

*An independent newsletter for people interested in Aged Care***In this issue:**

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**Emailed to:**  
**1778 readers**  
**and counting**

**Welcome to my**  
**overseas readers**

**09jelica@gmail.com**  
**www.jelicatips.com**  
**mobile: 021 311055**

**4 YEAR CERTIFICATION**

It give me great pleasure to publish the below facilities who achieved

**4 year certification**

My compliments and congratulations to:

**Anybody who received 4 years?**

For my friends, who have an audit this month, all the best!

**SPECIAL DAYS IN JUNE**

Men's Health Month

Bowel Cancer Awareness Month

Junk Free June (give up junk for a month to raise money for Cancer Society)

30 May-5 June Samoan Language Week

3 - Queen's Birthday

15-22 Elder Abuse Awareness week

16-22 June National Volunteer week

20 - World Refugee Day

25 June [Matariki](#) begins

**RURAL HEALTH PROFESSIONAL DEVELOPMENT**

Mobile Health holds a Ministry of Health contract that funds two projects – rural surgery on the Mobile Surgical Unit, and professional development education for rural health professionals.

Education for rural health professionals is intended for nurses, GP's and other health professionals working in primary care, secondary care, residential care and community settings.

The education is delivered using video-communication technology which allows quality interactive education. Education is delivered according to the needs of the rural site – we offer full day programmes, lunchtime courses, or evening sessions. As this is a Ministry of Health funded project there is no cost to rural health professionals. However, we require commitment from an enthusiastic local organizer and a suitable venue.

The topics offered are presented by clinicians based in Christchurch, Dunedin or Auckland. Presenters are suitably qualified nurses, doctors, or other health professionals, usually currently practicing clinically. Their specialty areas include acute and chronic medicine, mental health, age related illness, women's health and emergency care. Rural sites choose topics from our Presenters Portfolio and we arrange the delivery of the education sessions.

For further information on our professional development education for rural health professionals please contact

Sandra van Hout – [sandra@mobilehealth.co.nz](mailto:sandra@mobilehealth.co.nz) or 027 567 7337.

<p><b>The moment you take responsibility for everything in your life is the moment you gain the power to change anything in your life.</b> Immy Ka</p>	LATEST FROM WORKSAFE
	<p>Source: Worksafe <a href="https://worksafe.govt.nz/">https://worksafe.govt.nz/</a></p> <p><b>GETTING RID OF HOUSEHOLD HAZARDOUS WASTE</b> Most household have hazardous chemicals lying around at home – weed killers, cleaning products, paint, polishes, but do you know how to get rid of them properly?</p> <p>Putting toxic, corrosive or flammable substances in with your household rubbish can be dangerous to people’s health and the environment. Always dispose of hazardous chemicals according to the rules of your local council which is responsible for domestic hazardous substances waste disposal.</p> <p>If you’re unsure if your product is hazardous, check the symbols or warning labels on the packaging. And contact your council or the local landfill for options in your area.</p> <p><b>SUPPORTING YOUR WORKERS AFTER A TRAUMATIC EVENT</b> A crisis or traumatic event can affect people in different ways. It’s important to look after yourself, and your workers, following a crisis or traumatic event.</p> <p>Early access to help and professional support is crucial. Some ways that you can look after yourself and your workers include</p> <ul style="list-style-type: none"> <li>• providing access to free counselling through <a href="#">EAP services</a></li> <li>• using the <a href="#">Ministry of Health website</a> and free counselling phone line 1737</li> </ul> <p>being mindful that people may have delayed reactions to trauma, and may require flexibility and understanding in the days and weeks after the traumatic event</p> <p><b>UPCOMING CONSULTATION ON MANAGING VIOLENCE IN THE HEALTHCARE INDUSTRY</b> Our draft good practice guideline on managing violence in the healthcare industry will be available for feedback on our website at the end of April. This guidance will be a resource for businesses across the healthcare sector. It will inform them of their duties under HSWA and help them to build violence management into their health and safety management systems. The consultation will last four weeks, and we encourage you to provide your comments on the draft</p> <p>Worksafe</p>
	ELECTRICITY CHECKS
	<p>This is a reminder that mobile phones need to be included in any electrical testing programme in your facility.</p> <p>Recently there was a fire caused by a fault in a resident’s personal mobile phone charger which had not had an electrical safety check. The resident was admitted briefly to hospital as the result of smoke inhalation and falling while trying to escape the fire.</p> <p>I think we sometimes overlook mobile phones as “electrical equipment” as they are so commonly used as a personal communication device and are not always plugged into the charger or power supply. However, there is a risk that they may cause a fire due to a fault so it is well worth making sure that any mobiles used in your facility are checked to avoid any potential risk.</p> <p>Roberta (Berta) Nicoll Programme Manager   Health of Older People Middlemore Hospital</p>

## WAGE INCREASES JULY 2019

On 1 July 2019 all existing care and support workers move to the highlighted scale, either at the step that recognised their qualifications or their service with their employer, whichever was the most advantageous to the employee.

Worker's length of service with employer	1 July 2019 to 30 June 2021	1 July 2021 to 30 June 2022
Less than 3 years	\$20.50	\$21.50
3 years or more but less than 8 years	\$21.50	\$23.00
8 years or more but less than 12 years	\$23.00	\$25.00
12 years or more, if subclause (2) applies	\$24.50	\$26.00
12 years or more, if subclause (2) does not apply	\$25.50	\$27.00

The qualification must be, or assessed by Careerforce as equivalent to, a Level, 2, 3 or 4 New Zealand Certificate in Health and Wellbeing from an NZQA-accredited provider. If you have any questions about qualification equivalency please contact Careerforce on [0800 277 486](tel:0800277486) or email [info@careerforce.org.nz](mailto:info@careerforce.org.nz) with 'Pay Equity Qualification Query' in the subject line.

All care and support workers (as at 30 June 2017) who reach 12 years current continuous service with their employer after 1 July 2017 and who have not achieved a Level 4 Certificate will move on to the following rates

On or after 1 July 2019	On or after 1 July 2021
\$24.50	\$26.00

Current continuous service is considered to be service with the current employer, not the total length of time spent as a care and support worker with previous employers. Continuous service with the current employer includes any service transferred under the Employment Relations Act 2000 (the Act).

### New wage rates for new workers

The minimum rates and progression for care and support workers employed after 1 July 2017 are:

Worker's level of qualification	1 July 2019 to 30 June 2021	1 July 2021 to 30 June 2022
No relevant qualification	\$20.50	\$21.50
Level 2 qualification	\$21.50	\$23.00
Level 3 qualification	\$23.00	\$25.00
Level 4 qualification	\$25.50	\$27.00

The qualification must be, or assessed by Careerforce as equivalent to, a Level, 2, 3 or 4 New Zealand Certificate in Health and Wellbeing from an NZQA-accredited provider.

### Training

The Act requires employers to provide support to enable workers covered by the settlement to reach the following level on the NZ Qualifications Authority Health and Wellbeing Certificate (or its equivalent) within the following time periods:

- Level 2 NZ Certificate – within 12 months of employment,
- Level 3 NZ Certificate – within 3 years of employment,
- Level 4 NZ Certificate – within 6 years of employment.

So many  
languages in  
the world and a  
smile speaks  
them all

## FUNDING LEVELS NOW THREATEN CARE

*Crisis in pay levels for elderly care*

*Thank you Jackie for sharing this article with me for the wider public. You said it very well!*

**By: Peter Jackson (NZME) Northlandage.co.nz May 14, 2019**

The Ministry of Health has two options according to Switzer Residential Care general manager Jackie Simkins — it can increase funding for rest homes to a realistic level, or it will have to lower the standards of care it demands.

“Something has to change, one way or the other,” Mrs Simkins said last week.

“Switzer is very fortunate to have the strong support of its community — we’d be in real trouble without that — but we’re facing an alarming funding crisis.”

The situation had worsened significantly, thanks to last year’s new multi-employer collective agreement (MECA) with DHB nurses, which increased registered nurses’ salaries by 9.5 to 12.5 per cent, and the \$1.20 increase in the minimum wage that took effect on April 1.

The DHB had increased aged care funding by 0.43 per cent, supposedly to compensate for the MECA agreement with DHB nurses, an increase that did not even meet the effect on Switzer’s payroll of the rise in the minimum wage.

Mrs Simkins wrote to the Northland DHB expressing those concerns on April 15. By yesterday she had not had a response.

She described the wage increases paid to DHB registered nurses as well deserved and long overdue, but they had made it even more difficult for the aged care sector to compete with the DHBs for staff.

The ministry had also given the DHBs an additional \$38 million to recruit registered nurses. As a result, even more registered nurses were leaving the aged care sector to work for DHBs. She understood that the current annual registered nurse attrition rate in the aged care sector was 41 per cent.

She did not dispute that RNs had the right to work where they wished to, but between them the DHBs and the ministry had created an environment in which aged care simply could not compete.

“This is not equitable,” she said. “This situation places vulnerable older people at risk.”

The majority of RNs working in aged care were now immigrants. Their recruitment, orientation and training was expensive and their length of employment with aged care providers was reducing because they could earn more working for a DHB.

“This trust receives \$148.24 per day for our rest home beds,” Mrs Simkins said.

“For that we provide accommodation, power, laundry, three meals a day, morning and afternoon tea, medications, GP visits, 24-hour care (with a registered nurse available 24/7), continence products, transport to and from appointments, diversional therapy, assessment and care planning.

“In addition there are the costs of achieving compliance and maintaining our buildings and equipment.

“I would challenge anyone to find accommodation for the night in a hotel, and be able to eat, let alone have care provided, for \$148.24.

“Our rest home beds lose money every day. We are only able to provide the service because it is supported by the hospital and dementia-level service funding. Accruing funds for repairs and maintenance, capital expenditure and development, is a challenge.

“The Ministry of Health and DHBs need to be more realistic about the standard of the services that aged care providers can achieve within the current poor level of funding.

“The long-standing and ongoing reluctance of DHBs and the MOH to provide appropriate levels of funding to enable providers to maintain the appropriate skill mix and levels of staffing needs to be addressed now if we are to be able to continue to provide a high standard of care for the vulnerable older New Zealanders who find that they need our support.”

**“It’s vitally important to help each other. No, we can’t walk in each other’s shoes, but we can walk side-by-side and support each other!”**

Michelle Sullivan

<p>Don't treat people as bad as they are, treat them as good as you are.</p> <p>Positive Thoughts</p>	<p><b>"PARITY" VERSUS "EQUITY"</b></p>
	<p>Definition of <b>PAY PARITY</b>: Equal pay for equal work. (the same pay for the same job). Which requires that employers show there is no pay gap across the entire workforce between men and women and between whites and racial or ethnic minorities.</p> <p>Definition <b>PAY EQUITY</b> is equal pay for work of equal value. Equal Pay for Equal Work addresses situations in which men and women do the same work. Paying employees fairly and consistently, without discrimination on the basis of gender, race or other protected categories but taking into account job-related factors such as education, work experience and tenure</p>
	<p><b>DIVERSIONAL THERAPY NATIONAL CONFERENCE</b></p>
	<div> </div> <p><b>NZSDRT Inc. National Conference, 9th, 10th &amp; 11th August 2019</b></p> <p>We are so pleased to announce that regardless of the many challenges that the Society has been through, we have achieved so much since taking office back in August 2018.</p> <p>We want to provide a heartfelt thank you for your support this year, which allowed us to achieve multiple positive outcomes in the short time that we have been leading our Society.</p> <p>Our conference hotel will be the Crowne Plaza in Auckland CBD.</p> <p><b>We hope you will join us at the Annual Conference in Auckland from August 9-11, 2019! Be fast in booking your space this year!</b></p> <p><i>Ngā manaakitanga NZSDRT Inc. National Executive Board</i></p> <p>For all conference information and programme go to:  <a href="https://diversionaltherapy.net.nz/?page_id=5034">https://diversionaltherapy.net.nz/?page_id=5034</a></p>
	<p><b>FOOD CARE ONLINE TRAINING MODULES</b> Pure Food Co</p>
	<p>It's an exciting day for us here at The Pure Food Co (and for you) because today we finally get to share something with you that we've been working on for several months: <b>Our new series of free FoodCare Online Training Modules.</b></p> <p>Having worked with many organisations and people in aged-care over the last few years, we have come to understand how challenging it can be for you and your team to have all the information and knowledge needed to provide the best possible care.</p> <p>Since we care about giving people the best quality of life just like you do, we wanted to help. So we teamed up with topic and industry experts to develop a series of online training modules. The training is easily accessible online, completely free of charge and certificates are issued upon successful completion of the individual modules.</p> <p>The first three of these new training modules are now live. Some of you might have already been invited to test our <a href="#">Hydration Training</a> and might have seen our <a href="#">Introduction Training</a>. Just this week, we've added an <a href="#">Advanced Nutrition Care Training</a>. More models are in the making, covering important topics such as dementia, immunity and sarcopenia.</p> <p>Scroll down to learn more about the training currently available or <a href="#">visit our website</a> and keep an eye out for emails announcing new content over the coming months.</p>

## SILVER RAINBOW

**Lesbian, Gay, Bisexual,  
Trans and Intersex (LGBTI)  
Education for Caregivers**



**If you are interested please contact**

Julie on [Julie.Watson@kahuitukaha.co.nz](mailto:Julie.Watson@kahuitukaha.co.nz) to find out how you can book Silver Rainbow education for your organisation.

## TOTAL QUALITY PROGRAMME

**Are you struggling with your policies and procedures?  
Find it difficult to keep up with all the changes?  
Come audit time you realise that information is not up to date?**

If the answer to the above is yes then

**Join hundreds of other aged care providers**

This totally tried and tested Quality Programme tailor-made for aged care has been around since 1990!

All policies and procedures, including the related work forms, are written in a very user friendly manner and understandable to all staff.

The programme comes on CD and you are in charge to personalise it for your facility.

For more information and to receive the order form and licence agreement, contact me on 09 5795204, 021 311055 or [09jelica@gmail.com](mailto:09jelica@gmail.com)

## TRAINING SESSIONS

If you need training provided on site please let me know as I am available to provide this on non clinical topics such as:

Please be aware that I am based in Auckland. Very happy to travel but it will add to your cost. You might be able to talk to facilities in your area to get together and share the costs.

Cultural Safety, Spirituality, Sexuality & intimacy, Privacy, Rights, Confidentiality, Choice, Communication and Documentation, Quality and Risk Management, Abuse and Neglect prevention, Restraint Minimisation and Safe Practice, Managing behaviour that challenge us, Complaints Management, Open Disclosure, EPOA, Advance Directives, Informed Consent, Resuscitation, Health and Safety, Ageing process, Mental Illness, Civil defence, Dementia care, Bullying in the workplace.

If you are looking for a topic not listed here please drop me a line.

I am happy to facilitate different times to suit evening and night staff.

References available on request.

*Jessica*

**Growth means  
choosing  
happiness over  
history, and  
never looking  
back.  
Power of Positivity**

<p><i>“Goodbyes are not forever, Goodbyes are not the end. They simply mean I’ll miss you, until we meet again.”</i> Author Unknown</p>	<b>NEWSLETTERS BACK ISSUES</b>	
	Remember there is an alphabetical list of topics from all my newsletters available on my website which refers to the related issue. This website is available to everybody: <a href="http://www.jelicatips.com">www.jelicatips.com</a> No password or membership required.	
	I believe in having the data available to everybody as it is important that as many people as possible get the information and that we help each other as much as possible in this very challenging sector. I don’t mind sharing this information but I don’t agree anybody making financial gain from this information!	
	<b>HELP ME KEEPING THE DATABASE UP TO DATE!</b>	
	Changing positions? New email address? Let me know if your details are changing so I can keep the database up to date. If you know anybody else who would like to receive the newsletter please let me know and I will be happy to add them to our growing readers’ base. Thank you all for your contribution each month.	
	Jessica	

#### Some interesting websites:

[www.careassociation.co.nz](http://www.careassociation.co.nz); [www.eldernet.co.nz](http://www.eldernet.co.nz), [www.insitenewspaper.co.nz](http://www.insitenewspaper.co.nz), [www.moh.govt.nz](http://www.moh.govt.nz);  
[www.careerforce.org.nz](http://www.careerforce.org.nz), [www.dementiacareaustralia.com](http://www.dementiacareaustralia.com); [www.advancecareplanning.org.nz](http://www.advancecareplanning.org.nz)  
<http://www.bpac.org.nz/Public/admin.asp?type=publication&pub=Best>, <http://www.open.hqsc.govt.nz>;  
[www.safefoodhandler.com](http://www.safefoodhandler.com); [www.learnonline.health.nz](http://www.learnonline.health.nz); [www.nutritionfoundation.org.nz/about-nznf/Healthy-Ageing](http://www.nutritionfoundation.org.nz/about-nznf/Healthy-Ageing);  
[www.glasgowcomascale.org](http://www.glasgowcomascale.org); <https://www.health.govt.nz/our-work/disability-services/disability-publications/disability-support-services-newsletter>

Please note these sites are not necessarily endorsed by Jelica nor is it responsible for the contents within them.

The information contained in this publication is of a general nature and should not be relied upon as a substitute for professional advice in specific cases.

#### REMEMBER!

Send your feedback, suggestions and articles showcasing your local, regional and workforce activities for publication in future issues.

This brings me to the end of this issue. I hope you enjoyed reading it and welcome any feedback you have. With your help I hope to keep this a very informative newsletter with something for everyone.

#### CONFIDENTIALITY AND SECURITY

- I send this with due respect to, and awareness of, the “The Unsolicited Electronic Messages Act 2007”.
- My contact list consists ONLY of e-mail addresses, I do not keep any other details unless I have developed personal contact with people or organisations in regard to provision of services etc.
- E-mail addresses in my contact list are accessible to no one but me
- Jelica Ltd uses Trend antivirus protection in all aspects of e-mail sending and receiving

Signing off for this month!!

Jessica

#### SUBSCRIBE OR UNSUBSCRIBE

- If you do not wish to continue to receive emails from me, all you need to do is e-mail me and write “Unsubscribe”. I will then remove you from my contact list (though I will be sorry to lose you from my list).
- If you know of others who you think would benefit from receiving my newsletter, please pass on my details and have them sending me an email with the subscribe request.