

Mid/Far North Office

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Dear Team

How are you holding up out there? It has been very interesting and sometimes confusing times for us all.

Now we are at level one – things are rapidly returning to “business as usual”.

The Co-ordination team have been working hard making contact with all Clients & Support Workers to re-instate support back to normal.

We expect that most of this will be done by Monday 15th of June, with exception to some shopping shifts & maybe even meal prep that may continue to be managed in a different way or by family, online shopping, frozen meals or meals on wheels. Any permanent changes will no longer be relevant for a COVID claim.

Over the last 12 weeks – many things have changed. Clients have left the service, some short term support (ACC and AHBS) has finished and we have continued to receive new Clients. Other existing Clients may have had their support reviewed and it is now being placed differently, different times / days or combined into one shift to reduce travel & IBT (In between travel). Clients have requested changes.

So for many this may mean a change to what was your “normal” hours of work prior to the COVID shut down.

Please remember – you are only to return to suspended shifts at the request of the office. If you think there is something you should be doing but have not yet been notified – please contact the Co-ordinator Support on 0800 832 383.

COVID claiming:

As you return to work OR have been given different Clients your COVID non worked claiming would no longer apply. We expect most will have fully returned to work by the end of pay period 14th of June. **However, Covid claiming where applicable will remain until the 30th of June.**

COVID claims no longer apply if;

- You have fully returned to work.
- The Client you were working for has exited Service.
- There have been permanent changes to Client supports.
- Your Client is in hospital / away.
- You are sick or on leave.
- You have been offered work and declined to accept the work.
- You are unable to work – car broken down, unable to get to work, injury or other reason.

All on going COVID claims will be reviewed on an individual basis and only be paid if they meet our criteria;

- The Client is still in self isolation (not away or in hospital).
- Support has not yet been fully re-instated.
- You have prior agreement with the office to make a COVID claim.

Due to the time it takes to process and ensure everyone is paid on time, these payments / adjustments to claims will be made automatically. Please check you payslips carefully.

If you have any queries about your pay or COVID claim we are more than happy to discuss this with you – please contact PAYROLL on (09) 401 6657 or 0800 729 787 (if calling outside the free calling area). We can assure you your call is important to us and adjustments will be made if you have been paid incorrectly or something has been missed.

We are also looking back over the COVID claiming period (last 10 weeks) to ensure everyone has been paid as per their average hours. Due to some confusion and mis-understandings, some payments need to be reviewed. We will contact you individually if that has been the case. Alternatively – if you think you have been under or overpaid – please call us and we will work through it with you.

Some of this confusion has been created by what people have heard in the media, on the news or from other sources. To clarify for the Home Support industry – this is how we have been funded;

- **MOH & DHB** have continued to fund us at pre-covid levels.
 - DHB / MOH Support Workers who were able to or continued to work were to receive payment for hours at pre-covid levels (or an average).
 - **Example:** if for DHB or MOH you would normally receive pay for 30 hours per fortnight (or worked an average of 30 hours) and you worked 20 hours (including any relief/replacement work we asked you to do) you would have been entitled to make a claim of 10 hours on your COVID form. You would not receive payment for all Clients you did not work for – only the 10 hours you were short.
 - These covid payments included IB time only.
- **ACC & AHBSS** did not fund any extra – they only paid for what was actually worked.
 - As a result – no COVID payment could be claimed or paid – where possible work continued or replacement work was given.
- **Subsidy claiming – the government Essential Worker subsidy claiming only applied for/ if;**
 - Medical reasons (Medical certificate required) You were immune compromised or someone you lived with was immune compromised.
 - You were required to self isolate;
 - 14 days after overseas travel.
 - After coming into contact with someone with or suspected of having Covid / travelling overseas.
 - Suspected of having COVID / waiting on test results.
 - For all suspected COVID or contact – you must have notified the COVID healthline.
 - Payment for anyone under the subsidy was to be paid at “normal hours of work” or your fortnightly average. It was not a government specified amount.

If you have been asked to return to work and still feel you are unable to do so due to health or other reasons – you will need to request Leave or Sick pay. If you have no available entitlement – the time off will be unpaid. Please discuss this with EST 0800 832 383.

Please be assured that where Government Subsidies remain available we will claim them so they can be passed on to you.

PPE – Personal Protective Equipment

PPE is still available. Continuation of extra measures required by COVID & safe practice will be encouraged. However we have returned to the same practices as we had prior to the additional requirements created by COVID. .

PLEASE – still be vigilant and follow good practice;

- Wash hands
 - Before, between & after Clients visits
 - After Personal Cares
 - After using tissues / coughing sneezing etc.
 - Before and after handling food.
 - Follow all handbook guidelines.
- Wear gloves
- DO NOT go to work / Clients if you are sick.
- If you suspect your Client is unwell wear a mask or request they wear a mask.

- If you are concerned for the health of yourself or the Client – ask the office for guidance. Speak to a Coordinator
- Notify the office if Client is unwell

Remote Worker / Paperless contact / Communication

Covid 19 highlighted how important it is when things change quickly to have a mobile number and an email address. This enables us to keep everyone informed and to receive quality information. When we were unable to contact you the SW's who had the Remote Worker App were able to see clearly what there schedule was.

We are still looking at having as many Support Workers using our Remote Worker app as we can. We will be in contact with you about this in the near future. BUT if you want the instructions on how to put this app on your phone (android only still at this time) (with no obligation to use & just as easily deleted) just so you can see what your schedule is every day and get a feel for if this would work for you, please contact EST on 0800 832 383 or Payroll on 0800 729 787 and have a chat with us as to what that could mean or to be sent instructions. Good news is hopefully it will also be available for I-Phone in the next few weeks.

WEBSITE

Remember to keep checking our Website – www.homesupport.co.nz for updates & forms.

Sorry this has been such a long email. We hope you have found the information helpful. Please do not hesitate to contact us if you need further clarification or help with anything.

Hopefully we are nearly over COVID and will be able to set up meetings in your area to come and discuss things with you in groups. It will be nice to see you all again.

Keep up the great work you do for our Clients. You are pivotal to our Service and we would be lost without you.

Warmest Regards

The Management Team

Home Support North Charitable Trust