



LIFEBRIDGE AUSTRALIA

STAFF

UPDATE

FEBRUARY 2023

Check out what's
been happening
lately on our
socials



CEO MESSAGE

Bronwyn Mitchell

Since becoming CEO, I don't think there has been a moment when Lifebridge was not going through a major change piece.

Now is no different. Here we are again about to embark on another sector reform that has been initiated by the government. Whilst technical and system changes can be challenging it is the adoption and response by people that determines how successful the change process will be.

Change and uncertainty are inevitable in life, and managing them effectively is crucial for personal and professional growth. In our current work environment, where the pace of change is constantly accelerating, it's important to have strategies to cope with these challenges.

Focus on what you can control.

In times of change, it's easy to feel overwhelmed and helpless. However, it's important to remember that there are things you can control and things you can't. By focusing on what you can control, you can gain a sense of empowerment. For example, don't engage in rumor, gossip, and negative speculation. Rather, choose to be part of the solution and engage in consultation opportunities and provide constructive feedback.

Stay up to date with the changes so you will be prepared for what is coming and can respond accordingly.



Practice Mindfulness

Mindfulness is the practice of being present in the moment and accepting your thoughts and feelings without judgement. It can be a powerful tool for managing change and uncertainty because it helps you stay grounded and focused.

One way to practice mindfulness is to take a few minutes each day to meditate or engage in a relaxation exercise. Another way is to simply pay attention to your breath as you go about your day. By staying present and mindful, you can reduce stress and improve your ability to cope with change.

Build resilience.

Resilience is the ability to bounce back from adversity and continue moving forward.

It's an important skill to have in times of change because not everything goes according to plan. To build resilience, focus on developing a growth mindset.

Seek Support

Managing change can be challenging and it's important to seek support when you need it. By seeking support, you can gain perspective on your situation, receive helpful advice and feedback, receive further training, and be guided how best to implement the change requirement.

Support can come from your supervisor and other team members or through the Employee Assistance Program (EAP).

Embrace Change

This is probably the most important strategy – embrace change. There is no escaping it.

Lifebridge will be forced to make some big changes to remain competitive and viable. If you choose not to adapt and to continue doing things the way you have always done them then you will not be giving yourself, our customers or the organisation the chance to succeed.

Change can be uncomfortable and at times scary, but it can also be exciting and full of opportunities.

By embracing change and seeing it as an opportunity for growth, you can approach it with a positive attitude and make the most of it. The Government is introducing these changes in response to the recommendations from the Royal Commission. Although the reforms are being imposed upon us, the expected outcome is a better, easier more responsive experience for our customers.

Our response strategy must always keep a focus on business sustainability whilst ensuring that all changes meet our purpose of improved support, inclusion and independence for our customers. By working together and being solution focused we can successfully face and navigate the changes ahead.



EAP ASSIST

EAP Assist supports employees wellbeing with confidential phone counselling.

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/>

SHELLEY'S UPDATE

Hoping you are all doing well and the start of the New Year has been kind to you all.

As part of Lifebridge's commitment to continuous improvement, one of my goals for this year is to provide more regular updates in the form of email, which will keep you all updated with the small and big things that happen within Lifebridge and to ultimately to provide better communication to you all.

You are most welcome to email me when necessary, with any updates, communication, ideas, etc.

Below are some of our current projects:

- We are currently working with recruitment companies and have also reached out further to other agencies in order to increase staff and encourage people to work with Lifebridge.
- We will introduce training courses and traineeships and will advise when we have opportunities that you may be interested in.
- We are looking at increasing group activities at the cottage, so please encourage your customers to enquire if they are interested. We are also on the midst of implementing improvements within and will keep you all updated with those.

Please feel free to update me as mentioned when you need and take care.

Shelley



I would like to thank each and everyone of you for looking after our customers so well.

Just ensure to check in with them as to what they would like and need when you meet with them to ensure we are fulfilling their needs and requirements at all times.

BUSINESS SERVICES UPDATE

Work Value Case

The Fair Work Commission has delivered its determination regarding the implementation of Stage 2 of the Work Value Case for Aged Care employees.



As per the new legislation the 15% increase will only apply to rates of pay provided under Schedule E – Home Care Employees. Lifebridge pay all staff as per Schedule B of the SCHADS Award which provides for a much higher hourly rate in all classifications compared to Schedule E.

Please see below a table that highlights a couple of our current rates of pay under Schedule B (Lifebridge) and Schedule E (Home Care). The last column details the adjustment of the 15% increase effective 30 June 2023.

	SCHADS Pay Table Schedule B	SCHADS Pay Table Schedule E	SCHADS Pay Table Schedule E
	Lifebridge current rates	Current Pay Rates	(with 15% increase)
2.1	\$30.46	\$24.26	\$27.90
2.2	\$31.41	\$24.43	\$28.10

Please note that even after the 15% increase to Schedule E, Lifebridge still pays higher hourly rates for all classifications. The 15% increase will not apply to Lifebridge employees however we do anticipate a CPI increase to our current hourly rates effective 1 July 2023.

Please contact Amanda Chadwick if you would like a more detailed explanation of the above information.

Important Reminders to Staff

All staff must submit their shifts in VisiCase at the conclusion of each shift. If internet is unavailable, please ensure your shifts are submitted by the end of each day. This is a critical process for payroll and invoicing procedures.

When returning to the Cottage at the end of each day please ensure that everything is returned, cleaned, stored and not left lying around the Cottage or kitchen benches.

BUSINESS SERVICES UPDATE

LIFEBRIDGE VEHICLES

All staff are reminded of the following as per policy:

When using a Lifebridge car all kms must be logged in VisiCase against the customer to ensure appropriate billing is assigned to the correct customer.

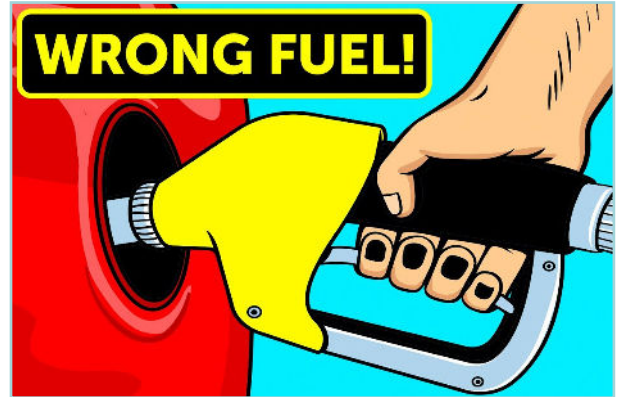


All Lifebridge vans must be left at the end of each day in clean and tidy state ready for use by your colleagues the following day.



Please ensure all vehicle related paperwork is completed and returned to the office at the end of each day.

Please advise any maintenance, repairs or damage to a vehicle at the conclusion of each shift.



Please ensure to refill all Lifebridge vehicles with the correct fuel. The type of fuel used for each vehicle is on a sticker inside the fuel tank flap.

Make sure you double check you are using the correct fuel - Unleaded 91 or Diesel. The remediation of fuel errors is a very expensive exercise worn by Lifebridge.



Do not use E10 fuel as the fuel cards will reject. Caltex cards are to be used at Caltex Service Stations and Liberty cards can be used at any place where motocharge cards are accepted, Shell, United, Liberty etc.

All company vehicles should be reversed into the parking bay at the Kingscliff location as this is a fleet requirement by WHS standards.

BUSINESS SERVICES UPDATE

Leave Requests and Changes to Availability

We take this opportunity to remind all staff of the following notice required when requesting planned leave or changing recurring staff availability.

Notice periods are critical in providing Lifebridge the opportunity to amend rosters to ensure appropriately trained staff can be rostered to backfill shifts.



IMPORTANT NOTICE

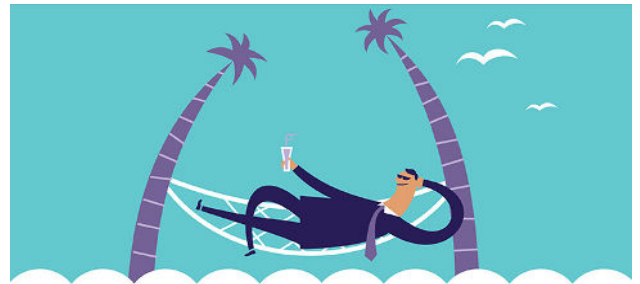
Recurring Availability

Four weeks' notice is required for any changes to a Community Support Workers availability.

A new Staff Recurring Availability Form must be completed and sent to Human Resources for approval.

If you wish to alter your availability, please send an email to: human.resources@lifebridge.org.au requesting we send you a new Staff Recurring Availability form. A new form will be emailed to you via Adobe Sign to complete.

Changes to availability may also result in a variation to a Permanent Part Time contract if available hours are reduced.



Planned Leave - Six weeks' notice is required for annual leave or planned personal/sick leave. Leave requests must be submitted in VisiCase for approval.

Leave without Pay (LWOP) - Six weeks' notice is required for any application for leave without pay. LWOP will be considered on a case-by-case basis and must be preapproved by the CEO. Unpaid leave will not be granted if a staff member has available accrued and unused leave entitlements. Please be advised short notice applications for LWOP are strongly discouraged.

Absent - The category of absent is not a leave request option for staff. Please don't request leave as absent.

Compassionate Leave - Two days paid compassionate leave is only available to PPT staff when an immediate family or household member has been diagnosed with a life-threatening illness or if there is a death in the immediate family or household.

Parental Leave - is only applied when a staff member is on paid maternity/paternity leave as per the Government paid parental leave scheme.

ALL STAFF MEETINGS

Based on your feedback provided in the Staff Survey and Support and Supervision meetings, we are happy to confirm that our All Staff Meetings in March will be held face to face at the Kingscliff Cottage.

All Community Support Workers will be rostered to attend one of three sessions based on their assigned location.



Office based staff will be assigned a session across one of the three sessions so we can manage numbers of attendees. The All Staff Meetings are currently being rostered and outlook calendar invitations are being sent out.

It is important that all staff attend their assigned meeting wherever possible as valuable information and training will be provided.

DATES AND TIMES ARE AS FOLLOWS:

TUESDAY	WEDNESDAY	THURSDAY
21	22	23
All Staff Meeting Location 1 Tweed Heads, South Tweed, Bilambil and QLD locations 3pm to 5pm Kingcliff Cottage	All Staff Meeting Location 2 Kingscliff, Banora and Cabarita locations 3pm to 5pm Kingcliff Cottage	All Staff Meeting Location 3 Murwillumbah and Southern Region locations 3pm to 5pm Kingcliff Cottage



Afternoon tea will be provided along with the opportunity to connect with your fellow team members.

The full agenda for the March meetings is attached for your information.

STAFF TRAINING CALENDAR

MARCH 2023

TUESDAY

7

Lifebridge
Induction
Program
9am to 1pm
Kingscliff
Office

WEDNESDAY

8

Lifebridge
Induction
Program
9am to 1pm
Kingscliff
Office

TUESDAY

21

Lifebridge
Induction
Program
9am to 1pm
Kingscliff
Office

TUESDAY

21

All Staff
Meeting
Location 1
3pm to 5pm
Kingcliff
Cottage

WEDNESDAY

22

All Staff
Meeting
Location 2
3pm to 5pm
Kingcliff
Cottage

THURSDAY

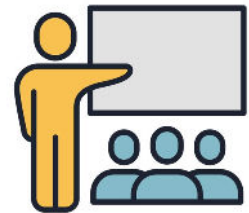
23

All Staff
Meeting
Location 3
3pm to 5pm
Kingcliff
Cottage

THURSDAY

30

Staff
Feedback &
Focus Group
2pm to 3pm
Kingcliff
Office



APRIL 2023

TUESDAY

4

Lifebridge
Induction
Program
9am to 1pm
Kingscliff
Office

TUESDAY

18

Lifebridge
Induction
Program
9am to 1pm
Kingscliff
Office

PUBLIC HOLIDAYS

- **GOOD FRIDAY** - 7th April
- **EASTER SATURDAY** - 8th April
- **EASTER SUNDAY** - 9th April
- **EASTER MONDAY** - 10th April
- **ANZAC DAY** - 25th April

WELCOME TO THE LIFEBRIDGE TEAM

A big, friendly welcome to the following staff members who joined the Lifebridge Team during the month of February 2023.

- Alyssa Longstaff - Community Support Worker
- Sharon Cain - Aged Care Volunteer
- Kim English - Community Support Worker
- Aaron Butler - Customer Care Manager HCP
- Saffire Bulatovas - Community Support Worker
- Kiarna Ryan - Community Support Worker

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 February, 2023.

- Kim Taylor - Aged Care Volunteer - 15 years
- Toni Macdonald - Aged Care Volunteer - 7 years
- Leanne Coley - Customer Care Manager HCP - 7 years
- Aimy Simpson - Customer Care Manager HCP - 6 years
- Ben Simpson - Community Support Worker - 6 years
- Michael Ownwill - Community Support Worker - 6 years
- Lael Osun - Community Support Worker - 6 years



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

GOODBYE - WISHING YOU WELL

During the month of February 2023 we said goodbye to following staff:

- Michelle Robson - Community Support Worker

We wish them well in their future endeavours.



INTRODUCING AARON BUTLER

We would like to introduce to you our new Customer Care Manager HCP, Aaron Butler who started with Lifebridge on 20th February, 2023.

Aaron is a part of the Aged Care HCP Team and is responsible for providing care management to Home Care Package customers.

Aaron has spent the last five years working in Aged Care and his various roles included call centre, rostering, nurturing HCP, STRC and CHSP clients. He also has a background in justice administration working at the Southport Courthouse.

Originally from central QLD, Aaron has lived on the Gold Coast for over half of his life. Unfortunately, Aaron's father developed early onset dementia and aphasia which was caused by a significant stroke and he has moved back to the area to assist his mother.

"Dad is the reason I started working in Aged Care to learn the system and find out what help is available out there to assist elderly Australians in their homes."

Aaron loves travelling and lived in Gothenberg Sweden for 3 years. "It was a great base to travel from and see the world."

He also really enjoys riding his electric skateboard. "It is a great way to destress and there is a group of us that catch up every Thursday night and Sunday night for a ride."



We ride everywhere from the beach paths between Snapper and the Spit to the trails of Coombabah and Nerang. "Lazy Man's Exercise!" We call ourselves MAMOS - Middle Aged Men on Skateboards - even though my girlfriend rides with us, she is the only lady in our group."

What's important to Aaron is respect, kindness and equality and his strengths are a good listener, hardworking, driven to succeed and an empath.

Aaron can be contact either by mobile 0499 529 501 or email Aaron.Butler@lifebridge.org.au



MONTHLY APPRECIATION AWARD FEBRUARY

A big congratulations to Leanne North who is the recipient of the Monthly Appreciation Award for February 2023.

Leanne was nominated by Lifebridge customer Donna for her excellent customer service.

"I have Leanne every second Tuesday to go shopping. I have cancer so she's just been a blessing. Thank you so much, this has really helped me a lot getting out of the house.

Leanne made me so happy last time I had a sore mouth from laughing and smiling so much."

Leanne 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?**

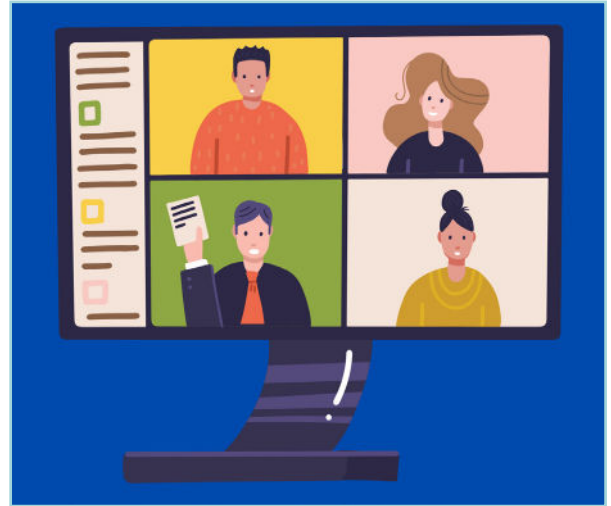


COMMUNITY SERVICES NEWS

LIFEBRIDGE TV

The Lifebridge TV virtual program has commenced and will be building into various groups over the coming few months with programs such as live music, morning coffee and chat, gentle exercise, yoga nidra meditation, cooking classes etc.

If you would like more information about our virtual programs, please have a chat with Colleen Lonnie.



LET'S GET THE CONVERSATION STARTED....

As part of National Advance Care Planning Week, Lifebridge is holding a morning tea at our Kingscliff cottage to talk about:

- What is an advanced care directive and why do I need one?
- Why are they so important and how will they help my loved ones?
- What matters most to our customers?

Please encourage customers to come along, share a cup of tea and get the conversation started.



- Date:** Thursday, 23rd March 2023
- Time:** Starting at 10.30am
- Where:** Kingscliff Cottage
- Guest Speaker:** Stefany Stockwin-Wunsch
Customer Care Manager HCP
- RSVP:** To register call 1800 043 186 to register your attendance by 15th March, 2023.

A GOOD NEWS STORY

I completed an enquiry for a gentleman in late January, 2023.

When I met him he had not showered for months, had a long beard, unkempt hair and was in clothes that had not been washed for months. His kitchen was full of food with maggots in it.

He is only a Level 2 so I wasn't sure what we could do but wanted to do my best. He appeared depressed and extremely vulnerable.

After chatting with him it became clear that he was not showering as he felt unsteady on his feet and could not stand long enough in the shower. He was not shaving due to the same reasons.

I spoke to his son and shared my concerns with him.

I signed the customer mid February, filled his Level 2 with what we could and added top up shifts with CHSP so that he could at least shower twice a week.

His son bought him a shower chair so we could get things happening quickly for him.

I was concerned he may be resistant to support, but he has embraced the care and has become a new person!

He has welcomed the support from our wonderful support workers and is enjoying the company.

His son came up to Sydney to assist getting things in order for his Dad and to get him to the GP as he had not been since May 2022.

His son has also bought things to assist his dad at home that we would have to wait months for via the HCP. We have also set up a recurring order with Meals on Wheels so that he has a good meal at least once a day.

Our wonderful Registered Nurse Helen has completed a full health assessment and we have a plan in place to manage his chronic health conditions.

We visited him earlier this week and I almost cried. He was clean shaven, in clean clothes, smiling and making jokes.

The contrast from who I met in January and now was significant.

Once I have a full report from the GP and Helen's completed Health Assessment I will put in a request for review for a higher level of HCP as he really needs this.

For the moment he is doing well.

It's moments like these that really make me feel that what we do saves lives.

Stefany Stockwin-Wunch

POSITIONS VACANT

We are currently seeking an experienced Executive Assistant with exceptional business administration skills to support the CEO, Lifebridge Board & Sub Committees and provide governance support to the organisation.

This is a full-time position reporting to the CEO.

Responsibilities include but are not limited to:

- Providing executive assistance and administrative support to the CEO, Board of Directors and Sub Committees including meeting agenda preparation, minute taking, following up actions, drafting and filing correspondence, diary and calendar management, travel arrangements, liaising with key stakeholders, preparing functions and events including writing and preparing presentations, documentation and correspondence.
- Administering the quality document management system to governance and compliance standards including creating forms and templates, reviewing and editing policies.
- Maintaining and reporting against various governance and compliance registers for Board and Sub Committees.
- Conducting various research and continuous improvement projects as directed by the CEO, Board and Sub Committee Chairs.



The Successful Candidate:

- Extensive EA experience at CEO and Board level.
- Experience in the aged care and NDIS sector.
- Advanced skills in Microsoft Office 365 applications.
- Demonstrated knowledge and interest in quality, compliance and governance systems.
- High level of organisation and time management skills and the ability to reorganize work priorities to meet changing demands.
- Exceptional attention to detail including advanced written and verbal communication skills, research and report generation.
- Police Check or NDIS Worker Clearance.
- Current Drivers Licence.
- Covid-19 vaccinated.

To apply for this position please provide a cover letter and a copy of your resume to Amanda.Chadwick@lifebridge.org.au

Applications close 31st March 2023

FEBRUARY RECIPE TO SHARE

CREAMY ROASTED CAULIFLOWER SOUP

Lusciously creamy, yet cream-less. This soup calls for basic ingredients but yields amazing flavor.

Ingredients

1 large head cauliflower (cut into bite-size florets)
1 medium red onion, diced
2 gloves of garlic, pressed or minced
4 cups of vegetable broth
2 tablespoons of unsalted butter
1 tablespoon fresh lemon juice, or more if needed
3 tablespoons extra-virgin olive oil
Fine sea salt
¼ teaspoon ground nutmeg
For garnish - 2 tablespoons of finely chopped fresh flat-leaf parsley, chives or green onions.

Method

Preheat the oven to 200 degrees celsius. If desired, line a large, rimmed baking tray with baking paper for easy cleanup.

In a large bowl, toss the cauliflower with 2 tablespoons of the olive oil until lightly and evenly coated in oil.

Arrange the cauliflower in a single layer and sprinkle lightly with salt. Bake until the cauliflower is tender and caramelized on the edges, 25 to 35 minutes, tossing halfway.

Once the cauliflower is almost done, in a large saucepan, warm the remaining 1 tablespoon olive oil over medium heat until shimmering.



Add the onion and ¼ teaspoon salt. Cook, stirring occasionally, until the onion is softened and turning translucent, 5 to 7 minutes. Add the garlic and cook, stirring constantly, until fragrant, about 30 seconds, then add the vegetable broth.

Reserve 4 of the prettiest roasted cauliflower florets for garnish then transfer the remaining cauliflower to the saucepan. Increase the heat to medium-high and bring the mixture to a simmer, then reduce the heat as necessary to maintain a gentle simmer. Cook, stirring occasionally, for 20 minutes, to give the flavors time to meld.

Once the soup is done cooking, remove from the heat and let cool for a few minutes. Add the butter, lemon juice and nutmeg and blend with a stick blender. Add additional salt, to taste. You can also add a little more lemon juice, if it needs more zing.

Top individual bowls of soup with 1 roasted cauliflower floret and a sprinkle of chopped parsley, green onion and/or chives.

Let's get quizzicle...

FAMOUS LANDMARKS FROM AROUND THE WORLD?

Can you guess the name of the famous landmarks pictured below?



TEST YOUR KNOWLEDGE?

1. What is the chemical element for the symbol Fe?
2. What Renaissance artist is buried in Rome's Pantheon?
3. What is the 4th letter of the Greek alphabet?
4. What company was initially known as "Blue Ribbon Sports"?
5. What art form is described as "decorative handwriting or handwritten lettering"?
6. True or False - A group of pandas is known as an embarrassment.
7. Compared to their body weight, what animal is the strongest - Dung Beetle, Elephant, Ant, Cow?
8. Which river flows through the Grand Canyon?
9. Pink Ladies and Granny Smiths are types of what fruit?
10. What sports car company manufactures the 911?

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



THE BACK PAGE

WHAT'S ON



Chinderah Chilli Festival

Saturday 11th March 2023

12pm to 7pm

Seagulls Club, Gollan Drive,
Tweed Heads West

The Best Chilli Companies from around Australia will again be sampling and selling their spicy goodness.

Prepare the taste buds! International food trucks will keep you nourished for lunch. There will be cheeky chilli goodies in all forms.

For more information visit their website:
<https://www.chillifestivalsaustralia.com/>

Murwillumbah Growers Market

Sun 26th March 2023

8am to 1pm

Murwillumbah Showground, Queensland
Road, Murwillumbah

Locally grown fresh fruit & veggies, tools,
plants, furniture and Bric-a-Brac!

For more information visit their website:
<https://www.murwillumbahshowgroundmarket.com.au/>

Northern River Rail Trail Tweed Section Opens

The Tweeds section officially opened on Wednesday 1st March, 2023.

271 Tweed Valley Way,
South Murwillumbah

The Northern Rivers Rail Trail is a shared recreation and nature trail where users can walk, ride and explore at their own pace.

The rail trail preserves and protects the Murwillumbah to Casino section of the former North Coast Railway Line as a community asset for all.

The Tweed section starts at the state heritage listed Murwillumbah Railway Station and connects to the Tweed Regional Gallery & Margaret Olley Art Centre and continues through to the villages of Stokers Siding, Burringbar and Mooball before concluding at Crabbes Creek.

The Tweed section features 7 historic station sites, 26 bridges and 2 tunnels.

Boasting a rich and biodiverse natural environment the rail trail celebrates the regions Aboriginal culture, local history and rail heritage.

For more information visit their website:
<https://www.northernriversrailtrail.com.au/>

