



Kia ora koutou,

It's been a busy year for everyone at Visionwest Home Healthcare. We started with flooding across the motu, we've had several incidences of 'flu and other winter bugs while still dealing with cases of Covid and we've been flat-out getting our HHC transformation programme up and running and ensuring all the necessary training is in place.

What we've been up to

There have been some real positives along the way, though:

- Despite increased sickness, we have been able to provide in-home support to thousands of people.
- We were a key part of the Auckland flood response provided by Civil Defence and social support services.
- We've completed significant reviews to our processes and developed new training.
- We've upgraded our phone system.
- We've completed a significant amount of training and are preparing for the next phases of the Home Healthcare transformation programme.

Phew! All that has been a lot of work – but well worth it when it means our clients can enjoy the safety and comfort of living in their own homes.

Looking towards next year

Already we can see that next year is going to be just as busy. In the coming weeks we will be sending out information about our next phases; the automated In Between Travel (IBT) process and the mobile phone field trials. This will set us up for distributing mobile phones to Support Workers and commence MobilityPlus training for all staff from February onwards.

We're also currently exploring options for increased online training so that we can move Support Workers through qualifications. This is planned to be available early in the new year.

In this newsletter

In this latest Support Worker Newsletter, you'll find lots of news and encouragement including:

- News from Murray, our Head of Health Services, who has spent much of his year advocating for improved Support Workers' wages and conditions.
- A MobilityPlus update and how you can ask questions or make comments about our new system.
- Health and Safety News.
- Encouraging compliments from a couple of our clients.
- Financial wellbeing tips to help you get through Christmas.



Have a great Christmas

From all of us, a huge thank you for the mahi you have done this year.

Some of you will be planning breaks during summer while others of you will take one a little later in the 2024, whatever you're doing, we hope that during the Christmas / New Year period you find some time for yourself to celebrate your achievements and reconnect with loved ones.

**Have a Merry Christmas and a Happy New Year.
God Bless.**

Murray Penman

Head of Health Services

Noel Hensman

National Relationship Manager

Fatima Juson

National Clinical Manager

Lisia Halapua

National Customer Experience Manager

Vicki Partridge

Service Operations

How to get in touch
0800 222 040



Option 1 Albany
Option 2 Hamilton
Option 3 Tauranga

Option 4 Rotorua
Option 5 West Auckland
Option 7 Project Helpdesk



News from Murray – Care and Support Worker Pay Equity Claim

Visionwest Home Healthcare is one of 15 providers who are participating in the Care and Support Worker Pay Equity Claim. Murray, our Head of Health Services, has spent much of his year working on this, advocating for improved Support Workers' wages and conditions.

Murray says, "I'm hoping that the new Government will provide the support we need so that we can settle the Care and Support Worker Pay Equity claim and you (our Support Workers) can receive the remuneration you deserve.

"As I say to everybody who will listen, you are our heroes, heading out into our communities every day, creating relationships with whānau, and ensuring that people can continue to live safely and comfortably in their own homes."

News From Bay of Plenty / Lakes Region

We were very pleased to meet a good number of Support Workers at the Support Worker Forums in Rotorua and Tauranga on 23 and 24 August. Thank you to all those who gave your time to attend, we hope you found the time useful.

Thank you also for participating and helping us to understand the concerns you have. As we said at the forum, we are committed to making your working day an enjoyable time for you and the people you serve and will continue to work towards this. Please continue to let us know about issues you may have.

A question about Guaranteed Hours

If you have any questions about our Guaranteed Hours, the expectations around these or changes to your Guaranteed Hours, please contact your Coordinator.

Introducing Lisia Halapua



Hi, I'm Lisia, and I'd like to take this opportunity to introduce myself. I'm the newly appointed National Customer Experience Manager – this is a new role created to improve client experience across all the regions we serve.

My vision to improve our services is to resolve issues at the first point of contact and ensure we keep whānau at the centre of our planning and service. Achieving these goals will take a bit of time but I am confident as we work through systems and process changes we have planned, that the quality of our services will continuously improve.

End of Year Christmas Events

Christmas is coming and we want to make sure we celebrate the past year in style!

To show our appreciation for your amazing hard work throughout the year Christmas Celebrations will be held around the regions.

You are invited to attend one of these events, at whichever location suits you best.

This week you should have received an email about the Visionwest Home Healthcare Support Worker Christmas Celebrations.

To register for your Christmas event, just click on the link in the email you received, or you can use the link below:

[Visionwest Home Healthcare Event Bookings](#)

Please note, you must register before 10 November 2023 so that we can organise the catering.

If you have any questions, please contact your coordinator.



How to get in touch
0800 222 040



Option 1 Albany
Option 2 Hamilton
Option 3 Tauranga

Option 4 Rotorua
Option 5 West Auckland
Option 7 Project Helpdesk



MobilityPlus Project Update

We recently sent you some MobilityPlus introduction videos. We have received lots of great feedback and questions that we will answer as we develop this further.

From those who responded to our survey:

76% of Support Workers watched the videos, thought they were very helpful and are **looking forward to the training**

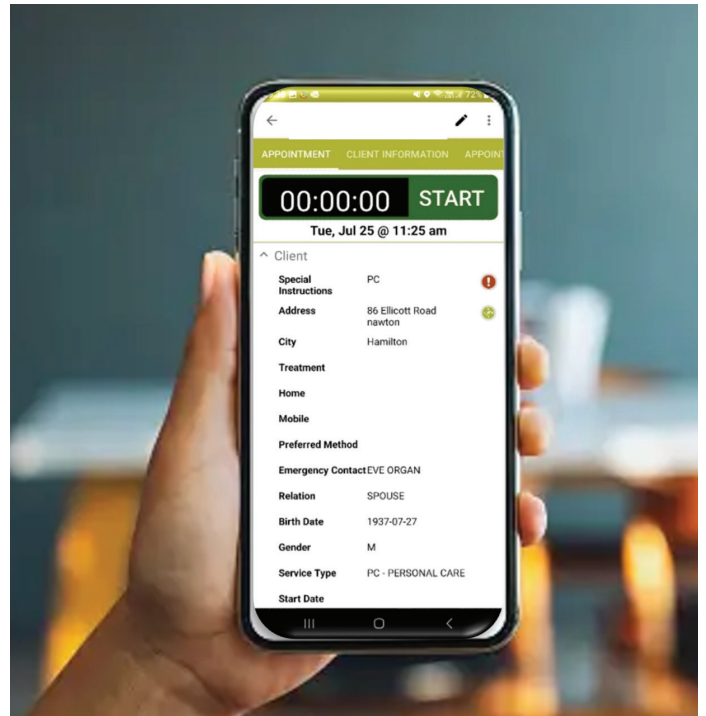
75% of Support Workers think MobilityPlus will be **easy to use**

25% are **unsure** about using MobilityPlus

0% said they thought MobilityPlus would be **difficult to use**

65% of Support Workers think MobilityPlus will make their **daily tasks easier**

What happens if a Support Worker finishes an appointment earlier than scheduled or goes to another client early? We haven't finalised procedures for this yet, but the plan is, if a Support Worker is booked for an appointment, we will pay that full appointment. Be assured, the system will be flexible enough to enable us to adjust work schedules when, or if, required, while also making sure you are paid correctly.



How to give Feedback

If you have any questions regarding MobilityPlus or any other of our project improvements, please send them to hhcproject@visionwest.org.nz or call 0800 222 040 Option 7.

Because the system and procedures are new, we may not be able to answer every question immediately. We will, however, try to find solutions for all your concerns and get back to you with an answer as soon as we can.

As you will all be aware, there are several big improvement projects happening across Home Healthcare over the coming months, and we are all very excited to share with you the progress, insights and benefits that will come with these improvements.

We are here to support you, answer your questions and provide you with all the tools and resources needed to do your job well. As with anything new, there may be some issues at the beginning.

We'd like to hear what's working well, what you like and what you think could be improved.



An important notice about Annual Leave

Please remember that, if you are wanting to take holidays over Christmas, you need to get your leave application in by the end of October. In general, for Annual Leave over the summer months, we need at least four weeks' notice. This gives us time to arrange suitable cover for our clients.

Please also remember that we will be working to cover a lot of leave over the holidays, so you should expect that your schedules may look different than usual as we rearrange appointments to fit with the holidays of other Support Workers and the holidays of your clients.

How to get in touch
0800 222 040



Option 1 Albany
Option 2 Hamilton
Option 3 Tauranga

Option 4 Rotorua
Option 5 West Auckland
Option 7 Project Helpdesk



Health and Safety Matters

It's by early reporting of Health and Safety concerns that we can protect you and your clients from injury because we can eliminate or minimise hazards and create a safe working environment.



Please report any hazards, near misses or injuries to your Coordinators within 24 hours of them occurring.

Remember, to ensure your safety and the safety of others: take your time, plan your task, and then carry out that plan.

If you have an injury, Nadia is your Health and Safety Coordinator. She's here to support you. Please email her directly if you have any urgent Health and Safety concerns: nadia.waller@visionwest.org.nz

Two-Person Assist Cares

If you are supporting a client who requires two Support Workers and your partner hasn't arrived, please

DO NOT start cares. Phone the office immediately and ask for advice on how to proceed. Proceeding with two-person assist cares on your own risks the safety of both you and your client.



Health and Safety Representatives

In each of your regions there are Health and Safety representatives who can be contacted if you have any work Health and Safety concerns. They are there to support you and provide guidance. They can also escalate your concerns at regional and national Health and Safety meetings which are held quarterly.

If you would like to be a Health and Safety representative in your area, please contact Nadia Waller: nadia.waller@visionwest.org.nz

Your Health and Safety Representatives:

You can contact regional Health and Safety Representatives if you require support with work-related health and safety matters.

AUCKLAND

PURPLE

Tessa Clement

P: 027 421 9386 E: tessa@clement.nz

YELLOW

Matevaka Aefigo

P: 021 117 9302 E: matevakapakatuagaifo@yahoo.com

ORANGE

Jenny Peers

P: 021 100 3524 E: jennympeers@gmail.com

BLUE

Maureen Patelu

P: 021 174 7128 E: maureensuitupu08@gmail.com

RED

Sandra Tobin

P: 027 538 6850 E: kastantia@xtra.co.nz

GREEN

Yong Mian Fang

P: 021 0876 7923 E: fangyongmian@gmail.com

NORTH SHORE

Teena Samir

P: 021 170 8397 E: teena.samir@gmail.com

PAEROA

BLUE

Robyn Clarke

P: 027 496 8351 E: clarkeclan1@xtra.co.nz

HAMILTON

RED

Ivy Tawhai

P: 021 0880 6997 E: ivy_jean@hotmail.com

GREEN

Jess Clough

P: 022 091 4491 E: jessicacough78@gmail.com

TAURANGA

CENTRAL / ROTORUA

Leanne Mitchinson

P: 020 477 7707 E: bopmitch@gmail.com

MOUNT/ROTORUA

Penny Carr

P: 027 272 2259 E: pennycarr@yahoo.com.au

How to get in touch
0800 222 040



Option 1 Albany
Option 2 Hamilton
Option 3 Tauranga

Option 4 Rotorua
Option 5 West Auckland
Option 7 Project Helpdesk

Financial Wellbeing at Christmas

Christmas is approaching fast and, while it brings great times, it can also cause stress, anxiety, and depression. Christmas should be about kindness and peace of mind; it should not come at the cost of your mental health.

One way to look after your wellbeing during this time is to minimise the financial pressure Christmas can bring by starting to prepare for it now. With the help of the Visionwest Monday Mentors team, here are some Christmas tips we've put together:

- Create a budget and stick to it. By setting a budget and sticking to it you know exactly how much you can spend on each person or item without overspending or going into debt. Prepare a Christmas budget – a maximum amount you will spend – and make sure you tell the rest of your whānau, including tamariki and mokopuna. That way, everyone is on the same page when it comes to what they are expecting on Christmas Day.
- Take advantage of seasonal deals. Once you have your budget set, think about what you can buy for each person. If you have a list of items you need to buy, you can look for specials and sometimes save big money! It will also stop you buying on impulse.
- Consider creative gift-giving ideas. There's often a lot of pressure to buy expensive gifts for whānau. And yet, many family members would be just as happy (maybe even happier) with something homemade that you've put time and effort (and aroha) into.
- Celebrate with experiences and quality time. The most precious gift of all is quality time spent with those we love. Think about how you can encourage others simply by spending time with them.



Get expert help in managing debt and finances. Visionwest's Money Mentors team provide free financial mentoring for personal finance issues. There is also EAP (see below) to help with personal or work challenges, one of the services they offer is financial counselling.

Christmas can be a hard time for many people. Please be kind to yourself by looking after your wellbeing, both mentally and physically. If you need access to confidential support, please reach out to:

Internal EAP Service – 0800 227 343

Counselling and financial mentoring support provided at the Glen Eden Campus.

External EAP Service – 0800 327 669

Support contracted out to EAP Services Ltd.

Includes counselling, financial mentoring, legal advice, and career advice.

Focus on Policy – Bullying, Harassment and Discrimination

Visionwest has a policy regarding Bullying, Harassment and Discrimination. This includes verbal abuse, demeaning remarks, threatening, swearing or other intimidating comments. All Visionwest staff, including Support Workers, are expected to follow this policy. If you would like to see the policy in full, please email swfeedback@visionwest.org.nz

If you feel that you have been treated unfairly or received abusive comments from clients, or others, please let your Coordinator know, so that we can support you. If you need confidential support during this time, please feel free to contact EAP Services, on 0800 327 669.

In the same way, any comments that are deemed a violation of this policy, and are made by staff towards others, will be escalated to a team leader who will respond appropriately.

This way, we can all be kept safe from negative speech and situations.



How to get in touch
0800 222 040



Option 1 Albany
Option 2 Hamilton
Option 3 Tauranga

Option 4 Rotorua
Option 5 West Auckland
Option 7 Project Helpdesk

From our clients

We continue to receive feedback on the excellent work that is happening. Clients are delighted to have someone who completes their allocated time by sitting and chatting. Remember, "It is not what you do that people remember, but how you made them feel".

Here are some of the words clients have used to compliment their Support Worker – maybe one of your clients sent in a word to describe you!



A reminder that what you do makes a difference, "I am writing on behalf of a Visionwest client to express his heartfelt appreciation for Support Worker Ruth. During a recent review visit, the client couldn't help but emphasise just how remarkable Ruth's contributions have been in his life.

"Ruth's unwavering dedication and exceptional competence have consistently made a significant positive impact. She not only assists with all the client's needs but also maintains a clean and tidy household with meticulous attention to detail. Ruth's presence has greatly improved this client's quality of life and reduced a significant source of stress. Her genuine care and professionalism have been a constant source of reassurance and comfort. The client feels incredibly fortunate to have her as his Support Worker and wanted to ensure that Ruth's outstanding efforts were acknowledged and appreciated."

Janet wrote, "There are no words that can possibly express my gratitude to Lana, for her professionalism, and the care she provided, in challenging circumstances, to my mother. This young woman, as well as being a caring, loving human being, is exceptionally good at her job. She is extraordinary in my book and deserves to be acknowledged as such!"

How to get in touch
0800 222 040



Option 1 Albany
Option 2 Hamilton
Option 3 Tauranga

Option 4 Rotorua
Option 5 West Auckland
Option 7 Project Helpdesk

Giving the Gift of Joy

Visionwest has plans to turn tough moments to cherished ones for thousands of West Aucklanders this Christmas.

The removal of Covid restrictions, means this year we can welcome whānau onto Visionwest's campus in Glen Eden to choose the food they need at Manaaki Kai, Visionwest's new Social Supermarket. We'll also create a toy store for parents to choose a gift for a child who would otherwise miss out on the simple joy of opening a present on Christmas morning.

Running on weekdays from 11th to 21st December, Christmas From The Heart will help alleviate some of the financial stress of Christmas and give people who are struggling the opportunity to create a simple Christmas at home for themselves and their families.

To find out more visit

visionwest.org.nz/christmasfromtheheart



For many Aucklanders, the Anniversary Weekend floods and Cyclone Gabrielle are distant memories; for others, the effects are still being felt as they struggle financially and with ongoing trauma. For whānau like Kareece, Neil and their children, every day is a reminder of an evening they will never forget.*

Kareece and Neil were doing well. They owned their own home, worked hard in their own business, and were proud of the way their four children were excelling at school. Then, their world was turned upside down. In one January evening, their home was destroyed. The family waded to safety through waist-high water leaving everything they owned behind them.

Four days later, they stood at the top of their driveway and looked down at their red-stickered home. Unable to go inside they already knew everything had been destroyed and that the house was unliveable and would probably never be rebuilt.

Financially, the family is under a lot of stress as they continue to pay a mortgage on a property they cannot live in and must now also pay for a rental property. They also now live further from their children's schools and their workplace which is an added cost both in terms of time and money.

Visionwest have been able to help with food, budgeting and counselling support which has gone a long way to ease the stress Kareece and Neil are feeling but aspects

of the struggle remain. This whānau's story is a sad reminder that, while many of us have been able to get on with our lives, some are still feeling the effects from eight months ago.

*Names have been changed for privacy reasons.

Selina, Senior Clinical Manager with our Supportive Housing team in Auckland shared this encouraging story.

Recently, I was fortunate enough to spend some time listening to success stories from Ara Poutama Aotearoa (the Department of Corrections).

One of the Parole Officers shared what he called, his biggest success story. It centred around a man who was a recidivist offender aged in his 50s. The Parole Officer spoke of how committed he was to supporting this man and spent a lot of time with him. He worked hard to support the tanē but deep down had little hope that he would be able to stop offending.

Then the man came to a turning point in his life – it was when he became involved with a housing agency and received support from a social worker who took time to get to know him, listen to his story, and encourage him. To the Parole Officer's delight, the tanē did it! He turned his life around and is now doing great.

Imagine how proud I felt when, towards the end of the story, the Parole Officer revealed that the external agency is Visionwest!