take the collector from your mouth and push it vertically into the base, making sure that you have pushed quite hard and hear a click. Top edge of base will need to be in the middle of the supporting ring.
- Read the results in 15 minutes. Do not read after 30 minutes.
- A POSITIVE result will have two lines, one is up the top (C) and one down the bottom as well (T). The line down the bottom maybe weak or even a faint line but is still positive.
- A NEGATIVE result will result in one line up the top (C).
- An INVALID test will result in no lines in either C or T.
- If you test POSTIVE - PLEASE DO NOT COME BACK INTO THE OFFICE. Ring Emma on 1800 043 186 or 0436 656 270 to advise of the positive result. Emma will inform Beverly Smallmon and Rosters of the POSTIVE result and Beverly will contact you with further information as to how long you will need to isolate for and you will also need to have a PCR test as well to confirm the positive RAT test.
- If you are NEGATIVE please knock and wait at the front door and Emma will collect the RAT test from you and dispose of it properly.

# BUSINESS SERVICES NEWS

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## MEANINGFUL WORK PROFILE TOOL



Lifebridge aspires to provide meaningful work and an enriched workplace experience for all its staff.

Reaching this goal requires input from all Lifebridge staff.

For this reason, Lifebridge has agreed to participate in the world's first Meaningful Work Profile Tool in partnership with Beaumont People.

The Meaningful Work Profile Tool is designed to help you as an individual understand what makes work meaningful to you, as well as allow Lifebridge to understand the ways in which we provide meaningful work to all staff.

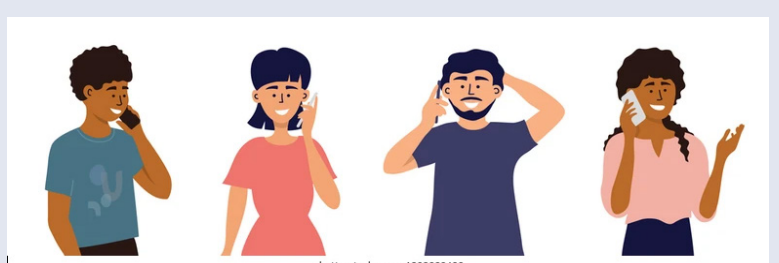
By completing the online surveys you will receive your own personal report indicating how much value you place on each of the proven meaningful work factors. Survey data will then be rolled up to help Lifebridge identify the specific ways that we can make Lifebridge a truly great workplace.

Next week you will receive an email into your Lifebridge email address. The email will contain a link to two (2) short surveys, an Individual Survey and an Organisational Survey. Each survey takes no more than 10 minutes to complete.

Please remember you will receive your own personal report detailing what meaningful work means to you.

Thank you for taking the time to complete the surveys and having your say on what we can do to enhance your work life experience.

## COMMUNITY SERVICES ON-CALL PHONE



There is the on-call phone which will be carried on a weekly (after hours and weekends) rotational basis by a Customer Care Manager – for escalation of issues by staff outside of regular working hours and including weekends. The number is **0400 087 077**.

This number is available for staff to telephone regarding customer issues and is not a contact number for customers. Customers are to telephone 1800 043 186 or the Customer Care Manager's mobile for assistance during office hours.

For unplanned sick leave (Mon-Fri) staff are to contact rosters on 0436 662 178 at 7am on the morning of their shift to advise non attendance. Again, please do not text as these messages may be missed.

These systems have been changed to ensure support is given to staff with the least effect to customers. Your co-operation in following the processes is appreciated.

## SUPER SUCCESS GUIDE - CARESUPER

Superannuation is designed to help you save for life after work. Lifebridge pays 10% of your salary into your super account and your super fund invests that money to give it the best opportunity to grow. CareSuper is our dedicated super partner, and it is their job to help you achieve the future you want. To put you on the right track, CareSuper have put together a "Welcome to Your Super Success Guide" which lets you set up your super in seven steps.

1. Know you're with a top performing fund
2. Consolidate your super
3. Select your investments
4. Match your insurance to your needs
5. Nominate who gets your Super
6. Seek advice if you need it
7. Stay in touch

You will find a PDF copy of the Super Success Guide from CareSuper attached to the Staff Update email.

# BUSINESS SERVICES NEWS

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## COMPASSIONATE LEAVE

The National Employment Standards provide all employees, including casuals, with an entitlement to compassionate leave (also known as bereavement leave).

### **When can compassionate leave be taken?**

Employees can take compassionate leave if:

- a member of their immediate family or household dies, or contracts or develops a life-threatening illness or injury
- a baby in their immediate family or household is stillborn
- they have a miscarriage, their current spouse or de facto partner has a miscarriage.

### **Immediate family**

An employee's immediate family includes their:

- spouse or former spouse, de facto partner or former de facto partner
- child, parent, grandparent, grandchild, sibling.

### **Immediate family also includes:**

- the immediate family of the employee's spouse or de facto partner (or former spouse or de facto partner)
- step-relations (for example, step-parent and step-child)
- adoptive relations.

Employees can take compassionate leave for other relatives (for example, cousins, aunts and uncles) if they are a member of the employee's household or if their employer agrees.

### **Amount of compassionate leave**

Employees are entitled to 2 days compassionate leave each time they meet the criteria. Employees can take compassionate leave as:

- a single continuous 2 day period
- 2 separate periods of 1 day each
- any separate periods as agreed with their employer.

Employees don't accumulate compassionate leave and it's not a part of their sick and carer's leave entitlement.

Employees can take compassionate leave any time they need it. If an employee is already on another type of leave (for example, annual leave) and needs to take compassionate leave, they can use compassionate leave instead of the other leave.

### **Payment for compassionate leave**

Full-time and part-time employees receive paid compassionate leave. They're paid at their base pay rate for the ordinary hours they would have worked during the leave. Casual employees receive unpaid compassionate leave. Compassionate leave can't be cashed out.

### **Notice and evidence**

An employee taking compassionate leave has to give their employer notice as soon as they can (this may be after the leave has started). The employee has to tell the employer how much leave they are taking, or expect to take, and when.

An employer can request evidence about the reason for compassionate leave (for example, a death or funeral notice or statutory declaration). This request for evidence has to be reasonable. If the employee doesn't provide the requested notice or evidence they may not get compassionate leave.

# COMMUNITY SERVICES NEWS

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## MURWILLUMBAH UPDATE

The Murwillumbah Community Centre was seriously impacted by the recent floods and unfortunately it looks like it may be impacted again by the recent heavy rainfalls.

The Community Services team have been liaising with Centre management and advised that it could be up to 6 to 8 months before the Centre is fully operational again.

We extend our sincere thanks and appreciation to staff who are normally based out of the Murwillumbah Community Centre for (once again) your patience, flexibility and professionalism whilst alternative options are considered.

## NDIS VERIFICATION AUDIT

On Tuesday 15th and Wednesday 16th March, 2022 Lifebridge Disability Services commenced Stage 1 of the Third-Party Verification process. Stage 1 is a desk top audit process reviewing Lifebridge policies and procedures.

NDIS Registered providers, such as Lifebridge are required to undertake an audit every three years to measure conformity against the NDIS Practice Standards as part of the NDIS Commission's registration requirements

Stage 2 will be carried out on Tuesday, 17th and Wednesday 18 May 2022 on site at the Kingscliff office. This audit process will require engagement with customers, families and staff to measure service delivery and our performance against the NDIS Practice Standards.

As part of the Audit process, support staff that work with NDIS customer's files are being updated to ensure that we comply with the NDIS Practice Standards. You may receive an email or phone call from reception requesting additional or updated information for your file. Please make sure you comply with this request as this is an important part of the audit process.

If you have a forensic eye for detail and would like to know more about the 'World of Auditing' feel free to contact Andrew Weir to find out more.

## LIFE CHANGING EXPERIENCES



We continue to develop and expand the Lifebridge Integrated Services model with a range of new activities, which require some eager staff members with an interest and enthusiasm for.

The Lifebridge Bowling League - Be it 10 pin bowling or indoor lawn bowls, there is flexibility with attending and being part of the team, wearing your league shirt and socialising with your friends. Is this something your any of our customers would be interested in and you might be interest in working in?

Have you heard about Lumber Punks? We currently support customers who attend Lumber punks league with 1:1 support, it would be great to get a Lifebridge group going during the day as well.

The Fishing Club, is up and running – their BBQ and Brag day is held on the first Sunday of every month. Like minded fisher-people get together and compare their previous month's catches from their logbooks and brag about the ones that got away. At the end of the year, we will be celebrating with a fishing charter and trophies for the biggest fish, the best brag, the weirdest catch etc

On Thursdays we have commenced Fun Bingo at Club Banora – this is only a gold coin donation to attend – it includes 10 games of Bingo, 5 games and then coffee and cake and then another 5 games. Prizes are given out during the games and a bit of fun and silliness – this is aimed at people who want to have a bit of fun and play a slower version of bingo, not fast rapid style bingo.

# COMMUNITY SERVICES NEWS

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## POTTSVILLE CALLING

Short-Term Accommodation (STA) replaces what used to be known as respite and provides people with disability the opportunity to have a holiday away from home and for their families and carers to have a break.

Our Pottsville Short-Term Accommodation House, which is open 7 days a week, 24 hours a day.

If you are interested in additional shifts at Pottsville, please feel free to contact either Colleen Lonnie or Janelle Egas.

## I WANT TO GET INTEGRATED

The Lifebridge Integrated Service model has generated some new and innovative programs, including monthly Mystery Road Trips, Lifebridge Fishing and Bowling Clubs, Lumber Punks and Short-Term Accommodation (STA).

The Integrated Services also provides an excellent opportunity for all Lifebridge staff to have greater role diversification and seamlessly work in both NDIS and Aged services groups.

An opportunity to develop new skills, enhance your knowledge, and experience in an Integrated Service setting.

## ORGANISATIONAL CHART - INTEGRATION MODEL

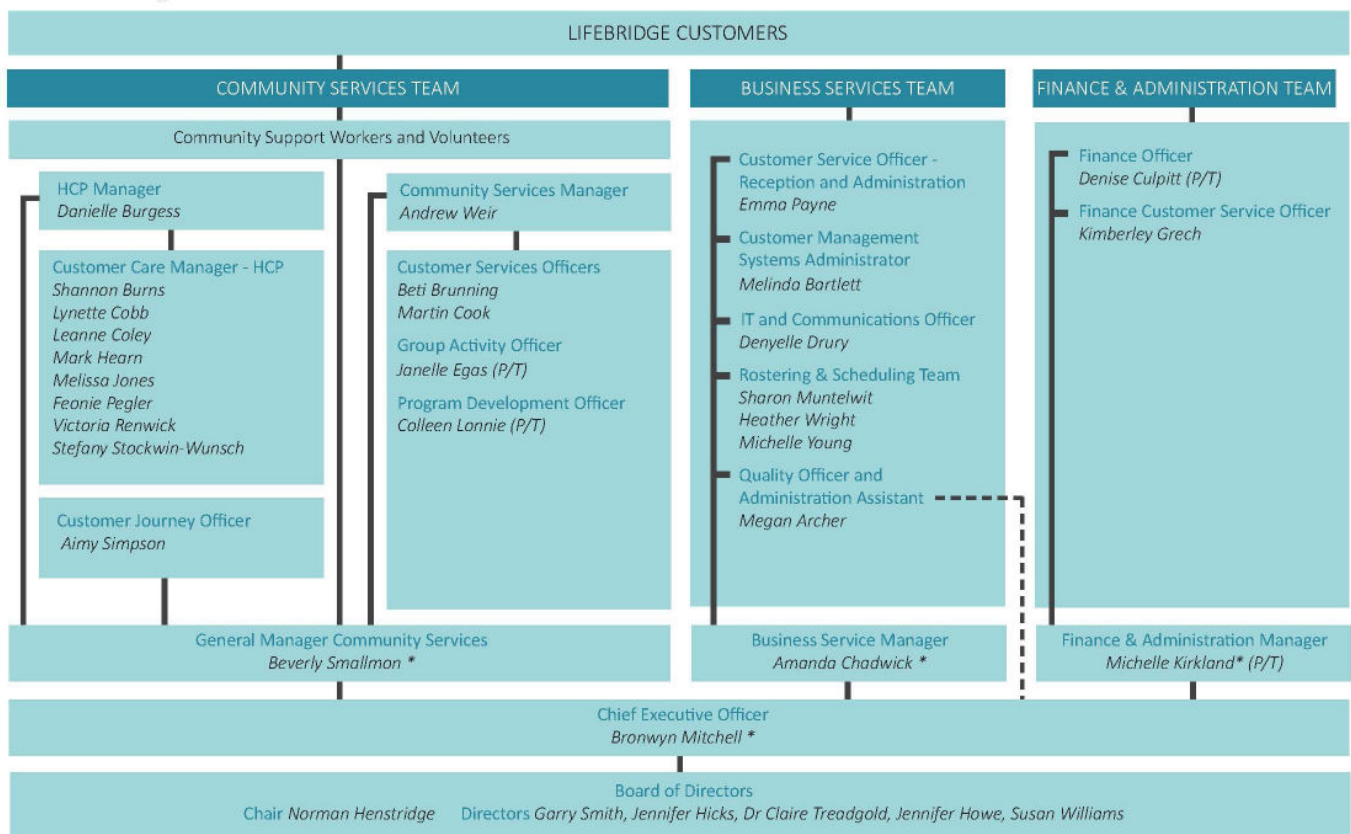
As we continue moving towards integration of Lifebridge Services, a new organisation structure has been introduced. This was launched as our recent all staff meeting and is below for staff orientation and revision.

A PDF version of the SO 6 - Organisation can be downloaded from Projex.



### SO 6 - ORGANISATION CHART

March 2022



\* Executive Team



# COMMUNITY SERVICES NEWS

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## INTRODUCING SHANNON BURNS - Customer Care Manager, Nurse

Shannon is a registered nurse and has had more than 10 years experience in hospital/acute, medical and recent GP practice experience. Her vast background also includes support work, ASD, medical, chronic wounds, Chronic care plans and management, residential care, asthma management, CPR/First aid, surgical assistance, Covid vaccinations, nurse immuniser, paediatric immunisations, NDIS, observations, hospital ward rotations. "I have always worked hard to sustain my career and have a vast arrange of experiences/qualifications as a nurse."

Shannon is a single mum of two wonderful boys who happen to be on the spectrum and also have ADHD. She grew up in Kingscliff and has always wanted to bring her kids up here. She is very interested in fitness, health and autism/additional needs.

"I have a special interest in Paediatrics and absolutely adore children and like to think Im pretty good with them. I love the beach, surfing and a cruisey laid back family, camping lifestyle. I also love dinners, lunches and hanging out with friends."

What is important to Shannon is her children who were diagnosed with ASD/ADHD at 5 years old. "Its very important that I support their needs, educate others on how to interact with them, advocate for them and help others to support and understand them. A food healthy lifestyle with a stable environment is important to me and the boys."

Shannon considers herself to be a massive empath. "I literally would do anything for anyone. I am sensitive to fault and very caring. I also think that I am a very genuine, trustworthy, hardworking person and this has been instilled in my from a very young age."

How best to support Shannon is to communicate with her about anything. "I am very approachable and I am looking forward to getting to know you all."

Some of the things people like and admire about Shannon are her hardwork, determination and the hurdles she has already faced. "I am a great Mum and am admired by a lot of people for how I take on all of lifes challenges and always have it together."



Things Shannon doesn't like are others negative opinions on people. "I like to think we live in a world where acceptance should be the normal and you should lift others up and be happy for them instead of tearing them down. Life is hard enough without people bringing others down."

Shannon can be contacted either via email: [shannon.burns@lifebridge.org.au](mailto:shannon.burns@lifebridge.org.au) or by phoning 0419 722 306.

Be kind, everyone has their own story and may be facing battles you know nothing about.

## CUSTOMER INTAKE



**Aimy Simpson** - Customer Journey Officer

Responsible for new customer enquiries, My Aged Care, VisiCase customer data integrity, customer movements and exits.



**Beti Brunning and Martin Cook** - Customer Service Officers

Responsible for onboarding of CHSP/NDIS Customers and plan reviews.

# COMMUNITY SERVICES NEWS

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## INTRODUCING STEFANY STOCKWIN-WUNSCH, Customer Care Manager-HCP

Stefany's career in the caring sector began as a massage therapist working with young people living in aged care due to their complex disabilities under the YPIRAC program, which was pre NDIS.

Spending 6 years tramping from RACF to RACF, Stefany became acutely aware that as a society we don't do dying well. She was inspired to undertake studies to become a Counsellor with a keen interest in palliative care and supporting people and their carers to have the best end of life journey as possible.

In 2017 Stefany joined the team at Palliative Care Tasmania where she delivered education and awareness raising workshops and events to the Tasmanian community and health care professionals.

She re-entered the disability sector when relocating to the beautiful Tweed in January 21 as a Support Coordinator and Psychosocial Recovery Coach.

Stefany's passion lays with our older folk and last year she began her Masters in Health and Aging.

Until recently Stefany has always had at least one chihuahua. She is currently chihuahualess as her little man Ned fell in love with her neighbour and moved in with her. They have since relocated to Newcastle where Ned lives the life of a princess.

Stefany is very passionate about bringing conversations around death and dying out of the shadows and into the light. She loves yoga, the ocean, crocheting, Bold and the Beautiful and her family.

Kindness, compassion, her family, honesty, a weekend sleep in and a good laugh are most important to Stefany.

"I am resilient, have a good sense of humour, passionate and direct. I'm a good listener and I crochet beautiful mandalas and I can do the splits."

How best to support Stefany is being honest, open and having a good sense of humour. Stefany will always help someone who needs a hand.

"Things I don't like are stingy people, dishonesty, ageism and racism."

"I've only been with Lifebridge for a week but am already really excited to be a part of such a vibrant and dynamic team."

Stefany can be contacted either via email: [stefany.s-wunsch@lifebridge.org.au](mailto:stefany.s-wunsch@lifebridge.org.au) or by phoning 0400 288 344.



## SEND US YOUR SNAPS

We are currently working on keeping our social media channels current with great pics and stories from the Lifebridge Community. If you have any photos you would like to share, please email them to [communications@lifebridge.org.au](mailto:communications@lifebridge.org.au) or text them to Denyelle Drury on 0436 656 125.

- Please note that consent must be obtained from the Customer and Staff Member before any photos can be shared on our social media channels.

We are also interested to hear what is going on in the Lifebridge community. On our website we have a News and Events section and I would love to hear from support staff any news stories that they feel might be worth sharing.

- Please note that news and events stories must be approved by Management before going live on our website.

If you have any news stories, photos, videos, etc that you think are worth sharing please contact Denyelle Drury, Communications and IT Officer.

# REWARD AND RECOGNITION

FEBRUARY-MARCH 2022 - LIFEBRIDGE STAFF UPDATE

## CONGRATULATIONS - MONTHLY APPRECIATION AWARDS

A big congratulations to Aimy Simpson who is the recipient of a Monthly Appreciation Award for March 2022. Aimy was nominated by Beverly Smallmon.

During a recent conversation with Department of Social Services, excellent feedback was given regarding the high level and cleanliness of our data in our reporting files to the Department.

This can be attributed to the intense work that Aimy has done over the last 15 months to ensure all mandatory fields for reporting were up-to-date and correct.

Aimy continues to ensure the quality of the data for all new customers entering Lifebridge.

Aimy will be presented with an 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](mailto:human.resources@lifebridge.org.au)



## CONGRATULATIONS - QUARTERLY APPRECIATION AWARDS



A big congratulations to the Rostering Team, Heather Wright, Sharon Muntelwit and Michelle Young who are the recipients of the Quarterly Appreciation Award for March 2022. The Rostering Team was nominated by Martin Cook.

I would like to nominate the rostering team for the outstanding effort to catch up on staff allocation for CHSP customers waiting for service. The wait list early in the year was up to 2 months or more at one stage, but this has been brought back to an industry leading 1 or 2 week wait for customers to start their services (on average).

There have even been occurrences of some customers only waiting a day or two after their phone set up to receive service. As word of mouth spreads, this is awesome to have Lifebridge so highly regarded in the aged care community.

The Rostering Team will be presented with an e-Gift Card\* to the value of \$20.00 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](mailto:human.resources@lifebridge.org.au)

# EMPLOYEE ASSISTANCE

FEBRUARY-MARCH 2022 - LIFEBRIDGE STAFF UPDATE

## EMPLOYEE ASSISTANCE - FREE PHONE COUNSELLING SERVICE

Lifebridge have engaged a new Employee Assistance Provider, EAP assist.

EAP Assist supports employees wellbeing with confidential phone counselling. 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.

### HOW YOU CAN REQUEST FREE PHONE COUNSELLING

All Lifebridge employees can request up to three hours of counselling from 9am to 9pm, Monday to Friday.

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/>



## KEEP IT CLEAN



A friendly reminder to ensure that when you are doing your domestic assistance shifts with customers, please ensure that you empty the vacuum cleaners and leave mops and buckets clean.

Do not leave this for the next staff member to do.

It is every staff member's responsibility to ensure that they keep equipment clean for the next staff member.

## CALLING FOR DONATIONS

Due to the recent flooding of the Murwillumbah Community Centre, Lifebridge lost everything that was stored at the Centre.

If you have any sporting goods or board games that you could donate to replenish the Murwillumbah Hub please drop them into the Kingscliff Office or contact Colleen Lonnie, Program Development Officer on 0459 87 717.

Thank you.



## TRIVIA, CONUNDRUMS AND MUSIC QUESTIONS?

1. Did you know in the 10th century the average cost was around 100 pounds?
2. What famous music artist released the album "Before the Flood" in 1974?
3. How many wickets did Shane Warne take in his International Test Career?

# WELLNESS TIPS

FEBRUARY-MARCH 2022 - LIFEBRIDGE STAFF UPDATE

## FINDING HOPE

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

Hope expands your thinking and fuels your persistence.

Research on hope shows that how you think about the future determines your success in work, relationships and life. For example, high levels of hope lead to an increase in positive workplace outcomes and increased happiness.

Making a direct connection between your goals and your current behaviours also positively affects effort and commitment. Research has found that hope requires three elements:

- 1. Goals.** Develop clear goals that fill your mind with a positive vision for the future.
- 2. Pathway thinking.** Seek out and identify multiple pathways to achieve your goal.
- 3. Agency.** Motivate yourself to be persistent when you face obstacles.

Hope plays a central role in setting goals, driving persistence, remaining motivated and practicing innovation. Hope requires you to set a goal, create pathways to the achievement of that goal and identify potential obstacles.

This can build your confidence, energy and excitement, allowing you to tap into motivation and identify obstacles you will need to overcome to achieve your goal.

**Use each of the following steps:**

1. Set a goal. Write down a goal you would like to achieve.
2. Set pathways. Write down three actions or steps you will take to pursue your goal.
3. Identify obstacles. Identify obstacles that might block each of the paths you have written down.
4. Overcome obstacles. Review your pathways and write down some ways you can overcome each obstacle. This might include developing new pathways or adding additional steps to your existing pathways.
5. Maintain motivation. Write down ideas for maintaining your hope and motivation. Be mindful of the situations and obstacles that might decrease your willpower, drain you of energy, or lead to discouragement. Write down ideas for overcoming those challenges.



### **Give yourself a mental health boost with these four easy actions:**

1. Think about something good that happened to you today and say it out loud. Extra points for sharing your 'Good Stuff' with others.
2. Update your phone wallpaper to a photo that makes you smile when you look at it.
3. Have a laugh – it's proven to lower stress levels. And because your body can't distinguish between 'fake' and 'real' laughter, pretending to laugh is just as good (and you'll probably end up laughing for real anyway).
4. Write it down. Decades of research has shown that spending a moment each day writing down things we're grateful for is one of the best things we can do for our mental health.

# THE BACK PAGE

JANUARY 2022 - LIFEBRIDGE STAFF UPDATE

## WORK, HEALTH AND SAFETY MEETINGS



The next WHS Meeting will be held on Tuesday 12th April, 2022.

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

and/or let the Rostering Team know.

## COMMUNITY SERVICES ALL STAFF MEETINGS

Community Services All Staff meetings will be held quarterly from 3pm to 5pm. At this stage the meetings will be virtual through Microsoft Teams and all staff are to ensure that they have access. If you require assistance with Teams access, please contact Denyelle Drury, IT and Communications Officer on 0436 656 125 or email [denyelle.drury@lifebridge.org.au](mailto:denyelle.drury@lifebridge.org.au)

Meeting dates coming up for this year are:

- Tuesday 7th June 2022
- Wednesday 7th September 2022
- Thursday 8th December 2022

The meetings will be recorded and the recording will be uploaded to the Community Services Team under the Meetings Channel under the Files Tab and in the folder named Recordings. Any presentations from the Meetings will be uploaded to the Presentations Folder. If you need assistance with locating this information please contact Denyelle Drury.

## TRIVIA, CONUNDRUMS ANSWERS - NOVEMBER EDITION

1. Which famous Musicians have recently prevented their music from being played on Spotify? **Neil Young and Joni Mitchell followed by Crosby, Stills and Nash and India Arie.**
2. Australia was the second country in the world to give women the vote. Who was the first? **New Zealand**
3. Who first declared Valentines Day? **Pope Gelasius**
4. Why does February only have 28 days? **The Julian Calendar added a little more than 10 days to each year, making each month either 30 or 31 days long, except for February. To account for the entire 365.25 day-long year, one day was added to February every four years, now known as a "leap year." During most years, this left February with just 28 days.**