

Frequently asked questions – Support Workers

	Question	Answer
1	What is happening to my clients?	<p>Most clients funded by the Capital & Coast or Hutt Valley DHBs will transfer to Access.</p> <p>ACC funded clients and Ministry of Health (MoH) funded clients are <u>not</u> transferring to Access; these will continue to receive services from HCNZ or Enliven as currently. Similarly the small number of DHB clients who are generally under 65 years of age receiving support for chronic health conditions will not transfer.</p>
2	Why is this happening?	<p>The current contracted services have come to the end of their term and the DHBs have undertaken a routine open tender process to appoint contracts for a new term.</p> <p>As a result, HCNZ and Enliven will stop being providers of home support to most DHB clients from 1 September 2016 and the provision of home support will transfer to Access Homehealth from that date.</p>
3	When does all this happen	<p>The transfer of clients and support workers to Access will happen on 1 September 2016 when the new contract starts. Work to meet this date will happen over the next four months and you will receive further information in late June as to the next steps.</p>
4	What happens to the HCNZ and Enliven support workers?	<p>Support workers who deliver services to DHB clients for HCNZ or Enliven will have the option to transfer their employment to Access on their existing terms and conditions.</p>
5	Will I keep all my current clients?	<p>Remember that only the DHB funded clients will transfer to Access. If you elect to transfer your employment to Access, we expect that you will be able to retain your current DHB funded clients because they will be transferring to Access. Access cannot guarantee this but understands the desirability of keeping support workers with their current clients.</p>
6	How much will I be paid?	<p>Access will employ you on your current terms and conditions as a minimum. Therefore you will be paid at least the same rates as you are currently.</p>

7	Will the new ‘in-between travel’ arrangements continue if I transfer to Access?	Yes, Access is required to continue with the in-between travel arrangements.
8	Will my hours and type of care I provide be the same as they are now? How many hours will I be able to work?	<p>Access will endeavour to maintain your current pattern of work.</p> <p>For most transferring support workers we expect that the number of hours you work and the times of the week that you work will remain largely the same. However, this may depend on how much of your current work is with ACC and MoH clients. Clients of ACC or MoH are not transferring to Access and will remain with Enliven or HCNZ. Access will try to give you the same number of hours after you transfer as you had before transfer.</p>
9	I’m a level 3 trained support worker. Do Access have any particular opportunities for me?	Yes, we will have lots of opportunities for Level 3 trained staff.
10	I am level 2 trained but I also have specialist skills in a particular area. Do Access have any particular opportunities for me?	Yes, we expect there will be opportunities for you to use your specialist skills.
11	Will I need to do more training to be accepted to work for you? Are there specific qualifications I need to have before I can work for you?	<p>No, Access will take all support workers with whatever training and qualifications they have.</p> <p>Access is required to have all its support workers trained to at least a Level 2 qualification or have them working towards this qualification.</p> <p>If you are already in training for Level 2 or Level 3 qualifications, Access will ensure you can continue your training.</p>
12	I walk to see my clients in this job; do I need to have a car if I work for you?	No, you do not need to have a car. However, not having a car may restrict the amount of work that you can be offered.
13	What happens to my annual leave, etc. that I have accrued?	<p>If you transfer your employment to Access, the annual leave, sick leave and length of service you currently have will be recognised and transferred over.</p> <p>Any lieu days that you are owed will not transfer to Access. Those will be sorted out by your current</p>

		employer.
14	I have leave approved after 1 September. Will this be honoured?	You will be allowed to take approved leave.
15	I am currently on a work permit. Will I still be able to work for you?	<p>If your work permit specifies that you can work for your current employer only, you will need to apply for a variation so that your work permit specifies you can work for Access. Access will work with you through this process.</p> <p>We will employ all staff who are able to provide evidence of their legal right to work in NZ and will continue to employ them within the terms of their permit or Visa.</p>
16	Not all my clients are transferring to Access. Can I work for Access and either HCNZ or Enliven?	Yes
17	If I work for two providers won't I incur secondary tax?	If you choose to work for more than one employer, this may result in you having to pay secondary tax. We will investigate the situation with IRD and endeavour to seek an exemption from secondary tax for the purposes of this transfer.
18	I only work in certain suburbs. Will the areas I am required to work in change when I transfer?	Not initially. We will do our best to meet your preference for work area but this may limit how much future work we will be able to offer you.
19	I definitely want to elect to work for you, what do I do now?	Under employment law that covers these types of situations, you must make a formal decision (election) to transfer your employment to Access. Towards the end of June, we will mail out to you all the necessary paperwork and a new employment contract for you to sign if you elect to transfer. We will organise meetings with support workers in July to further explain the necessary steps and assist you with your decision. In the meantime you need do nothing until you receive further communication either from your current employer or Access.
20	Who can I contact for further information?	You can get any further questions you may have answered by calling 0508 110 045