

# STAFF UPDATE

APRIL 2022 - LIFEBRIDGE AUSTRALIA LTD



## MESSAGE FROM THE CEO - BRONWYN MITCHELL

As I am sure many of you are aware, we are undergoing a NDIS audit that is part of the recertification process. This is an important milestone because it determines whether we remain a registered provider under the NDIS. Over the years I have often contemplated the pros and cons of being registered. It would certainly make life a lot easier to be unregistered. It would lower our administration costs and it no doubt would lessen the rules, regulations and reporting requirements that we ask you to adhere to.

However, is this what we want? Lifebridge has always been an organisation that has been accountable and aspired to delivering to a standard beyond expectation. Often, when done mindfully, the processes and actions that we take to record and report are the tools that help us reach this level of excellence. It highlights where the gaps are, what works and what doesn't and what the improvements to keep growing are.

Being registered also means we can accept those customers that are considered higher risk and others often overlook. Our systems and processes help provide the safety net that provide integrity and safety to all that we do. This keeps everyone safe. That is why we have policies and procedures and systems for incident reporting, complaints, compliments, and ideas for improvement. This is also the reason that I am always encouraging each and every one of you to engage with the process. Any organisation that does not continually evolve and change will not survive in today's environment.

At Lifebridge our Vision is to see independence and inclusion for the aged and people with a disability in our community. As we have discussed over the past 12 months, we have better defined the purpose so that it reflects the strengths of the organisation and enables our success in its achievement. Our key focus for new business, is older Australians and people with dementia who are funded through the NDIS, CHSP, HCP or privately funded. Hence our Integration Project to form Lifebridge Community Services.

Most elderly people who require a support service will often develop the need for clinical care or clinical oversight. By maintaining the health and well-being of our customers, we will achieve our mission by maintaining independence and opening opportunities for inclusion.



If we wish to focus on the clinical needs and provide supports to those who are ageing, then we must retain our aged care approved provider status and NDIS registration. This also explains why we need our rules and reporting systems and why it is imperative that you know and understand what these systems are for. Most importantly though, you must use them.

As a Lifebridge champion, you have an important role to play in helping us retain our registrations and achieve the level of excellence that we all aspire to. If you have any questions at all regarding our processes and systems, you should contact your manager or Megan Archer our Quality Officer and ask for guidance. We always welcome questions and the opportunity to support people to grow and learn. You will also be contributing to making Lifebridge a true service of excellence as it will be evolving and improving.

Audits are a wonderful time to showcase all that we do well and to learn about those areas where we can improve. As an organisation that embraces a growth mindset, I look forward to going through this process together and claiming the rewards together.

### 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.

# CUSTOMER SURVEY RESULTS

APRIL 2022 - LIFEBRIDGE STAFF UPDATE

## CUSTOMER SURVEY RESULTS

We are pleased to report that the overall results of Customer Satisfaction Survey have been positive with customers reporting that they are happy with Lifebridge and the services we provide.

Some questions presented to our customers 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.

### Staff Shortages

Lifebridge is currently experiencing high levels of unplanned leave (Covid, Influenza, Isolation/Quarantine and Injury) which is significantly impacting our ability to deliver service.

Please be advised no additional requests for annual leave (to be taken in the next 6 weeks) will be approved at this time.

Please let Rosters know if you have any additional availability during this time to backfill team members who are unable to attend work.

Lifebridge encourage all staff to receive their Influenza Vaccination during May.

# BUSINESS SERVICES NEWS

APRIL 2022 - LIFEBRIDGE STAFF UPDATE

## WELCOME & GOODBYE



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

- Julie Fergusson
- Scott Wolfe
- Wendy Blades

During the month of April we said goodbye to:

- Maria Van Vliet
- Robin Franks
- Tamara Gillard
- Elisio Tagidrau
- Jennifer Maginnis
- Catherine Graeme-Cook

## CONGRATULATIONS

to the following staff and volunteers who celebrated their five (5) years and over work anniversaries during April, 2022.

- Robyn Proellochs - 8 years

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

## RECEPTION HOURS CHANGE

Please be advised that our reception hours have changed.

Reception will now be manned from 8am to 4pm (Monday to Friday).

The office will still be open until at least 4.30pm (Monday to Friday).

Please also let your customers know of this change - we will be communicating the new hours in the upcoming Customer Update also.

## FIRST AID AND CPR TRAINING

Lifebridge have engaged Pacific Coast First Aid to conduct First Aid/CPR training for all current Lifebridge Community Support Workers. First Aid/CPR training is a one day program (approx. 6 hours) including assessment. Those who successfully complete the course and assessment will be issued a certificate for the following qualifications:

- First Aid (HLTAID00)
- CPR (HLTAID001)

Pacific Coast First Aid will run one program for Lifebridge with a maximum of 25 participants on Saturday, 4th June, 2022 starting at 9.00am. The training will be conducted at Kingscliff Cottage.

Provide CPR will run for the first two hours, so anyone that needs their CPR refresher training can join for this part. Those who are completing the First Aid as well as the CPR can stay on until approximately 3.00pm to complete the First Aid training component. Please note the following:

- First Aid accreditation is a new requirement for all community support workers under the revised CHSP Program Guidelines. All Community Support Workers across the industry providing supports under the CHSP program, will be required to attain and maintain currency in First Aid & CPR.
- Lifebridge will provide First Aid/CPR training for all current support workers. First Aid/CPR accreditation will become an employment prerequisite for all future Community Support Workers.
- Wages will not be paid to staff who nominate to attend the one day First Aid/CPR training program.
- Support staff unable to attend a program on either the 4th June, 2022 will be responsible for sourcing, enrolling and completing an accredited course by 30th June, 2022.
- Ongoing accreditation in First Aid will be the responsibility of the staff member.
- With the exception of Lifebridge's nominated First Aid Officers, staff who attain their First Aid Certificate are not entitled to the First Aid Allowance as per the terms and conditions of the SCHCADs Award.

**Enrollment** - to enroll in the Lifebridge sponsored course on Saturday 4th June – please send your nomination to [emma.payne@lifebridge.org.au](mailto:emma.payne@lifebridge.org.au).

The program will be closed once we have reached the maximum of 25 participants. If you are currently qualified in First Aid and CPR – please send a copy of your certificate to [human.resources@lifebridge.org.au](mailto:human.resources@lifebridge.org.au)

# PAYMENT FOR TRAINING

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## PAYMENT FOR TRAINING

Community Support Staff are entitled to reimbursement of 10 hours pay (at ordinary hourly rate) for the successful completion of the following modules:

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



Please note that you do not need to email your ELMO completion certificates to HR as we can view this in the back end of the system. The necessary certificates will be uploaded to your HR file. If you are having any troubles with logging into ELMO, please contact Denyelle Drury, Communications and IT Officer on 0436 656 125 for assistance.

- [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.

- [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.

# POSITIONS VACANT

APRIL 2022 - LIFEBRIDGE STAFF UPDATE

## 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 29th May 2022.

## SEEKING VOLUNTEERS



We would love to hear from people living around the Tweed Heads region interested in volunteering for a few hours each week on an ongoing basis.

Working alongside our experienced team members we have the following opportunities available:

### **Volunteer Kitchen Assistant - Thursday's 10.00am to 2.00pm**

Based at our Kingscliff Cottage you will be responsible for preparing meals (lunch, morning and afternoon tea) for small groups of customers attending activities in the community. You will have experience in meal preparation and safe food handling.

### **Volunteer Social Support Group - Wednesdays or Fridays 9.00am - 4.00pm.**

Assist our Support Workers in facilitating small group activities out in the community including picnics, BBQ's and visiting local venues.

### **Volunteer Social Support Group / Arts & Crafts - Tuesday 8.30am - 4.00pm.**

Assist our Support Workers in facilitating a creative group of customers with active living, arts and crafts.

### **Volunteer Handyman/Gardener - Flexible for 2- 4 hours per week.**

Provide general maintenance and garden upkeep at our Kingscliff Cottage.

Lifebridge is an equal opportunity employer and we encourage those of Aboriginal and Torres Strait Islander descent to apply.

If you know of anyone who would be interested in volunteering with us please ask them to apply through the [SEEK](#) volunteering site or to contact Janelle Egas on 1800 043 186.

# COMMUNITY SERVICES NEWS

APRIL 2022 - LIFEBRIDGE STAFF UPDATE

## VACCINATION BOOSTER



Based on the current legislation (Public Health (COVID-19 Care Services) Order (No 4) 2021) all staff working in Aged and Disability Services must receive their COVID-19 Booster by 31st May 2022 to continue working in the sector

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.

### 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.

## INTEGRATED TEAMS/LOCATION BASED MODEL

As presented in the last two All Staff Meetings, Lifebridge continues its transition to our new service delivery model whereby staff provide service to customers across all service types and funding streams in a geographical location. The key objectives of this new model include:

- A reduction in gaps and travel time for our staff hence maximising service delivery and income within agreed staff availability.
- Creating a team of community support workers around a customer within their geographical location to provide continuity of service when a staff member is on leave.
- Meeting all our obligations under the SCHCADS Award which has been amended by Fair Work and effective 1st July 2022. Key changes include "Minimum Engagement" periods of 2 hours, "Broken Shift Allowance" for unpaid breaks greater than 1 hour (excluding meal breaks) and "Customer Cancellations" providing for redeployment with short notice.
- Ensuring Lifebridge's success and viability in anticipation of the Aged Care Reforms that commence 1 July 2022 and come into full effect 1st July 2023 which will see payment in arrears for hours of service delivery only.

### ROSTERING PROJECT

Over the next couple months the Rostering Team will be reviewing and amending all individual staff rosters to meet the above stated objectives. Staff will transition to a primary geographic location and be rostered to provide services to customers also allocated to this geographic location.

Every effort will be made to make shifts consecutive during the day and hence reduce travel, gaps, broken shifts and provide for minimum engagement periods and breaks. This will create greater efficiencies and maximise income for staff during their availability. In some instances staff may be removed from a current customer service and rostered a shift which makes more sense in terms of location and continuity of work for the day. Where possible and appropriate these changes will be made in consultation with staff and customers.

Please remember that any changes made to your roster have the best interests of staff and customer in mind, ensuring our compliance to the amended SCHCADS Award, pending reforms across the sector and for the success and viability of Lifebridge. Please note that our wonderful Rostering Team will now be allocated and responsible for geographical locations as per the following:

Heather Wright	Sharon Muntelwit	Michelle Young
Banora Point	Tweed Heads	Murwillumbah
Kingscliff	South Tweed Heads	Pottsville
Cabarita	Groups	Byron
	SE QLD	STA - Pottsville House

Please contact a member of the Rostering Team if you would like to help redesign your roster.

# REWARD AND RECOGNITION

APRIL 2022 - LIFEBRIDGE STAFF UPDATE

## CONGRATULATIONS - MONTHLY APPRECIATION AWARDS

A big congratulations to Kylie Windhorst who is the recipient of a Monthly Appreciation Award for April 2022. Kylie was nominated by Lael Osun.

I work with Kylie in the Cottage on Tuesdays and among other qualities I very much appreciate Kylie's artistic talent. Kylie's flair for creativity has led to a number of Cottage decoration projects which have been fun and engaging for customers and also uplifting for anyone who might come along and view them.

For example, anyone who entered the Cottage this past December would have taken in the handmade Christmas tree ornaments made by the Tuesday 'All In' group. These were Kylie's idea and the group really enjoyed constructing them.

During February 2021 and February 2022, colourful hearts appeared adorning the Cottage walls. These displays are too pretty and festive to remove and they receive ongoing compliments. Hearing the compliments makes group participants proud. These are just two of the many art forms Kylie has inspired Cottage groups to create.

I also appreciate working with Kylie as a team partner in the Tuesday group because she contributes greatly to a harmonious atmosphere within the group even when this equilibrium is challenged by disrupting behaviours. For example, some time ago a new participant joined the Tuesday 'All In' group who exhibited anxious and very vocal behaviour which was disturbing to other group members.

My open ear and reassurances did little to calm the participant's emotions. Kylie brilliantly began engaging with the participant by leading her in simple movements in time with the songs the group were singing. This was like magic before my eyes. The customer went from exhibiting extreme anxiety and repeating emotionally charged fragments of sentences to waving arms happily, with a smile on her face! I observed in that moment, the customer being 'invited' back into her body and the present. As this happened the feeling in the whole room lifted. Since then this way of inviting this person back into her body through movement, has continued to lead to a calmer and happier customer who is more present and engaged with her surroundings.

There are many other positive qualities I could continue to elaborate upon though these examples might end up spanning a few pages! To keep this short I will list one more example of Kylie's dedication as a team player. Kylie enthusiastically shared how she applied for the temporary receptionist position to help out while Emma was on holiday. Kylie added at the time, that she keenly likes to learn new and different skills and ways of contributing in any organisations in which she works. As I observed Kylie in the receptionist position (I walk through the office at various times on Tuesdays and Fridays when I work in the Cottage) I noted how focussed and at the same time buoyant she appeared. I reflected on what she'd said about enjoying learning new skills and her sentiment rang true. At the same time, Kylie didn't forget her Tuesday 'All In' group participants! Kylie showed great care for them by spending her lunch break with the Tuesday 'All In' group joking and adding fun and liveliness. The 'Club' members were, by the way, very glad to see her!

Not only that, when Janelle was away for a week and there were no volunteers to help out in the kitchen, Kylie again appeared during her lunch breaks and washed the dishes that had been building up. Kylie spent a great deal of her lunch breaks washing dishes and putting them through the sanitizer. Kylie saw the need and responded without needing to be asked. I call that going the extra mile and an example of excellent team leadership and partnership!

Kylie 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)



# EMPLOYEE ASSISTANCE

APRIL 2022 - LIFEBRIDGE STAFF UPDATE

## EMPLOYEE ASSISTANCE - FREE PHONE COUNSELLING SERVICE

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

Lifefridge'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/>



## TRIVIA FUN

1. What was the name of the Robin Williams film where he dresses up as an elderly British nanny?
2. In which ocean is the Bermuda Triangle located?
3. What fictional city is the home of Batman?
4. Which bird is often associated with delivering babies?
5. What group of animals is known as a "flamboyance"?
6. What is hummus made from?
7. What has a gravitational pull so strong that light cannot even escape it?
8. What astrological sign's symbol is a crab?
9. Which popular 80's female rocker had the hit single "Hit me with your best shot" and has recently been inducted into the Rock and Roll Hall of Fame?
10. Anne Frank and her family hid in an attic during WWII. In which city was there hiding place?

## WHO AM I - Australian Celebrities

I was born in January 1943 in Victoria and I grew up with my grandmothers in Quambatook. I have two younger brothers and I went to school with country singer, John Williamson. I was raised with the traditions of the Church of England. In 1954 I was ejected from a certain tour for being "too enthusiastic". I started writing for a newspaper in July 1966 and learnt about the recording process also in 1966. I became involved in a number of artists releases, including a Masters Apprentices' single.

In 1968 I relocated to London, reporting in Go-Set on The Groop. I signed Peter Andre, Jo Beth Taylor and Indecent Obsession. I was the presenter of the ARIA Music Awards in 1988. My trademark is a cowboy hat.

I am a popular music critic, journalist, record producer and musical entrepreneur. I was also the talent co-ordinator, on air interviewer and music news presenter on the program Countdown.

I am .....



# WELLNESS TIPS

APRIL 2022 - LIFEBRIDGE STAFF UPDATE

## SELF CARE AFTER A TRAUMATIC EVENT

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

Traumatic events involve situations that are either life-threatening or have the potential for serious injury, such as physical or sexual assault, natural disaster, war, or a serious accident. Most people will experience at least one of these types of events during their lives.

After a traumatic event, you might experience strong feelings of fear, sadness, guilt, anger, or grief. You might find it hard to cope and it might take a while to come to terms with what has happened. Generally, these feelings will resolve on their own, and with the support of family and friends, you will recover. This fact sheet will provide you with some ideas to help you manage in the days and weeks after a trauma.

Recovery after trauma doesn't mean forgetting your experience or feeling no emotional pain when remembering it. Recovery means becoming less distressed and having more confidence in your ability to cope, as time goes on. Even if you don't feel like it, try to do some of the things suggested below. They might help you to come to terms with the traumatic event you experienced and reduce some of the distress associated with it.

- Recognise that you have been through an extremely stressful event and that you will have an emotional reaction to it. Give yourself permission to feel rotten, but also remember your strengths – even though it's tough, you can deal with it.
- Look after yourself by getting plenty of rest (even if you can't sleep), regular exercise, and by eating regular, well-balanced meals. Physical and mental health are closely linked, so taking care of one will help the other.
- Cut back on tea, coffee, chocolate, soft drink, and cigarettes. Your body is already 'hyped up' enough, and these substances will only add to this. Try to avoid using drugs or alcohol to cope, as they can lead to more problems in the long term.
- Make time for relaxation – whether it's listening to music, taking a bath – what-ever works for you. It might be helpful to learn a relaxation technique like meditation, yoga, progressive muscle relaxation or breathing exercises.
- Structure your days and try to schedule at least one enjoyable activity each day. Try making a timetable for each day, including some exercise, some work and some relaxation.
- Resume your normal routine as soon as possible, but take it easy. Don't throw yourself into activities or work in an attempt to avoid painful thoughts or memories about the trauma. Tackle the things that need to be done a bit at a time and count each success.
- Try not to bottle up your feelings or block them out. Recurring thoughts, dreams, and flashbacks are unpleasant, but they will decrease with time.
- Avoid making major life decisions like moving house or changing jobs in the days and weeks after the traumatic event. On the other hand, make as many smaller, daily decisions as possible, such as what you will eat or what film you'd like to see. This can help you to feel more in control of your life.
- Spend time with people you care about, even if you don't want to talk about your experience. Sometimes you will want to be alone, and that's OK too, but try not to become too isolated.
- Talk about your feelings to other people who will understand if you feel able to do so. Talking things through is part of the natural healing process and will help you to accept what has happened. As you start to feel better, you may even wish to provide support to others who have been through similar situations.
- Write about your feelings if you feel unable to talk to others about them.
- Keep informed of the facts through media and other information sources, but don't overdo it. Try to avoid repeated viewing of disaster or trauma scenes.
- Give yourself time to re-evaluate. A traumatic event can affect the way you see the world, your life, your goals, and your relationships. Again, talking this through with others might help.

# THE BACK PAGE

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## WORK, HEALTH AND SAFETY MEETINGS



The next WHS Meeting will be held on Tuesday 14th June, 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)
- [Amanda.Chadwick@lifebridge.org.au](mailto:Amanda.Chadwick@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 - FEBRUARY/MARCH EDITION

1. Did you know in the 10th century the average cost was around 100 pounds?  
**For building a castle**
2. What famous music artist released the album "Before the Flood" in 1974?  
**Bob Dylan and the Band**
3. How many wickets did Shane Warne take in his International Test Career?  
**708**

