



## Message from the CEO – Bernice Smith

Updated 21<sup>st</sup> August 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:

- Goldbridge has re-opened admissions into the residential rehabilitation Therapeutic Community (TC) program. 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 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, via phone or videoconferencing.
- Family visits for residents are conducted as park visits. Hygiene & physical distancing is to be followed. If a family visitor is sick, they are not to come.
- Staff provide individual case management sessions which include reviewing individual treatment plans and goal setting.
- Staff deliver weekly harm minimisation/recovery maintenance sessions, education sessions and conflict resolution groups.
- Family counselling sessions for clients are being conducted via phone/videoconferencing.
- Continuing Care counselling sessions are being conducted via phone/videoconferencing.
- Psychologist counselling sessions are being developed via phone/videoconferencing 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](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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