

memo

memo no: 862
to: All Lifebridge Staff and Volunteers
from: Bronwyn Mitchell
date: 10 November 2022
subject: Important Information from CEO – Your Action Required Please

Dear Lifebridge Staff and Volunteers,

The information contained in this memo is important for all staff, volunteers and customers. Please read and action accordingly:

Staff Survey

Our annual staff survey has been sent to your Lifebridge email address on three occasions over the last couple of weeks. It is important to us that you take 5 minutes to provide feedback on your employment experience and let us know how Lifebridge can improve its performance towards being an employer and service provider of choice.

The survey is emailed from Pathways Australia and will look like this in your inbox:

From: Pathways Australia <yoursay@pathwaysaustralia.com.au>
Sent: Monday, October 24, 2022 8:20 AM
To: Amanda Chadwick <Amanda.Chadwick@lifebridge.org.au>
Subject: You're invited to the 'Your Say' Survey about Lifebridge

The email may have gone into your Junk or Other Folder. This email is not spam and can be opened safely on your computer or smartphone.

We currently have a response rate of less than 40% and we are targeting 75+% to make the results meaningful. Please take the time to participate in our annual survey which provides us the information we need to plan and prioritise business and customer activities for next year.

Covid-19 Response Update

As predicted Lifebridge is experiencing a significant increase in Covid positive cases amongst our staff and customers. It is anticipated that this trend will continue through the summer months. Please follow the below protocols at all times:

- Staff must remain vigilant regarding any cold or flu like symptoms and are encouraged to take a RAT every 3 days to ensure minimal risk of exposure to other staff, volunteers and customers.
- Staff who test positive to COVID-19 shall isolate from the workplace and not provide services for at least 7 days after their positive test result. Please contact Lifebridge Reception on 1800 043 186 if you receive a positive result. Lifebridge will then contact any staff or customers who may have been exposed to the virus in the previous 48 hours. Please do not return to work until you are symptom free.

- Staff who have been in close contact with someone who has tested positive to COVID-19 must contact Shelley Scorrano, Senior Manager Community Services, immediately. Shelley will undertake a risk assessment with you to determine any required period of isolation or additional safety precautions.
- Staff should not attend the workplace or provide in-home or in-community care services if they have any respiratory or influenza like symptoms.
- All support staff must continue to wear a mask covering their nose and mouth while providing service in-home and during transport. Office staff must wear a mask when moving around the Administration Building or Cottage.
- Staff attending the office must register on the Staff Booking Sheet in Teams. Maximum office numbers remain at 13 and should not include all of team face to face meetings.
- All care staff are encouraged to contact the office immediately if they suspect or are advised a customer or carer has Covid. Service will only continue under strict protocols advised by Shelley Scorrano.
- For the best protection against severe illness it is important to be 'up to date' for all vaccinations including COVID-19 and influenza. Current requirements provide for 3 doses of a Covid-19 vaccine.

Please note that illness amongst our staff is creating significant pressure on rostering and service provision. Please do not attend work if you are unwell and please let rosters know if you have any additional availability over the next couple of weeks as we try and back fill unplanned leave.

Active Recruitment

Lifebridge is currently recruiting the following position:

Customer Services Officer (short-term assignment)

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 includes 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 by Friday 11th November, 2022

Staff Update

Lifebridge recently published a bumper addition of the Staff Update. This newsletter provides important employment related information. An enormous amount of time and effort goes into developing this staff newsletter and we would greatly appreciate a few minutes of your time to read about what is happening in the Lifebridge community and what you need do in providing services and support to your internal and external customers.

Please contact your manager if you would like to discuss any of the above.

Kind regards,
Bronwyn Mitchell
CEO