

December Newsletter

Meri Kirihimete

TAPATAHI
Integrity

PONO
Honesty

KAWENGA TAKOHANGA
Accountability

WORDS FROM WENDY

Thank you each and every one of you for being on this journey in 2022. It's been a bit of a roller coaster and I know there's been a lot of challenges throughout for you, some personal and some at work. It's great we've got to this point together and I know that next year is going to be challenging and rewarding as we work our way through it. Have a wonderful break for those of you who are taking time off. For those who are working through, thank you for doing this. Our tangata always need our support and I appreciate everyone who shows up everyday doing the best you can to take care of them.





CATHERINE'S COMMENTS

Tēnā koutou katoa. What a year it has been and I am so thankful that I've been able to be a part of Apex Care's journey. I joined in January this year, and this has been one of the steepest learning curves I've ever had in my life. The challenges brought to me have helped me to grow as a person, and I thank you for helping me learn. I am still persevering with my studies to be a psychologist, with a minor in Indigenous Studies, and that has proven to be a challenge in of itself. I love learning and stretching my mind so I understand more. I know a lot of you are also on your journeys of learning, whether in formal education or through your work you undertake each day. It's always good to grow rather than stagnate – Wendy often says that you will never know it all in this line of work, every day and every tangata brings a new challenge and a new opportunity to understand. Keep up your great work, keep observant to those around you and keep doing the very best that you do. I'm so proud and thankful to be a part of this company with you all.



Important points

Covid – it's rearing its nasty head again and we've had customers go back into their own form of lockdown and bubbles. For those of you agreeing to work covid positive sites – thank you! Please make sure, no matter what site you're on, that you mask up and keep high hygiene standards. Remember that to order RATs you can use our code: AOGCSR-16413. And remember to swab your throat – the nose is not the best route to check in the first instance. If you do get Covid, please ensure you register yourself so that you get contacted by doctors to make sure you're okay, and this can also help you access Plaxlovid antiviral medication – this helps lessen the impact of Covid.

How to report your positive Covid status:

- Online: [My Covid Record](#) (external link)
- Call: 0800 222 478 (choose option 3)

Don't forget to get those timesheets in over the holiday period, and those Daily Notes. We need these for every site you work at, and at the end of every shift. This is our insight into what's happening, as much as it's the customer's insight. Please try to remember punctuation as it really does help us understand what you're meaning – a sentence can be misread without punctuation.

If there is an incident on site – and this includes absconding, remember to fill in an Incident Report. These are followed up on to make sure everything can be done to ensure you're safe in the future and it's also a good way to make learnings on how we can improve our processes. So don't be afraid of this, just fill in this form <https://tinyurl.com/4m46apra>.

Thank you to those who have filled in the staff survey - <https://tinyurl.com/yzzewydu>. This will help us determine where we need to grow in, what areas we're doing well in. This is a great chance to have your say. As a result of this, 2023 will bring change. I can see already areas of improvement from your feedback, and I really appreciate knowing this. I acknowledge that as a company we're not perfect and need to change and evolve which is a very healthy thing to do. No matter what though, I do know that at the heart of Apex Care is care, kindness, respect and trust. This will always keep us strong.



Meri Kirihimete

As 2022 draws to a close, please reflect back on what you've achieved. Take the time and really understand what you've been through in this past year and how you've gotten through it. I had the chance to speak with some of you at the Xmas BBQs and it was humbling to hear the thoughts of where they're at, the openness of their hearts in what they shared and the strength that lies within each person.

Life can be hard and can cut you and leave scars, but it's how you heal and move forward that is important. You know that we in the office are here to help you if you need to talk, or you can reach out to EAP on 0800 327 669. This is free and confidential service and is of a help if you need – if you don't get the right counsellor, then ask for another one. Not everyone is a right fit for others, so make sure you get the best help you can.

2023 is going to be exciting with so many new challenges coming our way, advancing on our cultural journey with Ricky leading us on our waka of evolution and understanding, more staff communication opportunities, more training, new kaimahi, more challenging tangata whaiora and more ways we can build more strongly on this foundation we have now.

Thank you one and all for being a part of Apex Care. We have been out visiting our customers and meeting potential new ones recently. The feedback I get every time is about how Apex Care really does care – you, the kaitiaki, are recognised for the amazing work you do. I hope you really do understand that whilst they may not say anyone's name specifically, the fact that they phone Apex Care first to help them is the proof that every day you make a difference. As a team we all play a part in the work we do in the community.

So congratulations, and here's to a lot more in 2023!