



Message from the CEO – Bernice Smith

Updated 25th June 2020

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 the 20th July 2020, there will be a staggered return of workers to all Goldbridge programs, which includes the residential rehabilitation Therapeutic Community (TC) facility, the Frinton Street facility and the Runaway Bay office. Workers will work a mixture of office based work and remote work until further notice.
- Family visits for residents are now conducted as either drive-in visits or park visits. Hygiene & physical distancing is to be followed. If a family visitor is sick, they are not to come. Family video conferencing sessions are also available.
- Goldbridge has re-started some recreational activities for residents.
- Goldbridge has re-opened admissions for the residential rehabilitation Therapeutic Community (TC). Goldbridge has set up a supervised remote residential Welcome House program to support people to self-isolate/quarantine for a period before entering the TC residential program.
- The TC program and the Transition-to-Community program are continuing to be delivered as modified programs. The residents/clients are in self-isolation, being supported by Supervisors and a dedicated staff group who are conducting the program remotely.
- Staff are delivering individual case management sessions via phone and video conferencing applications which includes reviewing individual treatment plans and goal setting.
- Staff are continuing to deliver weekly harm minimisation/recovery maintenance sessions, education sessions and conflict resolution groups.
- The Family Support Program is being delivered remotely. Counselling sessions are being conducted via phone and video conferencing applications.
- The Continuing Care Program is being delivered remotely. Counselling sessions are being conducted via phone and video conferencing applications.
- The Goldbridge Psychologist is delivering counselling sessions and small group work via phone and video conferencing applications.
- Telehealth appointments are being conducted by the Visiting Medical Officer (VMO) with support from the Goldbridge Registered Nurse (RN).

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, Vision 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 For general information on our programs please refer to our website – www.goldbridge.com.au