



Proposal to implement the Remote Worker electronic time sheeting app from Netsoft.



Leanne McLiver
Chief Executive
Home Support North Charitable Trust
5th October 2020

Home Support North and where we are at now

We have approximately 340 Support Workers and keeping everyone up to date with changes to their rosters is a major undertaking. This requires us to be continuing to look at ways of improving our service delivery and managing our cost. Like other businesses we believe that greater use of technology will save time, money, and improve services to our Clients through more accurate scheduling.

Our Funders (the Ministry of Health/Disability Support Services, Northland District Health Board and ACC) will be requiring us to use new technology in the future – we need to be ready.

What do we hope to achieve?

We want (need) to keep up with technology to ensure we run as efficiently and effectively as we can by having all Support Workers using our Remote Worker App. This also helps us remain competitive as a Provider. We want to save time & costly calls and txts to keep you updated with your latest roster as you will have it at your finger tips in real time.

What does the Remote Worker App do?

The purpose of the Remote Worker App is to firstly ensure the safety and quality of support provided to Clients, then to assist Support Workers, streamline and simplify office processing, and improve our service delivery. The advantages for you are - no more juggling several timesheets per day: simply click buttons, upload the information which then comes through to our server for allocation. No need to drop off timesheets to the office. The App ensures greater accuracy. Any discrepancies can be dealt with in the next day or two, no more waiting until the end of the two week pay period. Generally the Remote Worker App will streamline processes and enable smoother scheduling. Who doesn't want an easier life??

Data from the App is transferred through to Payroll, used to pay Support Worker wages, and allows for transparent reporting for our funders - Ministry of Health, NDHB and ACC. It will not be sold on or available for any other use.

The App, although needing to have location services on and GPS enabled, is not being used to spy on you or your movements. The GPS is used to ensure that you are at the Client's home when you start the job and thereby ensure that the Client has been seen, so the Client's signature does not need to be obtained. Technically called "Point of Care Service Delivery".

Yes it will record if you have not completed the amount of time allocated to the Client. There should be a reason for this and there is a button on the App to make "Visit Notes" of any discrepancies with that particular job. For example, maybe you had to wait for the Client to answer the door or get back from a walk. All these notes come through when you upload data to us and these are read before any data is processed. All these things you would normally be telling the Co-ordinators anyway. A couple of rules will be that you need to physically see your Client before pressing the 'start visit' button, and if you leave early (could be a Short Notice Cancellation) you will need to ring the office before pressing the 'finish visit' button.

Remote Worker – FAQs and Additional Information.

What advantages does the Remote Worker App offer me?

- Time saved not having to complete paper timesheets and remembering Client ID codes and to get Client signatures
- At the touch of a couple of buttons, Payroll receive your timesheet data daily – never be late or miss being paid again.
- Provide you with details of Client address and daily tasks at the touch of a button.
- You have immediate access to your daily schedule – no need to keep notes or a diary.
- No longer having to get your timesheets to the office or on the courier, scan or fax, saving time, distance and extra travel costs.
- Removes the need for printed paperwork and is also kind to the environment!
- Better hygiene with no need to handle paperwork

Can Home Support North track or monitor my movements?

- The Remote Worker App does not track your movements.
- When you start job – your GPS pin points (using Google Maps) where you are when you start the job and the same when you end the job. This is the ONLY TIME your location is recorded & uploaded to HSN.
- It is not actively showing where you are between visits or where you are when you are not working and HSN cannot access this data.

What do I need to be a remote worker?

- An Android smart phone. (An App compatible with the Apple iPhone will be available in the very near future). We recommend the Samsung A10 as a good all round phone with good performance and battery life.
- Mobile data.
- Access Log in & Password – individual to each employee – contact us and we will set this up for you.

How much data can I expect the Remote Worker App to use?

- Looking at average current usage of the Remote Worker App 4.5 MB is used per month. Support Workers with lower number of shifts/hours will use less, those with high shift numbers will use more – lowest in trial 16 shifts per month used 1.5 MB of data, highest with 155 shifts per month used 13.7 MB of data. Most prepay plans include around 2GB (2048 MB) of data.

How do you calculate my travel?

- All Client and Support Workers' physical addresses are loaded into Carecall. When Payroll processes your Remote Worker App data – Carecall (using Google Maps) looks at those addresses and automatically calculates the shortest route from home to Client, Client to Client and home again.
- Any personal travel you have done or where you have travelled between Clients is not recorded.

What if I have no internet coverage where I am or when I am working?

- That's fine – just continue to start and end job during your day. When you next come into service or get home you will then be able to up-load your shifts to Payroll.

What happens if I forget to start job / end job or leave my phone at home?

- Notify the office / Payroll as soon as you can and they will give you support on what to do.
- Don't worry – we can fix it for you.
- By default if at any time you are concerned – you can temporarily use paper timesheets.

Does it matter if I am a little bit late or a little bit early?

- No – sometimes this happens – although we encourage all Support Workers to be on time to reduce stress to Clients who may be anxious because you have not arrived. Just start and end job as you normally would.
- If you are going to be more than 15 minutes late – you should notify the office.

Will I get more work if I am using the Remote Worker App?

- The amount of work you get depends on:
 - Where you work / live & number of Clients in your area.
 - The level of support you can provide.
 - Your availability (most Clients prefer PC in the mornings).
 - Whether you are happy to work weekends.

What happens when the App needs to be updated?

- We will advise you beforehand when the system is going to be updated and there will be a cutover time where you will need to upload your schedule data, remove the current version of Remote Worker and reinstall the updated version. We are hoping this will change to automatically update in the future.

Remote Worker App trial

The trial started at the end of March 2019 to November 2019. This involved approximately 54 Support Workers. At the start there were some initial issues with the GPS readings but after the remake of our App the actual Remote Worker App has been going well. Some SW's who were using the App had some issues and this was mainly down to user rather than the App itself. The general consensus was that they were enjoying using it.

The trial was very helpful as it helped us to identify what aspects that needed improving.

Since the trial we now have:

89 Support Workers using the App

62 Support Workers using the App for timesheeting

7 Support Workers still using one of our trial phones

Why are you receiving this proposal?

We have been trialling the Remote Worker App for some time now and we believe that if all Support Workers used the App then there would be clear benefits to Clients, Support Workers, and Office staff. We believe now is the right time to make this change.

Because this change will impact on your job we are required to consult with you. This document forms the first part of our formal consultation with you and later in this document we outline how you can provide feedback.

Training and Support

HSN recognises that if all staff had the Remote Worker App then it would be a significant change for some of you. We want to support you through this change so it will be successful for you and for us.

- You will need a Smart phone to be able to use the App. If you don't have a Smart phone then we will try to get a discounted price for a multiple phone deal.
- Every Support Worker who is not on the App will be emailed instructions on how to download the App. You will be given a handout on how to use the App.
- Those of you who live within proximity to our offices will be able to come into the Office and receive one on one help. At our consultation sessions if you want to download the App and see what it can do then we will have people there to help you.
- If you are unable to come into the office then you can register for additional training support and we will work out the best way to help you.
- For the first 4 weeks you will be able to check your schedule and this will be free
- After 4 weeks you will need to start using the App for timesheeting. This will use data and you will be paid a contribution of \$5.00 per pay run which means \$10.00 per month. This will cover your cost.
- At any stage you will be able to phone the Office for help or go to the website for further information.

Consultation Process

This proposal is provided to you so that you understand the reasons why we want to make this change and to gather your feedback. We will consider your feedback before making a final decision on whether to proceed or not, or whether to amend our proposal.

You can complete the attached Consultation Submission Form and return to us by 23rd October 2020 or email Robert Towers Team Leader Employee Support Robert@homesupport.co.nz and include Consultation Submission in the subject line.

The Etu Union will be part of the consultation process. They will receive a copy of our proposal and will be invited to contribute. They may choose to consult with their members and provide feedback as stakeholders. We will take in account their submission before making any final decision.

We will be holding meetings in different locations throughout Northland and you can attend these meetings to gather further information and to ask questions. We will also record your feedback for consideration.

Consultation timeframe

Proposal sent to Support Workers (email or post). Also available on our website	5 th October 2020
Period for submissions	5 th October 2020 to 23 rd October 2020
Submissions considered and final decision made	27 th October 2020
All staff notified	29 th October 2020

Consultation meetings

We will be holding consultation meetings at the following locations and you are invited to attend and to provide feedback. You can choose which session(s) you wish to attend. The sessions may take more than half an hour, but for some venues we will stagger starts to make attendance times more flexible.

Location	Venue	Date	Time
Whangarei	YWCA	13 th October 2020	11:00 am, 11:30 am, 12:00, 2:00 pm, 2:30pm
Kawakawa	TBA	14 th October 2020	11:00 am
Kaikohe	Senior Citizens Hall	14 th October 2020	2:00 pm
Kerikeri	Biz Space	15 th October 2020	11:00 am, 11:30am, 2:00 pm, 2:30 pm
Kaitia	Te Ahu Centre	16 th October 2020	11:00 am, 11:30 am
Mangonui	Mangonui Hall	16 th October 2020	2:00 pm

A planned upgrade to Care~Call and the Remote Worker App should be completed by 12th October 2020. We are confident this won't impact on the consultation process.

What will happen if we decide to implement the use of the Remote Worker App? You will be notified of our decision 29th October 2020 and you will receive instructions on how to download the Remote Worker App. For those of you who are confident in using phone Apps, start using the App straight away. Starting early is a good thing as you will become familiar with the App before it becomes compulsory. We will be staging the implementation by area and by use.

Will any staff be given exemption to not use the Remote Worker App? Only under special circumstances and this will require the approval of Employee Support Team Leader or Chief Executive.

If I am not granted an exception what will happen if I don't use the Remote Worker App? You may be subject to a performance management process and you may miss out on receiving work.

Summary

This is a great opportunity to apply new technology to help us all work smarter and more efficiently. As well as streamlining communications and eliminating paperwork, our Funders (the Ministry of Health/Disability Support Services, Northland District Health Board and ACC) will be requiring us to use this in the future – we need to be ready. We are committed to support you with training during the transition to using the Remote Worker App.