



## Message from the CEO – Bernice Smith

Updated 1<sup>st</sup> April 2021

Goldbridge Rehabilitation Services (Goldbridge) is based in Southport on the Gold Coast, Queensland, Australia. Goldbridge, along with other organisations, is facing a unique situation with delivering services during the Coronavirus (COVID-19) Pandemic.

Due to government public health announcements, Goldbridge has incorporated changes into all our programs to help slow the impact of this virus. Goldbridge will continue to adjust our program delivery as different restrictions are announced by government on a regular basis. Please see update below:

- As of 12<sup>th</sup> on Thursday 1<sup>st</sup> April 2021 the lockdown of greater Brisbane region will be ceased. Therefore, Family visits at a nominated external outdoor area will be conducted during the Easter break. All visitors except children under 12 will need to wear masks. Visitors will need to abide to social distancing guidelines. If a family member is sick e.g., runny nose, fever, dry cough they are not to attend and will be asked to leave.
- Ongoing information on areas of concern/Contact Tracing alerts can be found on [www.qld.gov.au](http://www.qld.gov.au) website.
- As of 12<sup>th</sup> on 1<sup>st</sup> April 2021 until 15<sup>th</sup> April 2021 the Goldbridge Personal Protective Equipment (PPE) guideline will be enacted, therefore masks/face shields will be worn by all staff. This is due to the Queensland Health directive that all people across Queensland should wear masks while indoors except at home.
- Goldbridge re-opened admissions into the residential rehabilitation Therapeutic Community (TC) program on the 1<sup>st</sup> June 2020. If you or someone you know is interested in entering the program, please phone 5503 1255 or visit our website [www.goldbridge.com.au](http://www.goldbridge.com.au)
- Goldbridge has set up a Day Program to support people contemplating entering our treatment programs.
- Goldbridge has set up a supervised remote residential Welcome House program to support people to self-isolate for a period before entering the TC residential program. Goldbridge workers are on-site at the residential rehabilitation Therapeutic Community (TC) facility. Goldbridge programs/staff are working both onsite and offsite during the Pandemic period. Services are available either in person (face-to-face), via phone or videoconferencing. Hygiene & physical distancing is always to be followed.
- Staff continue to provide case management sessions which includes individual goal setting and delievr harm minimisation/recovery maintenance/ education sessions. Psychologist and Continuing Care counselling sessions are being conducted via face to face/phone/videoconferencing.
- Telehealth appointments are being conducted by the Visiting Medical Officer (VMO) with support from the Goldbridge R). Family counselling sessions for clients are being conducted via phone/videoconferencing.

Our priority is to keep people safe through this unprecedented time. I have confidence that we can work together to continue to provide a flexible TC program. The Goldbridge Management Committee, staff team and volunteers are committed to upholding the Mission, Vison and Values of Goldbridge. If further information and/or clarification is required please contact myself on 5503 1255. For inquiries on entering the program please email [info@goldbridge.com.au](mailto:info@goldbridge.com.au) For general information on our programs please refer to our website – [www.goldbridge.com.au](http://www.goldbridge.com.au)

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