

BUMPER EDITION



LIFEBRIDGE AUSTRALIA

# STAFF

# UPDATE

SEPTEMBER/OCTOBER 2022

Check out what's  
been happening  
lately on our  
socials



# CEO MESSAGE

## Bronwyn Mitchell

The close of another year is fast approaching. As we finalise this year's projects and prepare for next year, we also set our sights on the holiday season and catching up and relaxing with family and friends.

Over the past couple of months as we have conducted the staff feedback sessions there has been a strong request for Lifebridge to hold a face to face staff meeting and/or Christmas Party. I have heard your requests and agree that catching up is important and something we all would like to do. However, this will need to be a priority for 2023.

Although restrictions are all but gone in the general community, as you are aware the aged care and disability sectors are highly regulated and still have restrictions.

Very recently we have had several COVID outbreaks that have affected both staff and customers. It would appear, from our investigations that although the vaccines are lessening the severity of COVID, it remains a highly contagious disease that impacts people's lives.

Workers need to be isolated from the workplace and our customers remain at risk of more severe symptoms and/or complications if they contract COVID.

An outdoor Christmas function was being considered as a lower risk option, however, with the recent outbreaks and the approaching school holiday period (high staff leave) the decision was made to wait a few months before gathering as one large group.



This decision was also reinforced by recent information from the Department of Health where they are predicting another widespread COVID outbreak during December.

They are asking all providers to remain vigilant and maintain safe work practices. All of which will be assessed and reviewed at the time of audit.

What I can promise is that I am committed to organising a staff gathering at the earliest, safest opportunity.

Regarding the staff feedback sessions, there is a small group who have yet to be contacted. My sincerest apologies for the delay.

These people have been transferred to our new Senior Community Services Manager Shelley Scorrano and will be contacted shortly.

To everyone else thank you so much for your participation.

The Managers and I found it such an enjoyable experience.

## CEO MESSAGE CONTINUED...

You gave great feedback but the thing that resonated with me was the enthusiasm and love that you have for your work. Your commitment to our customers and the desire to excel is so commendable and simply amazing.

What personally excited me was your loyalty to Lifebridge. The fact that so many stated they were proud to work for Lifebridge and see the success of Lifebridge as a Team effort made me so happy.

This does not mean that there is not more work to be done but the overall sense was, we are getting there, and we are getting there together.

I have always stated that it is a Team effort. There is not one position in this organisation that is more important than the other.

Each person contributes to the running and success (or not) of the company.

The beauty of a team is that you are not alone. Together you make things work, you find solutions and support one another during difficult times and you celebrate together during the good. I feel so proud to be leading this amazing team.

So, as we wind up the loose ends for this year I do so with pride and a sense of achievement, and I look toward to 2023 with great optimism and enthusiasm

That's because of you - thank you!



## WELCOME NEW BOARD MEMBER, MATTHEW GRANT

We are pleased to welcome our newest member of the Lifebridge Board, Matthew Grant.

Matthew joined the Lifebridge Board in October 2022.

Matthew has 20+ years experience in business management and corporate governance in care and support services industries and is excited to be a part of the Lifebridge Team going forward.

**T**OGETHER  
**E**VERYONE  
**A**CHIEVES  
**M**ORE



# CHRISTMAS PARTIAL CLOSURE DATES

The Lifebridge Office and Cottage will be closed from 4pm Friday 23rd December, 2022 and will reopen at 8am on Tuesday 3rd January, 2023.

## Please note the following:

- Staff not required to work during the partial shutdown will need to apply for annual leave for days that are not gazetted Public Holidays.
- Only essential services will be delivered during this period. Non-essential services and Groups will be cancelled.
- Rosters are currently finalising shifts and staffing requirements for delivering essential services during the partial shutdown.
- Payroll will be processed as normal for the period 13th – 26th December, 2022.

During the closure period the Manager On Call will monitor the Reception voicemail to determine any changing customer requirements.

The On-Call phone number is **0400 087 077**.

This number is to be used by support staff only to advise any unplanned leave or for escalation of issues to a Manager.

**The On-Call phone number is not to be provided to customers.**

Please contact your Manager if you have any questions regarding the Christmas partial shutdown.

## UNPLANNED SICK LEAVE NOTIFICATION

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.

**Please do not text.**

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

**On Call Phone  
0400 087 077**

(outside of office hours and weekends)

After hours for staff only to telephone regarding customer issues and escalations.

**This number is not a contact number for Customers.**



# WHAT IS A DOMESTIC ASSISTANCE SHIFT?

With the hotter and humid months upon us it is important that all staff re-educate and align themselves on what exactly comprises a Domestic Assistance Shift.

CHSP Guidelines define a Domestic Assistance shift as providing frailer older people with assistance with domestic chores to maintain their capacity to manage everyday activities in a safe, secure and healthy home environment.

## **Service type description includes:**

- General house cleaning
- Linen services (washing linen/making bed)
- Unaccompanied shopping
- Clothes washing & ironing
- Dishwashing
- Meal preparation (where this is not the primary focus of service).

## **Home Care Package Guidelines provide for the following:**

Home care package funding can be utilised to maintain comfort and safety in the home and may include basic chores and home maintenance such as cleaning and gardening.

- Regular house cleaning
- Laundry services (machine washing and ironing of clothes and bedding)
- Safety maintenance (resolving issues that may cause a risk to the health and safety of customers)

## **Health and Wellbeing Check**

All instances of a Domestic Assistance Service should be considered a health and welfare check to ensure there has been no change or decline in the customers health, wellbeing and domestic situation.

## **Domestic Assistance - General Housekeeping**

A Domestic Assistance Service is not a deep or commercial clean.

In future, DA's will be referred to as General Housekeeping with the objective of ensuring the customers living environment is safe and hygienic. As a general rule, the duration of a General Housekeeping shift should be no longer than 1.5 hours.

It is not expected that a "whole of house clean" be completed during each General Housekeeping shift. Rather activities are rotated on a weekly or fortnightly basis.

## **As a general rule each General Housekeeping shift includes cleaning and tidying:**

- 1 bathroom
- 1 bedroom
- 1 living area
- 1 kitchen

The following provides a guide to what may and may not be expected during a General Housekeeping shift:

**INCLUDED**

**General housework** - cleaning and tidying customer living area, wiping down surfaces, dusting, vacuuming, sweeping, removing rubbish/recycling, obstacles, dusting blinds, cleaning inside windows to shoulder height only.

**Shopping** - unaccompanied shopping to purchase groceries on behalf of a customer.

**Clean & tidy kitchen** – wipe down benches, stove, microwave, clean dishes, stack/unstack dishwasher, vacuum and mop floor.

**Clean & tidy bathroom** – wipe down and disinfect surfaces, toilet, shower, screens, bath, vanity, vacuum and mop floor.

**Washing and ironing** – customers clothes and linen including changing bed linen on customers bed.

**General garden maintenance** - removing waste, rubbish and obstacles from pathways and veranda, light clearing/sweeping of pathways using a broom.

In all instances the Customer is required to provide the product and equipment for use during a housekeeping service. Wherever possible customers are encouraged to provide more environmentally friendly options e.g. vinegar and bicarb soda instead of bleach.

Customers are responsible for providing:

- Mop/Broom
- Dusting wands/cloths
- Vacuum cleaner(s)
- Household disinfectant
- Floor cleaner and bucket
- Spray n Wipe (equivalent)
- Laundry Detergent
- Dishwashing Liquid/Tablets

**NOT INCLUDED**

Washing walls, using ladders to remove/clean/replace curtains, scrubbing skirting boards, carpet cleaning, moving heavy furniture (beds, lounges) to vacuum, cleaning outdoor windows, cleaning up after visitors, vacuuming upstairs unless a duster buster or stick vacuum is provided.

Accompanied shopping is included in Social Support.

Washing walls, deep cleaning oven, cleaning air vents, scrubbing floors.

Extensive scrubbing of floors and shower recesses, removing excessive mould, cleaning out ceiling exhaust vents.

Doing visitors laundry.

Cutting back, lawn mowing, cleaning gutters, cleaning pools, removing mould from outdoor areas/furniture, using ladders to access heights, pressure cleaning, cleaning BBQ's, whipper snipping.





**PLEASE REFER TO  
SWP 13 VACUUMING  
ATTACHED OR VIEW  
IN PROJEX**

**Vacuuming** - where vacuuming is required on multiple levels including stairs, the customer must provide a separate vacuum cleaner on each storey of the home and provide a stick (cordless) vacuum cleaner (or handheld dust buster) for stairs.

Under no circumstances are Community Support Workers permitted to carry a vacuum cleaner up the stairs.

It is not expected that all activities detailed in the "Included" column be done during each instance of a General Housekeeping shift.

Activities should be rotated and may be done in lieu of another activity e.g. dusting blinds, wiping down an oven, cleaning out a fridge may only be done once a month.

### **Customers' Expectations**

Many customers may have expectations beyond what is included in the above definition of a General Housekeeping shift.

Lifefridge will be sending a communication to all customers in the coming fortnight providing them the above information.

It is important that all Lifefridge Community Support Workers adhere to the above provisions of a housekeeping shift to ensure they are not putting themselves at risk of injury or setting unrealistic expectations for fellow CSW's to meet.



**Please refer  
customers to their  
Care Manager  
if you are  
experiencing any  
resistance to the  
above.**



Please contact your Manager if you have any questions regarding any information in this article or have any concerns.



# BUSINESS SERVICES UPDATE?

## STAFF SATISFACTION & ENGAGEMENT SURVEY

The annual Lifebridge staff survey administered by Pathways Australia has been sent to everyone's Lifebridge email address. The email is titled "Your invited to the Your Say Survey about Lifebridge".

If you haven't received the survey as yet, please let us know by either phoning reception on 1800 043 186 or email [human.resources@lifebridge.org.au](mailto:human.resources@lifebridge.org.au).

Please note be sure to check your other tab in Outlook or the junk inbox as it may have gone in there.

Could you please take 5 minutes to complete the online survey and provide us with your valuable feedback. The information you provide us will help Lifebridge develop and prioritise staff and customer related projects for 2023.

Your responses are confidential and aggregated so no individual response will be identified. Please let us know how we can improve your employment experience with Lifebridge.

---

## ORGANISATIONAL CHART

The latest Lifebridge Organisational Chart has been uploaded to Projex under the Document Bank for your reference.

## USE OF FIRST AID KITS

During a recent audit of First Aid Kits in the Lifebridge vehicles, office and Cottage it was identified that many of the kits had either gone missing or items removed with no record of what had been taken, for what purpose and on what date.

Please be reminded the following:

1. First Aid Kits are the property of Lifebridge and it is a legal requirement that kits be stocked and available for use by staff and for customers.
2. Any items used or removed from a First Aid Kit must be recorded in an Incident Form in VisiCase. This enables Lifebridge to identify when an accident or injury has occurred and ensure an appropriate response plan. By completing an Incident Form we are also made aware of what needs replacing to ensure items are available when they are needed.
3. Please do not put your colleagues or customers at risk by removing First Aid Kits from their location and make sure any usage is recorded in detail.

Please be mindful and help keep our staff and customers safe.

# EMPLOYMENT OPPORTUNITY

## CUSTOMER SERVICE OFFICER

We are interested in hearing from permanent, part-time staff who may have extra availability to conduct over the phone reviews with our CHSP customers.

This would be a short term assignment over the next 2-3 months and include scheduling and conducting over the phone annual reviews with CHSP customers using the established template.

Staff must be available at least one extra day per week (Mon – Fri, 8.30-4.30) so as not to disrupt service delivery.

Training will be provided.

Potential to work from home following training and assessment of competency in performing the customer reviews.

The successful applicant will have excellent customer service and communication skills with a high degree of computer literacy.

Please send expressions of interest to [shelley.scorrano@lifebridge.org.au](mailto:shelley.scorrano@lifebridge.org.au) by Friday 11th November, 2022.

## UPDATING YOUR CONTACT DETAILS

It is vitally important, not only for our rostering team but also so we can ensure that we contact the correct person in case of an emergency, that we have correct and up to date personal and emergency contact details on our staff HR files.

Please let us know as soon as possible of any changes to your:

- home address or postal address
- home or mobile number
- emergency contact details
- personal email address
- name
- health status (allergies, medical conditions etc)
- licence details
- type of vehicle you drive -  
(transporting Lifebridge customers only)

Please send through any changes to: [Human.Resources@lifebridge.org.au](mailto:Human.Resources@lifebridge.org.au)

If you have any changes to the bank account in which your pay from Lifebridge gets deposited into, please email the Finance and Administration Team at [payroll@lifebridge.org.au](mailto:payroll@lifebridge.org.au)

Please be assured that your personal information is kept confidential and is only accessible to the relevant office personnel that require it.

# WELCOME TO THE LIFEBRIDGE TEAM

welcome

A big, friendly welcome to the following staff members who joined the Lifebridge Team during the month of September and October 2022.

- Toni Cleland
- Matthew Grant
- Shelley Scorrano
- Kadee Ciscato
- Kristi Mortimer
- Lynda Polglaze
- Lusinta Naken
- Evelin Brandt
- Helen Perry
- Min Dixon

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 September and October, 2022.

- Amy Hudson - 21 yrs
- Janelle Egas - 18 yrs
- Melinda Bartlett - 13 yrs
- Claire Treadgold - 8 yrs
- Greg Kay-Spratley - 7 yrs
- Peter Thompson - 6 yrs
- Toni Amadio - 6 yrs
- Anita Bailey - 6 yrs
- Melissa Wilson - 5 yrs
- Michelle Kirkland - 5 yrs
- Kellie French - 5 yrs
- Trevor Marchant - 5 yrs
- Trevor Marchant - 5 yrs
- Leanne North - 5 yrs
- Rachel Eddy - 5 yrs
- Kylie Windhorst - 5 yrs

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 September/October 2022 we said goodbye to following staff:

- Paul Drew
- Debrah Jackson
- Debbie Baker
- Anna Camilleri

We wish them well in their future endeavours.

# INTRODUCING SHELLEY SCORRANO

Shelley Scorrano is our new Senior Manager, Community Services and is part of the Executive Team.

Shelley has worked in Residential Aged Care for 15 years and has been managing for 11 of those years in various roles such as Facility Manager, General Manager and General Regional Manager overseeing multiple sites.

Her training qualifications include a Diploma of Management, Diploma of Community Care Coordination, Post Grad Diploma of Aged Care Management, an Auditors course plus multiple other courses and education.

Shelley is a people's person and very much enjoys getting out and about networking, growing a business and building a successful team. Her passions lie in the business world, and she loves the challenges that go with roles in this type of position.

On a personal note, Shelley enjoys spending time at the gym and walking as well as making protein balls and sugar free/ raw slices.

"I enjoy healthy eating as much as I can but I love pizza! I am from an Italian and New Zealand background, so chilli, garlic and savoury things are big on my food list."

Shelley's many qualities include being approachable, strong, positive, not afraid of a challenge and has a happy demeanour.



What's important to Shelley is living by example, working hard and her faith.

The best way you can support Shelley in her new role is to be honest and straight out and let her know if she is doing something wrong and also when she is doing something right.

Shelley is very excited to be part of the Lifebridge team and is looking forward to having a long and successful working relationship with everyone.

You can contact Shelley via email at: [Shelley.Scorrano@lifebridge.org.au](mailto:Shelley.Scorrano@lifebridge.org.au)

# INTRODUCING TONI CLELAND

Toni Cleland is our new HCP and Clinical Lead and will be leading the Home Care Services Team.

Toni is a registered nurse and completed her qualifications in Auckland, New Zealand. She worked in Middlemore Hospital for one year and never worked in a hospital since then.

Toni's career has been really varied, working in Primary Health and Community Care for the last 25 years. She has worked in New Zealand, London and across Australia.

Toni calls New Zealand home but she has spent more of her life outside of NZ than she has in it. Toni went to school in Borneo and then in regional Victoria. Whilst studying to be a nurse, her parents moved to Malaysia so she spent a lot of time there as well.

One of Toni's loves is travel and having lived in London, she travelled a lot and spent six weeks travelling through Africa on her own.

Another passion that Toni enjoys is all things vintage and retro and nothing gets her more excited than a good op shop.

Reading is a favourite past time of Toni's and you will often find her at the library with her head in a good book.

Toni once started her own clothing brand, sewing clothes and selling them at the markets and she loves being around creative types.



Toni has three children and loves spending time with her family.

What's important to Toni is kindness, leaders who inspire and being an advocate for anyone who deserves it.

Toni's many qualities include getting things done, being fearless when she needs to be and treating people how she likes to be treated.

The best way you can support Toni in her new role is to be honest and transparent and help her when she asks for it.

You can contact Toni via email at: [Toni.Cleland@lifebridge.org.au](mailto:Toni.Cleland@lifebridge.org.au)

# INTRODUCING HELEN PERRY

Helen Perry is our new Customer Care Manager (Clinical) and is part of the Home Care Services Team.

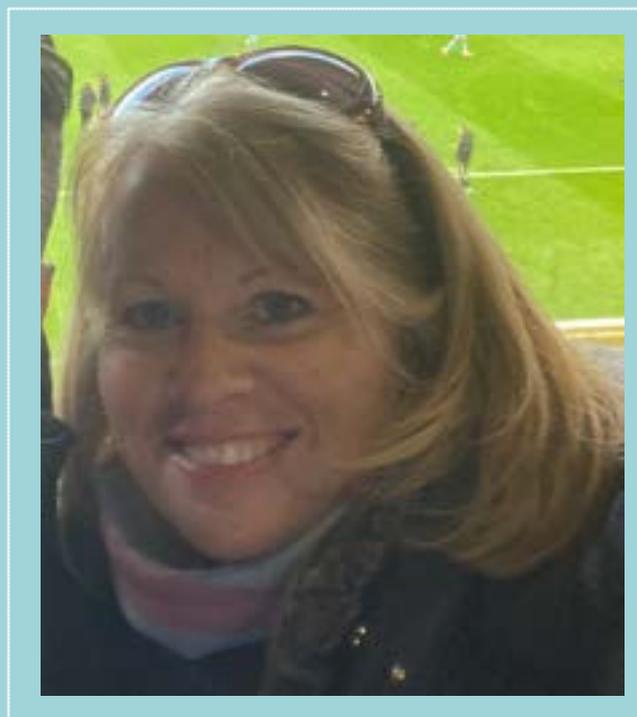
Helen is a Registered Nurse from the UK and her background is in emergency/ acute care and latterly working as an Occupational Health Nurse. During the COVID-19 pandemic she volunteered to work on the first COVID-19 ward in the first wave and COVID Intensive Care in the second wave.

“It was an extremely challenging and distressing time for all but I’m glad I stepped up to the challenge. Good always comes out of bad and during the pandemic I was asked to covid swab for the UK Premier League football club Sheffield United. I had the great pleasure of working with the team and staff for a year and have great memories from that time.”

Helen arrived in Oz just 7 weeks ago with her tribe, (husband, 2 sons, eldest son’s girlfriend and her 80 year old mum).

“We have all secured work including my mum who has taken the post of a Bondi Beach Lifeguard (joking!!!!. I have also just bought myself a paddle board and can regularly be seen paddling up and down the creek, falling in and losing my sun hat”.

Helen enjoys walking, reading, socialising and loves a good joke, anecdote, funny quotes and videos (all appropriate of course).



The basic elements of care are important to Helen, whether it be assisting with showering or simply a friendly chat. Caring and giving support to others is good for us too.

“My strength is definately my resilience. I love to focus on achieving my goals and always try to find a solution in a problem. That said, I am an empathetic and sensitive individual which probably explains why I’m a nurse.”

The best way you can support Helen in her new role is if you think she could do something better or different to let her know.

You can contact Helen via email at: [Helen.Perry@lifebridge.org.au](mailto:Helen.Perry@lifebridge.org.au)

# CONTACT NUMBERS FOR OFFICE BASED STAFF

<b>Executive Team</b>	<b>Title</b>	<b>Mobile No.</b>
Bronwyn Mitchell	Chief Executive Officer	0436 662 156
Amanda Chadwick	Business Services Manager	0436 664 408
Michelle Kirkland	Financial Services Manager	0436 662 177
Shelley Scorrano	Senior Manager, Community Services	0436 656 237
Min Dixon	Executive Assistant	0497 375 777

## **Home Care Services Team**

Toni Cleland	HCP & Clinical Team Lead	0459 876 721
Shannon Burns	Customer Care Manager (Clinical)	0419 722 306
Helen Perry	Customer Care Manager (Clinical)	0448 895 783
Lynette Cobb	Customer Care Manager	0409 056 399
Leanne Coley	Customer Care Manager	0436 662 154
Melissa Jones	Customer Care Manager	0408 804 643
Feonie Pegler	Customer Care Manager	0436 656 247
Victoria Renwick	Customer Care Manager	0436 656 153
Stefany Stockwin-Wunsch	Customer Care Manager	0400 288 344

## **Community Services Team (CHSP/NDIS)**

Andrew Weir	Community Services Manager	0436 662 172
Beti Brunning	Customer Service Officer	0437 977 411
Martin Cook	Customer Service Officer	0436 657 345
Janelle Egas	Group Activity Officer	0436 663 932
Colleen Lonnie	Program Development Officer	0459 876 717
Aimy Simpson	Customer Journey Officer	0459 876 726

## **Business Services Team**

Denyelle Drury	IT and Communications Officer	0436 656 125
Megan Archer	Quality Officer	0436 662 155
Mel Bartlett	Visicase Administrator	0436 657 508
Emma Payne	Administration Officer	0436 656 270
Abby Champney	Customer Service Officer/Receptionist	0456 769 313
Sharon Muntelwit (P/T)	Rostering and Scheduling Officer	0409 637 138
Heather Wright	Rostering and Scheduling Officer	0436 662 178
Michelle Young	Rostering and Scheduling Officer	0436 656 233

## **Financial Services Team**

Kimberley Grech	Finance Officer	0436 656 148
Sharon Muntelwit (P/T)	Finance Officer	0409 637 138

# MEETING DATES FOR YOUR CALENDAR



## WHS MEETINGS

The next WHS Meeting will be held on **Tuesday 13th December, 2022 from 12.30pm to 1.30pm**. 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)

**Contact emails for  
your work group  
Health & Safety Rep**

Minutes of these meetings can be found in ProjeX - Document Bank – Minutes of Meetings – WHS). The Committee would like to hear from any staff member interested in becoming a Health & Safety Representative (HSR) and joining the Work Health & Safety Committee. Training will be provided.

Please contact Ben Simpson, WHS Chairperson for further information.

## ALL STAFF MEETINGS

The next All Staff Meeting will be held virtually via Teams on **Thursday 15th December, 2022** from 3pm to 5pm.

This training event will be rostered and all available staff are required to attend.

Please accept the calendar invite sent to your Lifebridge email address which will provide you the link to attend on the day. These meetings will be recorded and the recording will be uploaded to the Community Services Team under the Meetings Channel. The folder named Recordings is located under the Files Tab. Any relevant presentations from these Meetings will be uploaded to the Presentations Folder.

If you need any assistance locating this information please contact Denyelle Drury - [denyelle.drury@lifebridge.org.au](mailto:denyelle.drury@lifebridge.org.au)

**PLEASE NOTE  
CHANGE  
OF DATE**

# COVID-19 RESPONSE UPDATE

Please review and adhere to the following COVID-19 protocols at all times:

## STAFF

- Staff who test positive to COVID-19 shall not attend work for at least 7 days after a Covid-19 positive test result.
- Do not return to work until you are symptom free.
- Staff who have been in close contact with a positive Covid-19 case must contact Shelley Scorrano, Senior Manager Community Services.
- Shelley will complete a risk assessment with you and determine any testing and/or isolation requirements.
- Staff should not provide in-home or in-community care services if they have any respiratory or influenza like symptoms.
- It is recommended that staff undergo a Covid-19 RAT at least every 3 days.
- All support staff must continue to wear a mask covering their nose and mouth while providing services in-home, indoors (Cottage) and during transport.

## CUSTOMERS

All support staff must ask their customers the following questions prior to delivering service:

- ◇ Are they experiencing any respiratory, cold or flu like symptoms?
- ◇ Have they tested positive to Covid-19?
- ◇ Have they been a close contact with a Covid-19 positive case?



## ANSWER

If the answer to any of these questions is YES - staff must contact Lifebridge Reception immediately and speak to Shelley Scorrano for further advice prior to service delivery



# STAFF VEHICLES

## IS YOUR PERSONAL VEHICLE A UTE OR 4WD?

A reminder to all Community Services Staff to please advise the Roster and Scheduling Team, Heather, Michelle or Sharon via email - [rosters@lifebridge.org.au](mailto:rosters@lifebridge.org.au) if your personal vehicle is a 4WD or ute that may restrict customers with transport services.

Please note that some of our aged and NDIS customers may be unable to access vehicles that are above sedan height or limited in seating capacity.

Support staff may be required to provide a step for customers to use if accessing above average height vehicles.

---

## VEHICLE CLEANLINESS

Imagine how our customers might feel if they are all excited about going out for the day and hop into a car that is really dirty or reeks of cigarette smoke.

It would be pretty disappointing for them and also reflects badly on the organisation.

If you do choose to smoke in your car, could you please inform Rosters so that we can take this into consideration.

However, if your car does resemble a rubbish tip, now is as good a time as any to give it a good clean out before considering transporting Lifebridge customers.

Imagine you are on your way out for a night out, perhaps a nice dinner with someone you fancy.

You are freshly showered, spruced up and looking and feeling great.

Your taxi or Uber arrives and you jump in the back seat and suddenly find yourself surrounded by half eaten take away containers, beer bottles, dirty clothes and god knows what else lurking in there and the stench of cigarette smoke hits you like a ton of bricks.

By this stage you are probably feeling a little sick, your freshly ironed clothes stink of smoke and whatever else funky smell is lingering in the back.

You have the option of getting another taxi or Uber but the damage is done.

Your night has been ruined...



# FREE TRAINING OPPORTUNITY

The NSW government is providing fee-free certificates, diplomas and trainee and apprentice courses to all Tweed Shire residents until the end of June 2023, as part of a state government flood recovery programme.

Under the North Coast Education Flood Recovery Support Programme anyone who lives or works in flood-affected shires such as Tweed, Byron, Ballina and Lismore and enrolls from 1st July, 2022 until the end of June 2023 will have their fees waived.

Any courses on the NSW TAFE Smart and Skilled list are fee free to Tweed residents as long as they are delivered at Kingscliff or Murwillumbah. There is also fee-free qualification training at ACE Community College in Murwillumbah with a raft of courses on offer for absolutely nothing.

The skills list covers Certificate II to Advanced Diploma qualifications, selected foundation skills courses, all apprenticeships and selected traineeships and part qualifications for key groups and sectors.

Kingscliff and Murwillumbah TAFE are also offering fee-free short courses to help people upskill or for a pathway into further studies or career opportunities.

Courses cover a range of areas including:

- Introduction to Care Work
- Introduction to Pharmacy Assistant
- Introduction to Mental Health
- Forklift Operations
- Hospitality (RSA, RSG, Food Handling)
- Barista Skills
- Small Business Cyber Security
- Personal Online Protection
- Chainsaw Operations
- Basic Business Administration.

For more information see the [TAFE NSW website](#) where you can search for courses by location. Any course on the smart and skilled list by be fee-free, so long as they are delivered at those locations.

For more information please see below links:

- [Kingscliff TAFE](#)
- [Murwillumbah TAFE](#)
- [Murwillumbah ACE](#)
- [International Teacher Training Academy](#)



# COMMUNITY SERVICES UPDATE

## Documenting customers changing needs, goals and supporting vulnerable customers

Case or shift notes in VisiCase should clearly document observations and changes in a customer's circumstances, health and wellbeing and where required escalate these concerns to the relevant Care Manager.

Customers who are most at risk or are vulnerable may have a combination of the following indicators:

- They live alone and/or are financially disadvantaged.
- Live in rural or remote communities with limited-service options
- Have few family contacts, or no family or friends to regularly 'check in' on them
- Are socially isolated or don't have many social connections
- Have health related, mobility and or cognitive impairment
- Have communication difficulties, are unable to speak up or advocate on behalf of themselves
- Are dependent upon their care giver

## Aged Care Audit Update

Registered providers, such as Lifebridge are required to undertake an audit every three years to measure conformity against the NDIS Practice Standards and Aged Care Quality Standards.

The auditing process in both Aged Care and NDIS require engagement with customers, families, and staff to measure service delivery and our performance against the Quality Standards.

The Aged Care Quality Standards include:

1. Consumer dignity and choice
2. Ongoing assessment and planning
3. Personal care and clinical care
4. Services and supports for daily living
5. Organisation's service environment
6. Feedback and Complaints
7. Human Resources
8. Organisational governance

Megan Archer, Quality Officer has leadership of this process with a project team (management staff) established to oversee preparation for the auditing process.

## KINGSCLIFF KITCHEN

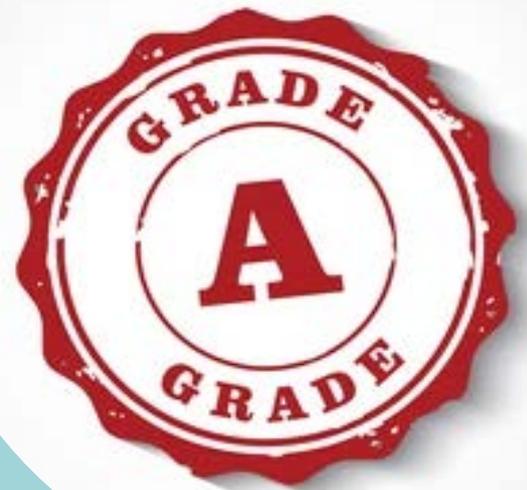
We are pleased to confirm that the Cottage Kitchen has yet again met the requirements of the NSW Food Safety Standard Audit and received the prestigious "A" grade pass!

The annual audit was recently completed on site at Kingscliff. Food Safety Standards must be met at all times in the Kingscliff cottage and Pottsville STA by all staff and volunteers.

Our Lifebridge Foodies, and Celebrity chefs, Janelle and Colleen also successfully completed the Food Safety Supervisors course, a legal requirement in Australia for Health & Community services delivering meals to customers.

So the next time you want to know the correct serving temperature of a home cooked meal, how long you can leave leftovers in the fridge or how soon after purchasing your eggs can they be kept in the fridge? – just ask Janelle and Colleen. Both Colleen and Janelle are also ready to assist you with catering for your next gourmet dinner party, perhaps a 'quick and easy' croquembouche or Michelin hatted catering for those very special occasions.

Well done, Janelle, Megan, and Colleen



---

### **Are you aware of Government issued Companion Cards?**

A Companion Card is for people with a permanent disability who need a carer with them to participate in community-based activities and go to venues.

It aims to promote a person's right to fair ticketing and to make community access and participation more affordable. Companion Cards are not means tested. If you (or someone you support) are eligible, you'll have the card for life.

**How does it work** - The card itself is the size of a credit card, with the name and a photo of the holder, who is the person with disability. When the holder buys a ticket for themselves at selected venues and facilities around NSW, their companion gets free entry.

**How can I apply** - you can either go to <https://www.nsw.gov.au/living-in-nsw/companion-card> to find out if they are eligible and how to apply or call 1800 893 044.



# WORK, HEALTH AND SAFETY



## WE NEED YOU - WORK SAFELY

Recently we have received several CILS and comments from some staff concerned about the expectations of some customers and the use of their mobility equipment (wheelchairs, walking frames, scooters and transfers)

### Some examples include:

- Where staff have been requested/ expected to lift wheelchairs/ scooters in and out of motor vehicles
- Frequent transfers and changes in a shift
- Staff having to support customers in wheelchairs above their own weight capability.
- Mobility equipment not in good condition
- Use of generic mobility equipment that has not been assessed or recommended by an Occupational Therapist (OT)

A reminder to all staff that there a range of Lifebridge Policies, Standard Operating Procedures (SOP) and Safe Work Practices (SWP) there to support and inform your role.

- PO/CM9 – Risk and Opportunity for customers
- PO/CM1 - Customer Safety and security
- PO/HRM07- Work, Health and Safety
- SOP06 – Risk Management
- SOP67 – Safe picking up and dropping off customers
- SWP - Manual Handling
- SWP - Transporting wheel chair using customer in car
- SWP – Assisting a person into a vehicle
- SWP – Repositioning a customer into a wheelchair

Both customer and staff, health, welfare and safety are a priority at all times.

If you would like further information or advice, please discuss directly with your Manager.

**REMEMBER  
SAFETY IS  
NO ACCIDENT**

# MONTHLY APPRECIATION AWARD SEPTEMBER

A big congratulations to Ned Martlew who is the recipient of the Monthly Appreciation Award for September 2022.

Ned was nominated by Heather Wright for going the extra mile and helping out when needed.

“We have had very positive feedback from customers Ned has been attending.

He is very happy to work out of his area if shifts are not available in his area and is doing a variety of shifts.

“Ned also agreed to work on a cottage group 8 hour shift with short notice call as worker called in sick as he had no services for that day”

Ned will be presented with an e-Gift Card to the value of \$50.00 and a Reward and Recognition Certificate.

If you know anyone in your team who you think deserves to be recognised for their excellent work, make sure you complete a HR6e - Reward and Recognition Nomination form, which can be downloaded from Projex and email it to [human.resources@lifebridge.org.au](mailto:human.resources@lifebridge.org.au)



**Know anyone in  
your team who you  
think deserves to be  
recognised for their  
excellent work?**



# MONTHLY APPRECIATION AWARD - OCT

A big congratulations to Kayleen Van Issum who is the recipient of the Monthly Appreciation Award for October 2022.

Kayleen was nominated by Kylie Windhorst for the wonderful work she is doing with our customers.

“Kayleen has been doing some wonderful work with a customer who has been experiencing rapid increase in dementia and episodes of high anxiety. She has a caring gentle manner that is reassuring for high needs customers as well as a cheeky side that is warmly welcomed.

I have had the good fortune to have witnessed Kayleen’s work in the cottage as well as she proudly retells her and her customer’s adventures from a one on one shift.

Kayleen is always willing to help out and works easily with other support workers and is a invaluable member of Lifebridge.”

Kayleen will be presented with an e-Gift Card to the value of \$50.00 and a Reward and Recognition Certificate.

If you know anyone in your team who you think deserves to be recognised for their excellent work, make sure you complete a HR6e - Reward and Recognition Nomination form, which can be downloaded from Projex and email it to [human.resources@lifebridge.org.au](mailto:human.resources@lifebridge.org.au)



**Know anyone in  
your team who you  
think deserves to be  
recognised for their  
excellent work?**



# EMPLOYEE ASSISTANCE

## YOUR WORKPLACE WELLNESS PROGRAM

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.

EAP Assist counsellors are all highly experienced and information obtained during counselling is strictly confidential and will not generally be released to a third party without prior consent.

## 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/>

### Six weeks to fuel better for Summer Challenge

Are the foods you eat helping or hindering your journey to good health, wellbeing and performance in at work?

Poor food choices and lifestyle habits are a leading cause of chronic disease in Australia. When you eat better, you start to feel better and experience benefits such as improved gut health, mental clarity, performance and better overall wellbeing.

Change is hard, particularly as eating habits are a big part of your daily routine, and are influenced by your budget, health status, family and friends as well as your knowledge of healthy eating.

The Fuel Better for Summer Challenge involves useful information, resources and recipes to support you in achieving your nutrition related goal.

To get started take the [Healthy Eating Quiz](#)

For more challenges go to: <https://eapassist.com.au/wellness-challenges/challenges/>

# HOT & SPICY RECIPE TO SHARE

## BEEF AND BEAN CHILLI CON CARNE

This simple & tasty chilli con carne dish makes for great leftovers the next day.

### Ingredients

2 onions, diced  
2 carrots, diced  
2 sticks celery, diced  
8 cloves garlic, finely chopped  
¼ cup extra virgin olive oil  
500g beef mince  
1 tbsp smoked paprika  
2 tsp ground cumin  
2 tsp ground coriander seed  
2 tsp ground fennel seeds  
2 red capsicums, diced  
2 x 400g cans diced tomatoes  
sea salt flakes and freshly-ground black pepper  
1 x 400g can black beans, drained  
1 x 400g can kidney beans  
tortillas, guacamole, chopped coriander, sour cream and lime wedges, to serve

### Method

Sauté the onions, carrots, celery and garlic in half the olive oil in a large heavy-based saucepan for 5 minutes, until softened, then set aside.

Add the remaining oil, then fry the beef for 20 minutes, until browned.

Mix in the spices, onion mix, capsicums and tomatoes.



Season with salt and pepper, then simmer for 1 hour, until thickened.

Mix in the beans.

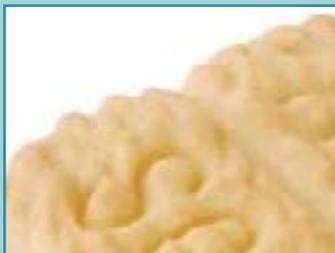
Serve with tortillas (there are gluten-free available at your supermarket), guacamole, chopped coriander, sour cream and lime wedges.

Enjoy.

# Let's get quizzicle...

## KNOW YOUR BICCYS FROM YOUR COOKIES?

One of life's simplest pleasures is dunking a biscuit into a hot brew but how well do you know your biscuits when zoomed in real close. See if you can guess what they are...



## TEST YOUR KNOWLEDGE?

1. Which town suffered an infamous nuclear disaster in 1986?
2. What song spent the most weeks at no.1 and became the most successful song on the Billboard Hot 100 charts in the 1980s.
3. The word 'witch' is derived from old English and originally meant?
4. The first Melbourne Cup was held in 1861, with a prize of 710 gold sovereigns. The name of the horse shares the same surname as a Lifebridge staff member?
5. Where were French fries invented?
6. What is the world's largest spider?

## RIDDLE ME THIS

Until I am measured, I am not known. Yet how you miss me, when I have flown.

Different lights do make me strange, thus into different sizes I will change.

What's always found on the ground but never gets dirty?

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



# THE BACK PAGE



## RECOMMENDED READ

THE GREAT ESCAPE from  
WOODLANDS NURSING HOME  
by Joanna Nell

At nearly ninety, retired nature writer Hattie Bloom prefers the company of birds to people, but when a fall lands her in a nursing home she struggles to cope with the loss of independence and privacy. From the confines of her 'room with a view' of the carpark, she dreams of escape.

Fellow 'inmate', the gregarious, would-be comedian Walter Clements also plans on returning home as soon as he is fit and able to take charge of his mobility scooter.

When Hattie and Walter officially meet at The Night Owls, a clandestine club run by Sister Bronwyn and her dog, Queenie, they seem at odds. But when Sister Bronwyn is dismissed over her unconventional approach to aged care, they must join forces -- and very slowly an unlikely, unexpected friendship begins to grow.

Full of wisdom and warmth, The Great Escape from Woodlands Nursing Home is a gorgeously poignant, hilarious story showing that it is never too late to laugh -- or to love.

Available for Kindle, Audiobook,  
Hardcover or paperback at  
[Amazon.com.au](https://www.amazon.com.au)

## WHAT'S ON

### Wollumbin Art Award 2022 Exhibition

30th September to 20th November, 2022

Tweed Regional Gallery  
2 Mistral Road, Murwillumbah  
<https://gallery.tweed.nsw.gov.au>

The WAA 2022 exhibition showcases an impressive selection of artworks from shortlisted finalists across the region including painting, works on paper, ceramics, 3D and digital works.

### Capturing Nature Exhibition

25th October, 2022 - 28th January, 2023

Tweed Regional Museum  
2 Queensland Road, Murwillumbah  
<https://museum.tweed.nsw.gov.au>

Capturing Nature brings to life a fascinating array of early images and reveals the 19th century Victorian obsession with classification and a deep enthusiasm for all things in the natural world. The exhibition also features natural history specimens from Tweed Regional Museum's collection, alongside a special installation of giant Diprotodon puppets created by Dead Puppet Society.

### Kingscliff Triathlon

Sunday 20th November 6am to 2pm

This is a ticketed event - go to website to purchase tickets.

61 Marine Parade, Kingscliff  
<https://kingsclifftri.org/>

Picture perfect coastal destination, with a family friendly course, combined with Kingy's laid back atmosphere....it's easy to see why the Kingy Tri is one of Australia's favourite multi-sport events!