



Message from the CEO – Bernice Smith

Updated 3rd September 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:

- The Gold Coast City Local Government Area was placed on the Queensland Government COVID-19 restricted list on the 29th August 2020. Restrictions apply for visitors to residential care services and to gatherings in public spaces. Therefore, family park visits are now conducted as ‘Drive-in’ visits until further notice. If a family member is sick, they are not to come.
- The Goldbridge Personal Protective Equipment (PPE) guideline was implemented on the 29th August 2020. All staff members, volunteers, and family visitors are to wear masks until further notice. We envisage that this guideline will be in place until there is a containment of community transmission.
- 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
- 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 individual case management sessions which include reviewing individual treatment plans and goal setting.
- Staff continue to deliver weekly harm minimisation/recovery maintenance sessions, education sessions and conflict resolution groups.
- Continuing Care counselling sessions are being conducted via face to face/phone/videoconferencing.
- Psychologist 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 Registered Nurse (RN).
- 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, 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