



January Newsletter

TAPATAHI
Integrity

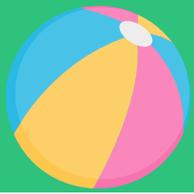
PONO
Honesty

KAWENGA TAKOHANGA
Accountability

WORDS FROM WENDY

Happy New Year - I hope everyone had some sort of break and is feeling refreshed. To those who worked through, thank you. I was on the phones throughout and being able to reach out to you to cover shifts made my life so much easier. You have provided great support to our team through this period, and they have all remarked about how willing you were to be there when asked. Our customers have come through so very thankful to Apex Care for being there to help support them and their tangata. I am so proud to hear how much our customers want to come to Apex Care - thank you.





CATHERINE'S COMMENTS

What a start to 2023!!

It is full on already with all manner of compliments, complaints, incidents, etc. We love passing on to you compliments – which unfortunately are not always provided as quickly as a complaint. Please keep up the great work as the more compliments the better ah?

And conversely – I don't want complaints. I hate having to come through to yourselves and go through the issues and sort out what went wrong. This isn't positive for any of us so please think before taking action – what are the consequences to your action?

The feedback from the staff survey was awesome. There's some great ideas and we'll be implementing as much as possible. I'll send through the results of the survey to you soon. One of the outputs from this is having more linkage with your colleagues. One way to do this is in each Newsletter where at least one of your colleagues writes about themselves or something they want to pass on. This month we have Bertha who is one of our Northland kaimahi – Bertha's inaugural korero is below.

I am looking for anyone else who'd like to write in the February newsletter – so please volunteer. You can talk about your culture and how it works with the mahi you do, something you would like to share that you find works for people with mental or physical disabilities, something you're working on in your private life e.g. studies, art, holistic healing etc - the list is endless. Also, I send out the Friday emails – anyone keen to write words in there as I'd love this to be something more interactive. So please come on through and share with your colleagues. Just email catherine@apexcare.co.nz and we can start collabing.





CATHERINE'S COMMENTS

Quarterly meetings – these are going to start up again. I did stop them last year as only a few people turned up – however feedback from the survey is that you want these started again. It'll be great to put faces to names, hear what your colleagues have to say, get questions answered etc. So there will be invites sent out at two different times so hopefully you can make one of them in a week.

Health & Safety - currently we have Anna Watson as the staff H&S representative being someone who straddles the kaimahi as well as after-hours roles - she has a good insight into what is happening and brings our attention to issues. However we are looking to see who else would like to take this role. So please have a think and I'll come through soon asking for volunteers. If there's multiple volunteers, we'll need to go through a vote. More details to come...



Nurses Corner

Disability comes in many forms, not just the physical. By building our knowledge about the mental disabilities affecting our tangata and their families, we can better understand and help our customers do what they need to do to build the tangata up and be the best they can be.

Following on from the November training on Neurodiversity, we have added training today on Autism (or Autism Spectrum Disorder ASD). We provided a link late last year to some general information on Autism on our Self Led Training page, but we want to embellish on it as its a common developmental condition that needs greater understanding. We are going to continue to build on Neurodiversity and the many disorders that fall under this umbrella. We need to as a team become more aware of how this presents itself, understand why we're involved with the tangata and what the requirements are to help and support those in our care.

We have also included on the Self Led Training page information on Fetal Alcohol Spectrum Disorder (FASD) – this is very much an issue in our community, so please take the time to read and to become more familiar with how it presents and how you can work with the tangata affected by this.

If there's something you are interested in knowing more about, just send an email through to admin@apexcare.co.nz and we can provide more information to the whole team. Having a thirst to learn and grow in your knowledge is something to be encouraged!

First Aid courses will start up again soon. An email will come out soon for those who don't have an up-to-date certificate.



Korero from our Kaimahi, Bertha Whittaker

Hello our Apex Care whānau (Family)

Catherine asked me to write something about being a Support Worker, in our Health sector. One thing comes to Mind for me is Health in general. While we have been working over the Christmas to New Year's season, a lot of our team, and/or other organizations which we work with e.g. Emerge, TRT, OT have had ill health. We should all reinforce Wellbeing within ourselves and take the time to Heal/Rest/Recuperate our Tinana (Physical), Wairua (Spiritual), Hinengaro (Head), Whānau (Family) with Aroha (Love).

How are we able to give our Best in our mahi (work) if we are unwell. We also must remember to let our team from Apex Care know that we need their support. We are very fortunate to have any exceptional team with Wendy, Catherine, Anna, Danielle, Julia, Rochelle and any of our other staff I have not mentioned - they are here for us anytime the need arises.

May we all be safe, with ourselves, our mahi (work) and our Tangata (People) we Support.

Nga mihi AROHA kia koe...

Thanks with Love Bertha



ADMINISTRATION

DAILY NOTES!!!

Please do your notes. We are getting followed up on missing Notes by our customers – this is not a good look, especially as it's one of the guarantees we provide to them so that they can keep tabs on their sites/tangata. We ask you to do these at the end of every shift without fail. They shouldn't be difficult if you allow about 5 mins at the end of the shift – just tell the house person what you're doing to make sure they're okay with it.

Timesheets: There are more and more late timesheets being received and some not received at all. Rochelle has to spend time chasing these up and running reports and basing your pay on what's in WIW. This doesn't allow for travel or any variances in time that you need to claim. This results in amended invoices going to our customers and is causing issues. It really is a bad look when we can't get the basics right of claiming for what's been done. So please, make a resolution that you will do the timesheet on time. I did say last year that if you didn't, then we'd look to start not paying until the timesheet is received. I don't want to do this, but I will if this continues.



ADMINISTRATION

ON SITE BEHAVIOURS:

Tara/Gossiping – this has got to stop – our Employee Handbook makes it clear that we have zero tolerance for this. People are speaking out of turn - not only to and about their fellow kaimahi, but also to our customers who are on site as well. I said this back in April and I'll repeat it again - Manaakitanga (respect) is important in upholding each other, for your wāhi mahi (workplace), for tāhau (yourself). And when we're told about this by our customers, this is damaging our brand which we are all working hard to build. Don't let the team down okay. I will be taking a harder line on this this year, so please be aware.

Breaks - you are allowed breaks on your shifts. Please check the Employee Handbook for further details. Please note if you leave site, you aren't paid for the break and need to advise the office on the 0800 #. If you remain on site, then you'll be paid. There needs to be flexibility of breaks in with your colleagues and our customers staff, but we do want you to have these. It is part of your own H&S to make sure you do.

Vaping/Smoking - your breaks is the time for vaping/smoking off site – no smoking on site. Only use these times for this activity. We've had issues on some sites of this occurring every hour which is not appropriate e.g. TRT Morris Road – needs to be in alignment with the tangata's own smoke breaks. This stops the tangata getting agitated and is respectful to others.

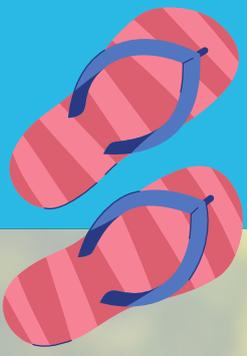


ADMINISTRATION

Food during overnight stays – when you are booked for more than 1 shift i.e. having to do a sleepover, please take your own food. The food on site is for the tangata – yes, it’s okay to share a dinner that you’ve prepared together. But to go to site without any food and expect to be able to consume the food bought for the tangata is inappropriate.

When on Shift – Apex Care’s expectations is that you will turn up fresh to a site and ready to do the mahi. To use the shift as an opportunity to rest, have a sleep, do your personal emails etc., is not on at all. You are there to engage with the tangata and to help out around the premises. This is not only disrespectful to your colleagues, the customer who is paying for your work, but also to Apex Care. And we do hear about this so please, no more. This year I will be knuckling down harder on those who don’t do the mahi required of them. If you can’t do the mahi, then don’t take the shift. A good question to ask whenever you go on shift after the handover is “What would you like me to do?”.

And that’s the first lot of reminders for 2023. Seems harsh I know, but already this year – not even mid-January – I have had too many complaints from customers and staff and this is not how I want us as a company to continue.



ADMINISTRATION

2023 is going to be a great year for us – we're going to grow and expand into new regions, we're going to grow our customer base in existing regions and we're aiming to be the #1 go-to agency for all our customers. This means we need you to be there right doing the very best you can – without you doing this there really isn't much use of us driving this business forward the way we are. So please let's all pull together. I know we have the best kaimahi out there, I know we have the best care and attention for the tangata – we just need to prove it every day we come to work, whether in the office or on site with the tangata.

Have a great January and am looking forward to working with you to change it up for 2023!

