



# STAFF UPDATE

JULY 2022 - LIFEBRIDGE AUSTRALIA

Check out what's been happening lately on our socials



## MESSAGE FROM THE CEO



One of the key legislation changes happening in aged care and the NDIS is around governance practices.

Now before you do the collective eye roll let me explain something interesting.

Part of governance is tracking the trends that happen in the organisation.

Did you know we now have reports that can drill down and tell us on what day and at what time we have the most incidents.

This is important data because if we understand why that is happening it helps us keep you and our customers safer.

In the world of governance, this is exciting information, and we hope to be posting this data in the future so you can also see what is happening.

We also collect the reports that come from CILs and analyse any trends in process that may be failing the company and impacting our effectiveness and efficiency.

Without a doubt the biggest negative trend we have at the moment is communication. Internal and external.

Let me explain.

Over the past quarter we have recorded 60 complaints of process failure where the root cause was around nonresponse to phone calls, emails, face to face questions and failing to carry out a directive without response.

50 of these came from our customers and 10 from internal complaints.

Please note, these are only the complaints that have been lodged.

There is a theory that says for every complaint you get, multiply it by 26.

Therefore, using this theory Lifebridge has received 1,560 complaints over the past quarter all about people "ignoring" them and not responding.

This has now become endemic across the organisation at all levels.

We have staff not responding to customers, staff not responding to staff, and staff not reading, responding to, or following directives that have been communicated.

All resulting in people feeling frustrated and unhappy, with some leaving the company and others escalating their concerns to higher authorities.

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# MESSAGE FROM THE CEO *continued*

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I don't want to get hysterical here, but we must be able to communicate more effectively or we will be left behind.

Every survey, every research paper you read clearly shows that customers are willing to pay extra, accept mistakes and will stay loyal to the company if the customer service is excellent.

We are all customers of Lifebridge. We all want to work for and be serviced by the provider of choice, but we all must do better.

Reading and acting upon information that is sent to you, picking up the phone and talking to someone, sending an email, having a face to face chat, even sending a text is not hard to do and can save you so much time.

Many big things start very small and with a simple conversation, big things can often be avoided.

In this edition of the staff update you will see that the communication policy has been included.

Please read it and familiarise yourself with it but most importantly review the response table - addendum 1. This is a new addition.

Policies are enforceable and failure to follow policy may result in a formal performance conversation. As always, I welcome feedback to these changes and how we can improve our policies and our services.

Bronwyn



## Communication Tips

Do you want more information on how you can learn to communicate more effectively?

If you click on the image above, you will be directed to a YouTube video called 'Communication - Basics and Importance'.

In this video you will learn what communication is and the importance of communication and how you can improve your communication skills to have better personal and professional relationships.

The video also talks about the 7 C's of communication which are:

1. Clear
2. Concise
3. Concrete
4. Correct
5. Coherent
6. Complete
7. Courteous

We also welcome your thoughts on how you think we can, as an organisation, communicate better by emailing:

[communications@lifebridge.org.au](mailto:communications@lifebridge.org.au)

# WELCOME TO THE LIFEBRIDGE TEAM

welcome

A big, friendly welcome to the following staff members who joined the Lifebridge Team during the months of July 2022.

- *T'Keyah Lambert*
- *Tiana Whitlam*

We are happy that you have decided to join us and hope you all feel very welcome in your new roles.

# CONGRATULATIONS AND THANK YOU



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

- *Bronwyn Mitchell - 23 years*
- *Patricia Nicols - 10 years*

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

# GOODBYE - WISHING YOU WELL

During the month of July 2022 we said goodbye to following staff members:

- *Krystal Cook*

We wish them well in their future endeavours.

# BUSINESS SERVICES NEWS

## Feedback, Focus and Discussion Meetings



Building upon the staff consultations that were held 12 months ago, managers will be engaging in annual meetings with every Community Support Worker.

This is an opportunity for a two way conversation and Managers will be gathering information from customers and other sources to provide real acknowledgement and feedback.

The discussion will also consider how Lifebridge can improve as an employer and areas where you and the organisation may be able to improve service delivery.

What can we do as a team to create a work environment that has true meaning and purpose for employees and customers?

These meetings will be conducted throughout the month of July and August.

A manager will contact you and book in a meeting time.

Once the meeting has been conducted payroll will be notified and you will be paid an additional hour as a consultation reimbursement.

This is an opportunity for meaningful engagement and exchange of ideas and feedback so think about what you would like to add to the discussion.



## GETTING TO KNOW THE BUSINESS SERVICES TEAM

### **Denyelle Drury** **Communications and IT Officer**

Denyelle started at Lifebridge on 18th March 2002 in the role of receptionist/administration assistant.

Over the years Denyelle has performed various roles in the organisation including Rostering Officer, Administration Team Leader, Quality Officer and her current role as Communications and IT Officer.

Previously, Denyelle worked for the local Member of Parliament, Mick Clough, MP (now deceased) in her hometown of Lithgow.

Some of Denyelle's favourite ways to spend time off is indulging with good food and wine, taking photographs, Netflix binges, motorbike riding, discovering new places, listening to music and travelling.

Denyelle also enjoys spending quality time with her partner and her very spoilt cat, Cody.



# BUSINESS SERVICES NEWS

## Professional Behaviour and Communications



Whilst we understand and appreciate the high levels of concern all staff are experiencing as we tackle through Covid, winter colds and flu's, flood damage, added external and financial pressures and ongoing workplace changes and adjustments, we must remember to maintain professional communications and professional behaviours towards our colleagues, staff, customers and families.

When we are feeling anxious, stressed and overwhelmed it is often the case that we lash out or express our concerns to others which in turn creates further anxiety and upset to them.

Please remember we are all trying to do our best every day and be mindful that what you say may have a significant negative impact on others.

Can I ask that you review the following excerpts from Lifebridge policies and procedures regarding maintaining professional communications and behaviours towards Lifebridge, our colleagues, customers and their families.

If you are struggling with any issues, please raise them with your Departmental Manager or Human Resources and we will do our best to support and assist you at this time.



## Professional Communications

*(Pol HRM 04 Professional Behaviours)*

- Lifebridge representatives will not bring the name or reputation of Lifebridge into disrepute, either through action, written or verbal comment.
- All communication with Lifebridge representatives will be in accordance with the company's values of professionalism, respect and integrity.
- Lifebridge representatives must treat all information pertaining to staff, customers, carers and their families privately and confidentially.
- Lifebridge representatives are not permitted to engage in mean spirited, negative, critical and / or derogatory workplace communication about other staff members, customers, carers or their families.
- Communications, including performance feedback, will be provided in a professional manner maintaining respect, dignity and confidentiality for the parties involved as per Lifebridge policies and procedures.

# BUSINESS SERVICES NEWS

## Professional Behaviour and Communications...



### Non-Disparage (Employment Contract)

The Employee will not take any action that negatively impacts on Lifebridge, its reputation, services, management, or employees.

### Negative Workplace Gossip (SO 39)

Mean-spirited or negative workplace gossip can be detrimental to the person or organisation that is the topic of conversation.

Workplace gossip may be written (emails) or verbal (conversational). Certain forms and content of “gossiping” may be viewed as workplace harassment and bullying.

Lifebridge has an obligation to ensure that this type of behavior is addressed and eliminated in the workplace.

### What does Negative Workplace Gossip look like?

- Communicating in a derogatory fashion about a staff member, volunteer, customer, contractor, carer or family member.
- Making negative or mean-spirited comments to others about a fellow employee, customer or other Lifebridge representative.



- Inappropriate and unprofessional conversations about others including their personal or professional attributes, competency, personal life, work performance or behaviors.
- Breaching another person’s privacy and confidentiality.
- Casting dispersions about a staff member or customer which may be hurtful, disparaging, defamatory or cause harm to their health and wellbeing.

### Impacts of Negative Gossiping

- Increased conflict,
- Loss of productivity,
- Anxiety, stress and bad will,
- Decreased morale and motivation,
- Increased staff turnover,
- Loss of reputation,
- Loss of current and potential customers,
- Decreased wellbeing and workplace safety,
- Lack of trust and respect,
- Divisiveness between staff and leadership,
- A “toxic” work environment

# BUSINESS SERVICES NEWS

## Professional Behaviour and Communications...



### Harassment and Bullying

Staff will not engage in any behavior that is directed at a person or group of people which, because of its severity and/or persistence, is likely to create a hostile or intimidating environment and detrimentally affect a person's participation in employment or education.

Harassment is determined by reference to the nature and consequences of the behavior, not the intent of the initiator, and occurs in circumstances where a reasonable person would have expected the behavior to be offensive, humiliating or intimidating.

### Lifebridge Values

All staff, customers and their families will be treated with respect, professionalism, integrity, trust, and excellence.

### Actions to Eliminate Unprofessional Communications in the Workplace

All staff are responsible for adhering to Lifebridge policies, procedures and terms of employment which specifically discourage behavior and communication which may be considered harmful to the organisation, its staff, volunteers, customers and families.



- Be a good role model and don't engage in negative, critical and derogatory communication – walk away, be assertive or change the subject.
- “Call out” the inappropriate communication.
- Escalate any areas of concern by speaking professionally with your Manager or Human Resources.
- Explain to the offender the detrimental impact of their behavior on others.
- Embrace the Lifebridge Advantage and engage in positive communications.
- Be honest, professional and transparent in your communications.

**“Be an encourager. The world has plenty of critics already.”**



# BUSINESS SERVICES NEWS

## Working with Children's Check Competency



We wish to advise that due to the fact that Lifebridge no longer provide services to children under the age of 18 years, it is no longer a mandatory requirement to hold a Working with Children Check.

Following the expiry of your current Working with Children Check on our files, you will not be required to renew this competency.

## Where's Emma going?



Since advertising the receptionist position, there has been lots of enquiries of concern - where's Emma going? What is happening with Emma?

We are very pleased to announce that Emma is being seconded into a new position for the next six months.

Remaining in the position of Customer Service Officer – Administration, Emma will take on responsibility for daily shift approvals for all Community Support Workers along with monitoring service delivery on a daily basis through the VisiCase Safety Dashboard. Emma will support the Community Services Team in actioning, resolving and escalating customer related requests and issues.

Please join me in congratulating Emma who will be applying her great customer service techniques, systems expertise, attention to detail and problem solving skills to good use in her new role.



Lifebridge are currently recruiting for the following positions.

Further details regarding the positions can be viewed by following the hyperlinks to the SEEK job search website:

### [Junior Receptionist](#)

We are interested in speaking to candidates who would like to develop their reception, administration and customer service skills working in a small friendly office as a member of the business services team.

### [Manager, Community Services \(Aged Care\)](#)

Reporting directly to the CEO, the purpose of this position is to lead Lifebridge in the transition of its current aged care services (CHSP & HCP) to the Support at Home (SAH) service delivery model while continuing to grow the business with new service offerings and business partnerships.

### [Finance Officer](#)

We are interested in speaking to candidates who have a solid finance background and enjoy working in a small cross-skilled finance team. Reporting to the Finance & Administration Manager, the Finance Officer is primarily responsible for processing and administering creditor payments and third party contractor compliance.

# TRANSPORT NEWS

## Lifebridge Vehicles

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Following up from feedback received from our staff survey, Lifebridge went to considerable expense to update several vehicles in their fleet.

It is disappointing to find that these new vehicles are not being maintained to the level that is expected.

Below are some points from the HRM 10 - Motor Vehicle Policy that all staff need to be reminded of:

- Each motor vehicle is issued with a fuel card, which will be assigned to the individual motor vehicle for use with that vehicle and should be stored in the glove box.
- Staff are to ensure that vehicles are fueled above being ½ full.
- Drivers and passengers are not permitted to smoke or consume food or drink, except for water, in Lifebridge vehicles.
- Staff members or volunteers are to ensure any rubbish is removed from vehicles upon completion of use.
- COVID protocols are still in place requiring all vehicles to be wiped down internally after each use and sprayed with antiseptic spray.



Any incident and / or damage to a Lifebridge vehicle, no matter how minor, must be recorded immediately in the Daily Vehicle Inspection Checklist and reported by phone or email to the Finance and Administration Manager to determine any repairs or insurance claim.

You can contact Michelle Kirkland, Finance and Administration Manager on 1800 043 186 or email [Michelle.Kirkland@lifebridge.org.au](mailto:Michelle.Kirkland@lifebridge.org.au)

The full version of the HRM 10 - Motor Vehicle Policy can be found in [Projex](#) - Control Panel - Document Bank - Policies - Pol/HRM 10 - Motor Vehicle Use.

### Projex Login

If you have any trouble logging into your Projex account please contact Megan Archer, Quality Officer or Denyelle Drury, Communications and IT Officer.

# COMMUNITY SERVICES NEWS

## Dress for Success - The Importance of workplace attire

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The major reason why workplace attire and dress codes are important in workplaces is because it represents a visual image and sends a message that the employees are professional.

Lifebridge representatives working directly with customers are required to dress appropriately, in accordance with the customer and activity they are participating in.

Clothes are to be clean and tidy whilst being appropriate to the function and role.

Neat, modest, smart casual, sun-safe attire must be worn.

Shoes are to be enclosed and supported at the front and the heel. Boots and neat, clean sports shoes may be worn if appropriate to the function/role. Soles should be appropriate to the floor surface to be worked on.

**Thongs, crocs or scuffs are not appropriate footwear.**

Clothing or tattoos that display racist or inappropriate messages, that may reasonably be considered offensive, must not be worn or displayed at any time.



Any jewellery worn must meet workplace health and safety and infection control standards.

Excessive body piercings may be considered inappropriate and/or unsafe and may be required to be removed or covered.

Nails should be clean and kept at a reasonable length when working with customers. Hair must be clean, neat and tidy.

Lifebridge representatives and/or customers may be allergic to the chemicals in perfumes, deodorants and make-up, so these substances must be applied with restraint.

There may be exceptions to these guidelines that prevent Lifebridge representatives from adhering to the dress code. Exceptions may include maternity, illness or accident, religious standards or requirements.

In such cases it is recommended that the representative contact their supervisor to discuss specific needs.

For more information regarding the Dress Code, see Lifebridge Policy HRM 04 - Professional Behaviours which can be found in [Projex](#)

# COMMUNITY SERVICES NEWS

## On Call Phone

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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 phone rosters on 0436 662 178 at 7am on the morning of their shift to advise non attendance.

**Again, please do not text as often these numbers are diverted and text messages do not divert and 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.



## Contact Numbers

### Aged Care Team

Danielle Burgess	0459 876 721
Shannon Burns	0419 722 306
Lynette Cobb	0409 056 399
Leanne Coley	0436 662 154
Mark Hearn	0447 831 306
Melissa Jones	0408 804 643
Feonie Pegler	0436 656 247
Victoria Renwick	0436 656 153
Stefany Stockwin-Wunsch	0400 288 344

### Community Services Team

Beti Brunning	0437 977 411
Martin Cook	0436 657 345
Janelle Egas	0436 663 932
Colleen Lonnie	0459 876 717
Aimy Simpson	0459 876 726
Andrew Weir	0436 662 172

### Business Services Team

Megan Archer	0436 662 155
Mel Bartlett	0436 657 508
Denyelle Drury	0436 656 125
Sharon Muntelwit	0409 637 138
Emma Payne	0436 656 270
Heather Wright	0436 662 178
Michelle Young	0436 656 233
Kim Grech (Finance)	0436 656 148
Denise Culpitt (Finance)	0448 895 783

### Leadership Team

Bronwyn Mitchell	0436 662 156
Beverly Smallmon	0436 656 237
Amanda Chadwick	0436 664 408
Michelle Kirkland	0436 662 177



# COMMUNITY SERVICES NEWS

## A Cozy Cottage Christmas



It maybe cold, wet and flu season but this doesn't stop Lifebridge Integration fun from happening.

On Friday, 15 July 2022, the Friday Sports Group joined the Friday Fun Group in creating merriment in the Cottage where both groups celebrated Christmas in July.

A festive Christmas tree, sparkling garlands and colourful bauble ornaments added a cheery seasonal backdrop.

The 17 participants from both groups enjoyed socializing, as they sampled a range of morning tea biscuits and slices while sipping cups of hot drinks.

Maestro John entertained with a round of 'Jingle Bells' accompanying his own singing on piano, just before the start of the Cottage 'Christmas in July Mini-Golf Classic'.

All who teed off showed commendable point scoring and flair.

Team rivalry between the Friday Fun and Friday Sports Groups was soon overridden by general comradery as noted by the numerous eruptions of cheers and applause from all players, when points were scored by members of either team.

Taking turns on the putting 'green' worked up appetites for the roast pork lunch served with crackling, apple sauce, roasted sweet and white potatoes, caramelised onion, peas and gravy.

The clean plates were a testament to volunteer Trevor's talents in the kitchen! Main course was followed by sweets of apple crumble with cream.





# COMMUNITY SERVICES NEWS

## A Cozy Cottage Christmas



Delicious edible take home treats of beautifully wrapped Christmas shortbread baked by Amy were provided as delicious edible souvenirs of the event.

Maestro John continued his passion for live music as he led the group in a round of The Seeker's 'Morningtown Ride'.

The Friday Sports Group gathered on the patio with Support Workers Sophie and Maryann to play Uno while group participant Rae and Support Worker Gina engaged the Friday Fun Group in an Elvis Music fest and singalong.

At one point, foot tapping wasn't enough for me and I was compelled to jive and twirl around group participant Ron as I took his hand.

He responded with gleeful laughter that I could have mistaken for Santa's 'Ho, Ho, Ho!'

## The Mystery Continues



Every year travelers from afar meet at the only English Pub in Australia to be transported to Royal Tunbridge Wells, Kent. England.

This year the much celebrated Lifebridge Mystery Tour group joined the festivities.



With the cooler weather of the hinterland winters, what would make a Xmas lunch more special than in a cosy pub with a roaring fire, Xmas carols playing and all the traditional decorations, let alone the traditional fare.

It is easy to see why our customers thoroughly enjoyed this Xmas in July Mystery Tour.

Participants enjoyed a truly scrumptious traditional lunch duo of Roast Turkey and Roast Beef served with roast potatoes, pumpkin, peas and carrots.

Dessert was a choice of Xmas pudding with custard or Pavlova served with mixed berries and coulis.

Next month we are setting sail on a grand voyage at sea to get up close and personal with our beautiful and majestic migrating marine giants – the hump back whales.

**If you know of any upcoming exciting events - please be sure to share your ideas with either Colleen or Janelle.**

# COMMUNITY SERVICES NEWS

## The new NDIS Pricing Arrangements and Price Limits 2022-23

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At the beginning of each financial year, the NDIA provided an updated 'Pricing Arrangements and Price Limits' for all NDIS Service providers.

The 'Pricing Arrangements and Price Limits 2022-23' document sets out the price limits, policy changes, business rules for service types and pricing arrangements that the NDIA has determined will apply to NDIS supports for the new financial year effective as from 1st July 2022.

The key areas that Lifebridge currently provides to NDIS Customer include:

- Short Term Accommodation
- Assistance with Social, Economic and Community Participation (including groups and Centre-based activities))
- High Intensity Supports
- Disability Related Health Supports

### Changes at a Glance

- Support work prices increased by an average of 9% - in response to major cost pressures including changes to the SCHADS award, minimum wage, superannuation guarantee and costs associated with NDIS registration and the pandemic.
- No more level 3 high intensity supports - the new price guide includes only the standard price, and a single "high intensity" price



- Short notice cancellations now 7 standard days.
- Nursing supports up by 2.94%.
- Changes to provider travel rules for core support providers.
- The Temporary Transition Payment (TTP) reduced to 3%.

If you would like any further information regarding the new NDIS Pricing arrangements please feel free to contact Andrew Weir.

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### Kingscliff Cottage Upgrade

Lifebridge has been successful in receiving a grant for works to be carried out on The Cottage.

This grant will be used to paint the exterior of the building, replace the roof of the outside patio area and paint all of the roof.

This will greatly improve the appearance of the Cottage for our customers and enable the outside area to be utilized by customers in inclement weather.

Work will commence on 30th September and there may be some changes to venues and activities while this is completed.

# COMMUNITY SERVICES NEWS

## Beverly Smallmon's Retirement



It is with a mixture of sadness and gratitude that we announce the retirement of Beverly Smallmon from Lifebridge Australia effective 19th August 2022.

As you are aware Bev has played a significant role in the success of Lifebridge since she commenced with the organisation in January 2017 as Aged Care Manager and more recently General Manager, Community Services.

Bev has been instrumental to the growth and success of Aged Care Services over the past five and a half years during a period of enormous change in the sector.

Bev has led the Aged Care business through some enormous challenges and milestones.

Some of the most significant and noteworthy accomplishments include:

- The growth of CHSP from 150 to 350 customers,
- The introduction of the new Home Care Package Program with over 300 packages currently being supported,
- The implementation of new technologies and systems including VisiCase,
- The navigation of Lifebridge through a Royal Commission and sector reforms,
- The development and leadership of a wonderful, dedicated team of Aged Care Managers and Support Workers,



- The recent integration of Aged Care & NDIS services to provide a new model of service delivery, Lifebridge Community Services.

Bev will be using her retirement to enjoy time with her family and grandchildren with future plans to travel, relax and enjoy herself.

Pleasures that she has truly earned.

Lifebridge express our deep gratitude for the enormous contribution and dedication Bev has shown us over the last 6 years.

Thank you Bev, for all your hard work, commitment and support to the teams, staff, volunteers, customers and families of Lifebridge.

We wish you all the best in your retirement.

### Bev's Retirement Morning Tea



Date: 18th August 2022  
Time: 10am to 11am  
Location: Kingscliff Cottage  
RSVP: Reception





## REWARD AND RECOGNITION

A big congratulations to Beti Brunning who is the recipient of the Monthly Appreciation Award for July 2022.

Beti was nominated by Martin Cook for her incredible efforts over the past 6 months.

Beti already had an overloaded work schedule and has since been tasked with the training and support of Martin as he transitioned into the Aged Care Intake role. Beti had to split her time between training and undertaking her regular role.

Now she has also been tasked with learning how to do NDIS reviews with no background in NDIS, which is an extreme challenge that Beti has undertaken with determination and heaps of effort.

Beti has the ability to develop an instant rapport with new customers and has exemplary customer service skills which overall makes her an invaluable asset to the Lifebridge team.

Beti 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?**

Fill in and email a HR6e - Reward and Recognition Nomination form which can be downloaded from Projex to [human.resources@lifebridge.org.au](mailto:human.resources@lifebridge.org.au)



# EMPLOYEE ASSISTANCE

## EAP Assist



Lifebridge have engaged the 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/>

## Resilience

Resilience is the ability to bounce back after adversity, this means being able to roll with the punches, never taking criticism too seriously and getting right back up after a fall.

According to some research there are three elements that are essential to resilience:

- 1. Challenge** – Resilient people view a difficulty as a challenge, not as a paralysing event. They look at their failures and mistakes as lessons to be learned from, and as opportunities for growth. They don't view them as a negative reflection on their abilities or self-worth.
- 2. Commitment** – Resilient people are committed to their lives and their goals, and they have a compelling reason to get out of bed in the morning. Commitment isn't just restricted to their work – they commit to their relationships, their friendships, the causes they care about, and their religious or spiritual beliefs.
- 3. Control** – Resilient people spend their time and energy focusing on situations and events that they have control over. Because they put their efforts where they can have the most impact, they feel empowered and confident. Those who spend time worrying about uncontrollable events can often feel lost, helpless, and powerless to take action.

Several further attributes that are common in resilient people:

- Resilient people have a positive image of the future. That is, they maintain a positive outlook, and envision brighter days ahead.
- Resilient people have solid goals, and a desire to achieve those goals.
- Resilient people are empathetic and compassionate and don't waste time worrying what others think of them. They maintain healthy relationships, but don't bow to peer pressure.
- Resilient people never think of themselves as victims – they focus their time and energy on changing the things that they have control over.



# SEAFOOD RECIPES TO SHARE



## SKEWERED SUMMER PRAWNS

On a recent visit to the Buderim Ginger Factory I discovered this delicious recipe that is not only simple to make but very tasty. (Denyelle)

### Ingredients

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250g peeled green king prawns  
1 tablespoon of Buderim Ginger Refresher Cordial  
1 tablespoon of Sesame Oil or Macadamia Oil  
zest and juice of ½ lime or lemon  
2 shallots, sliced diagonally  
1 teaspoon of sesame seeds  
Salt and pepper  
Optional- chilli if you want some extra zing

### Method

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Soak wooden skewers in water for about 10 minutes to stop them from burning.

Remove prawn shells, de-vein and set aside.

Combine Ginger Refresher Cordial, Oil, Shallots, lime juice, sesame seeds, salt and pepper and chilli (if adding) in a bowl and stir well. Add the prawns and leave to marinade for about 1 hour in the fridge.

When ready to start cooking, skewer the prawns - about 4 to 5 to each skewer.

Heat a medium size frying pan or BBQ until very hot, place one side down and fry over high heat, basting with the marinade.

Turn after 2 minutes or until prawns are cooked through and golden. Serve hot with a simple side salad.



## EASY AS AUSSIE BARRA TACOS

### Ingredients

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800g Australian Barramundi Fillets  
Olive oil for brushing  
Himalayan salt

Shredded cabbage or carrot or, just buy a coleslaw mix, easy as.

8 soft tortillas, lightly toasted

2 avocados, deseeded and diced

½ cup of cherry tomatoes, cut into quarters

½ cup mayonnaise

Coriander and fresh lime to serve

### Method

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Give the barramundi a quick brush with olive oil and season with sea salt.

Heat a large non-stick frying pan over a medium-high heat and cook the barramundi in batches for 1-2 minutes each side, or until golden.

Spread a little mayo over the tortilla, top with the coleslaw mix, barramundi, avocado and tomato.

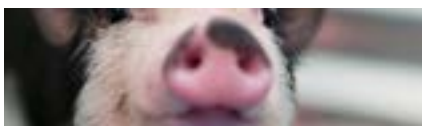
Now, squeeze over the fresh lime, sprinkle with coriander and dig in.

If you want to swap out the Barramundi try flathead, salmon or snapper...

# Let's get quizzicle...

## NOSEY PARKER?

The following pictures are of rather inquisitive animals, can you guess which animals they are just by their nose?



## Test your knowledge?

1. Who was the giant Hercules tricked into holding up the sky in his stead?
2. Which actor once insured his whole body for \$9.5 million when filming an action movie?
3. What is the only element that doesn't solidify?
4. What is the primary diet of the mourning dove?
5. What does BMI stand for?
6. What is the most common language in South America?
7. Which capital city was originally called the "City of Kings?"

## Who am I?

I was born in July 1938 in Fitzroy, Victoria. I was educated at St Joseph's Marist Brothers Roman Catholic College and in my early years, I had thought of entering the priesthood.

My first radio appearance was as a schoolboy in 1952 and my television career began at Melbourne's HSV-7 hosting the Late Show.

After appearing in a live commercial on In Melbourne Tonight, alongside its host Graham Kennedy I became a fixture on the show, which was the most popular program on Melbourne television.

Next came the Don Lane Show where I continued as Lane's sidekick and "barrel boy". Lane christened me "Moonface", and the nickname stuck.

I was appointed a Member of the Order of the British Empire in 1979 for my service to the performing arts. On 12th June 2006, I was made a Member of the Order of Australia.

I, not only hosted the Logies for 18 years but won many Logies in my television career.

The answers to this month's quiz can be found here by clicking this button

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## 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)

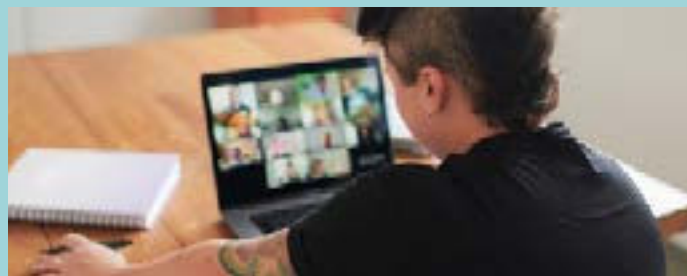
All Staff Meeting dates coming up for the rest of this year are:

- 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.



## WHS MEETINGS

The next WHS Meeting will be held on Tuesday 9th August, 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).



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 or postal address
- home or mobile number
- bank account details
- personal email address
- name

Send through any changes to your personal information as soon as possible to [Human.Resources@lifebridge.org.au](mailto:Human.Resources@lifebridge.org.au)