

CUSTOMER UPDATE

MAY 2022 - LIFEBRIDGE AUSTRALIA LTD



MESSAGE FROM THE CEO - BRONWYN MITCHELL

Why did the chicken cross the road?

Because the chicken behind it didn't know how to socially distance properly.

They said that masks and gloves were enough to go to the supermarket. They lied. Everyone else had clothes on.

OK, they may not be the funniest jokes, but humans have an amazing capacity to always try and find the funny side to any situation, even in a crisis.

Humour is known to relieve anxiety around worrying issues and can give us strength during bad times. It can help us feel a bit more in control when the future looks uncertain. Scientific studies have also shown that laughter makes us stronger. Research has shown that a good laugh can boost our immune system and increase our dopamine levels (the brain chemical that helps us feel good). And let's face it recent times have not always been a barrel of laughs.

Obviously, it is not the role of Lifebridge to make people laugh. However, your well-being both emotionally and physically is important to us.

As a registered, approved provider of NDIS and Aged Care Services we are always trying to find ways to improve our service to provide you with the support that you need.

In this edition of the Customer Update there are several articles that highlight the activities we are working on to improve our service outcomes. These include practices around maintaining health and safety; and how we are improving service based on our learnings from recent emergency events and your feedback.

Please read the articles and contact your service manager if you have any questions. As always, I would encourage you to participate in our surveys and focus groups as they are announced.

It is your voice that guides us and helps us design the future.

Enjoy the read.



CONTACTING US

To contact us, please telephone 1800 043 186. Reception is staffed from 8am to 4pm Monday to Friday and a message can be left out of hours, which will be attended to when the office opens.

You can contact your Customer Care Manager during office hours - Monday to Friday from 8.30am to 4.30pm.

CHSP and NDIS Customers

- Andrew Weir – 0436 662 172

Groups

- Janelle Egas – 0436 663 932

Programming/Short Term Accommodation

- Colleen Lonnie – 0459 876 717

Home Care Packages (HCP)

- Feonie Pegler – 0436 656 247
- Leanne Coley – 0436 662 154
- Lyn Cobb – 0409 056 399
- Mark Hearn – 0447 831 306
- Melissa Jones – 0408 804 643
- Shannon Burns – 0419 722 306
- Stefany Stockwin-Wunsch – 0400 288 344
- Victoria Renwick – 0436 656 153

Clinical Care

- Danielle Burgess – 0459 876 721

If an emergency does occur out of hours please do not hesitate to call 000.

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CUSTOMER SURVEY RESULTS

We are pleased to report that the overall results of our Customer Satisfaction Survey have been positive with customers reporting they are happy with Lifebridge and the services we provide. Some questions presented in the survey included:

- The staff providing your services/support have the skills to meet your needs?
95.45 % overall satisfaction
- The Lifebridge staff are caring, kind and respectful?
89.18 % overall satisfaction
- The personal care and/or clinical care services you receive are safe and right for you? You receive the services/support that are important to your health and well-being and they enable you to achieve your goals?
89.09% overall satisfaction
- You are given information that assists you in getting the most out of your services including information on other services available to you?
89.09% overall satisfaction
- You believe Lifebridge services improve your quality of life?
98.18% overall satisfaction
- Overall, you are happy with Lifebridge Australia?
97.27% overall satisfaction
- You are achieving your personal goals?
82.72% overall satisfaction
- You are treated with courtesy and respect?
97.27% overall satisfaction
- You feel confident that Lifebridge takes the correct precautions to maintain a safe environment for all customers during COVID-19?
95.41% overall satisfaction

Areas of improvements identified in the customer feedback included:

- Checking in on a regular basis to see how things are going and by having a 1:1 chat to the individual customer from time to time, to get their opinion.
- Better communication of services available to carers.
- Stressing to the support workers how important it is to wear their masks, booties etc and not to be asked to do so. Especially when they forget.
- Tell all the carer's including the ones sourced out not to park in the driveway or culdersac street. Especially when parking nearby is available. To be on time to the client when they have to check into the office first so times don't overlap. To fully update clients records for the carer's. Emphasize with all carer's- NO SMOKING.
- Gardening when available.
- More focus on a healthy way of life. The importance of exercise and healthy eating. Maybe a weekly exercise challenge and a handout of a healthy food fact/recipe. Encourage healthy eating when not in my care.

CONGRATULATIONS

Congratulations to our customer Kerry who was the lucky winner of the \$100 Gift Card for participating in the Customer Satisfaction Survey.

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ROSTERING



As we have previously reported, Lifebridge has been working on new team rosters that are geographically based and have customers at the centre of the team.

This team based model will provide increased continuity of service when a staff member is on leave or if they leave the organisation. It is important that continuity of service does not rely on a single worker. When people are on leave you need to have the confidence to accept a replacement worker that you are familiar with and who you know understands your requirements. This is particularly important with the staff shortages associated with COVID-19 and flu infection.

Having a team of workers that support you is also important for safety and well-being. The NDIS have made it a ruling for registered providers that a customer should have more than one key support worker supporting them. This ensures integrity and excellence in service delivery is maintained and monitored by several people. It helps prevent any unethical work practices from going undetected. This ruling is also being considered for Aged Care.

The new rostering system will also have increased benefits for employees. It will move them toward full time employment based on their availability and provide them with more stable, consistent work. It is also an opportunity for local people to support local people. This is what true community is all about and what gives meaning and purpose to many.

We still aim for 1st July 2022 to have the new rosters in place and people beginning the transition process.

We acknowledge that for some customers there may be a disruption to their roster. When you are contacted by your care manager or other members of staff we ask that you keep an open mind and focus on the benefits that this new rostering system can bring.

STAY AT HOME PROGRAM

We have been informed that there will be changes to the aged care system beginning 1st July 2023. We are also anticipating a review and changes to the NDIS.

We also know from the activity prior to the election that there is a real effort to try and align the rules, regulations and some work practices around the NDIS and Aged Care.

Whilst the changes are still under design, what we do know is that the Community Home Support Program (CHSP) and the Home Care Package Program (HCP) will be moved over to one new program – The Stay at Home Program (SAH).

Everyone who is in the aged care system at the time of transition will maintain their current level of service.

Once we know who will be in government and what their intention for change is we will let you know. As your service partners we will work with you and help you through any transition.

That is the benefit of working with a registered provider – we will inform and work with you around the reform changes.

As more detail becomes available, we will organise focus groups and advisory groups to guide the development and future of Lifebridge.

We can also let you know about any changes and how they will affect you.



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IMPROVEMENTS TO OUR SOCIAL AND COMMUNITY PARTICIPATION PROGRAMS

You may have noticed in the Lifebridge May 2022 Activities Calendar that we are starting to implement some exciting new changes to our groups.

These changes are in response to the closure of the Murwillumbah Community Centre for repairs after the floods. As the Community Centre will be closed for an extended period we have had to adjust our programs and locations. It is also in response to changing numbers and people's interests.

All of the current programs that we provide will remain, with some adjustments to ensure we are meeting all of our customers NDIS goals. You will note that some of our groups have been blended, this has been done to continue existing programs but also to meet changing group numbers.

Some of these changes commenced over the past few weeks and will be coming into consistent weekly programming as of 17th May 2022.

Below is a table with the old group names and what they will be called moving forward:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Old Name	Games Group	Art and Craft	Girl Power	Us the Band	Sports Club	1st Sat Month Mystery Tour	Sunday Sessions
	Cooking Group	Active Living	Active Social Group	Social Club			
		Fishing Group					
New Group	Health & Wellbeing	Creative Relationships	Social and Community Sailing	Lifebridge Bowling League	Active and Social Sports Club	1st Sat Month Mystery Tour	Music and Culture
	Cooking, Independent living skills, games.	Morning activity, community activity and morning tea followed by creative art and craft afternoon	Sailability, building friendships, increasing physical fitness and abilities and increasing social skills.	Actively participating in our community. Being a member of a team. Building friendships and social skills.	Participate in a variety of sports and social sporting events in your community.	Mystery bus tour with a new theme each month. Exploring opportunities in your community within a supportive group.	Playing in US the Band, learning an instrument, singing, listening to music and playing at or attending live music shows.

If you have any questions or would like further details please do not hesitate to contact the Lifebridge Community Services Team of Andrew, Colleen or Janelle on 1800 043 186.

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NDIS QUALITY AUDIT

The NDIS Quality and Safeguards Commission (NDIS Commission) provides independent regulation to monitor the safety and quality care delivered to participants by ensuring that the providers delivering support and services are meeting the NDIS Practice Standards and NDIS Provider registration requirements.

Registered providers, such as Lifebridge are required to undertake an audit against the applicable NDIS Practice Standards as part of the NDIS Commission's registration requirements.



What are the NDIS Practice Standards?

The Standards are a nationally consistent approach to the delivery of safe and quality services. All registered services are required to comply with the National Standards.

The NDIS Practice Standards consist of a core module and supplementary modules that apply according to the types of supports and services NDIS Providers register and deliver.

The Core module covers:

- Rights and responsibilities for participants
- Governance and operational management
- The provision of supports, and
- The provision support environment

It is an important process to monitor how we are travelling with regards to our customer and staff engagement, governance, policies, procedures and meeting our customer's needs.

Lifebridge had its NDIS audit on Tuesday, 17th May 2022 and Wednesday, 18th May 2022 and even though we have not received the final reports as yet, the verbal feedback has been extremely positive.

From the NDIS audit there will be areas that we will need to improve upon before our surveillance audit but there has been no major noncompliance detected. There were ideas and suggestions for improvement from the auditors that will also assist aged care and help in the preparation for the aged care audit.

It has been an extremely beneficial process for the entire organisation.

Our customers gave extremely good feedback (some ideas for improvement which is welcomed) but generally expressed their appreciation and support for everything that Lifebridge does to assist them.

Overall an extremely successful time. I want to thank each and every one of you for the part that you have played in this success.

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COMING SOON



The Lifebridge Bowling League and 'Footy Heads'.

A range of brand-new activities for all our Lifebridge Sport's lovers. Interested in the gentle game of 10 Pin Bowling commencing on a Thursday at Tweed Heads, attending a regular Live NRL or AFL footy game? Come on Lifebridge Sports and Culture Lovers 'Too much sport and culture is barely enough!'

Call Colleen or Janelle on 1800 043 186 for more information.

LIFE'S GREAT MYSTERIES

The Lifebridge Mystery Tours will continue right throughout 2022 on the first Saturday of every month. Travelling to places unknown, with great mystery, trivia, and much frivolity. Sign up now and find out the answers to 'Life's Great Mysteries' by contacting Janelle on 1800 043 186.

A highlight below from the last mystery tour, which was a boat cruise along the Gold Coast waterways.



COVID-19 UPDATE

Thankfully the COVID-19 vaccines appear to be doing their job. However, we should not forget that COVID is still circulating through the community with serious consequences for some.

At Lifebridge we continue implementing our COVID Safe practices. Masks are still a requirement and of course staff are not permitted to come to work if they have COVID. It is also mandated through the NSW Public Health Order that employees of an aged care or disability service who are a close contact to someone with COVID-19, must isolate from the workplace for 10 days.

Lifebridge is currently experiencing high levels of unplanned leave due to COVID, Influenza and other illness. This is significantly impacting our rosters and ability to deliver service as we would normally. I have heard your concerns about lack of consistency and the need for a more stable roster. Working with such high staff absences has made it difficult to provide the stability and consistency that you need and want. I thank all those who have been impacted for your patience and understanding.

We are responding to the situation as quickly as possible and trying to minimise any disruption. Management is recruiting and inducting new members of staff to address staff absenteeism and to provide more consistent, permanent rosters for everyone.

We are also intending to begin transition to the new team based roster by 1 July 2022. The introduction of the new team rosters should increase the capacity of workers and provide better consistency as you will be familiar with the team assigned to your area.

We do anticipate that staff absences due to illness will increase over the coming months as we enter Winter and the traditional flu season. This means that the benefits of the initiatives we have been working toward and implementing may not be realised until after the winter flu, cold and COVID season has passed.

Lifebridge thank you for staying on this journey with us and we look forward to a time of greater stability. As always, your ideas and thoughts are always welcome.

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COVID-19 WINTER VACCINE DOSE

The expert Australian Technical Advisory Group on Immunisation (ATAGI) recommends an additional COVID-19 vaccine dose before Winter for vulnerable groups considered to be at most risk from serious disease, hospitalisation or death from COVID-19. The recommended COVID-19 Winter vaccine dose is to bolster vulnerable peoples' protection against COVID-19 over the winter season.

ATAGI recommends a COVID-19 Winter dose for people who received their initial booster dose 4 months ago and who are:

- aged 65 years and older
- residents in aged care or disability facilities
- Aboriginal or Torres Strait Islander and aged 50 years or older
- severely immunocompromised.

The recommended COVID-19 Winter doses are voluntary and only recommended for those groups considered by ATAGI to be at most risk of severe illness from COVID-19. While first, second and booster doses of a COVID-19 vaccine are mandatory for in-home and community aged care workers in the ACT, NSW, NT, SA, TAS and WA, the recommended winter dose for vulnerable groups is not mandatory.

Lifefridge would also like to ensure you that all our community support workers are up-to-date with their COVID-19 vaccination, including booster doses as mandated, in accordance with New South Wales public health directions.

Co-administration of COVID-19 Winter dose and annual flu vaccination

As occurs in the winter months, it is anticipated this year Australia will see an increase in respiratory viruses such as influenza, as well as in COVID-19 cases. ATAGI advises that COVID-19 Winter doses can be administered at the same time as the annual flu vaccination.

To stay informed about the vaccine program for aged care, you can:

- subscribe to our COVID-19 vaccines update
<https://www.health.gov.au/using-our-websites/subscriptions/subscribe-to-covid-19-vaccines-updates>
- view translated information
<https://www.health.gov.au/initiatives-and-programs/covid-19-vaccines/translations>
- call the National Coronavirus Helpline on 1800 020 080, and ask for an interpreter if needed.

Assistance from Lifefridge to book in and receive a COVID-19 Vaccination

Unspent funds can be utilized from a Home Care, CHSP or NDIS Package to engage a Lifefridge community support worker to assist our customers to book in for their COVID-19 vaccinations.

If you need assistance to book in and receive your COVID-19 vaccination, please do not hesitate to contact your Care Manager or call our reception on 1800 043 186.

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TELEPHONE INTERPRETERS

If you are more comfortable having a conversation in a language other than English, you can use the Translating and Interpreting Service (TIS).

TIS is available 24 hours a day, 7 days a week and is accessible from anywhere in Australia for the cost of a local call on 131 450. TIS can translate in more than 100 languages.

When you call TIS, an operator will ask you what language you need. Tell the operator in English the language you speak. The operator will then connect you with an interpreter who speaks your language.

You may need to wait on the line for an interpreter who speaks your language.

Once you are speaking with the interpreter, explain to them that you would like to contact Lifebridge Australia on 1800 043 186 and the interpreter will call for you.

Once Lifebridge Australia answers the phone, the interpreter will interpret your conversation.

For further information go to:
<https://www.tisnational.gov.au/en>

CARER'S GATEWAY

Need to talk?

If you are in crisis, anxious or depressed and want to talk with someone you can call Lifeline on **13 11 14**.

Lifeline also have a Kids Helpline for people aged 5 to 25 - **1800 55 1800**.

Emergency Respite

If you suddenly find you can't provide care, for example if you become ill or injured, you can call Carer Gateway for emergency respite.

1800 422 737
24 hours a day, 7 days a week

13 YARN



13YARN [Thirteen YARN] is the first national crisis support line for mob who are feeling overwhelmed or having difficulty coping.

They offer a confidential one-on-one yarning opportunity with a Lifeline-trained Aboriginal & Torres Strait Islander Crisis Supporter who can provide crisis support 24 hours a day, 7 days a week.

13YARN empowers our community with the opportunity to yarn without judgement and provide a culturally safe space to speak about their needs, worries or concerns.

If you, or someone you know, are feeling worried or not good, we encourage you to connect with 13YARN on **13 92 76** (24 hours/7 days) and talk with an Aboriginal or Torres Strait Islander Crisis Supporter.

About 13YARN

13YARN is an Aboriginal & Torres Strait Islander crisis support line funded by the Australian Government with the support of Lifeline and developed in collaboration with Gayaa Dhuwi (Proud Spirit) Australia. It is run by Aboriginal and Torres Strait Islander people.

13YARN have co-designed this line using Lifeline expertise with several Aboriginal mental health professionals including NACCHO, Black Dog Institute Aboriginal Lived Experience team and the Centre for Excellence in Suicide Prevention along with input from Torres Strait Islander, remote, regional, and urban peoples with lived experience.

They work to explore options for ongoing support and community members will always be reassured they will be connected to another Aboriginal and Torres Strait Islander person who will understand where they are coming from and value knowing HOW to listen, without judgement or shame.