



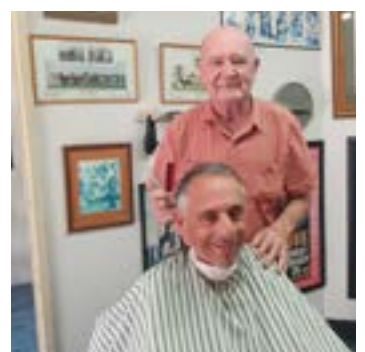
LIFEBRIDGE AUSTRALIA

STAFF

UPDATE

NOVEMBER/DECEMBER 2022

Check out what's
been happening
lately on our
socials



CEO MESSAGE

Bronwyn Mitchell

Ending one year and entering another is my favourite time of the year. It is an opportunity to reflect, to celebrate and set things up for a new start. Reflection is important because the year seems to progress with such speed.

We often bounce from one challenge to another, and often miss the successes and achievements.

As an organisation we have had a big year. In my mind this has been one of the toughest years because our challenges came from so many different directions that at times it was quite overwhelming.

Having said this though, I classify this year as one of our most successful. Despite the challenges we met them head on and I believe the organisation is a lot stronger for them.

Here is a sample of some of the different challenges we had to manage:

Pandemic and natural disasters (floods)

– we have had staff members directly impacted by both events, there have been staffing shortages, loss of internet and power, access issues. Yet service did not stop. Our customers were always appropriately supported.

We continued to meet our contractual requirements to the department but more importantly to our customers.

Audits: NDIS and Food Authority Audits were conducted, and certifications received.



Integration of Services: This is a new model of service that required significant change in work practices and roles for office staff. This has been embraced and efficiencies have been gained with more to come as processes have been streamlined and duplication decreased.

Resignation and retirement of key personnel: This always disrupts the status quo and creates a sense of unease. It is also an opportunity for looking at things from a different perspective. During this time it allows the light to be shined in different areas, highlighting the strength and resilience that exists and the areas that can be changed.

New Legislation: This has been an unprecedented year for the amount of new legislation that has been released (with more to come). Legislation is the foundation upon which organisations like Lifebridge are built and it takes a lot of work to interpret, understand and implement.

Lifebridge is on track for successful implementation.



Customer Service: I have put this last – not because of its level of importance but because it is at the heart of all we do.

Everything listed above is required so we can keep our registration that allows us to do what we do best – service delivery.

No matter where you sit in the organisation the vision is the same – provision of quality service.

There is no position in this organisation that is more important than the other.

Without all the parts, we wouldn't have a whole fully functioning organisation. Customer Service hasn't been easy this year – but we did it and for the most part we did it well.

So, that is why I think this year has been so successful and why I will be celebrating. As I said previously, when I reflect on the successes, when I read your stories, I feel connected.

I feel connected to something much greater than me but to people who have the same purpose and motivation.

None of us can stay in our jobs and perform well if we don't believe in what we are doing.

I stay because I love my work, I believe in what we are doing and I am inspired and motivated on a daily basis by witnessing all that you do.

Take time to reflect and congratulate yourselves on a job well done.

Please know that I also acknowledge and celebrate all that you do and will be celebrating you over the festive season as I do much more reflection and planning for the New Year.

Merry Christmas and here is to another spectacular year!

Bronwyn





CHRISTMAS CLOSURE

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:

- Make sure you check your VisiCase roster for shifts posted during the partial shutdown.
- It is important that you submit your shifts at the end of each shift.
- Payroll will be processed as normal for the period 13th to 26th December, 2022.

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

The Staff 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.

PPE SUPPLIES

A friendly reminder to pick up any PPE/RAT Tests that you may need over the next couple of weeks before Friday 23rd December, 2022.

**On Call Phone
0400 087 077**

(during Christmas partial shutdown)

For staff only to telephone regarding customer issues and escalations.

This number is not a contact number for Customers.



EMPLOYMENT OPPORTUNITY

INTAKE AND ADMINISTRATION OFFICER

Lifebridge is seeking internal applications for the position of Intake and Administration Officer.

This position is responsible to the Community Services leadership team across aged care and NDIS services.

The Intake & Administration Officer is responsible for coordinating incoming customer referrals across all Lifebridge services streams. This involves monitoring various systems, logging, allocating, tracking and onboarding customers in VisiCase.

The Intake & Administration Officer is responsible for end of month reporting including DEX, data integrity, and various administration functions including preparing quotes, scheduling meetings and reviews across HCP, CHSP and NDIS.

Interested?

Please contact Amanda Chadwick on 0436 664 408 or email amanda.chadwick@lifebridge.org.au by close of business on Thursday 22nd December 2022.

SEEKING EXPRESSIONS OF INTEREST

Short Term Secondment to Group Activity Officer – The Cottage

While Janelle enjoys some much deserved Long Service Leave and with Ben Simpson backfilling her position 3-4 days per week, we are seeking expressions of interest from existing staff for the following short term assignment:

- Monday 16th January – Thursday 6th April (12 weeks).
- 1-2 days per week, Mon & Fri, 8.00am – 4.00pm.
- Supervise and coordinate The Cottage kitchen.
- Coordinate Cottage Groups.
- Oversee staff and volunteer rosters.

Interested?

Please contact Andrew Weir on 0436 662 172 or email andrew.weir@lifebridge.org.au by close of business on Thursday 22nd December, 2022.

BUSINESS SERVICES UPDATE

APPOINTMENT OF CUSTOMER CARE MANAGER

We are pleased to announce that Aimy Simpson has been appointed to the position of Customer Care Manager – HCP. Aimy will commence the transition to her new role effective 1st February 2023.

We are currently in the process of recruiting for Aimy's current role and hope we will find an equally qualified candidate in coming weeks. Please join me in congratulating Aimy and welcoming her to the Team.

STAFF INCENTIVE SCHEME

We take this opportunity to remind all staff of our Staff Incentive Scheme as follows:

- Lifebridge staff who introduce new or additional business to Lifebridge will be rewarded through the Staff Incentive Scheme.
- Staff who refer a new customer to Lifebridge will receive a Coffee Voucher. If the referred customer is successfully on-boarded and commences services with Lifebridge, the staff member will receive a Gift Voucher. A new customer is defined as someone with no prior association with Lifebridge.
- Staff who successfully "upsell" additional Lifebridge services to existing customers will receive a Coffee Voucher.
- To participate in the incentive scheme the referring Lifebridge staff member shall email the Intake and Administration Officer of the potential customers name and contact details. The Intake and Administration Officer will contact the prospective customer and subsequently advise human.resources@lifebridge.org.au of the validity and status of the referral or new services being delivered to the customer.

The Human Resources department will be responsible for coordinating the Coffee and/or Gift Voucher being presented to the staff member.

BACKPAY PAYMENTS

As advised in our memo to all staff on 16th August, 2022 Lifebridge was conducting an audit of all Community Support Worker pays for the two pay periods between 12th July – 8th August, 2022.

This was due to issues associated with the new VisiCase award interpreter in response to revised SCHADS Award provisions effective the first full pay period after 1st July, 2022.

We are pleased to confirm that the audit is now complete and any underpayment to support workers will be processed this week.

Please note that not all workers will receive a payment and the amounts being processed are relatively small (in most instances not more than 1 or 2 hours).

BUSINESS SERVICES UPDATE



LIFEBRIDGE BUS FOR SALE

We currently have for sale the 2006 Toyota Commuter, 14 seat capacity bus. This bus is in fair condition and has 337,000 kilometres on the clock.

Interested parties should contact Michelle Kirkland on 0436 662 177.

FAIR WORK AGED CARE VALUE DECISION

On the 4th November, the Fair Work Commission awarded an interim 15% pay increase for “direct care” workers in the aged care sector.

Eligible workers included RN's, EN's, AIN's, personal care workers and home care employee classifications (Levels 1-3) under the SCHADS Award. The FWC said it would determine the timing for the commencement of a 15% rise in Stage 2 of the Work Value Case.

What we do not yet know is:

- When and how the 15% increase will become effective,
- How the government will fund providers to cover the cost of the increase,
- Specific details on direct workers who are eligible to receive the increase.
- The Work Value Case for the aged care sector continues to Stage 1 and Stage 2 during 2023.

As yet there is no determination on whether other aged care staff classifications will also receive an increase. Lifebridge will keep you updated early next year on progress and timings for implementation of the wage case decision.



SUMMARY OF STAFF FEEDBACK

Over the last several months members of the Lifebridge Leadership Team have been conducting annual reviews with all Community Support Workers. Staff feedback has been invaluable in identifying areas of improvement and how Lifebridge can improve the staff and customer experience. We are now in the process of prioritizing your ideas and suggestions into our 2023 Business Plans.

Below is a summary of what you told us during these meetings:

When we contacted our customers to receive feedback on their Community Support Workers they were overwhelmingly grateful and positive about the work you perform.

Community Support Workers were described as:

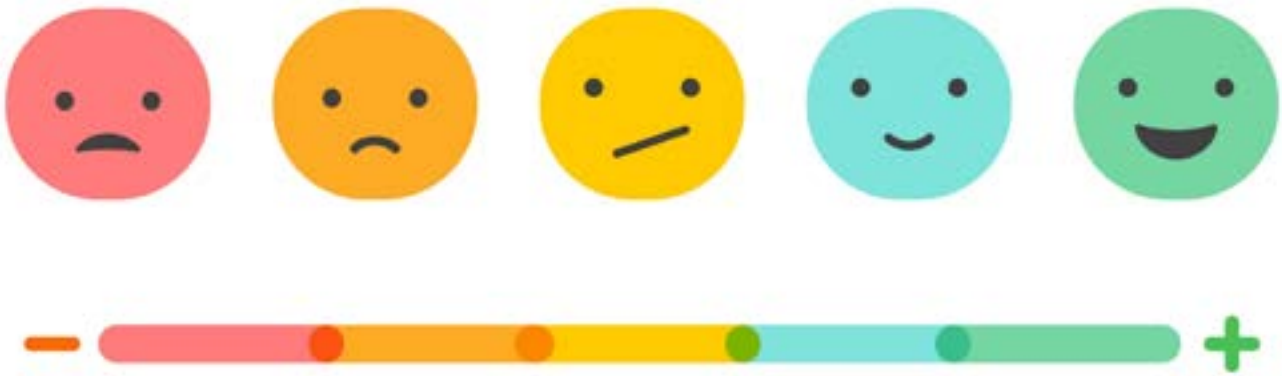
FLEXIBLE COMPASSIONATE ACCOMMODATING
CONSCIENTIOUS HARDWORKING THOUGHTFUL
POSITIVE PROFESSIONAL MAKING A DIFFERENCE
DEDICATED RELIABLE OUTGOING HELPFUL KIND

Most Community Support Workers provided very positive feedback about their employment experience with Lifebridge:

- L**the work
- O**the customers and having regular customers
- V**working within my location
-that gaps and travel are reducing
- E**knowing my roster in advance so I can plan and prepare

What you told us were your top 5 training priorities for next year

1. Certificate 3 – Individual Support,
2. Advanced Dementia,
3. Practical training – manual handling, mobility aides, driving different vehicles,
4. Basic clinical training – medication, wounds, blood pressure, catheter, diabetes support.
5. Professional development eg. Certificate 4, Diploma, Case Management



SUMMARY OF STAFF FEEDBACK CONTINUED

CSW's told us the best way to improve their employment experience with Lifebridge was to:

- Provide regular, consistent, recurring rosters which allowed them to maximize income during their availability.
- Roster regular customers on an ongoing basis so they can build trust and rapport and familiarize themselves with the customer and their changing needs.
- Provide variety and diversity across shift types in Aged Care and NDIS including Groups.
- Ensure VisiCase is fully populated with customer related information including details on service requirements, preferences, contact details, security codes, clinical needs etc.
- Ensure community support workers are responded to in a timely manner by office based staff.

What you told us were the top 5 Continuous Improvement Projects for 2023

1. Tell staff when a customer has passed away or entered permanent care.
2. Develop a more transparent and fair system for resourcing Groups.
3. Provide opportunities for face to face interaction with other support workers to share information:
4. Small team of CSW's supporting the same customer(s) within a location
5. Breakout sessions during meetings
6. Customer teams including CSW's and CCM's that meet regularly.
7. Appoint subject matter experts amongst CSW's to share skills and knowledge with new CSW's.
8. Provide more feedback to staff including regular appraisals and celebrate accomplishments and milestones.

**THANK YOU FOR
YOUR VALUABLE AND
HONEST FEEDBACK**



NEW AGED CARE CODE OF CONDUCT

The Aged Care Quality & Safety Commission released a new Code of Conduct for Aged Care which came into effect 1st December 2022.

On 23rd November all staff received an email requesting you read and electronically sign a new Aged Care and NDIS Code of Conduct Agreement. The new code aims to improve the safety, health, wellbeing and quality of life of aged care customers by promoting ethical conduct, transparency and accountability, protecting consumers against workers who pose an unacceptable risk of harm.

The code consists of 8 elements and applies to all aged care workers and providers:

1. Act with respect for people's rights to freedom of expression, self-determination and decision making in accordance with applicable laws and conventions.
2. Act in a way that treats people with dignity and respect and values their diversity.
3. Act with respect for the privacy of people.
4. Provide care, supports and services in a safe and competent manner, with care and skill.
5. Act with integrity, honesty and transparency.
6. Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of care, supports and services.
7. Provide care, supports and services free from all forms of violence, discrimination, exploitation, neglect, abuse and sexual misconduct.
8. Take all reasonable steps to prevent and respond to all forms of violence, discrimination, exploitation, neglect, abuse and sexual misconduct.



NEW AGED CARE CODE OF CONDUCT CONTINUED

All Lifebridge staff are required to adhere to the Code at all times. Some of the professional behaviours expected under the Code include:

- Ask and listen to customers about what they like and want to do.
- Respect customers rights to express themselves and make decisions.
- Respect a customer's social, cultural, religious and ethnic background and work in a way that helps them feel comfortable and safe.
- Keep the customers personal information safe and private.
- Seek the skills and training needed to provide safe, good quality care.
- Provide high quality care and services within the scope of your role and training.
- Treat customers fairly and do not take advantage of them.
- Be alert to situations that may hurt, upset or take advantage of customers and help them to speak about their concerns if they need to.
- Respond and report incidents or concerns in line with Lifebridge policies and procedures. E.g. Complete an incident report in VisiCase, escalate an issue to the CCM.

Please ensure you read, sign and return the new Aged Care & NDIS Code of Conduct Agreement sent to you via email on the 23rd November.

Contact denyelle.drury@lifebridge.org.au if you require another copy be sent. Please contact your manager if you would like to discuss any of the above.

WELCOME TO THE LIFEBRIDGE TEAM

welcome

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

- Stephen Gardner
- Madison James
- Brandon Morgan
- Kevin Weeks
- Chanel Winter

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 November and December, 2022.

- Jenny Hicks - 17 years
- Norman Henstridge - 8 years
- Emma Payne - 8 years
- Jennifer Howe - 7 years
- Patricia Rooney - 5 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 November and December 2022 we said goodbye to following staff:

- Anita Bailey
- Kay Henson
- Peter Frazer

We wish them well in their future endeavours.



COMMUNITY SERVICES UPDATE

Aged Care Audit

The Aged Care Quality and Safety Commission is the Government body that regulates the quality of aged care services in Australia, monitoring operators, measuring performance against the standards, addressing concerns, and helping providers get back to compliance.

Representatives from the Quality Commission go into aged care facilities and monitor performance in several different ways and in response to a range of circumstances. It conducts reviews, audits, and assessments.

During a site audit, the Commission will compare the provider's everyday performance against the Quality Standards.

The auditing process will require engagement with customers, families, and staff to measure service delivery and our performance against the Aged Care 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.

At this point in time, we do not have a formal Audit date, however, it is anticipated that the audit will be carried out in the first part of 2023.



WATER BASED ACTIVITIES - SAFETY FIRST

A reminder to all Lifebridge staff that all water - based activities with customers must have a full Risk Assessment and swimming must be carried out in a supervised environment.

Staff are not to take customers swimming in creeks, pools, the surf or other water-based activities where it is not fully supervised by independent qualified lifeguard staff.

We understand and acknowledge that customers will often spontaneously request to do water-based activities. However, we must ensure that all water-based activities have the full consent from family, guardian, carer.

A full Risk Assessment must be completed and approved in advance of any water-based activities being carried out.



Documenting customers changing needs, goals and supporting vulnerable customers?

Case or shift notes on 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, 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.



HCP INCLUSIONS

Over the last several years the Home Care Package Guidelines have been modified and updated regarding what can and cannot be included under a Package. Please see below the types of services and purchases that can be provided to HCP customers. The types of services and purchases are based on the assessed care needs and goals of the customer and limited by their package budget. Care and services provided to HCP customers is aimed at keeping customers well, independent and safe in their homes while also being connected to their community.

Keeping Customers Well & Independent	Keeping Customers Safe	Keeping Customers Connected
Personal care	General housekeeping	Transport
Clinical care	Home maintenance	Social support
Allied health	Minor home modifications	
Meal preparation	Equipment and assistive technology	
Specialist support	Respite	

Generally included in a package (based on assessed care needs and goals)	Generally Excluded from a Package (considered a home-owners general expense)
<p>Home maintenance – what is reasonably required to keep the home and garden functional and safe. These services are typically outsourced by Lifebridge to specialist providers eg.</p> <ul style="list-style-type: none"> Cleaning gutters, windows, yard maintenance, lawn mowing, changing lightbulbs and smoke alarms. 	<p>Painting Landscaping</p>
<p>Home modifications – partial changes to achieve an appropriate level of independence and safety.</p> <ul style="list-style-type: none"> Step ramp, toilet lift, removal of shower screens, handrails, replacing damaged carpets for safety reasons only, widening doorways for mobility aids. Bidet where there has been an assessed need by an OT. 	<ul style="list-style-type: none"> Full bathroom or kitchen renovations Reroofing Purchase & installation of curtains/blinds Home extensions eg. veranda, garage
<p>Plumbing or Electrical Work – only in accordance with assessed need for home modifications eg. installing bidet.</p> <ul style="list-style-type: none"> Specialised appliances if there is an assessed need eg. talking microwave 	<ul style="list-style-type: none"> Unblocking toilets, fixing leaks, installing power points, installing new hot water system, installing air-conditioning or heating.

HCP INCLUSIONS CONTINUED...

Generally included in a package (based on assessed care needs and goals)	Generally Excluded from a Package (considered a home-owners general expense)
<p>Technology – when prescribed by an OT, speech pathologist, allied health specialist and may include:</p> <ul style="list-style-type: none"> • Mobile phone, iPad, smart watch, VSC monitor, (these are borderline items and assessed case by case depending on reason for purchase) • Mobility aides • Assistive technology • Specialised equipment eg. power assisted wheelchair, mobility scooter • Adjustable electrical bed (borderline-there are restrictions with this item) • Electrical recliner chair (borderline- there are restrictions with this item) 	<ul style="list-style-type: none"> • Televisions, standard household appliances and whitegoods, software • Hearing aids, earphones • Upgrades or replacement of technology
<p>Clinical –</p> <ul style="list-style-type: none"> • Enteral feeding supplements, solutions • Continence management • Management of skin integrity • Nursing services • Telehealth 	<ul style="list-style-type: none"> • Medications, vitamins, supplements, CBD oil. • Sunglasses, prescription glasses, dentures/ dental work, hearing aids, earphones.
<p>Meals – meal services supported by a GP.</p> <ul style="list-style-type: none"> • Lite n Easy • Meal preparation 	<ul style="list-style-type: none"> • Take away meals • Purchase of supplementary items in addition to Lite n Easy eg. milk, bread, coffee, sugar.(raw food) • Alcohol
<p>Medical procedures – considered a general expense.</p> <ul style="list-style-type: none"> • Short term remedial massage 	<ul style="list-style-type: none"> • Medical procedures eg. hip replacements
<p>Other -</p> <ul style="list-style-type: none"> • Respite • Packing of personal effects prior to move • Some memberships to gyms, exercise classes based on assessed need. (borderline/time limited) • Transport and assistance to do shopping, attend local medical appointments, social activities. 	<ul style="list-style-type: none"> • Travel to medical appointments outside of local area/interstate • Removalist fees • Fuel • Pool entry fees • Food and groceries • Mortgage, rental payments • Travel and accommodation • Entertainment

XMAS MESSAGE FROM SHELLEY GENERAL MANAGER - COMMUNITY SERVICES

A very big thank you to all our staff and volunteers for your dedication and hard work this year, it certainly has been a very busy time.

We expect an equally busy and challenging year ahead as we implement many of the changes associated with the aged care and NDIS reforms. This will kick off with new pricing structures for both aged care and NDIS during 2023.

The good news is that we had anticipated and planned for many of these reforms and we are in a strong position for implementation during 2023/24.

On a personal note I have really enjoyed meeting a lot of you and look forward to meeting the rest of you early next year!

We are hoping to reintroduce opportunities for COVID safe staff activities during 2023.

In the meantime we continue to seek more Volunteers and are planning new and exciting activities for our customers in the cottage and community.

Based on your feedback we are also planning our 2023 training calendar.

Lastly please ensure you keep vigilant over the Christmas break with your social distancing and infection control processes.

I wish you a very happy and safe Christmas and an amazing 2023! Take care.



Protecting our older Australians and aged care staff this festive season

Minister for Health and Aged Care, the Hon Mark Butler MP and Minister for Aged Care, the Hon Anika Wells MP extend their thanks to aged care providers and outline key steps to protect older Australians and aged care staff this festive season.

With COVID-19 cases increasing in the current wave, we all have a role to play to protect those most at risk of severe illness. Please remain vigilant and maintain COVID-19 safe behaviours:

- do regular rapid antigen tests (RAT) to screen for infection
- wear a mask if indoors to help slow infection
- wash your hands frequently
- stay up to date with vaccinations
- stay home if unwell or COVID-19 positive.

MONTHLY APPRECIATION AWARDS NOVEMBER

A big congratulations to Tracie Radecki and Emma Payne who are the recipients of Monthly Appreciation Awards for November 2022.

Tracie was nominated by Jannah Goodman-Jones for her excellent customer service and always going above and beyond.

Emma was nominated by Bronwyn Mitchell for consistently displaying the values of excellence, professionalism and respect. She is always willing to learn new things and to assist wherever and whenever she is asked.

Emma treats people with respect, compassion and kindness and is a true team player.

Tracie and Emma 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



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



MONTHLY APPRECIATION AWARDS DECEMBER

A big congratulations to Julie Windhorst, Kyliee McPaul and Priscilla Lima who are the recipients of Monthly Appreciation Awards for December 2022.

Julie was nominated by Shelley Scorrano for noticing a suspected reportable incident and dealing with it appropriately. She showed true dedication and diligence to her job and to the customer.

Kyliee was nominated by Michelle Robson for going above and beyond her shift requirements with customers, making sure customers carers are being looked after and always extremely helpful whenever advice is needed from other fellow support workers. Kyliee is such a great asset to Lifebridge.

Priscilla was nominated by one of our customers for her excellent customer service. "Priscilla was an absolute delight to have for service and she had my husband playing his harmonica and guitar and playing games."

"The customer was so happy with the service that Priscilla provided it actually brought tears to my eyes" remarked Heather Wright, Rosters.

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





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

Alternatively you can book a phone counselling appointment via the EAP Assist Booking Form:

<https://eapassist.com.au/booking-form/>

EMOTIONAL MANAGEMENT

External stressors are present every day and although most of them are out of our control, we do have control over how we respond to them.

Emotion Management is the skill of being aware and being able to constructively handle our emotions, both positive and challenging.

By changing the way in which we deal with things, or at least the perspective in which we look at them, we give ourselves the opportunity to manage our health and recognise that we are in control of our own stress levels.

Some ways we can manage our emotions:

- Label the emotion. Just by saying "I feel angry" you actually bring the intensity of that feeling down.
- Park it, don't ignore it. Rather than just avoiding the emotion, acknowledge and accept how it feels and use your emotional intelligence to help generate a more useful one.
- Talk. It helps lighten the load. By voicing how you feel or what has caused it, you will feel it lift off your shoulder.
- Breath – Our body cannot sustain anger through deep breathing. Flood those lungs with oxygen. Just 60 seconds of deep breathing could change your whole day.

CHRISTMAS RECIPE TO SHARE

GINGERBREAD MEN

Cute little gingerbread are fun to make and tasty to eat.

Ingredients

125g unsalted butter, softened
½ firmly packed cup (100g) brown sugar
½ cup (115g) golden syrup
1 egg yolk
2 ½ cups (450g) plain flour
1 tablespoon ground ginger
1 teaspoon mixed spice
1 teaspoon bicarbonate of soda
1 cup (150g) icing sugar, sifted (substitute icing pens – from supermarkets)

Method

Preheat oven to 180°C. Line 2 large baking trays.

Place butter and sugar in a stand mixer fitted with the paddle attachment and beat until thick and pale. Beat in syrup and yolk, then use a spoon to fold in flour, ginger, mixed spice and bicarb until a stiff dough forms.

Divide dough into 2 even portions, enclose in plastic wrap and shape into a disc. Chill for 30 minutes.

Bring dough to room temperature. Roll out pieces between baking paper to 5mm thick.



Bring dough to room temperature. Roll out pieces between baking paper to 5mm thick. Use a gingerbread man cutter (we used a 7cm and a 12cm cutters) to cut shapes.

Transfer to prepared trays, spacing out a few centimetres apart (you may need to bake in batches) and bake for 10 minutes or until golden. Remove from oven, and if inserting a ribbon for decoration, quickly make 5mm holes with a skewer at the top of the warm biscuits.

Cool completely on a wire rack.

If making icing, stir icing sugar with 2-3 teaspoons warm water to make a stiff icing. Transfer to a piping bag with a small plain nozzle (or place mixture in a snap-lock bag, push icing into a corner, then snip off corner).

Decorate however you prefer. The biscuits will keep in an airtight container for up to 2 weeks

Let's get quizzicle...

A CHRISTMAS FEASTA?

Christmas is about gathering around with your family and friends feasting on traditional Christmas fare, can you guess these popular Xmas food items?



TEST YOUR XMAS KNOWLEDGE?

1. Which fairytale served as an inspiration for the first gingerbread houses?
2. What well known Christmas Carol became the first song ever broadcast from space in 1965?
3. What's the highest grossing Christmas movie of all time?
4. Which drinks manufacturer is said to have popularized Santa's red and white costume?
5. Which Hollywood actor played six different roles in The Polar Express?
6. According to the song, what did my true love give to me on the eighth day of Christmas?

RIDDLE ME THIS

I come with many colours so beautiful and bright, I turn so many houses into a beautiful sight. What am I?

I'm a plant seen at Christmas, which people hang above.

And then they stand beneath me and kiss someone they love. What am I?

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



THE BACK PAGE



RECOMMENDED READS

Thank you to Lara Gibson for these recommendations.

FUTURE GIRL by ASPHYXIA

A book about a young girl trying to find her place in the world when she is a verbal deaf person who learns Auslan later in life and is finding it hard fitting into both communities.

WHAT I WISH I KNEW ABOUT DEMENTIA FROM SOMEONE WHO KNOWS by WENDY MITCHELL

The author is a lady living in the UK and is living on her own with dementia. Talks about it from her view and how it has changed things for her and how she has adapted.

I AM AUTISTIC by CHANELLE MORIAH

Is a guide to autism from the author who has been diagnosed with it. A very visually appealing book that goes through a lot about autism and even has space for you to write down anything else you feel applies.

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

WHAT'S ON

Fun Karaoke Night Fundraiser with Tweed Dragons

Saturday 14th January, 2022

Upstairs at Seagulls Club
Tweed Heads West

One of Seagulls Intraclubs, the Tweed Dragons Inc., is having a karaoke fundraising night, Saturday January 14th, from 7pm.

Pizza, bar service, raffles available, prizes and great music throughout the night.

Tickets are just \$20pp, if you're interested in attending call 0432 332 194. Tickets are limited so get in early.

Xmas Street Food Fiesta + Fire Show + Live Music

Friday 23rd December 2022

Jack Evans Boatharbour
Coral Street
Tweed Heads

<https://www.boatharbourmarkets.com.au/>

Felicity Lawless will be bringing her bohemian vibes for a Christmas party on the Tweed Heads waterfront at sunset!

There will also be a mesmerising high-energy fire show with spectacular movement, dance, martial arts, gymnastics and fire!

Bring your family and friends, grab a chair or picnic blanket and enjoy the live music and fire show all with picture perfect views on the waterfront. There will be over 15 popular food trucks to explore, serving up tantalising meals, snacks and sweet treats to satisfy everyone's taste buds.

From 5pm (NSW time)