



# Annual Report

2023 - 2024

# ACKNOWLEDGEMENT OF COUNTRY

Lifebridge proudly acknowledge and respect Australia's Aboriginal and Torres Strait Islander communities, the Traditional Owners and Custodians of the land on which we stand.

We pay our respects to ancestors and Elders of the past, present and future and acknowledge their spiritual connection to Country.

We extend that respect to our Aboriginal and Torres Strait Islander staff, volunteers and customers.

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# VALUES



## Excellence

We seek to excel in everything we do and deliver the best outcome for our customers.



## Integrity

We are true to our word and actions, and our behaviours reinforce this.



## Innovation

We strive to find new or better ways of doing things to meet our customers' needs.



## Professionalism

We are customer focused, outcome driven and business like in the way we work.



## Respect

We are one team that respects our customers' individual rights and potential as well as our colleagues' skills, talents and contributions.



## Trust

We earn and instill trust by listening, being open, communicating well, being transparent and accountable for our actions.

## VISION

Lifefridge aspires to see independence and inclusion for the aged and people with disability in our community.

## PURPOSE

Support. Inclusion. Independence.

## STRATEGIC GOAL

Our strategic goal is to secure a sustainable future for Lifefridge that allows us to continue supporting our customers.

# CHAIRPERSON & CEO WELCOME



## **Embracing the Future: Quality, Innovation, and Integration in Aged Care and NDIS**

We are proud to present our Annual General Report for the 2023 – 2024 period. This year has been one of significant achievements, innovative strides, and remarkable progress in quality, integration, and preparing for forthcoming reforms in aged care and NDIS. Our commitment to enhancing the lives of older Australians and ensuring our services meet the highest standards of excellence has never been stronger.

## **Acknowledging Challenges and Adaptability**

Since the introduction of the NDIS in 2017, we have been in continuous change mode, adapting to ongoing NDIS changes and preparing for the Aged Care reforms and the new Stay at Home program. With only 12 months to transition from Home Care Packages (HCP) to Stay at Home, and key details like pricing caps still pending, we face the challenge of planning with incomplete information. Moreover, anticipated changes to the NDIS add another layer of uncertainty. Despite these challenges, we continue to adapt and innovate, working diligently to navigate the evolving landscape.



## **Quality and Relevancy**

This year, our dedication to maintaining and enhancing quality and relevancy has been at the forefront of our strategic initiatives. Customer satisfaction remained a top priority, and our annual survey revealed a strong overall customer experience rating of 83%. While this is a good score by industry standards, we are committed to further improving and striving for excellence. Notably, following this survey, we successfully passed the aged care quality and safeguarding audit, which affirmed that our practices meet the highest standards of care.

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This achievement is particularly significant, as it underscores the effectiveness of our efforts and sets a solid foundation for even higher satisfaction levels in the future. With 1 in 3 Home Care organisations not fully compliant with aged care standards, we take pride in our compliance and are confident that our ongoing improvements will only enhance and further benefit our customers.

Innovation has played a crucial role in enhancing our service delivery. There has been our technology enhancements and program design and development but not all innovation needs to be big and resource intensive. One small but significant action we took was introducing QR codes.

These fridge magnets provide the opportunity for real-time satisfaction reporting, allowing customers to provide immediate feedback and request follow-ups. This initiative helps us promptly address any issues and continuously improve our services.

The establishment of our new Customer Service Centre has been a significant success. This department supports our back-office functions and ensures timely, customer-centric responses to inquiries, intake, onboarding, complaints, and overall management across HCP, CHSP, and NDIS. This integration aligns with several strategic objectives and highlights our commitment to improving customer and staff experiences.

We are also delighted to welcome a new Quality Lead to our team, whose expertise has significantly improved our reporting process for the Board and Committees, providing more insightful and meaningful information. This enhancement underscores our dedication to continuous improvement.

## Positioning Lifebridge for Forthcoming Reforms

As we complete the last year of our current strategic plan, we have moved to adjust our executive and leadership teams to strategically position Lifebridge for the upcoming reforms. Our strategic plan focuses on building the foundations and technology requirements for enhanced productivity, reporting, compliance, and monitoring. This approach enables us to develop our model for integrated services for older Australians, regardless of the funding source. We look forward to completing this plan and then moving into a new cycle of strategic planning, hopefully with more clarity from the government on the direction of the reforms

For now, we have closely monitored proposed changes to NDIS and aged care, adjusting our plans accordingly. Our restructuring to an integrated model has strengthened our geographical teams-based approach, and we are evaluating financial scenarios to ensure alignment with reforms. Our team is working on structure, business model, service offerings, business processes, efficiencies, and the introduction of new technology and software.

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## Acknowledgments

We would like to express our heartfelt gratitude to everyone who has contributed to our success this year. Our dedicated staff, volunteers, Board and supporters have shown remarkable commitment, hard work, loyalty, and teamwork, all of which are vital to achieving our vision. We are truly one team, united by a shared purpose and mutual rewards. The principles of the Montessori approach extend to our staff and volunteers, creating a community where everyone can thrive and contribute meaningfully.

Change fatigue is a real phenomenon, yet the dedication and motivation demonstrated across the organisation is unwavering. We are extremely grateful for the professionalism and standard of excellence that everyone consistently displays.

## Summary of Achievements

This year Lifebridge has taken the time to recalibrate and solidify its foundations in preparation for future reforms and for ongoing quality improvement.

- We have recruited and integrated a new executive and leadership team, refined our strategic plan, and met key targets,
- Our commitment to quality and compliance has been demonstrated through the implementation of new auditing software and successful external audits.
- We have made significant strides in technology integration, strategic planning, policy development, and cybersecurity.
- The introduction of our Customer Service Centre has improved our response times and customer satisfaction.
- Our new customer committees and monthly surveys keep us in touch with our customers, ensuring that our offerings remain relevant, meaningful, and purposeful.

As we embrace the future, we remain dedicated to providing the highest quality of care, fostering innovation, and ensuring the integration of aged care and NDIS services. We look forward to continuing this journey with you and achieving even greater success in the coming year.

Thank you for your continued support and the trust you place in us.



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# FAREWELL TO TWO DIRECTORS

## FAREWELL TO JENNY HICKS

In March 2024, Jenny Hicks retired from the Board of Lifebridge Australia after serving since 2005. With over 20 years of experience in Tertiary Adult Education, particularly in Childcare, Aboriginal Health, and Nursing, Jenny brought invaluable expertise to Lifebridge Australia through its various changes. She was instrumental in establishing and then guiding and supporting our clinical team during its early stages, leaving a significant legacy for which we are extremely grateful.

Known for her fearless approach, Jenny was never afraid to ask the hard questions and play devil's advocate. Her insightful perspectives ensured that decisions were well-considered from all angles, strengthening our organisation's foundation.

Over the past two decades, Jenny has been a key figure in guiding our strategic vision. She played a crucial role in helping us navigate significant changes, including the implementation of the NDIS and its major impact on our services. Jenny's contributions to the governing body were invaluable during pivotal decisions, such as the purchase and sale of property and setting the strategic direction of our organisation. Her wisdom and leadership have left a lasting legacy, and her presence will be deeply missed.





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## FAREWELL TO GARRY SMITH

After an incredible 13-year journey of unwavering commitment, Garry bids farewell to his role as Director at Lifebridge Australia.

Garry was drawn to the Lifebridge mission due to his interest in the disability sector, which stemmed from his involvement on a Board in the 1980s that established Tweed Valley Enterprises, a workspace for supporting people with disabilities.

Garry represented the quiet achiever. Reserved and contemplative, his ideas and advice were always deserving of attention. Throughout his tenure, Garry worked collaboratively with his fellow Directors and the executive management team, navigating Lifebridge through numerous challenges. From the implementation of the NDIS and preparations for Aged Care reforms to organisational restructuring, the impact of Covid, and the recruitment of staff and directors, Garry's contributions played a pivotal role in the organisation's success. His collaborative approach fostered a positive working relationship and mutual respect between the Board and Management.

In his departing statement, Garry expressed mixed feelings about leaving but conveyed confidence in the existing Board members and recent appointments, assuring that the governance of the organisation is in good hands.

We extend our heartfelt gratitude to Jenny Hicks and Garry Smith for their significant impact and commitment. Their insights and guidance have been cornerstones of our achievements.



To continue building on their legacy, we have recruited new directors with strong credentials and expertise. To learn more about our directors and Lifebridge in general, please visit our website <https://lifebridge.org.au>



# LIFEBRIDGE ADVANTAGE: EMBRACING MONTESSORI APPROACHES

At Lifebridge, we are deeply committed to enhancing the quality of life for all our customers. Our commitment to quality care is an integral part of the Lifebridge Advantage—a philosophy that upholds the dignity, independence, and self-determination of every person connected with our community. The Lifebridge Advantage is not just a service delivery model; it is the heart of our organisational culture, inspired by the Montessori approach and principles of positive psychology. We believe that all customers should be supported and empowered to lead lives of meaning and value, guided by their own choices as much as possible.

Practical examples of our Montessori-inspired approach can be seen in several of our programs. Our knitting group, for instance, creates blankets for donation, providing participants with a tangible sense of purpose and accomplishment. Additionally, our various activity groups regularly visit and engage with local community facilities, such as the art gallery. These outings foster meaningful connections and help strengthen the social bonds that are so vital to well-being and community inclusion.

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When someone joins the Lifebridge community, whether as a staff member, volunteer, or customer, they become part of a supportive environment that encourages continuous learning, growth, and the realisation of their full potential. The Lifebridge Advantage is built on the human rights principles of Respect, Dignity, Independence, Choice, Self-Determination, and Self-Realisation. We believe that true quality of life is achieved when we work in partnership with the people we support. To bring the Lifebridge Advantage to life, we recruit and manage staff within a person-centred framework. We seek individuals who are passionate about our mission and values and who can be matched, where possible, with customers who share similar interests, personality traits, and life experiences.

This integrated approach, combining person-centred practices with established human resource strategies, ensures that the talents and dedication of our staff make a meaningful difference in the lives of those we support.

In summary, the Lifebridge Advantage, founded in Montessori principles and positive psychology, is our unique approach to ensuring that every member of the Lifebridge community—customers and staff alike—can live a life of meaning, independence, and fulfillment. We are confident that this philosophy will only grow stronger, leading to even better outcomes for everyone involved.





# PREPARING FOR REFORM

Introducing our Business Performance Team, Carol Raven, Mel Bartlett, Sam Robson and Ariel Hameiri. As we prepare for the upcoming Stay at Home program, Lifebridge is taking proactive steps to seamlessly integrate this initiative into our services. Recognising the potential of the program to enhance our customers' independence and well-being, we are committed to strategic actions that position us effectively for these transformative changes. In parallel, we are preparing for the upcoming reforms within the NDIS to ensure compliant and comprehensive service delivery across both aged care and NDIS services.

## OUR PREPARATION IS CENTRED AROUND THREE KEY AREAS:

### 1. Strengthening Organisational Foundations:

We have expanded our executive and leadership teams, bringing in specialised expertise aligned with the objectives of the Stay at Home program and the NDIS reforms. This strategic expansion equips our leadership to navigate the complexities of these initiatives, ensuring a smooth and effective transition for the organisation.

### 2. Upgrading Systems and Processes:

Throughout this reporting period, we have focused on the critical planning, scoping, and discovery phases, laying the foundation for the Stay at Home program and addressing evolving NDIS requirements. These efforts set the stage for the next phase: implementing key system upgrades, including enhancements to our Customer Management System (CMS) and the introduction of a new Human Resources Information System (HRIS). These upgrades are designed to boost productivity, streamline reporting, and align service delivery with reform agendas like the Aged Care Data and Digital Strategy 2024–2029

Additionally, our ongoing intranet uplift project will improve internal communication, workflows, reporting processes, and document management, creating a more efficient and collaborative work environment.



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### 3. Data-Driven Design Decisions:

As part of our preparation, we are conducting a comprehensive time and motion study across the organisation. This analysis provides valuable insights into how we allocate time and resources, allowing us to make informed decisions regarding role redesigns and service delivery enhancements. These insights are guiding our efforts to align with both the Stay at Home program and the upcoming NDIS reforms, ultimately creating a more integrated, customer-centred model of care.

Through these strategic initiatives, Lifebridge is not only preparing to meet the requirements of the reform agendas but also aiming to excel in delivering improved outcomes for our customers. Our forward-looking approach remains focused on quality, compliance, and encouraging our customers to play an active role in shaping the services we provide.





## VOICES OF IMPACT: CUSTOMER REFLECTIONS ON LIFEBRIDGE'S INFLUENCE

As we reflect on the past year, Lifebridge stands proud of the strides we have made in advancing our mission “Support, Inclusion, Independence” for everyone we support. Our journey has been marked by a deep commitment to quality, innovation, and integration—key elements that have guided our efforts to adapt to the ever-evolving landscape of aged care and the NDIS.

This year, we laid the groundwork for future success by not only meeting the challenges presented by new reforms but by actively positioning ourselves to lead in a rapidly changing environment.

Our strategic initiatives, from enhancing customer engagement to preparing for the aged care and NDIS reform agendas, have been designed with a singular focus: to deliver meaningful and positive outcomes for those we support.

These efforts are not just about providing quality care but also about building true partnerships with our customers – working together to meet real needs, achieve real goals and create services that offer meaning and purpose. We have expanded our leadership, are upgrading our systems, and using data-driven insights to shape our service delivery, all while maintaining the high standards that our customers and their families expect from us. Importantly, the impact of our work extends beyond our customers to our staff and volunteers, who find meaning and purpose in delivering the best possible service and support. Their dedication is a testament to our shared commitment to making a real difference in people’s lives.

Looking ahead, our commitment to excellence remains steadfast. We will continue to build on the foundation we have established, ensuring that Lifebridge remains at the forefront of providing integrated, customer-centered care. The year ahead will bring new opportunities and challenges, but with the dedication of our team and the trust of our customers, we are confident in our ability to navigate them successfully.

I will leave the final words to our customers:

**From Beverly Statsny's daughter Marisa Statsny:**

Our Customer Care Manager and Clinical Team have been working with me to provide my mother with the support she needs to remain in her home in Kingscliff.

Over the past few years they have been essential to my mother's quality of life. I live in Melbourne and make regular trips to Kingscliff. Our care manager has shown real compassion, maturity and leadership. On more than one occasion, she has calmly listened to my concerns and frustrations. She offers real advice and assurance. She and I liaised with John Flynn discharge recently and her quick support allowed a Lifebridge support worker to escort my mother from the hospital, via the chemist for updated webster packing and medications contraindications check.

The alternative being a very fragmented scenario where the hospital was willing to have a 91 year old call a taxi and take her chances.

This is the kind of situation I navigate in the background to ensure my mother's safety and quality of life. I trust the Lifebridge Team implicitly to work with me on these tough and sometimes emotional scenarios.

**Jessie Cheyne:**

Jessie can not speak more highly of Lifebridge, she loves the services she is getting. She attends our group tours and loves to meet all the different women and have a chat, she said all the support worker make sure she is so very well looked after

**Brian phoned Kingscliff Lifebridge**

**Reception stating:**

I can't fault your organisation. I think its been a beautiful organisation i've been with you for 4 years now. I do a lot of singing at the cottage. I think it's a wonderful organisation, they look after people in need. Its just a wonderful organisation to work with.

**Martin Eves HCP Customer phoned**

**Reception stating:**

I just wanted to phone to thank you for all the wonderful support. It is absolutely fantastic. Everyone is absolutely lovely. I'm very happy. The support workers are fabulous.

**22/01/24 10:30am:**

I have had 3 customers call up Reception to tell me how amazing the show was yesterday (Mystery Tour to Brisbane Theatre 21/01/24).

Dorothy Pond, Connie Stephens and Dorothy Mcnamara's daughter. They said the show was amazing, the girls were amazing, you all looked after us. Mrs Pond said it was a magical day. Connie Stephens said she felt like it was in a movie. She said there were a million people in the theatre and the support workers did not lose them. They said the girls (support workers) were absolutely fabulous. Mrs Pond said it was organised perfectly and it could not have been done any better.

Connie said the train was much better than going by bus and she can't wait for the next one.



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**Loma Shields phoned Lifebridge Reception 29/11/23 9:17am:**

Loma Shields phoned to commend Alyssa on her support yesterday. Loma's husband Anthony had an episode while they were at Tweed Mall, an ambulance came, and he was admitted to hospital.

Loma said Alyssa handled it very well. Loma said she was absolutely marvelous. Loma said she was quite scared as Tony has had 2 strokes before and assumed it was the same, and Alyssa was a big help in handling the situation and calming Loma down. Loma said Alyssa is absolutely wonderful, and so patient and a beautiful person. Loma said she didn't know what she would have done if Alyssa wasn't there. Loma wanted to pass on a big thank you to Alyssa.

**Donna Finn CHSP customer:**

left a voicemail stating, " I have a support worker every second Tuesday to go shopping. I have cancer so she's just been a blessing. Thank you thank you so much for this.

This has really helped me a lot getting me out of the house. She made me so happy last time, I had a sore mouth from laughing and smiling so much."





## INTRODUCING THE LIFEBRIDGE CLINICAL TEAM

At Lifebridge, our clinical team is led by experienced registered nurses with diverse backgrounds in community care, intensive care, and aged care. With over 30 years of combined experience, our nurses bring a wealth of expertise across specialised nursing areas and are passionate advocates for vulnerable individuals in the community. Each nurse is dedicated to providing comprehensive, person-centered care that empowers our customers to live full and meaningful lives at home, supported by the highest possible level of clinical oversight.

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Our clinical team ensures that care is tailored and personalised, with consistent support from a dedicated team member. This approach alleviates the stress often associated with hospital visits or waiting in a GP's office. Our nurses collaborate closely with GPs, allied health professionals, and specialists to deliver comprehensive care, ensuring that relevant information is shared effectively to create a seamless experience for our customers and their families.

By providing in-home nursing services, we support our customers in maintaining greater independence and autonomy in their daily lives and decision-making. Lifebridge nurses assess, treat, and monitor individuals' care needs, enabling early intervention that can prevent further harm and potentially reduce hospital admissions. In-home nursing fosters family involvement, guiding and advising on concerns and encouraging active participation in caring for their loved ones, which strengthens connections and support.

We have achieved very positive outcomes for our customers, exemplified by a few cases:

- In one instance, one of our nurses visited a customer experiencing distress due to incontinence affecting both her and her husband. After conducting a continence assessment, the nurse identified the issues of concern and recommended suitable products, helping the customer regain her dignity and improve her quality of life.
- In another case, a nurse attended a customer's home and found him short of breath, with lower leg edema and an overall unwell presentation. The customer's GP and family were promptly contacted, agreeing that the customer needed to be transported to the hospital. Both the customer and family expressed their gratitude for the professional and timely support provided by Lifebridge.





## 2023 STAFF ENGAGEMENT SURVEY

The annual Lifebridge Staff Engagement & Satisfaction Survey was conducted in November 2023, reflecting our commitment to nurturing a positive workplace culture. Staff feedback is vital to shaping our people and culture-related business plans and priorities for 2024. With a 60% response rate, we achieved an overall staff experience rating of 73%, aligning closely with the sector benchmark of 75%. Our staff sentiment score of 3.9 is also near the benchmark of 4.0. Notably, our Net Promoter Score (NPS) measured 24, significantly exceeding the industry benchmark of 2, indicating strong staff loyalty and their likelihood to recommend Lifebridge as an employer of choice.

Staff identified Job Satisfaction as the highest category of positive engagement, reflecting their enjoyment of meaningful work and a healthy work/life balance. Leadership commitment to our vision, mission, and values followed closely, along with a strong focus on Work Health & Safety, underscoring Lifebridge's dedication to a safe and healthy environment for all. However, we also heard that staff expressed concerns about compensation, opportunities for paid learning and development, and the effectiveness of communication systems connecting staff, customers, and the organisation. Although all three areas for improvement are strongly themed across the aged care and NDIS sectors, Lifebridge considers that addressing these areas of improvement is crucial for enhancing staff satisfaction and engagement.

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## In response to the feedback, we are rolling out several key actions during the 2024 – 2025 year:

- In partnership with ETC, we will deliver the Certificate 3 in Individual Support to Lifebridge Community Support Workers.
- We will schedule quarterly All Staff Meetings featuring skills and knowledge training in Dementia care, Incident Reporting, and the Montessori principles for supporting aged care and NDIS customers.
- We will introduce new technology and communication tools, including the Lifebridge Intranet, Customer Portal, Human Resources Information System, and a significant upgrade to our Customer Management System’s operations and functionality.

Lifebridge values the insights of our employees and volunteers and is committed to fostering an environment where everyone feels listened to, valued and empowered.





## CUSTOMER FEEDBACK DRIVING CONTINUOUS IMPROVEMENT

Lifebridge utilises a range of tools to engage with its customers - to receive their feedback and to ensure we are delivering services which meet the needs, goals and expectations of our customers, carers and their families.

These tools include the Lifebridge QR code fridge magnet, customer pulse surveys generated from our audit tool (Moving on Audit), the Customer Advisory Committee, the Quality of Care Advisory Committee as well as various other career and consumer groups and forums.

The annual customer and carer surveys are critical to this consumer feedback process as they seek responses to mandatory questions that are generated with respect to the aged care and NDIS standards, which assists with driving service improvement. All questions asked are developed for reasons of compliance.



**SCAN ME!**



## 2023 CUSTOMER SURVEY

The Annual Customer Survey was conducted in November 2023 and despite receiving a lower than expected response rate, we did receive some valuable feedback which included:

- Lifebridge was rated a Net Promoter Score (NPS) of 64 versus a benchmark of 46. This speaks to how willing our customers are to recommend Lifebridge as a provider of choice.
- Customers rated their overall experience with Lifebridge at 83% with a positive sentiment score of 4.25. These results were in line with benchmarks of 82% and 4.28 respectively.
- Customers told us that our greatest strengths related to our service planning – providing customers with information to help them make decisions about their services, and service delivery – 95% satisfaction level with how staff deliver services to them.

Customers told us the key area for improvement was providing greater opportunity for social and community engagement. As a result of this feedback, significant focus has been given to the design and introduction of new groups and community based programs.



## SUPPORTING LIFE'S ADVENTURES: REGINALD MCGRIGOR

Reginald McGrigor has always been an adventurous man and, at 101 years of age, not much has changed.

Born in 1922, Reg served as a pilot in WW2 flying missions in Borneo and conducting radar surveillance across the Pacific. Following his service to Australia, Reg continued his passion for race horning which started when, at 8 years of age, he watched Peter Pan win the Melbourne Cup. Reg owned many racehorses and pictures of racehorses adorn his home. Reg still has his racing colors of which he is very proud.





Reg receives services from Lifebridge under his Home Care Package with his expressed goals to remain at home, to continue to make life choices, and provide opportunity for social connections and community engagement.

The Lifebridge Team comprising Reg's care manager, support workers and rostering officer have made things happen for Reg during the year.

A day at the races was planned and to ensure the best seat in the house, Reg's support worker organised a fund raising effort at his local establishment hence affording Reg VIP tickets in the members lounge right in front of the racetrack with a beautiful seafood lunch and beverages provided.

Another planned adventure was the Gold Coast Air Show. Lots of organising was done by Reg's support worker to ensure the best location, access, and making sure the Gold Coast Major, a range of celebrities and the local news were aware that Reg McGrigor would be in attendance.

Magic happened and Reg was introduced to the Major, several of the air defense pilots and was interviewed by channel 9 news. All captured on film and video.

Speaking with Reg he described the day "as the best day of my life".

Reg told me that "if it wasn't for Lifebridge and especially my support worker, I would be spending all my time stuck at home. I am so appreciative of Lifebridge".

Reg's next adventure is being planned for his 102nd birthday involving a day trip to a racehorse stud farm where he intends to take his racing colors and share stories of his amazing adventures.



## SUPPORTING LIFE'S ADVENTURES: BRIAN BOGGISS

Brian joined Lifebridge in May 2023. He resides in Tweed Heads with his wife, Robyn, with whom he has shared a loving marriage for 60 years. The couple initially met at a dance, marking the beginning of their journey together.

Brian has a background in the optical field, where he worked in the manufacturing of contact lenses during the decade he and Robyn lived in Canada. He also enjoyed playing tennis and golf until knee issues limited his activity. In recent years, Brian has been living with a diagnosis of Alzheimer's disease, which has led to a gradual cognitive decline. Despite these challenges, he cherishes his time at home with Robyn.

Upon joining Lifebridge, Brian was initially resistant to accepting assistance at home or participating in social activities outside of his home. He sometimes finds verbal communication challenging.

However, his Customer Care Manager took a thoughtful approach and collaborated closely with him and Robyn in developing a care plan that reflected Brian's preferences and needs while gradually building trust.

Over time, Brian became comfortable allowing male support workers into his home to assist with daily care. This relationship evolved to include a regular support worker visiting each Friday for social outings. Initially hesitant, Brian eventually agreed to join his support worker for coffee and drives around Tweed Heads. This has blossomed into more extensive excursions throughout the wider Tweed Valley, including visits to Tyalgum, Uki, and Condong.

Remarkably, Brian now recalls the places they have explored and shares stories from his past with his support worker. He has even suggested future outings, such as fishing trips, and he looks forward to each Friday adventure with enthusiasm. Lifebridge is delighted to have Brian as part of our community and to witness the joy he finds in his outings, as well as the trust and friendship that have developed between him and his support worker.



## SUPPORTING LIFE'S ADVENTURES: MARIA ANNECCA

Maria has had her Home Care Package with Lifebridge since 2021.

Maria was born in Italy and migrated to Australia with her husband Antonio. She maintains strong cultural connections to her homeland. Maria speaks Italian and relies on her family to translate for her as she does not understand a lot of English.

Maria continues to live with her caring husband Antonio. Maria also lives with a diagnosis of dementia and needs support and full assistance with all day-to-day needs. Maria can find things confusing and could become easily lost if left on her own. She also needs care and supervision to ensure she does not have a fall. Understandably this can be challenging for Antonio as Maria relies on him so much. It has been challenging at times for Lifebridge to find the most suitable in-home supports for Maria and to provide respite for Antonio. Maria's Customer Care Manager has worked closely with her and Antonio to find the best solution for them both. Maria's Customer Care Manager suggested Maria attend our Cottage in Kingscliff for day respite and outings and has worked closely with the family to build rapport, trust and a plan.

Maria can become quite anxious without Antonio. After many home visits with her Customer Care Manager which involved the implementation of language translation flash cards, a behaviour support plan and a plan to use technology at the Cottage to facetime Antonio if Maria became anxious, she attended the Cottage Razzamattaz Group for the first time with great success. There was much laughing and chatting with the other customers and Maria ended the day by saying she would see everyone again next week. And she certainly did, with her next visit including a trip to Currumbin Rock Pools and lunch at Currumbin RSL with the group.

Maria's family have expressed their gratitude and positive feedback to the Lifebridge team and the effort involved in making this such a success for Maria and Antonio.

We are so happy seeing Maria make new friends and spread her wings in the community, all while allowing her loving husband some much-needed respite from his caring role.

# LIFEBRIDGE AT A GLANCE

DATA AS OF:  
30 June 2024

HCP Direct Service hours

42,462

NDIS Direct Service Hours

15,730

CHSP Direct Service Hours

25,120



6,368  
Meals



10,624  
Trips



11,990  
Hours of respite service



766  
customers

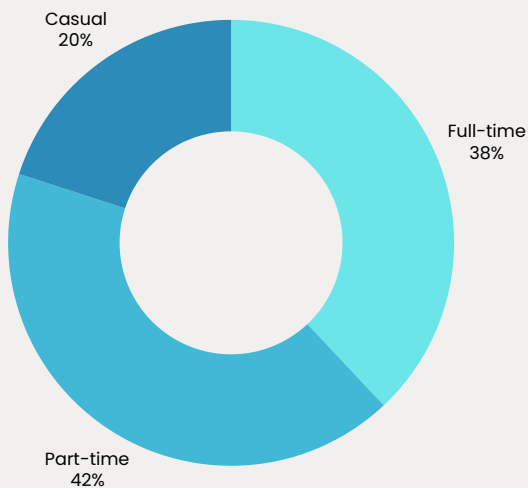


83,404  
Total hours of direct  
service 2023 - 2024

## STAFF

Total headcount: 127

Employment Status: Full-time Part-time Casual



## Customer

Total headcount: 766

Customer type: HCP CHSP NDIS

