

February 2024

Newsletter

TAPATAHI
Integrity

PONO
Honesty

KAWENGA TAKOHANGA
Accountability

Wendy's Words

It's already February and the world is turning so fast. I currently have my latest mokopuna over here from Sydney - it's a juggle with work, baby-sitting and taking time to get as many snuggly cuddles as possible. My partner Kevin is enjoying his holiday with a group boys fishing trip and he's having a good run of it. He usually does the cooking, so I'm having to put the pinny on and cook for everyone.

In amongst this has been keeping the rosters going, liaising with customers and touching base with as many as I can. Please, don't be afraid to phone for a chat though - when it's busy, I may not have the time, but we can sort out a time for talking later. You know that I have an open-door policy and we can talk about anything.

Catherine's Comments...

I am so proud of what you accomplish everyday you are on shift for Apex Care. Some shifts are easier than others, others will try every ounce of your patience. Keep up the great work and using your skills, expertise and experience to help the tangata.

We received some lovely feedback from a senior member of OT who has changed roles and working more closely with placement of tangata - "I appreciate your support with these continual changes and want you to know I am very happy with your service and collaboration in the very short period I have been working with you and your staff." So that's great to hear that you guys are rocking it out there.

Please do not hesitate to contact the office if you've got any questions, if something is changing and you haven't had confirmation from the office, if you're concerned about anything – we're your first port of call. Remember you are employed by Apex Care, and we're there to support and protect you – we need to know what's happening so we can get onto the front foot and work any issues through. We're like your backstop in a game of baseball!!

And please remember, the tangata we look after are the responsibility of our customers like Oranga Tamariki, CLL, TRT etc. They are not only responsible to the tangata, but also the whānau and the courts. We are not to make decisions for the tangata – we ask permission from the customer first via the office, and we can then proceed. This can be for things like doctors' visits, schooling, whānau visits, events, etc. This is an important part of the process we have with our customers and it's a matter of trust that we work together to help the tangata, not apart from our customer – as much as we're a team together at Apex Care, they are part of the wider team. Baseball analogy again - daily, we're the diamond around the tangata who is on the mound, and they're the outfielders. We can swap places with the outfielders around the tangata as the need arises, but on a day-to-day basis, we're the closest and need to keep in contact with our outfielders.

...Catherine's Comments

Remember, if something isn't happening for the tangata as planned, don't hesitate to contact the office and we'll do what we can to support. We don't expect you to carry the burden of managing behaviours as a result of things not happening as planned. We're there to support, so keep in contact.

Please also note that our major customer, Oranga Tamariki, is going through a financial change and **every extra expense must be approved.**

This means that the trip to the movies, the clothes, the travel out of the outskirts of the town you're in, etc., **MUST BE** approved first.

An example of this could be where the morning before, you think of a plan for the next day which may require an expense - let us in the office know and we'll get approval. If we don't get the approval, then it's a no-go – simple as that. And if you're approved, let the tangata know after that - don't want to raise their hopes and not fulfil.

There are other changes happening with our other customers due to the current political environment, and we'll continue to work through this and support our customers. It may be a busy time for us ahead.

Nurse's Corner

I announced this week that I have moved over to Australia – between Christmas and New Year the decision was made to be nearer to my husband's family just now, so we picked up and away we went. It's amazing what you can achieve in a short period of time – husband, children, schooling, housing, furniture, etc. I will come back on a regular basis and be based in Auckland or Waikato, so we can catch up in person when you'd like. Just let me know and we can arrange this.

In the meantime, it's BAU as I will be working the same hours as yourselves, but Monday to Thursday. If you need to contact me my new contact number is +61449503512. You can always find me though on WhatsApp and here's the link – this may be easier for you: <https://chat.whatsapp.com/Caf2GZoavBNGa0zLc0pzBc>

I am currently working on a new suite of training – don't forget that there is a plethora available on our Intranet already: <https://www.apexcarenz.com/> If there is something specific that you believe we can support you with, please let me know and we can build on this.

I miss the weather in Aotearoa / New Zealand already – it's sweltering over here and we didn't have AC for quite a long period of time. All the best everyone.

Updates and Info...



KAIMAHI MONTHLY AWARD RECIPIENT

And once again I missed a newsletter – January – so we have 2 recipients for this months \$50 lucky draw:

1.Kiri

2.Angie

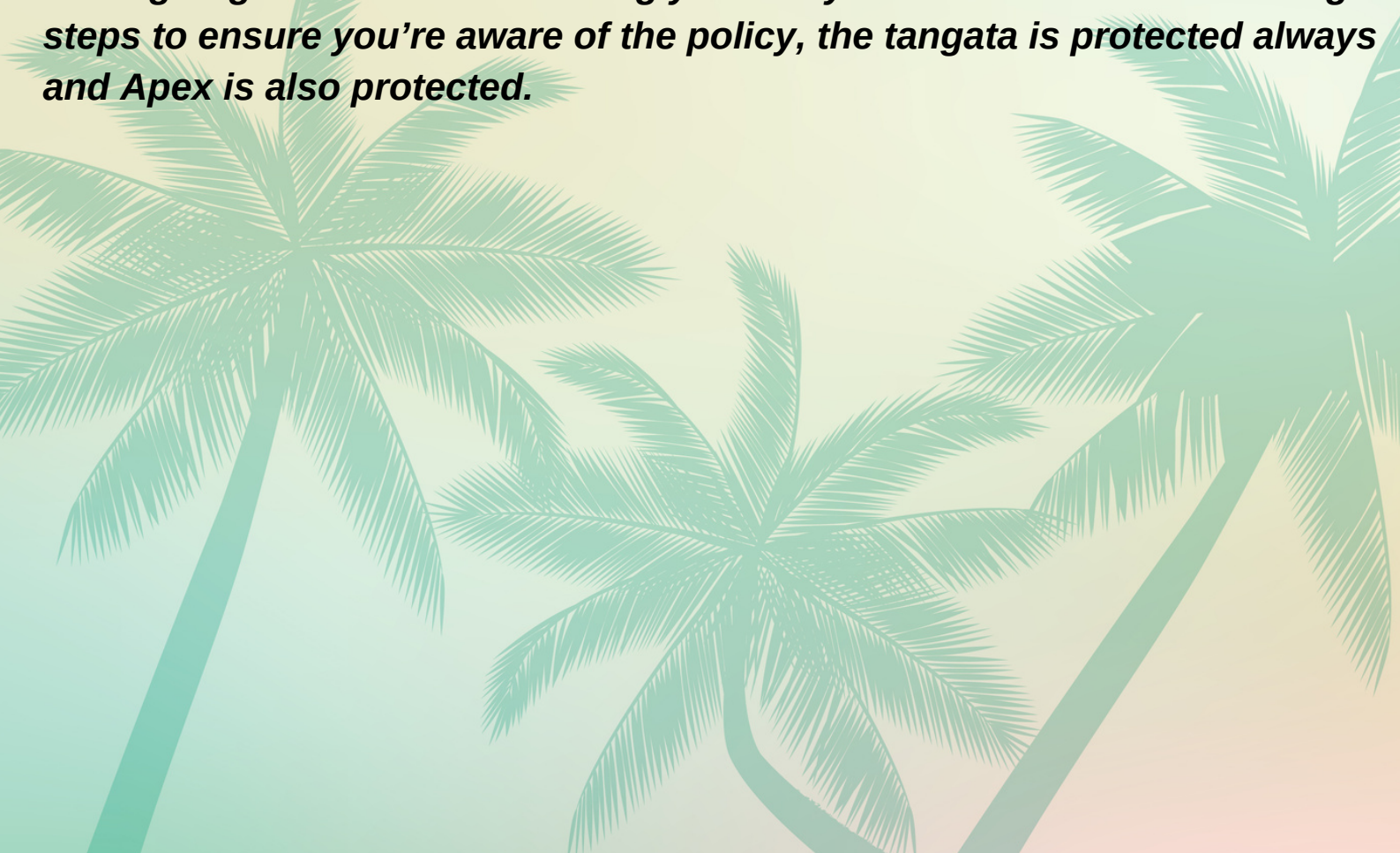
Congratulations

New Employee Handbook – coming soon

Just a reminder this is on the horizon so be prepared to update yourself when it comes out. I will advise of the changes.

New Drug and Alcohol Policy

We noticed a looseness in one of our policies around drug and alcohol use whilst a member of Apex Care. We have closed the gap on this and will be sending this policy out to all staff. Do not be alarmed thinking we're going to be out there testing you every month! This is about taking steps to ensure you're aware of the policy, the tangata is protected always and Apex is also protected.



...Updates and Info

Working Alongside Your Colleagues

Every day we go to work with people that come with many different cultures, they bring life experiences that aren't similar to our own, are working through their own life trauma. We embrace this diversity of viewpoints, skills, cultural backgrounds, life journey. We here in the office will always help people to be the best as best as we can. We treat you with kindness, respect and uphold your right to have a good working environment – well, as best as possible considering some of the work undertaken.

One of the expectations we have is that everyone who works for Apex treats their colleagues with courtesy – you may not like the person, you may not agree with your colleague, you may have issues with them. You don't talk about your colleague to others, especially not in front of the tangata. If you have an issue, you call the office and we can work through it – we'll always try not to place you on shifts together. However, it may end up being that you are on shift together - we expect you to find a way to work together and be courteous, but this is life and we expect everyone to put their best foot forward.

And please know, we all make mistakes – none of us are perfect. We need to learn our lessons in life so we don't make the same mistakes again. This is about growth and seeing how we can move to the next level in our own personal journeys. Apex will help you and support you – we want the best for you. We'll be honest, but we'll be kind as well. We will treat you with courtesy and help you when times are tough. And we expect our staff to always be courteous to one another – how can you support tangata in difficulty when you can't show compassion to others?

Admin & Info

Timesheets: remember, 9am on Monday morning or you only get paid what's in WIW and not for any other things you should be noting on your timesheet.

Daily Notes: these are so incredibly important. Don't think they're just a piece of paper – this is both the customer's and our view on how things are going on site. Do not underestimate how important these are and get them in shortly after your shift. Don't save up a wodge and submit days' worth at one time – these are to be done within a few hours of your shift ending to ensure everything is current and we can address any concerns straight away.

And please, if two people are on shift, then 2 sets of notes are to be submitted. This is a must for everyone.

Incident Reports: within 12 hours of the incident, ideally straight away. We have instances where the customer knows there's an incident and is told an incorrect story by others. Please get your incident report in so we can nip issues in the bud, get changes made if needed and ensure the tangata is first and foremost in what's known and what needs to be done.

Fines: if we receive a fine from our customer for parking or speeding, we will pay this but garnish your wages for the cost. We will advise you before doing this.

Safe driving: If you're in a customer's company car or any car, please don't speed. Pay attention to the speedo and keep to the limit. And remember that going too slow is also a hazard – not fineable usually but it does cause frayed tempers on the road, so just keep to the speed limit.

FIRST AID REMINDER

Thank you to those who are getting their first aid done. This is a mandatory part of your employment. Don't think you're exempt because you've been working for a long time and no one's asked before – everyone is responsible for this.

Our expectation of you is the following:

1. You approach a First Aid provider and book in for refresher / to do full certification.
2. Apex Care will pay for 4 hours of your time to do this if we are paying for the certification. Advise admin@apexcare.co.nz of the date you're booked so we can mark this in your WIW calendar, thus you will be paid for the time.
3. Apex Care will refund you \$80 towards the cost of this course upon receipt of the certificate and your payment invoice. Please send through to admin@apexcare.co.nz.
4. If you do not have a First Aid cert at a stage to where you can do a refresher but have to do a whole new certificate, then we will pay \$80 towards this - the rest of the cost is to be borne by yourself.
5. If you have a First Aid cert that you have gained through another company you're working with, please send this through for our records.
6. If you cannot/do not gain your First Aid certificate:
 - This will affect the places where we can place you i.e. where medications are required to be given, we cannot place you there. Where we have high end tangata e.g. Oranga Tamariki shifts, we cannot place you there.
 - And if you continue not to gain your First Aid certificate, we will take the measure of looking to not offer shifts to you until this certificate is gained.

Course Links:

- Red Cross: Save-a-Life

<https://first-aid.redcross.org.nz/book-course/?region=Waikato&course=save-a-life>

This first aid course allows you to acquire the following NZQA Unit Standards: 6402.

- St John also have a number of different courses which you can book: [St John Courses](#)
- .MyFirstAid: <https://www.myfirstaid.nz/>

This is a very serious and mandatory requirement of working at Apex Care. Please make sure you take the time to invest in yourself and also to protect yourself.

REMINDERS

NEW STAFF REQUIRED

If you know someone who would fit in with Apex Care, please send them our way. We cannot hire anyone who already works permanently with our existing customers as that would be unethical, but we can hire casuals who work for others. We need kaimahi with skills in our industry, drivers licence, a clean police check and NZ Visa.

So please refer them and, if they complete 50 hours with us, \$200 will be winging its way to you. But I know you'd love to have them on board with us anyway as we are a company who cares, can offer diversity and a challenge. So please refer them on to us by filling in this form

<https://www.emailmeform.com/builder/form/xpf1N7KqW913>

and having your person sign on-up at

<https://www.apexcare.co.nz/registration>.

And that's a wrap for this Newsletter.

2024 is going to be great team - I feel that we're on the cusp of great change and we're working hard towards it.

I'm proud to be a part of this team of Apex Care - we all have a role within it, we all do our part no matter what. So keep up the great work, keep shining bright for yourself and Apex Care, and let's keep the tangata safe and our customers happy.