



## SUPPORT WORKER NEWSLETTER

August 2021

Welcome to the second newsletter of the year. A lot has happened since our last newsletter.

In this information packed instalment we will be: celebrating recent Level 3 Graduates in Whangarei; including details about new sick leave legislation; bringing you exciting news about our new phone system; plus lots more.

No doubt a few of you are wondering what to do now the Olympics have finished. Amazing work by Lisa Carrington, it has been good to have something to celebrate as a nation and take our minds off less enjoyable news stories.



### From the Management Team

Covid 19 remains part of our lives and will be in the foreseeable future. Although currently it's not mandatory for our work sector to be vaccinated, we would encourage you to do so. We hope you are reading all the information on the website and making an informed decision, especially as you are in the health industry and helping others keep our communities safe. If you decide to be vaccinated then we can put in a claim and you will be paid 3 hours and 20 kilometres (see page 6).

Our reduced Support Worker numbers have meant that we haven't always been able to accept work at times. You will have noticed that we have asked for your help at times and we have appreciated your support. We have increased our Support Worker numbers since April and this has meant we have been able to take on more new work and less travel for existing Support Workers. We are still looking for more Support Workers in certain areas and to work weekends.

We have also been short staffed in the office which has meant we haven't been able to give you as much notice of new work or relief. Fortunately, we have mostly filled our Co-ordinator Support and Co-ordinator vacancies. This will mean that things will run more smoothly in the future. We do still have After hours phone service & Trainer positions to fill which we are working on.

You will see in this newsletter we are reminding you to take leave or to "cash up". We are needing to do this as many of you have built up significant leave balances and we would like to see these reduced before you get your next entitlement (see page 7).

In July we successfully completed the Surveillance Audit. A big thank you to everyone involved and a special thanks to the Support Workers who were interviewed.

This year we were successful in gaining a grant for First Aid training and many of you have taken up this development opportunity. The feedback has been great and it is always useful to know first aid (see page 8).

Best wishes for a safe and enjoyable second half of the year.

## OFFICE CONTACT DETAILS

**MID & FAR NORTH (09) 401 6657  
0800 729 787 Fax (09) 401 6658**

[hsnwageskk@homesupport.co.nz](mailto:hsnwageskk@homesupport.co.nz)

Kerikeri Office hrs: 8:00am-4:00pm

### Payroll Team

**Sharon (Manager) • Renee • Karen  
Julie • Gloria • Lisa**

### Mid & Far North Co-ordinators

**Kay** Extn: 711

**WHANGAREI  
(09) 430 2090 - 0800 832 383**

[officewhg@homesupport.co.nz](mailto:officewhg@homesupport.co.nz)

Whangarei Office hrs: 7:00am-5:00pm

### Whangarei Co-ordinators

**JoAnn (Team Leader)** Extn: 700  
**Leanne** Extn: 703  
**Tarnia** Extn: 704  
**Chrissy** Extn: 712

### Co-ordinator Supports

Managing all Clients using  
alpha split by **Client Surname TBC**

**Donna** Extn: 702  
**Jackie** Extn: 708  
**Jamie/Amy** Extn: 701  
**Lettica** Extn: 710  
**Melena** Extn: 705  
**Siobhan** Extn: 706

### Employee Support Team (EST)

Managing all Support Workers using  
alpha split by **SW Surname:**

**Robert (Team Leader)** Extn: 800  
**Liz** - A to L Extn: 802  
**Lee** - M to Z Extn: 801  
**Yvonne (Reception)** Extn: 804

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**Erna** - QSR Admin Extn: 806  
- WHG Trainer  
**Fiona** - MFN Trainer Extn: 805  
**Marie** - Accounts Extn: 803

[www.homesupport.co.nz](http://www.homesupport.co.nz)

## Phones & New Extensions

We have recently had a new phone system installed using Voice over Internet Protocol (VoIP) technology. VoIP technology allows the user to make voice calls over broadband internet, rather than through a traditional, analogue connection.

Once we all learn how to “drive” the new phone system it will make a big difference to our communication. Each extension will have its own voice mail capability and we can now transfer callers to our staff working from home, and also to mobiles which will be great. Please bear with us while we all get up to speed with this new technology.

Anyone who inadvertently calls the office number outside of office hours will now receive a message advising them of this.

The new extensions are listed on the office contact details here, they are also on our website which will be updated as necessary. Also, when you phone and get the welcome message, 1: is for Client enquiries, 2: will give you options to connect to the Employee Support Team (EST) or Payroll.

## HSN Website

If you are not yet logged into our website, a link is included in the email that you have received this newsletter with. This will take you direct to the Office contact page without having to login. However, we would strongly recommend that all SW's do login to keep updated. It is much easier to put information in one place for all to access. We usually advise when there is new info on the website that SW's need to know about.

**The Support Worker Handbook** is now on the website, please take time to look at this. A lot of Handbooks out there will have become out of date. We have advised you about important changes to the Handbook by email as they occur, to help keep you updated with HSN policy.



### Management Team

**Leanne McLiver** CE  
**Sam Romeyn** IT Manager  
**Debra Peters** Operations Manager  
**Sharon Lyne** Payroll Manager  
**Denise MacDonald** Financial Accountant  
**Paul Emmerson** Quality, Safety & Risk Manager

# Introducing...

## Kay Grant — Nurse Co-ordinator Mid North

Kay was introduced in our last newsletter and we have now managed to get a photo of her so you can put a face to the name. Kay works in the Whangarei office once a week and is otherwise based in Russell travelling to different locations in the Mid North. In her own words:

*"I live in Russell with strong family and historical ties there, originally moved there to look after my invalid Dad, and never looked back! I've been a nurse for donkey's years, working in Mental Health, Health of the Elderly, Rehabilitation, and Dialysis in hospital settings. I have also done a couple of stints being a caregiver myself. Now a Co-ordinator at Home Support North, and enjoying yet another aspect of working in healthcare. I have already met a few of you, and it never ceases to amaze me what intelligent, creative, kind and positive people there are out there in the field, making a difference every day. Keep smiling."*

Email: KayG@homesupport.co.nz



## Tarnia Smith— Nurse Co-ordinator Whangarei

We also welcome Tarnia to the team, she is in training at the moment and has already visited a number of Clients.

*"I moved from the South Island to Whangarei in 1999. I am married and between us we have 9 children and 7 grandchildren. I have worked in the healthcare profession for 35+ years now.*

*I am very much looking forward to my new role as a Co-ordinator and all the new skills I could gain from this. Look forward to working with you all."*

Email: Tarnia@homesupport.co.nz

## Welcome Back!

We have been lucky to coax Belinda Gunson out of semi retirement and back into a Co-ordinator role (for the meantime anyway!).

Those Support Workers who have been with us for a while may remember Belinda, she is always so patient and understanding with a focus on getting issues resolved where she can.

Email: Belinda@homesupport.co.nz



It is heartening that we are building a good base of Co-ordinators bringing with them a great mix of experience.

At times the Whangarei Coordinators may need to travel to the Mid North and Kaitia areas to visit Clients.

Remember, for basic scheduling and low level enquiries the Co-ordinator Supports are the ones to talk to. For all clinical and medication type enquiries the Co-ordinators are the best people to talk to, but as they are often out of the office on visits may not be available, always leave a message or send an email that they can reply to .

# Health & Safety

All accident and incident reports are monitored. We also look at the numbers recorded by category to spot trends.

In the first 3 months of 2021 (January to March) the Top 5, by numbers reported are listed on the table here.

## Work Place Injuries

Accidents happen, but most accidents are preventable and we don't want to see people getting hurt. Although we started the year well, we've recently had an unusually high number of Support Workers who have slipped, tripped or by some other event caused themselves injury (back injuries in particular) – ouch.

ACC is running a campaign "Have a Hmmm - If you get hurt, who gets harmed?" If you haven't seen it, check it out here: <https://www.acc.co.nz/newsroom/have-a-hmmm/>

Winter is still with us; decks and foot paths can be slippery when wet. Please take care, don't rush, look out for hazards such as door stops and thresh holds, please keep yourself safe.

Remember too, if you spot a hazard, do something about it. If necessary let the office know. You might help to prevent a colleague having the accident you just missed.

Stay Safe.

## A Reminder about Hoists

We are committed to maintaining best practice when assisting with the movement of Clients. This is to protect the Health and Safety of Support Workers and Clients.



Health and Safety of Support Workers and Clients.

Please remember we have a 'No lift Approach' to "Client Moving & Handling". You shouldn't be lifting Clients. If Clients need to be lifted, this requires appropriate equipment & training; using equipment that must be in safe working order. A Client must be able to weight bear (hold own weight).

There is more information about this in the Support Worker Handbook (Work Guidelines), which you can now find on our web-site in the SW Resources Section.

Where Clients require a Hoist, you must use it and follow the instructions about how to use it. Moving and Handling Training will give you the basics, but please remember that Hoisting equipment differs from piece to piece; as does each Client's needs. If you are in any doubt contact the office.

HSN Top 5 Incident Trends		
	DESCRIPTION	Totals
1.	Client fall unwitnessed	11
2.	Client unwell ambulance called	8
3.	Support Worker Injury – Back	7
4.	Client fall witnessed	4
5.	<ul style="list-style-type: none"><li>Near miss - Client</li><li>HSN property damage</li><li>Complaints formal process</li><li>Client unacceptable behaviour</li></ul>	<ul style="list-style-type: none"><li>3</li><li>3</li><li>3</li><li>3</li></ul>

# Health & Safety continued

## Infection Prevention & Control - Monitoring

For our service to monitor the risk of infections and the likely affect or risk to SW's, we need to be advised if your Client is being treated or has been diagnosed with the following conditions:

- UTI – Urinary Tract Infection: this could have complications and develop into MRSA/ESBL type infection of a higher risk, which will require specific precautions
- Respiratory / chest infections – e.g: pneumonia, bronchitis
- MRSA – wound / urinary infection
- ESBL – Specific resistant urinary infection
- Urinary infection
- Hepatitis A,B or C

Please remember to use PPE when there is contact exposure to blood & body fluids, to keep yourselves protected at all times.

Always follow the directions in the Client support Plan for all services to be assisted – best not to do anything else before discussing with a Co-ordinator.

Early reporting is paramount if your Client is at all unwell or you become unwell.

Debra Peters—Operations Manager

## Health & Safety Committee SW Rep Nominations

Our committee is made up of both Management and Employees, the focus is to promote the systematic management of health and safety of all people in and around our workplace. The Health & Safety representative position involves approximately four meetings per year at the Whangarei or Kerikeri office, approximately two days training, plus being able to be available to Support Workers to discuss Health and Safety issues. Time is paid for meetings, trainings and other approved costs. Requirements are:

- **Worked more than 180 hours in the last 12 months**
- **Work in both Home Care and Personal Care areas**
- **Be a positive solutions based person**

There is one representative for each of our areas of business: **Far North, Mid North & Whangarei.**

Mack Ashby is available for re election for the Far North area Janette Fulton is available for the Whangarei area. big thanks to both. The Mid North position is currently vacant.

*We are requesting nominations for the above areas, please complete the form below and return to the office before 13 September 2021, or simply call us on 0800 832 383 ext 802, thanks.*

**YOU CAN NOMINATE YOURSELF AND ADD SOME GREAT EXPERIENCE TO YOUR CV!**

## **HEALTH & SAFETY SW REPRESENTATIVE NOMINATION FORM**

I wish to nominate.....

(insert ONE name for one area only)

as the Home Support North Support Worker representative for the

**Far North (Kaitaia) / Mid North (Kerikeri) / Whangarei area**

(Circle area the area the nomination is for)

**PLEASE RETURN THIS FORM TO YOUR LOCAL OFFICE BY 13 September August 2021**

# New Sick Leave legislation 24 July 2021

## Changes to Sick leave

On the 24<sup>th</sup> July 2021 new Statutory sick leave entitlements came into effect. This will mean that if you, or a dependant, are unwell and you need to take time off work you will be eligible for up to 10 days' sick leave per year. You won't be eligible for up to 10 days' sick leave straight away, but you will be when you qualify on your entitlement date. Below are some examples from the [www.employment.govt.nz](http://www.employment.govt.nz) website of how you can qualify for 10 days' sick leave.

### Scenario one – new employee

Mira started her job with an IT company in Hamilton on 31 January 2021. She is first entitled to sick leave on 31 July 2021 (6 months after she started). As her first entitlement date falls after the legislation change comes into effect, Mira gets 10 days' sick leave from 31 July 2021. Mira is entitled to another 10 days' sick leave on 31 July 2022. Unless agreed with her employer, Mira still won't be able to accrue more than 20 days sick leave.

### Scenario two – existing employee

Elvis works for a small furniture store in Dunedin. He has worked for the same company for a few years and is currently entitled to 5 days' sick leave per year. Elvis was last entitled to sick leave on 20 December 2020, and his next entitlement date will be 20 December 2021, which is after the legislation change comes into effect. From 20 December 2021, Elvis will get 10 days' sick leave per year. Unless agreed with his employer, Elvis still won't be able to accrue more than 20 days' sick leave.

### Scenario three – existing employee

Aroha works for a bank in Auckland. She has worked for the same bank for over 10 years. Aroha was last entitled to 5 days' sick leave on 23 July 2020 and her next entitlement date is 23 July 2021, before the legislation change comes into effect on 24 July 2021. This means Aroha has to wait until her following sick leave entitlement anniversary on 23 July 2022 to get 10 days' sick leave per year. Unless agreed with her employer, Aroha still won't be able to accrue more than 20 days sick leave.

NZ govt. <https://www.employment.govt.nz/about/news-and-updates/sick-leave-increasing-to-10-days-are-you-ready-for-the-change/>

## Covid-19 Vaccinations

The vaccine rollout is intended to protect us all from COVID-19. Your having the vaccine will help to keep you, your family, your friends, your colleagues and our Clients safe.

As one of Northland's disability service providers, all our staff are **NOW** eligible for the vaccine. You can book using [bookmyvaccine.nz](http://bookmyvaccine.nz); when you get to the question **Are you in Groups 1, 2, or 3** tick yes in box 3. You will then be able to book your vaccination. Alternatively, you can call **0800 282 926** and book over the phone.

In early July we told you about some funding that's been made available to reimburse Front-line Support Workers who have received their two COVID-19 vaccines. To be paid this funding, you need to complete the Claim Form we sent to you and return it to Payroll after your second vaccine.

The Form and further information about the reimbursement is also available on our web-site and from our Offices if you are unable to print the Form at home.

We can't claim for individual Support Workers, we can only claim for you as a group. The final cut off date for us to claim this funding is the end of October 2021. This means that you will need to get your completed Form back to us by 9 a.m. on Tuesday 26th October 2021 please.

As per the MoH requirements, we will be retaining the vaccination information from the Vaccination Confirmation Form, on your employment record. **If you have had both Covid vaccinations**, we may disclose this information from time to time, to vulnerable Clients who request this information. If you **do not consent** to us to sharing this information with Clients, please let us know this when you return your form.

There's information about the Vaccine, Vaccinations and Links to Official websites on our web-site <https://www.homesupport.nz/page/home>

# SW Graduation Level 3—Whangarei June 2021

We celebrated 6 Whangarei area Support Workers gaining their Level 3 Health & Wellbeing qualification in June.

Trainer Liz Jollie has now left Home Support North and was instrumental in guiding and mentoring these ladies to success, well done to all.

The Level 3 Training being run in Kerikeri is in the final stages and we look forward to the graduation.



**Left to right:** Mana E, Annette W, Lisa K & Sarah C

**Seated:** Liz Jollie (HSN Trainer), Dana Davenport (Career force)

**Absent:** Jonina S, Susanna P

## Cashing up Annual & Alternative Leave

We are currently reviewing Support Worker's leave balances; thank you to the Support Workers who have thought ahead and have already applied for leave or cash ups.

If you are aware you have overdue / unused leave, please consider a time in the very near future to take some of this leave. Please avoid us having to make this plan and decide on a time for you. Some of this leave may be available for cash up, if you think this is something you would like to do. If you would like to know what leave you have due, please contact Payroll 0800 729 787.

## Medication



There have been a number of medication errors, particularly in relation to the sign sheets, across the board. This is very concerning to us. To follow up with you, we are just wanting to highlight the procedures around our Clients who have medication support in accordance with HSN policy:

**Medication Prompt:** The Support Worker is to **REMIND** the Client that they are due to take medications and write the time of the prompt on the medication sheet and sign .

**Medication Supervision:** Give the blister pack to the Client and ensure they select the correct date/time. The Client then opens the pack themselves and the Support Worker watches them take the medication. Write the time the medication was taken on the medication sheet and sign.

Support Workers are **NOT** to: drop off or collect prescriptions from the Pharmacy; leave untaken medications out – anything not taken is to be discarded; apply medicated creams/eye drops unless the Co-ordinator has instructed you to do so; administer any medications that are not pre-packaged; assist with medications if this is not part of the Support Plan (this includes retrieving the blister pack and taking it to the Client; opening the blister packs or physically handle the medications in any way.

If you notice any issue or have concerns please contact the office. This could be: refusal to take medications; difficulty swallowing; medications missing from the packs; missing information on the packs; difficulty opening the packs.

If you are asked by Clients/their families to do anything that is not outlined in HSN policy please contact the office.

**NB: ONLY SUPPORT WORKERS WITH MEDICATION COMPETENCY CAN ASSIST CLIENTS WITH MEDS**

# First Aid Courses

## First Aid Training (Level 2) with St John

HSN has received a funding grant for First Aid Training at NZQA Level 2.

Six Courses have been arranged (there's also some on-line pre-learning to do):

Tuesday 3 August – Whangarei

Wednesday 11 August – Whangarei;

Wednesday 1 September – Whangarei

Thursday 9 September – Kerikeri

Tuesday 14 September – Kaitaia

Wednesday 6 October – Kerikeri



**St John**  
Here for Life

The first two courses went really well. Here's some feedback we received from one of our Support Workers:

***“Just wanted to thank you for the amazing LVL 2  
First Aid Certificate Training we passed on Tuesday 😊  
I thoroughly enjoyed it as it was a first for me and hope all the  
other SW's that missed out will get a chance to do it.  
I feel more confident in knowing what I have learned may come in  
handy while carrying out Cares for my Clients and the general public.  
Super grateful for this training opportunity and highly recommend.  
The St John Tutors Alan & Kathleen were great as well “ 👍***

Thanks Amy for taking the time to place this feedback.

We still have some places available on the four remaining courses. If you haven't already replied to previous emails about the training and would like to be considered please let us know.

# Car Insurance

We've had several enquiries about car insurance. For example, one from a Support Worker who had to make a claim after a motor vehicle accident; another query was about Clients travelling in Support Workers' cars.

When you use your own car for work, you must have Third Party Insurance Cover as a minimum.

Different Insurance Companies have their own rules, but to make sure your Insurance Cover is sufficient for your own circumstances, you should contact your own Insurance Provider to talk to them about your own requirements. For example, relating to travel to and from work. Most Insurance Companies include this without increasing premiums. However, you should check that you are covered if you have to make a claim. Another example is if you take Clients shopping in your car; and they pay you for petrol. Most Insurance Companies will treat this as a 'Ride Share' type arrangement not like a 'Taxi Ride' for profit as a business. However, you should check with your own Insurance Provider to check this is how they would see it. There is further information about using your own vehicle in the Support Worker Handbook (Work Guidelines), which you can now find on our web-site in the SW Resources Section .



# New Hospital Shuttle Service

Hato Hone St John launches its new Waka Ora service. Transporting those in need to Whangarei, Rawene, Bay of Islands hospital. Rides to health-related local appointments and community appointments.

Our new shuttle is wheelchair capable and great for our mobility clients. Koha service. Ring: **0800 401 131** to make a booking (at least 24 hours notice). We pick up in Kaikohe, Kerikeri, Paihia, Kawakawa, Moerewa and many rural locations.

A new health shuttle service operating in Kerikeri. St John needs local support from volunteer drivers. Please spread the word.

Anyone interested in driving please contact Jane Stearns, Community Engagement Manager for St John Northland: [jane.stearns@stjohn.org.nz](mailto:jane.stearns@stjohn.org.nz)



# Giving Your Personal Phone Number to Clients

We want you to develop friendly, but professional relationships with our Clients. We want you to “Care For” our Clients and also to “Care About” Clients too. However, there are limits to our involvement.

There is information about appropriate Client and Support Worker Boundaries in the Support Worker Handbook. This information is to assist you, and in doing so, assist our Clients too.

Difficulties can arise if you give Clients your personal phone number. For example, this could cause a breakdown in communication with the office and your other Support Worker colleagues. It could cause problems later down-the-line if relationships with the Client breakdown.

It's for these reasons we ask you don't give Clients your Personal Phone Number.

# Positive Feedback

Wanted to share this message from one of our Casual Support Workers (also a hospital Social Worker) who recently resigned due to a change in her circumstances.

*“Thank you for my time at Home Support North Charitable Trust, I have really enjoyed the work I have done with the clients you have. As a Social Worker and a professional who refers clients on a weekly basis for support/needs assessments, I now know what a tough role support workers undertake and how valued they are as employees”*

**PUBLIC HOLIDAYS** – If you usually work Personal Care you are required to work all shifts (including HC), unless requested not to by the office.

If you wish to take the day off – please apply for leave with at least two weeks' notice.

**Timesheets need to be in the office by Tuesday mid-day after the pay period end**

**KAITAIA TIMESHEET COURIER - TIMESHEETS NEED TO BE IN BOX BY 12 NOON MONDAY**

**EMAIL: [hsnwageskk@homesupport.co.nz](mailto:hsnwageskk@homesupport.co.nz) FAX: (09) 401 6658**

Fortnightly Pay Period Ending Sunday	Public Holidays Within Pay Period	Newsletter/Payslip Post/Collection Dates
Sunday, 10 January 2021	<b>Friday 1 January</b> - New Years Day <b>Saturday 2 January</b> – New Years holiday <b>Monday 4 January</b> – (New Years Holiday observed)	15 January
Sunday, 24 January 2021	School Holidays – 18 December to 31 January or latest 8 February (contact your school to check)	
Sunday, 7 February 2021	<b>Monday 1 February</b> - Northland Anniversary	
Sunday, 21 February 2021	<b>Monday 8 February</b> - Waitangi Day	
Sunday, 7 March 2021		12 March
Sunday, 21 March 2021		
Sunday, 4 April 2021	<b>Sunday 4 April – Daylight saving ends</b> <b>Friday 2 April</b> – Good Friday	
Sunday, 18 April 2021	<b>Monday 5 April</b> – Easter Monday School Holidays – Sat 17 April to Sun 2 May	
Sunday, 2 May 2021	School Holidays – Sat 17 April to Sun 2 May <b>Monday 26 April</b> - ANZAC Day Observed	7 May
Sunday, 16 May 2021		
Sunday, 30 May 2021		
Sunday, 13 June 2021	<b>Monday 7 June</b> - Queens Birthday	
Sunday, 27 June 2021		2 July
Sunday, 11 July 2021	School Holidays – Sat 10 July to Sun 25 July	
Sunday, 25 July 2021	School Holidays – Sat 10 July to Sun 25 July	
Sunday, 8 August 2021		
Sunday, 22 August 2021		27 August
Sunday, 5 September 2021		
Sunday, 19 September 2021		
Sunday, 3 October 2021	<b>Sunday 26 September – Daylight saving starts</b> School Holidays – Sat 2 October to Sun 17 Oct	
Sunday, 17 October 2021	School Holidays – Sat 2 October to Sun 17 Oct	22 October
<b>SEND IN CHRISTMAS LEAVE REQUESTS NOW</b>		
Sunday, 31 October 2021	<b>Monday 25 October</b> - Labour Day	
Sunday, 14 November 2021		
Sunday, 28 November 2021		
Sunday, 12 December 2021		17 December
Sunday, 26 December 2021	Schools close no later than Monday 20 December <b>Saturday 25 December</b> – Christmas day <b>Monday 27 December</b> (Christmas day observed) <b>Sunday 26 December</b> – Boxing day (Boxing day observed Tuesday 28 December)	
Sunday, 9 January 2022	<b>Tuesday 28 Dec</b> (Boxing day observed) Schools start earliest Mon 31 Jan & latest Tue 8 Feb (contact your school to check)	10 January (To be confirmed)

**PAID INTO YOUR BANK - FRIDAY FOLLOWING THE END OF PAY PERIOD**