

## **SUPPORT WORKER NEWSLETTER**

**JANUARY 2011**

Welcome to the first Support Worker Newsletter for 2011. For those who had leave planned, we hope you had a splendid time catching up with well deserved rest and recreation. Those who worked through or worked extra shifts, a very big thank you goes out to you.

We had a tremendous turn out for the end of year Support Worker function. It was great to see so many of you come together to celebrate the end of another year and enjoy food and drink together.

The New Year brings about some changes. Those who attended the end of year Support Worker function will be aware that Hanna has left us and Barbara will be leaving at the end of January. If Hanna was your co-ordinator please contact Sue if you live in the Kawerau, Edgecumbe, Matata area for the remainder please contact any Co-ordinator or myself until a replacement Co-ordinator is appointed. If you have previously corresponded with Hanna by e-mail, please continue to send e-mails to [homecare@drct.co.nz](mailto:homecare@drct.co.nz).

### **Training**

A friendly reminder to those of you who are in training; it is important that you submit one unit standard every month. If you have workbooks ready to be assessed please call and make an appointment with either myself, Maria or Sue. Level Three Workbooks for marking can be dropped at the centre. If you do not submit the required unit standards you may be withdrawn from the training programme and funding may no longer be available to you.

We will be issuing the next series of training and in service calendars in February, Foundation Skills study groups are always 1.30 pm – 3.00 pm on the last Thursday of every month, the next one is scheduled for 20<sup>th</sup> January.

### **Orientation Manual**

If you who have been employed in the past six months, you will have attended an induction session and went through the orientation manual. The next section to the manual is now available, this is the Service Delivery Manual, you will be sent notification in the next few weeks to attend a further session to discuss the contents of this.

If you who have not yet received an Orientation Manual orientation sessions are held on the first Friday of every month 1.30 – 2.30 pm. You will go over all the policies and procedures and service delivery documentation contained in the Orientation manual. It is essential that you attend a session even if you have been employed for a long period of time, this is a process we need to complete to maintain our certification to the Home and Community Sector Standards, as well as providing your professional

development. These manuals are also very useful tools in aiding completion of training workbooks. For those in Kawerau and Opotiki who are unable to come to Whakatane we will arrange sessions for you in your area as soon as possible.

### **Timesheets**

It is somewhat alarming the amount of reports of 'lost timesheets' we receive. You are charged with the responsibility of keeping this private and confidential information safe at all times. If you have old client information that is no longer of use to you please return to us for shredding . If you are asked to provide extra duties throughout the pay period, you do not need to request a new timesheet. You are expected to write the extra entries on your timesheet as verification of what you did, this is already entered into our electronic system.

If you arrive at a Client's house and they are not home or not answering the door, please call a Co-ordinator and obtain instructions as to what to do. Unfortunately there have been times when a Client has had a fall and is still in their house.

If a Client advises you that they are not going to be home on a certain day or want to be re scheduled, even if you both agree with the arrangements, it is important that you advise your Co-ordinator, even if it is a one off event as it is essential that your timesheet reflects the days and hours of work you actually did provide.

### **Leave**

If you have outstanding leave please keep in mind that all leave is to be used before your anniversary date you must not carry leave over from one year to the next. Please make contact with a Co-ordinator to obtain your leave balance and or anniversary date so you can plan your leave for the coming year, of course the more notice we have the better.

### **Library**

We have a Library at the centre that is available for your use. You will find resources on health topics of interest to inspirational autobiographies. This is also a quiet space you can use to work on workbooks.

Wishing you all a great New Year ahead.

*"Policies that support families aren't political issues. They're personal. They're the causes I carry with me every single day" - Michelle Obama*

Kerryn Smith  
**HOME CARE SERVICES MANAGER**