

MobilityPlus FAQs

These MobilityPlus FAQs are in response to questions received from staff. If your MobilityPlus question is not answered below:

- Email: HHCproject@visionwest.org.nz
- Or phone the MobilityPlus Helpline: 0800 222 040 Option 7.

Questions about MobilityPlus start dates and training

When will MobilityPlus start?

MobilityPlus will start early in 2024 but not everyone will get it at the same time.

We will roll out MobilityPlus gradually throughout our regions. This means we can make sure that everyone has enough time to be trained and get used to the new process, and that the transition is as seamless as possible.

All regions should be using MobilityPlus by the end of May 2024.

Will there be training, and will I be paid to be at the training?

Full, paid training will be provided before you start using MobilityPlus.

You will receive an email about where and when your training takes place, and we will work with you to find a time that suits you best.

Our trainers are here to help you understand the new process and answer the questions you may have. After your training, the MobilityPlus Helpline will also be available to answer any questions.

You will be paid for your time in training and receive IBT to the training venue.

I would rather keep using timesheets like before, can I do that?

We understand that change can be challenging, but remember, you will receive full training and we will make certain you understand MobilityPlus and can use it with confidence.

Remember also that there are many benefits to this system and by moving away from paper processes we can improve the efficiency of our services.

Benefits include:

- Better communication between Support Workers and the office.
- Clients no longer need to sign paper timesheets; these

will be replaced with digital check-in and check-out of appointments via the app.

- Real time roster updates.
- Relevant client information available via the app allowing you to be fully prepared before supporting your client.

Questions about the MobilityPlus phone

You use MobilityPlus through a smartphone App. Each Support Worker will receive a smartphone to use for work purposes.

When do I get my new phone?

At your MobilityPlus training session. You will receive your phone and receive full training on how to set it up and use it.

Do I have to pay for the phone?

No. The company will provide the phone as part of your work equipment.

There is no cost and no deduction from your pay.

What happens to the phone if I leave Visionwest?

Company-issued devices, such as laptops or smartphones, are considered company property.

Therefore, it is expected that you will return the phone when you resign or when your employment with the company ends.

If I go on annual leave for a long period (e.g., six weeks) do I have to submit my phone back to the office or I can take it on my holiday?

Your work phone is primarily intended for work-related tasks; therefore, you are not expected to take it with you on holiday.

When I use my MobilityPlus phone, will I be tracked so that Visionwest knows where I am at all times?

No. MobilityPlus replaces paper timesheets meaning your client no longer needs to sign a timesheet. Instead, you will check in and out of your appointments using the MobilityPlus App. This will record your GPS location only at the time of check-in and check-out and this GPS stamp will replace the client signature. The App does not know your location outside of these check-in and check-out times.

What about client data security. Is the information on the phone secure?

Yes. We take data security seriously and use encryption, access controls, employee training, data backups and compliance with industry regulations to safeguard client data.

Questions about losing your phone

These questions are about what to do if you lose your phone, it is broken or runs out of battery power.

What do I get with the phone?

When you are handed your work phone, it will be already set up for you with several Apps, including MobilityPlus, and your profile. We will assist you will final login and password settings.

The phone will come with the usual items new phones are packaged with, along with a cover, a car charger and handsfree mount, to make it easier to use the phone and keep it charged while travelling between clients.

You will also be able to install several apps that have been pre-approved for safety and security, for your personal use, if you choose to. These will be discussed further at your training session.

What do I do if I lose my phone?

Call the office immediately. They will be able to email you your roster.

You will also be asked to try and find your lost phone.

The office has a system that means we can find the location of a lost device. If this does not work, we can remove all data from the device remotely.

If I lose my phone, can everyone see my clients' details?

No. Your phone is password protected – you are the only person who can use it.

As explained above, if a phone is lost, we can remove all data on it automatically.

What do I do if I leave my phone at home or a client's house?

Call the office.

If you left your phone at your home, you would need to call when you are at every client on your roster. The coordination team will be able to log you in and out manually.

If you left your phone at a client's home, depending on your roster, you will need to go back and get your phone ASAP. In the meantime, if you go to another client's home, call the office.

What do I do if my phone battery runs out?

If your phone runs out of battery, even if you have already checked into the appointment, call the office.

If you have your charger with you and you are at a client's place, check with the client and charge your phone while you work.

If you do not have your charger, contact the office when you attend each of your clients. The coordination team will be able to send you a roster for the rest of your clients.

What do I do if my phone is broken?

Call the office. The coordination team will be able to email your roster to your personal email.

What do I do if my phone has no reception?

Continue to use the MobilityPlus App as normal. Any information entered into the App will be stored on the App until internet reception connects again. When you are back online, all data will upload.

Just remember, while you do not have service, you will not receive any updates. That means it is important to check the App as soon as service is resumed to check for any updates to your roster or new offers of work.

Questions about rosters

The MobilityPlus App contains your roster. Simply check on it each day to receive a list of your visits. Rosters will be on the App up to a week in advance.

What do I do if there is nothing showing on my schedule, but I know I have clients on my roster?

This will be included in your training.

You will need to troubleshoot your phone and App. This involves calling your Coordination Team to get the monthly pin and following the prompts.

I misread my roster. Can I go back to the client and still check into the appointment?

You can go back to the client, but you cannot check into the appointment.

Call the office and the Coordination Team will manually log you in once you have arrived at the client's home.

Can I change my appointment roster times myself?

No. If a time needs to be changed, call the office.

What do I do if I have a client on my roster, but I have asked for them to be removed?

Call the office. The information in your MobilityPlus App is updated frequently and should provide accurate up-to-date information. If you think there are any errors in your roster, advise Coordination Team. They will confirm the correct information.

What happens if my roster does not have the client's usual time or the client rostered time on my schedule is incorrect?

Call the office. The information in your MobilityPlus App is updated frequently and should provide accurate up-to-date information. If you think there are any errors in your roster, advise Coordination Team. They will confirm the correct information.

What do I do if the client has an emergency and I have to stay longer than the rostered time?

This will be included in your training.

Keep the time running on your MobilityPlus App until you have finished with the client, then check out as normal.

If you are supporting the client through an emergency, call the office when it is safe to do so, and they will process any additional payments that may be due.

Can I view my client support plan or other relevant information?

Yes. You can access all the required information about your client through the App on your phone. You can easily review the necessary details before attending to your client, ensuring that you're well-prepared for each interaction.

Questions about using the MobilityPlus App

Full training will be given on the use of the MobilityPlus App. Below are some of the questions we have been asked – all are covered in the training sessions which will cover the new processes in detail, ensuring that you have a clear understanding of how things will work.

What do I do if I forget to CHECK INTO an appointment?

If you are still at the client's home, check in to the appointment. End the appointment as normal once finished.

If you have left the client's home, do not check into the appointment. Call the office and let them know what has happened.

What do I do if I forget to CHECK OUT of the appointment?

When you notice that the appointment is still active, press end to check out of the appointment. You can do this even if you have left the client's home.

What do I do if I forget to check in AND forget to check out of the appointment?

If you have left the client's home, do not check in on MobilityPlus, call the office.

The Coordination Team will be able to manually confirm your appointment has been worked so that it can be processed by Payroll, and you will be paid as normal.

What do I do if I spent extra time supporting the client?

In general, keep the time running on the App until you have finished your support with the client, then check out as normal.

If you are following the Support Plan and the assigned tasks are regularly taking longer to complete, call the office to let them know. The client may be due for a review by the clinical team.

If you are supporting the client through an emergency, call the office when it is safe to do so; they will be able to assist you and process any additional payments that may be due.

What do I do if the client is not at home?

Do not check into the appointment time until the client is found.

Once the client is located, start the appointment if support is required. If support is not required, your Coordinator will process a late cancellation which will show in your roster.

If you do not find the client, call the office and follow the client not home procedure as normal.

If I have multiple appointments with the same client, do I have to check in and out of each one?

Yes, you will need to check in and out of each appointment, even if they follow directly after one another.

What do I do if the client does not want their full appointment?

This process remains as it is currently. If a client asks you to leave early, check out of the appointment and call the office to tell them what has happened.

Can I see my next client if I have a late cancellation?

This will depend on the client and the situation. If a late cancellation is processed and you would like to go directly to your next client, please call the office. The coordination team will check with the client to see if it is suitable for you to attend earlier than scheduled.

This will also depend on the client's needs and whether it is suitable to visit them earlier. For example, if your cancellation is at 10am and your next client is at 12pm for lunch time help, it would not be suitable for you to attend two hours early.

What do I do if I accidentally check in to an appointment, but I'm not at the client's house yet?

Call the office. Your Coordinator may need to make some manual changes that will allow you to check in correctly when you arrive at the client's home.

What do I do if I accidentally start the appointment before time?

Call the office. The Coordination Team will be able to manually correct the error.

What do I do if I accidentally end the appointment when I am still supporting the client?

Call the office. The Coordination Team will be able to manually correct the error.

What happens if I'm at the client's house but MobilityPlus doesn't record my start time?

Call the office. The Coordination Team will be able to check you in to the appointment manually. You may need to troubleshoot your phone and App – training will be provided on how to do this in the MobilityPlus Training Sessions.

Questions about messaging with the MobilityPlus App

Can I report any client events through the MobilityPlus message function?

No, any events still need to be reported through the office.

Can I apply and send in my leave through the MobilityPlus message function?

No. Sick leave calls must be processed by the calls team.

All other leave application forms are to be sent to your Coordinator or the admin team as per the normal process.

Can I reply to a broadcast message?

Yes, you will be able to reply either Y or N.

If you need to contact your Coordinator, please use an alternative chat, or call the office.

Questions about pay

If I stay with a client for less than an hour, am I still getting paid for the full hour?

We want to ensure that your pay remains consistent and fair and can assure you that the new process will not impact your pay in terms of arrival and departure times. Support workers are expected to work the full allocation of time rostered for client visits unless they are either informed by the client or the customer experience team to arrive late or leave early. If the client requests for you to leave, you will need to check out of the app and inform the office that you have been asked to leave early.

The new process is designed to improve efficiency and accuracy in various aspects of our operations, but it will not alter the way we calculate your pay. Factors like arrival and departure times will not be used to reduce your payment in any way.

MobilityPlus means I am getting less pay and then I have to look for another job.

Arrival and departure times will not be used for reducing payment to Support Workers for the agreed roster to be delivered.

Is the training paid?

Yes, you will be paid for your time in training and IBT to the training venue. Training sessions are available at various times to accommodate different schedules. We can work with you to find a time that suits you best. Our trainers will be able to help you understand the new processes and address any questions you may have.

Client Questions

We have received a few questions from clients and whānau. These are answered below.

Why did you implement this new phone option and remove the timesheets. How will you know if my Support Worker visited me because I'm not signing anything now?

The introduction of this new phone option and the removal of traditional signed timesheets are part of a number of improvements that will enhance and streamline our processes to ensure better client service.

This transition to the MobilityPlus App provides several benefits. All of our Support Workers will be equipped with phones that enable GPS check-ins, which replace the need for client signatures. This digital approach not only streamlines our processes but also ensures more accurate and timely record-keeping.

We understand that change can be an adjustment, but we're confident that this new system will enhance our service quality and efficiency.

I understand that all my information will be included in the MobilityPlus App, that worries me.

Please be assured that the security and privacy of your information is important to us.

The phones our workers use will be password protected, and access to sensitive data is restricted to authorised personnel only. We utilise a secure App that has advanced security features that ensure your data remains confidential and protected.