

TAPATAHI
Integrity

PONO
Honesty

KAWENGA TAKOHANGA
Accountability

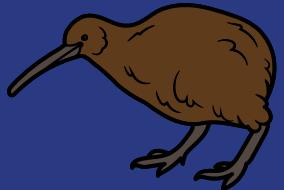
February Newsletter

WORDS FROM WENDY

It's been ups and downs out there with our customers. They book shifts, then cancel them. They change times and requirements. They ask for different staff to work in with their tangata. It's a constant moving feast and I thank you for being flexible and supportive when we call. When we do call to ask you if you can do a shift, please feel free to let us know how you're doing. We can be quick to ask you to do the shift, but we're more than happy to stop and listen if you'd like to talk. And if we can't stop due to time constraints, we will call you back. I know that everything can be rushed, just remember that my team and I do care and are here.



Catherine's Update



Thank you so much for the wonderful work you're doing out there. Yes, there's been incidents and complaints this past month and we've attended to them all with those concerned. However, on the whole, there's been some amazing work done for our tangata which is what it's all about. I hope you had a good Waitangi weekend and took the time to reflect on the wonderful country we're in, about our role we have to play as a citizen of Aotearoa and how blessed we are to be able to work on this whenua.

Please, I will stress this to you again – if you're on shift and you're too tired, then call the 0800 #. It can take one moments inattention for there to be an incident. We need you to be fresh when you show up and be the very best you can be. This is about keeping you safe, and the tangata supported.

Good news in that the fuel rate has increased by 0.4c/km on 1.2.23 – not a huge amount but every bit counts. AND the Govt has held off on the removal of the fuel subsidy till June (so far) so that also is good news.

Quarterly meeting on the 15th will be here shortly – please come along and korero with your fellow kaimahi. It will be great to see you all, albeit online, but something is better than nothing. This will be followed by the H&S meeting which Anna will be leading as your current H&S rep – straddling both the After Hours and recruitment roles as well as being a kaimahi in the field, Anna has had a unique insight into what's happening and needs changing. However, we're looking forward to your voice being heard in this meeting, so please bring your questions and potential solutions to issues you experience.

I'm reading Hinemoa Elder's book Wawata – Moon Dreaming. It is so insightful as to how we're subject to Hina, the Māori moon goddess and how her 30 faces impacts our lives as we live here on Papatūānuku / Mother Earth. Every culture has their different beliefs and I know that we're all subject to the pulls of the moon – my Irish tipuna / ancestors were farmers and worked to the rhythm of the moon. Reading Hinemoa's book has helped me understand more and I'm enjoying the reflection time about the daily impact the moon has on me. I would love to discuss with anyone who has read the book, or has insight they can share with me. So much to learn, it's exciting.

Nurses Corner

Things are a bit quiet currently from Sarah as she is on maternity leave, having had a baby boy named Joshua. You may have noticed no calls from Shavon either, who too is on maternity leave with her baby girl Saskaia. Contracts have been sent out to the new 'uns to join Apex Care!

Sarah has provided her autism training which is available online – it's been the most watched video so please watch it if you haven't [Autism \(or Autism Spectrum Disorder ASD\)](#). We are going to continue to build within this space of learning, however we would be keen if anyone has something they think we can provide more information on that interests them.

We hope those who've picked up the Level 4 training are enjoying it. We know of some of you as we're listed as your support company, however if others are doing this, please let us know. It's always great to keep learning and discovering new ways of doing our work.

Korero from our Kaimahi, Anna

Wow what a journey the last few years have been. Not only for Apex Care but for me on a personal level.

"Mountains to climb and climbed, with the occasional pebble and sometimes boulder in the works."

On 8th February I am 10 years sober. I'm not going to tell you my full story, but it's fair to say that the last decade has been a journey. What I can say is that I let alcohol strip me of my mana. I am now at a point where I feel that my mana is restored, and the feeling is AMAZING. My Tane and I have returned to his local marae and are in the process of learning our tikanga and whakapapa. I have gained my wairua / spirit that I was missing again AMAZING. So enough about me...

We as Support Workers of Apex Care are a whānau too. We may not always agree, and we will debate issues - but first and foremost we will advocate for the tangata we support, and I love that. Please work as a team. Support each other and talk to each other. Don't be afraid to say I'm not sure if I handled that right, or I think I didn't handle that right. Or I f'd up. This is not a whose right or wrong situation. We have a team that all bring their own experience, and input so let's learn from each other as well. Tell yourselves everyday "You Rock"! Take care of you, so that we can continue to take care of our vulnerable tangata. Use the resources you have surrounding you on the staffroom, other kaimahi and be the best you can be and remember RING THE 0800 number ☺ Peace, Fun, and most importantly Aroha to you all.

Anna





ADMINISTRATION

Shopping receipts – keep up the great work sending through those shopping receipts to admin@apexcare.co.nz. A photo will do when you're at the supermarket, or soon as you get back.

Arriving Late/Leaving Site Early or Needing to Disappear for a few hours?

We all have personal lives, and it is sometimes hard to balance it all. If you've accepted a shift and need to arrive a bit late or leave early, or even disappear for a few hours on shift, then please call the **0800#**. We can usually negotiate with the customer the changing time requirements. However, if you've accepted a shift and the hours are in WIW, then please stick to those times. If we don't do the hours we're paid for, then that isn't a good look with our customer. I have had quite a number of our customers questioning what's happening in the last month and we could have nipped it all with a quick phone call up front. This keeps the customer happy as well as only charging them for what we worked.

Timesheets and Daily Notes:

I keep bleating on about these and I hate having to do this.

Daily Notes: <https://tinyurl.com/bdzensv7>

Daily Notes are to be in by no later than 9am the next morning. This is part of your role when taking on a shift. Our customers ask for them when they're not available, so please ensure you do.

Timesheet:<https://tinyurl.com/2mz5cr9r>

Timesheets are to be done by 9am on Monday morning. Rochelle is having to pay off WIW shifts which sometimes doesn't reflect all you need paying for. We expect your timesheets to be in – I've said it before that if we don't get the timesheets, then this may delay your pay.



ADMINISTRATION

Phones on Duty:

Please do **not** use your phones consistently whilst on site. I've had to take the step at one of our sites to say the phones have to be handed in when you go on duty. This is not what I would expect to request from any of the Apex kaimahi – our expectation is when you go to site that your focus is on the tangata and only use your phones during your break times. This inattention nearly caused an incident the other day and this is not acceptable. And yes, I sound grumpy but to hear that one of you nearly got hurt due to using your phone is worrying and concerning.

Site Safety Checks

Remember that when you go on site, you're meant to do a site safety check and fill in the online form: <https://tinyurl.com/yc4penaw>. This is a good way to ensure that you're very consciously investigated your surroundings and made sure everything is safe, especially when you're on a new site.

Incident Reports

A final reminder for this newsletter – if you have an incident on site, please fill in the Incident from: <https://tinyurl.com/4m46apra> so we are aware, can make the customer aware and can follow-up on any outcomes from this.

The End

And that's a wrap, please take care of yourselves. Remember EAP is there for support, we're here for a listening ear and hope you're taking care of your health and wellbeing, physically and mentally. Please use the tools available on **TheStaffroom**: <https://www.apexcarenz.com/yourwellbeing>.

Take care everyone and stay safe out there.