

PRIVATE AND CONFIDENTIAL

FOR TAIOHI HANDBOOK



Apex Care
Your Wellbeing Support Team



Contents

NAU MAI HAERE MAI.....	3
Our Kaupapa	3
Our Values	3
What does an Apex Support Worker Do?	4
Taking a Te Whare Tapa Whā Approach.....	5
How will we do that?.....	5
There are some things that we cannot do:	6
Apex Staff have rules too.....	6
Other ways in which we keep you feeling safe:.....	7
Where can I go for help?	7
Cultural Safety and Support	9
LGBTQIA+ Gender Diverse Safety.....	9
Your Rights.....	10
Voyce: Whakarongo Mai	11
Complaints Policy	11
Possible activities we can do	11



NAU MAI HAERE MAI

Kia Ora and welcome to Apex Care, we are so pleased to be working with you. Apex Care is an agency that provides mental health/health care support to a number of organisations in Aotearoa New Zealand.

This handbook contains information on who we are, how we roll and examples of the expected standards of the staff that will be working with you.

Our Kaupapa

Our aim at Apex Care is to provide quality care that makes a positive difference to our tangata whaiora. We tailor our work to suit the individuals needs and health care goals, as we believe that the right person, right environment and right attitude can help our tangata whaiora to reach their goals during their well-being journey.

Our Values

Our values form who we are. They stand for the key components of what we feel is important in our organisation and as individuals.

Doing what's right

We value those we support and our staff. We show this by employing quality staff and ensuring we are there to back them up.

Going above and beyond

Our passion and our drive is what makes us unique. We want to **Wow** people with all the little things we do that really make a difference so that we can continue to do what we love.

Being real and down to earth

We are all just people and we want to support everyone as such. No position in the company is too important to stop and lend a hand.

Being there when needed

Whether it is 3am or 4pm you can count on us to be there for you.

Being holistic

We believe that our holistic approach to support provides an overall health and well-being benefit to our tangata whaiora and staff, bringing a sense of belonging and self-worth that can have a positive influence in fostering healthy minds.



What does an Apex Support Worker Do?

Each person Apex Care with is different and often what is expected can change, as such what we do changes from time to time.

As a support worker, we tend to:

- Focus on **strengths not limitations**
- Maintain **professional boundaries**
- **Listen** and **communicate** openly
- Provide **encouragement with making healthy decisions and choices**
- Provide **validation of uncomfortable feelings and emotions**
- Role model **healthy behaviours**
- **Be friendly, and at the same time, not your friend**
- Allow you to make their **own decisions** (Where possible)
- **Avoid the urge to care for, rescue or mother**
- **Get prior approval** for travel – while supporting someone
- Engage in **meaningful activities**
- **Note what is worn**
- Secure any Medication
- **Keys** kept separate and secured
- Read and follow **support plan and other documentation**
- **Monitor** based on support plan
- If the tangata absconds, we **call the Apex office, Oranga Tamariki (if necessary) & police**
- **Report and record**
- Support you by **maintaining consistent routines** and work practices based on support plans, risk management plans, and guidelines.
- Work with you on **developing essential living skills**, such as meal preparation, cooking, cleaning, going shopping, maintaining household duties.
- Work with you in improving your health and wellbeing and put this in our notes which go to the person who referred you to our service.
- **Talk with you** and the person who referred you with the **goals** you have, and to do our best to help you achieve them.
- Provide support in a way that **promotes independence that is relevant to your age**
- Support you to **pursue hobbies and interests**, encouraging full participation in all aspects of daily life.
- **Oversee/administer medication** in line with the Apex Care policy and that of the overseeing organization.
- Contribute to the review of the supports to ensure we are meeting the best possible outcomes for the tangata whaiora and clients.
- **Stick to the allocated budgets** and maintain records of receipts.
- Attend Apex Care health and Safety meetings.
- **Providing practical support** to tangata whaiora and their families.
- **Ensuring accurate handover and communication** with all staff involved
- **Teach life skills**
- Provide **mental and emotional support**
- Work alongside tangata whaiora to solve problems.

Taking a Te Whare Tapa Whā Approach

The Te Whare Tapa Whā model describes health and wellbeing as a whare/meeting house with four pillars of hauora/health. When all these things are in balance, we thrive. When one or more of these is out of balance, our well-being is impacted.



Taha Tinana:

We will do our best to promote healthy habits and routines with you. We will work with you on a budget if you receive a weekly allowance, recommend tips and tricks to help you sleep well at night, and promote healthy food and exercise choices.

Taha Hinengaro:

Sometimes, emotions take over, we get that. We also get that bad things can happen to us during our life that are out of our control. That's why the staff who work at Apex Care understand this and work hard to help you through the emotional roller coaster. Apex Care are lucky to have staff that are aware of all the things that can help with intense emotions, including mindfulness, relaxation, yoga, and sports.

Taha Wairua:

Staff working with you will support and respect you to build or maintain any spiritual or belief systems you have.

Taha Whānau:

People rarely exist with being completely on their own. Our staff here will, wherever possible, support you to maintain healthy relationships. Relationships that are going to build you up and help to get that life worth living. This can be with family/whānau, friends, people in the community, pets! Be aware, sometimes there may be limits at what Apex Care are allowed to do.

How will we do that?

- Is a values-based approach that aims to discover and act on what is important to the person
- Supports the process of continual listening and learning
- Recognises the importance of people's history, including previous trauma, and focuses on what is important now and, in the future,
- Working with you on helping to make difficult decisions, and being careful to not force our ideas onto you
- We will work with you, and those who are able to provide support, which can include whānau, friends, social workers, clinical teams and the wider community
- **We look at your strengths, and we work with them!**

There are some things that we cannot do:

There are times where we will have to say no, and although we never like doing this, it is best to let you know now. Things that we have to say no to include:

- Taking you to visit people that we know you are unable to see right now.
- Taking you to places that we have been told are off limits
- Smoking with you/giving you smokes
- Buying food and other items for you with our own money
- Buying petrol for the car with our own money
- Sharing our mobile phone number/social media profiles/address with you
- Giving or receiving treats or gifts from/to you

Our Apex Care staff keep in mind the long-term healthy goals for you, which may sound frustrating and dull. Be assured though we have in mind what is best for you-even if it doesn't feel like that. If you are worried about any of this happening to you, please ask the staff to check they are on track with our Professional Boundaries Policy.

Apex Staff have rules too...

Rules are a thing, and we ask our staff to make sure they stick to them, just like we ask you to stick to ours. These rules are here to help keep you, and our staff safe. These are the main ones that could affect you.

We expect Apex Care staff to:

- Work as a team to support our common goals
- Maintain professional boundaries at all times
- Communicate clearly and frequently to those they are working with and for
- Do not do anything that might threaten the health and safety of yourself, your colleagues or others
- Uphold confidentiality at all times
- Adhere to Apex Care's zero tolerance for gossiping
- Provide support as described in the support plan / risk management plan or any other documents
- Rudeness towards those we support, our clients, members of the public or your colleagues will not be tolerated
- Objectionable or insulting behaviour, harassment, bullying or bad language will also not be tolerated.
- Devote the whole of their time, attention and abilities to those they are supporting, or other allocated tasks during their normal working hours
- Whilst driving a vehicle on Apex Care business, staff must comply with traffic legislation, be conscious of road safety and demonstrate safe driving and other good road safety habits. If there are distractions Apex staff are instructed to stop until safe to continue
- Do not smoke during work time with or around clients
- Ensure you never report for work under the influence of drugs or alcohol or with these in your possession
- Do not allow family or friends to visit them while on shift
- Follow the directions and rules set out by the referrer
- Committing an improper, immoral or act of violence, such as fighting whilst at work is not permitted.

Other ways in which we keep you feeling safe:

No Restraint Policy

Apex Care has a non-restraint policy. If there was a need to make physical contact in a life-threatening situation, we would.

Child Supervision

Each child is different and requires different supervision requirements. These requirements are to be set out in the support plan and adhered to at all times. No child under 14 is ever to remain unsupervised.

Staff Checks

All staff are screened by police and Oranga Tamariki regarding any incidents involving children and young people

Confidentiality

This is something we take very seriously. There is NO excuse for disclosure of confidential information. If a Support Worker believes that information should be discussed with a third party, they should consult with the Manager. There are various rules around the ages of people below 18, and information being shared with health professionals Oranga Tamariki, and your own whānau. Check with them to confirm what you can share with confidence. If you disclosed something that meant either yourself or another person was at risk of harm, then we have to let other people know this.

Where can I go for help?

Being in Care

Oranga Tamariki – Ministry for Children

0508 FAMILY (326 459)

If you're worried about your family, you can call Oranga Tamariki and talk to a trained social worker. They will be able to listen to you, and then work out what kind of help your family might need.

Office of the Children's Commissioner

occ.org.nz

If you have questions related to your rights and wellbeing in care, The Office of the Children's Commissioner advocates for the rights of children and young people in law, policy and practice and they monitor services under the Children, Young Persons and their Families Act.

Transition Support Service

0800 55 89 89

Oranga Tamariki has extended support to young people leaving care and youth justice as they transition to adulthood through our new Transition Support Service – designed to ensure young people leaving care have the support and opportunities they need to successfully transition to adulthood and achieve their goals. If you've been in foster care or in a youth justice residence, you may be eligible for support so call the team.

Legal Services

Lawyer for Child

Your lawyer represents you in any court processes, and will help explain what's going on, and make sure the judge is told what you think. If you don't know who your lawyer is or how to get in touch with them, ask your social worker.

Youthlaw Aotearoa

0800 UTHLAW (884 529) / youthlaw.co.nz

Youth Law Tino Rangatiratanga Taitamariki is a free community law centre for children and young people nationwide.

Education and Career

Youth Service

youthservice.govt.nz

Thinking about learning more, getting training or heading to work? Youth Service supports 16- to 19-year-olds to find pathways to jobs and an independent future.

Health and Wellbeing

Youthline

0800 376 633 / youthline.co.nz / Free txt 234

Check them out for help about anything, big or small stuff, that's going on with you and you would like some advice for. They can help 24/7.

Aunty Dee

auntydee.co.nz

If your problems are getting you down, messing you up or just plain muddling with your brain, talk to Aunty Dee. She's here to help you figure things out.

Need to Talk

1737 / 1737.org.nz

Free call or text 1737 any time, 24 hours a day. You'll get to talk to (or text with) a trained counsellor. The service is completely free.

Kidsline

0800 543 754 / kidsline.org.nz

Going through a tough time? You can talk for free to a trained youth volunteer at Kidsline 24/7, they help young people up to the age of 18 and can give you advice for what you're going through.

Lifeline Aotearoa

0800 543 354 / lifeline.org.nz / Text 'Help' to 4357

Want to speak to someone about how you're feeling right now? Whether you're stressed, lonely, depressed or unsure, Lifeline have a free phone line that you can call 24/7 where you can speak with someone who will be able to help.

0800 WHATS UP

0800 942 8787 / whatsapp.co.nz

0800 What's Up (0800 942 8787) is a free counselling service. It's a safe place for you to talk about anything at all, so if you need support or someone to talk to, give them a call as they'd love to chat. For a phone counsellor, you can call free 12-11pm Monday to Friday, and 3-11 pm Saturday/Sunday. Also, online chat is open Monday to Friday 1-10pm, and Saturday/Sunday 3-11pm.

SPARX

sparx.org.nz

SPARX helps young people learn skills to deal with feeling down, depressed or stressed. There is also an App you can download. It's normal to feel down, angry or stressed at times but when these feelings don't go away or start affecting how you're getting on with school, you may need some extra help.

Sexual Harm

Safe to Talk

0800 044 334 / safetotalk.nz / Text 4334

Nau mai, Haere mai, Kōrero mai
Sexual Harm, do you want to talk?

Ehara taku toa i te toa takitahi. Engari he toa takitini
My strength is not the strength of one. It is the strength of many

Safe to Talk offers free confidential contact with trained specialists. They can also connect you to support services in your community. They offer online chat, email support@safetotalk.nz, free phone and texting. You can simply text and they will text you back.

Sexual Health

Family Planning

familyplanning.org.nz

Got questions about your sexual or reproductive health? Family Planning can offer you confidential and non-judgmental support and healthcare. They work with people of any gender, age, nationality or sexual orientation.

Cultural Safety and Support

Please share with us any information that will help us work together even better. Apex Care wants to make sure we can support you in a sensitive and culturally safe way. We want to make sure you, and your family/ whānau feel culturally supported and protected. We understand that those we support need to feel safe and secure in the knowledge that their individual values, beliefs and cultural wishes are acknowledged and respected.

Feel welcome to talk with us about any dietary requirements such as usual diet, and any religious or ethnic beliefs or events that may impact on diet. The same applies to any special belief system, practices or considerations regarding circumstances around your culture and how this applies with your lifestyle.



LGBTQIA+ Gender Diverse Safety

Whāia tō ake ngākaunui, i te pono, i te mārama
Know who you are, be who you are

Apex care strives to practice in a strengths-based model and strive to work in a framework that considers hauora, resilience, cultural identities and individual journeys. Our staff are happy to work alongside or connect you to specialist support workers within the rainbow community.

Rainbow Youth

Northland

Bay of Plenty

Complex 1, 17th Avenue
Tauranga Historic Village

ry.org.nz

northland@ry.org.nz / 022 027 6166

bayofplenty@ry.org.nz

Your Rights

Apex Care must ensure that the rights of those we support are always upheld. If you feel you have had your rights broken, please contact us at the Apex Care office on 0800 225 000.

There are two sets of rights, the Health and Disability Commission Code of Rights and the Youth Rights (UNCROC)

10 Health and Disability Code of Rights:

1. Right to be treated with respect
2. Right to freedom from discrimination, coercion, harassment and exploitation
3. Right to dignity and independence
4. Right to services of an appropriate standard
5. Right to effective communication
6. Right to be fully informed
7. Right to make an informed choice and give informed consent
8. Right to support
9. Right in respect of teaching and research
10. Right to complain

Youth Rights (UNCROC)

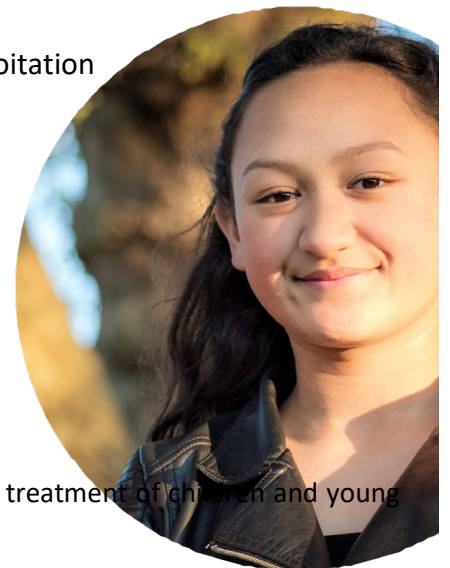
UNCROC is made up of 54 articles (sections). These set out the standards for the treatment of children and young people. The four main articles underpinning the Convention are:

- all children have the right to protection from discrimination on any grounds
- the best interests of the child should be the primary consideration in all matters affecting the child
- children have the right to life, survival and development
- all children have the right to an opinion and for that opinion to be heard.

Specific rights to be aware of:

- life, survival and development
- the Government making sure that the best interests of the child are taken into account when making decisions about the child
- access to education and health care
- grow up in an environment of happiness, love and understanding
- protection from discrimination of any sort
- develop their personalities, abilities and talents
- protection from sexual exploitation, abuse and economic exploitation
- special measures to protect those that are in conflict with the law
- an opinion and for that opinion to be heard
- be informed about and participate in achieving their rights
- special measures to protect those belonging to minority groups.

More information is available at <https://www.msd.govt.nz/about-msd-and-our-work/publications-resources/monitoring/uncroc/>



Voyce: Whakarongo Mai

VOYCE – Whakarongo Mai, stands for Voice of the Young and Care Experienced – Listen to me.

Established in 2017, they are an independent charity organisation that helps to advocate for the approximately 6000 children with care experience (children in foster or whānau care) in New Zealand.

They exist to amplify the voices of these children and ensure that they are heard – so as to positively influence their individual care and to collectively affect change in the wider care system. VOYCE was co-designed by children with care experience for children with care experience.

VOYCE – Whakarongo Mai runs local events and experiences to create safe networks and communities that connect care experienced young Kiwis and help build positive morale. Their whakapapa reflects a strong and unique partnership between young people, government, the philanthropic and non-government sectors – they are co-funded by government and philanthropy partners. They believe that it is only in working together that the vision of building a community of positive, confident and capable care experienced young people will be realised.

What VOYCE does:

- **Connects** children and young people in care with advocates and trusted adults to help you have your say
- **Support** you to share your stories in your words, when key decisions are made which affect you
- **Work alongside Iwi and** Māori organisations as well as other groups in the community, who build a support network around children and young people in care
- VOYCE **organises** connection events for you to meet, have fun and share ideas with other children and young people in care
- They're constantly developing a **care-experienced support community**, to build an even stronger voice to the system
- VOYCE have established a **youth council** of care experienced young people who promote the voice of care experience on the big issues affecting you

They can be contacted on 0800 4VOYCE (0800 486 923) or www.voyce.org.nz

Complaints Policy

If you want to make a complaint about any aspect of the care that you have received or have concerns about the support you have seen please call us on 0800 255 000 or email us at admin@apexcare.co.nz.

Possible activities we can do

The list below is very broad and not all activities will be right for the age group you are working with or their personality. Sometimes we can apply for a budget for a certain activities and other times we need to be creative.

Waikato with a budget

- Tenpin Bowling
- Laser tag
- Library (if joining up they need to have another form of ID)
- Waikato Museum
- Te Awamutu Museum
- Te Awamutu Centre
- Classic Museum
- Confinement Escape room
- Escapist

- Waikato Thoroughbred Stud
- Fire station visit
- Matamata - Hobbiton
- Hamilton Gardens
- Strawberry picking - Whatawhata (seasonal) or Tamahere
- Troll cave - Waitomo Caves
- Waitomo caves
- Horse-riding-Karamu & Raglan
- Fish and chips at beach- Raglan & Kawhia
- Mini putt - Ice Age, Callum Brae
- Go karting
- Indoor rock climbing
- Masse- 8 Ball
- First place Fitness-Gym

Free Waikato Activities

- Hamilton Gardens (If have Oranga Tamariki Care)
- Hamilton Lake (If have Oranga Tamariki Care)
- Drive to raglan (If have Oranga Tamariki Care)
- Bush walk -
<https://www.waikatoz.com/experiences/walking-hiking-trails/>

Possible Activities with a budget (area specific)

Mount Maunganui/Tauranga

- Rocktopia
- Miniput (Memorial Park)
- Sapphire Springs Hot pools
- Fernland Spa
- Bay indoor centre
- Classic Flyers aviation museum
- Mount Hot pools
- Movie theatres at The Crossing or Bayfair
- Adrenaline forest
- Escape room
- Surf lessons at Mount Beach
- Kewpie boat cruise
- Ferry to Matakana Island
- Waimarino water and adventure park
- Marshall's animal Park

Free Mount Maunganui/Tauranga

- Te Puna Quarry gardens
- Otumoetai Pa site
- Fergusson Park, picnic and walk
- McLaren Falls Park walks

- Callum Brae Mini golf
- Cambridge Mini Golf
- Masse – Pool Games
- Hamilton Pools
- Hamilton Zoo
- Movies
- Classic car museum
- Blastacars
- Leap indoor trampoline park
- Boatshed kayaks
- Extreme Edge Rock climbing
- Community Living Sensory Rooms
- Life Unlimited Multisensory Environment
- Ninja Planet, Frankton

- Mount Pirongia and Lunch
- Hakarimata Summit and lunch
- Lake Ngaroto and lunch
- Fishing - Raglan & Kawhia
- Waikino Train Ride/Station
- Karangahake Gorge

- Bullsworth farm
- Time zone arcade
- City fitness
- Yoga class
- Golf driving range
- Bay karts- Go karting
- Pottery class
- KatiKati bird gardens
- Bay station
- Ten pin bowling
- Chipmunks
- Argos gymnastics session
- Martial arts
- Maclaren Farm-Tauranga

- Otanewainuku bush walks
- Ohauti reserve walk
- Daisy Hardwick walk or bike
- Walk around or up Mauao

- Puketoki reserve
- Walk up leisure island
- Te Puna lockout
- Papamoa Hills walk
- Kaiate Falls walk
- Summer Hills walk and lockout
- Community Gardens and maybe join in planting day
- Swimming at Mount Beach
- Sand art at the beach, join in with local sand artist

Rotorua

- Amaze-Rotorua (problem solving, confidence, patience)

Creative Low-Cost Activities

- Draw or paint
- Craft projects
- Jigsaw puzzle
- Make bracelets
- Paint rocks and hide at a park
- Origami
- Make jewellery with beads (will need some prep)
- Word puzzle
- Create a journal
- Bake a cake (might need to be a microwave one)
- Card making
- Funny socks - decorate a long pair of socks (fabric paints etc.)
- Poetry
- Write short story/creative writing
- Design a menu
- Fashion and design, create outfits
- Flax weaving
- Make a vision board
- Draw
- Painting
- Play dough or Modelling Clay to build and create

General Free activities to do

- Library
- Museum
- Window shopping
- Art Gallery
- Take a walk
- Take photos
- Write a letter
- Go somewhere with a picnic
- Make a music video
- Write a story
- Yoga/And Yoga Mats for Tamariki and Staff

General Paid

- Buy a plant to care for, peace lilies are good for this
- Shopping

General Active

- Skate parks
- Parks
- Fitness trails often available at walks/parks
- Go for a jog/walk

If you have any other ideas that could be added to this list, please let me us know. 0800 255 000