

TRT STRATEGIC PLAN ROADSHOW

Frequently Asked Questions (FAQs)

Q: What is the difference between Whakatauki / Vision / Mission?

A: The whakatauki is a proverb Te Roopu Taurima likes to have next to its vision and mission. It lets people know that we believe everyone has the right to choose their own lives no matter who they are or where they come from.

The vision is an envisioned future: what we aim to be, where we aim to be in the future. It captures the imagination of kaimahi and motivates people.

The Mission is what we are here to achieve - our core reason for being.

Q: How do we track the strategic plan?

A: We report progress against the annual plan to the board every three months. The annual plan lists the work that has to be done each year to achieve the strategic plan. The quarterly report will be available to kaimahi either from the intranet or hard copy.

Q: How will kaimahi get up skilled in Te Reo?

A: Te reo Maori classes are being held at Te Rito and the new Pou Tikanga roles are organising te reo Maori lessons regionally.

Q: How can we be audit ready every day?

A: The Care Services Support team will be conducting Spot Audits in all where, the results will be reviewed and the corrective actions from that will be carried out. Where are also welcome to approach the Care Service Support Team for assistance or guidance at any time.

Q: Is TRT carrying the 'Whaariki Whakaruruhau' into the future?

A: At the moment it will remain but will be revised in the future so it is relevant to us now, consultation will be carried out.

Q: Are we still utilising where shopping putea to replenish our Civil Defence (CD) Kits?

A: No, this should not be happening. We are looking at putting dehydrated food in CD Kits as they have a shelf life of three years.

Q: Is there going to be a better process for managing change?

A: Yes, we aim to get better at letting kaimahi know what is planned, how it might affect them and what support they can expect. For example, when a new or updated policy comes out it needs to be explained so it is understood. Frontline managers have a role in ensuring kaimahi are helped and supported to understand changes.

Good communication is key to managing change better. We need to let kaimahi know what the work programme is, with expected dates for change.

Q: Is there going to be any change in what (skills/prerequisites) we need to have as Kaitaataki, Kaiarahi or Kaimahi?

A: We will be making changes to what is required in those roles but we will do things as positions become vacant e.g. Christchurch only have one Care Manager, if that person is away there is no cover so the role has now become a dual role as Kaitaataki/Care Manager.

Q: Are the Kaitaataki going to change the schedule? (Issues around where bringing documents up to the office, then being told kaimahi are not to be in the office at all.)

A: What we are trying to achieve with the Kaitaataki is to be in where a minimum of three visits per week. But yes you can come to the office if needed

Q: Why has the term mokopuna changed to tangata?

A: The term mokopuna is generally understood to mean grandchild and given that the people we support are adults we believe the term tangata is more appropriate.

Q: Is the term Tangata Whaiora for people we support in our mental health service going to be changed as well?

A: No the term Tangata Whaiora will not change.

Q: Tangata choice isn't always possible, routine is important, how can we change this?

A: Where possible Tangata should always be given a choice or what or how or when they do things. Obviously this is always taking into consideration any health and safety risks, any court orders and the overall impact on the entire whare. However for example it should be tangata choice as to the makeup of the whare menu, what time each tangata goes to bed, what the tangata watch on TV, what they wear, when they have cups of tea, who and when tangata help in the kitchen etc. Tangata should be asked before anyone enters their room, before a decision is made to change their doctor, before any of their clothes are thrown out etc.

Q: The English translations of the values of *Whakapono – trust, Tumanaako – action, Aroha – kindness, do not sit well with kuia and kaumatua in Te Tai Tokerau – how will we handle the controversy this will bring?*

A: We believe the translations are valid and we may not be able to meet everyone's expectations when it comes to translations from Maori.

Q: How are we going to fix past issues? How can we believe that these new changes are going to be good for those working the floor?

A: Much work has been done to tighten up the way we do business especially around reducing the risk of fraud. TRT faced an uncertain future in 2013 and 2014; the changes brought in so far have already improved things. We now have more referrals to our service because trust in us has increased. We are in a much better financial position.

Q: We report issues to managers but nothing has been done there is no communication or follow up?

A: Managers are now receiving regular training including training in leading kaimahi through change and how to communicate with kaimahi to keep them informed. If you are not getting a response from your line manager you should always escalate to the next level manager.

Q: When is in-depth and ongoing medication training going to occur?

A: In-depth medication training is already occurring and has been offered to all whare and plans are in place to provide ongoing training via E-Learning. If you have not had medication training please contact the HR team so they can ensure you are placed on the next available training.

Q: Why the new changes and the new direction?

A: TRT could not continue to operate as it has been over the previous three years. It was losing money along with the trust of its funders. Financial and service audits resulted in very poor outcomes including the Ministry of Health intervening and overseeing the running of TRT. A change had to happen to ensure the safety of both tangata and kaimahi as well as the job security of kaimahi.

Q: Where is Kaimahi space in the whare?

A: Whare belong to and are the space of tangata. Tangata do not live in our work space we work in their homes.

Q: Where are the necessary resources?

A: TRT has been through a lean time financially, we are coming through this and have already spent more in vehicle replacements, whare repairs and upgrading of whare computers than was spent in the previous two years. We still need better whare and better vehicles and we will continue to invest in improving our resources. The ability to do this will be from increasing our income and reducing costs where we are wasting money.

Q: What is TRT's stance around external training in mental health?

A: TRT is supportive of external training that meets our needs. All external training will be assessed to see if it is a fit for the service we provide.

Q: Is TRT going to expand its Mental Health service?

A: Yes if it is profitable for TRT and we have the skills to deliver a good service.

Q: The vision is 'success through unity' but we are not united, how will kaimahi become united?

A: We all need to know where TRT is heading and what we want to achieve and that vision needs to be motivating for kaimahi so that we all want to travel the journey together. Kaimahi also need to receive support from their managers and to know that they are doing a good job. Kaimahi need to have the tools and training to do their job well. Kaimahi achievements need to be celebrated and recognized. Unity comes through us trusting each other, through respecting each other and through seeing the value of our work.

TRT has been through a painful and frustrating recent past so growing trust will take time. We will be asking all kaimahi to complete an employee engagement survey to find out what TRT can be doing to better support kaimahi. This will also help guide managers in how to encourage unity across TRT.

Q: The 'Name Change' from Te Roopu Taurima o Manukau Trust' to Te Roopu Taurima. Is this going to be legally changed?

A: No, legally we will keep 'Te Roopu Taurima o Manukau Trust' but we will use 'Te Roopu Taurima' in everyday use.

Q: Is 'Te Roopu Taurima' going to be looking at accreditation?

A: Yes, this will be explored in the 2016/17 year.

Q: We used to do team building exercises, dinners or lunches, will we be able to do this again?

A: Team building is important and works well when we have enough staff cover and enough money – this is something we will work towards, that is, getting rid of our staffing shortages building up our casual pool and getting enough income to invest into staff support and development.

Q: When will the new system WEBCARE and TIME TARGET be available for all kaimahi?

A: Time Target has been rolled out in Auckland and is working. It will be rolled out to other regions in August. WebCare is currently being tested and will be rolled out in August and September.

Q: Is TRT encouraging those who can korero to speak more Maori?

A: Absolutely. We want an environment that is both supportive and encouraging of us all using and learning more Te Reo me ona Tikanga.

Q: What does the new Health and Safety stuff mean?

A: It means that officers of TRT along with everyone in TRT, depending on their level of responsibility can and will be held accountable for the decisions we make but particularly if it may put people in harm's way. The new H&S legislation has come into effect.

Q: Zero tolerance for harm what about kaimahi?

A: Abuse of kaimahi is not tolerated either. TRT is working towards this goal alongside the PSA. We have established a working group looking at this and how we mitigate and minimise the risk of assault on staff by tangata.

One key tool we have is the reporting of such assaults. We're pretty good at reporting assaults on tangata and we're good at filling out ACC forms if we're injured but we typically don't get any IA reporting the actual incident itself. It is crucial that we do because it provides us with evidence which we can then use to get external support from Explore or IDOLS behaviour support teams. You are all encouraged to write up these incidents and to report them.

Q: What is happening to the NVCPI restraints?

A: We are one of only a few providers that continue to 'restrain' clients. This type of approach is being phased out in NZ.

The only time we should be utilising a restraint is when a tangata is in danger of harming themselves or someone else, if there is an imminent risk. Otherwise you should contact the on-call manager and they will advise whether you should call the Police.

Keep yourself safe at all times.

Q: What is the stance on conflict of interest and whanau working in the same whare?

A: We welcome whanau working at TRT we just have to make sure we manage the potential conflict. For example, it's not a good idea to have whanau working together in the same whare, if there is a death in their whanau it might be hard to find cover for more than one kaimahi at a time. We also have to make sure we guard against the possibility of abuse or neglect being covered up, how likely is it that a whanau member will report or complain against one of their own? It isn't a good idea to have one whanau member managing another – this is about ensuring we guard against favouritism or special treatment of one kaimahi over another because they are related to the manager. Kaimahi who are related and work in TRT we trust to be professional, however, it is the potential conflict we have to manage, and it is the perception we have to manage.

Q: Why is there so much paper work to be done at the whare?

A: Many of the systems and processes we need to meet service standards, contractual requirements and audit requirements have not been in place. We are in a catch up phase trying to get everything necessary in place – this means additional paperwork. It should reduce once we have better electronic systems lessening the need for paperwork.

Q: Kaimahi would like a Christmas Party at the end of the year, is that possible please?

A: In each region we will hold a Christmas BBQ for kaimahi and their whanau.

Q: Some casual kaimahi do not like driving long distances.

A: We have changed the way we advertise for kaimahi, by advertising in the area we need kaimahi, in an attempt to employ staff close to where they live.

Q: Whanau, do we contact them?

A: Yes we do, through regional whanau hui, hui with the Board, as part of developing Te Oranga Pumau and through newsletters.

Q: Some kaimahi show respect and 'walk the walk' at work and in all they do with tangata, but are unable to speak te reo and do not want to. As they have their own beliefs and religion. As we are a Kaupapa Maori Organisation are we required to?

A: There is an expectation to participate if kaimahi are at work.

Q: In regards to the new rosters, we are unable to view the new roster to see who is on shift?

A: Once the roster is loaded into Time Target kaimahi will be able to log in and see when they are rostered for. That is why it important kaimahi meet with their Kaitaataki at the monthly hui to plan the months roster well in advance so everyone knows what they are doing and so it can all be put into Time Target in advance. Kaimahi should be signing the roster that they agree to what is being sent to the office by the Kaitaataki so everyone is working together.

Q: When the printers and thin clients have been installed into our whare, will there be training on how to use all this technology?

A: Yes, kaimahi will be given support and training in use of the new technology.

Q: Central roster for casual kaimahi, if the tangata doesn't like the casual kaimahi, does it mean that the casual doesn't work at that particular whare?

A: We will always try to make sure there is a good match between kaimahi and tangata. Any decision would be made on a case by case basis.