

Summer 2024/25

# Support Worker Newsletter



## A message from Jonathan Harris, CEO

As we approach the end of another year, I want to take a moment to reflect on what an incredible journey it's been.

**This year has been a year full of growth, and achievements, including having the opportunity to acknowledge some of our amazing dedicated staff with long service awards.**

One of the highlights for me has been the success of the training initiatives we introduced at the beginning of the year. These opportunities have not only strengthened our workforce but have also contributed to the excellent care we provide.

tlc4u2 established our first ever Client Advisory Group for 2024, which has provided us with some really valuable insights and enabled us to continue to improve what we do. We have also provided more opportunities to bring us closer together, through organising events and functions which fosters a real sense of community within our tlc4u2 whānau. I hope you've enjoyed the various activities throughout the year as much as I have.

Looking ahead to the New Year, I encourage you to continue taking advantage of the training and development opportunities available, including being part of our first ever Support Worker Advisory Group. As a management team, we are committed to continually improving the way we support you and our clients, ensuring we provide the best service possible.

Thank you all for your hard work and dedication. Our clients truly appreciate everything you do, and I am deeply grateful for your contributions.

***E mahi tahi tātou mo te oranga o te katoa - We work together for the well-being of everyone.***

**Wishing you and your families a Merry Christmas and a Happy New Year filled with joy and good health.**

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## ALL ABOUT ACCESSIBILITY EXPO



Inclusive 'Have a Go' Sessions

Health Services & Information

Wellbeing Workshops

Adaptive Equipment on Show

Food on site

Spot Prizes

**FREE  
ENTRY**

McKay Stadium, Whangārei | 10.30am - 6.30pm | 12th Dec 2024



## Training Feedback Quotes:

"I learned a lot more than I thought I would."

"We genuinely appreciate these trainings."

"Informative for me and my client."

## What did you enjoy most?

"Discussions, sharing knowledge and experiences."

"Activities that mimic real life situations."

"It wasn't just relevant to work, but everyday life as well."

## What do you hope to change?

"Being mindful and empathetic."

"Be more attentive to skin inspections."

"The training will really help serve our clients."

We  your feedback!



## In 2024... we awarded a Support Worker a Nursing Scholarship

to support her working towards a Masters of Nursing.

## In 2024... we delivered over 70 training sessions across multiple locations

(Whangārei, Auckland, Kaikohe, and client's homes).



## You Asked, We're Listening!

Thanks to feedback, we have tried to include all requests in next years training plan.



## In 2024... we supported 11 staff members gain their Certificate in Health and Wellbeing.

2 in Level 2, 6 in Level 3, and 3 in Level 4.

## Training Superstars!



## Are you interested in becoming a tlc4u2 Training Champion?

We are looking for experienced Support Workers who want to share their expertise with their colleagues and assist our Nurse Educator during training sessions, both at our office and in the community.

For more details, email [tori.evans@tlc4u2.co.nz](mailto:tori.evans@tlc4u2.co.nz)



## In 2024... we supported 7 staff members gain their First Aid Certificate



## In 2024... we had over 360 staff attend training.





MY NAME IS

*Irene Taylor*



*Irene has been a Support Worker with tlc4u2 for 2 years after recovering from her own spinal cord injury.*

*She started work as a Support Worker many years ago when she nursed her late husband through cancer, she made a promise to him that she would continue to develop in her caring role.*

*Irene says that her work is her passion and she loves watching her clients develop and grow, especially when working with those who have new injuries who are rediscovering themselves and are on a journey to get as far as they can.*



“  
**My work is my passion!**”



**Please join our**

**Support Worker Advisory Group 2025!**

**tlc4u2 are looking for expressions of interest for a Support Worker Advisory Group.**

**Are you  
interested in  
bringing your  
voice and  
lens to the  
work we do?**

We are looking for 4-5 people who can bring valuable insights around our current policies and standards, as well as taking a deeper dive into specific areas of the business. There will be 5 meetings a year, with the first one being scheduled for March 2025.

This is a 1-year commitment. A koha, plus travel allowance will be provided as thanks for your time and contribution. There will be an online option available for those who would prefer to join in virtually too.

tlc4u2 are always looking for ways in which we can provide better support and bring about quality improvements. We established a Client Advisory Group at the beginning of 2024, which has been extremely insightful. So, we are very excited to be able to extend this by establishing this Support Worker Advisory Group and being able to gain those learnings.

For more information or to register your interest contact Sharon Carroll via email [sharon.carroll@tlc4u2.co.nz](mailto:sharon.carroll@tlc4u2.co.nz).



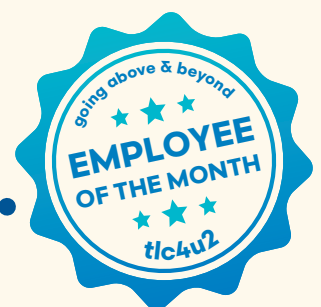
MY NAME IS

*Adrian Philander*

*Adrian joined the tlc4u2 team in July 2024 as the Business Support Manager, bringing with him extensive Senior Management experience across a range of industries.*

*Originally hailing from South Africa, Adrian made New Zealand his home in 2017, captivated by the country's natural beauty and vibrant lifestyle.*

*Now living in the stunning coastal town of Whangarei with his wife and two children, Adrian fully embraces the outdoors, enjoying cycling adventures, exploring new places, and relaxing to his favourite music.*



tlc4u2 regularly **honors** the **outstanding efforts** of their employees. Since our last newsletter, we have had the privilege to give a special thanks to the following people:

**Lisa Harris ✦ Cherie Scott-Green ✦ Debate Dube  
Donna McCartie ✦ Mulrike van der Lith  
Iona Harris ✦ Odette Philander ✦ Sabreen Rafiq  
Samantha Rameka ✦ Saki Ueno**

Dream it

Wish it

Do it!



tlc4u2  
Resorts  
TE WHARE ĀIO  
BEACHLANDS

**In July 2024,  
we saw the  
tlc4u2 Resorts  
Beachlands full  
for the first time  
since opening!**

We knew the need was there for people wanting modern, quality, accessible accommodation, regardless of whether it was for respite, holiday stay, or somewhere for the whole whānau to stay while their house was being modified.

**The feedback we are getting and the success stories of those who have stayed has surpassed our expectations.**



Look out  
for the next  
'tlc4u2 Resort'  
coming soon!



“ Since being at tlc, I have experienced a peace I have not known since my brain injury.

It is a very peaceful, beautiful, safe, and secure environment, and the staff are extremely empathetic and supportive. Their support has been invaluable, assisting me to up-skill, preparing for independent living.”

**Feedback from Peter, a guest at  
tlc4u2 Resorts Beachlands.**

*Pictured left: Our client Peter, with Eddie the therapy dog, who is visiting tlc4u2 Resorts Beachlands.*



*Pictured above: tlc4u2 Resorts Beachlands staff getting together to celebrate our 14th birthday.*

Hello!

MY NAME IS

Jennie Taituha

Jennie is our new Clinical Service Coordinator at tlc4u2 Resorts Beachlands. She is a dedicated nurse with 25 years of diverse experience in the healthcare field.

Her background includes GP nursing, significant experience in child and adolescent mental health, and she also worked as a Clinical Nurse Educator in London.

Prior to tlc4u2, she worked as a school nurse for seven years caring for children

with special needs, and also supported children with asthma, diabetes and seizure management, as well as coordinating Paediatric clinics.

She is passionate about providing skilled care to those in need and looks forward to making a positive difference in her new role.

Jennie resides in the Beachlands and enjoys spending quality moments with her husband and four children in the local community and at the beach. She also loves baking and going to the gym.



NEW  
STAFF  
BIO!





Hello!

MY NAME IS

Karen Vergara Aguilar

### What inspired you to become a Support Worker?

"My background as a soldier has always driven me to help others, even behind the scenes. I've found great satisfaction in seeing those I serve smile and feel fulfilled. My passion for helping others deepened when my brother suffered a spinal injury; Becoming a support worker feels like my way of giving back."

### What are you most passionate about?

"I'm passionate about serving people and making a difference in their lives. My family love traveling and experiencing different cultures, and I look forward to the day we can explore new places together and enjoy nature here in New Zealand."

### Tell us what you love about your job.

"I love knowing that I can bring joy and support to my clients, just like the support I received when my brother was in need. It's incredibly gratifying to see the smiles on their faces."



"The strongest people make time to help others even when they are struggling themselves."



## tlc4u2 Resort Beachlands Support Staff engaging in Fire Safety Training.



MY NAME IS

Nidhi Viradiya

Nidhi joined tlc4u2 in August as a Support Worker Team Leader at the tlc4u2 Resorts Beachlands.

A dedicated physiotherapist by profession, Nidhi previously ran her own clinic in India before moving to New Zealand in April 2024 to join her husband.

In her free time, Nidhi enjoys exploring New Zealand and embracing all the country has to offer.



NEW STAFF BIO!



Hello!

MY NAME IS

Elishma Kumar

How long have you worked for tlc4u2? "1.6 years."

What inspired you to be a support worker? "As an Enrolled nursing student I got inspired to help and care for people."

What are you most passionate about? "I enjoy giving quality of care and engaging with clients and seeing them smile as I understand the challenges they have faced, a smile on their face tells me that I am giving care and support they deserve."

Tell us what you love about your job? "The best thing I love about my job is seeing the clients I support happy and achieving their quality of care at the end of my shift."



## Want to know more about our Resorts?

We would love to hear from you!



0800 852 737  
stay@tlc4u2resorts.co.nz  
www.tlc4u2resorts.co.nz





## Good to know...!

### Osteopath Appointments

Available in the Whangārei office every 2nd week on a Wednesday.

Addresses issues of pain, stiffness and give some postural advice if needed. Please contact your coordinator/reception to book.



### Counselling Sessions

Two free sessions are available for our Support Workers who need extra support. Please organise through the Service Coordinators or HR team.



### Justice of the Peace?

They went through this process as they felt that accessing a JP, especially for those with accessible needs, could be quite challenging. The Justice of the Peace service is a free service available right throughout New Zealand.

Contact our office if you need to utilise this service or search: [www.justiceofthepeace.org.nz/Page/Search](http://www.justiceofthepeace.org.nz/Page/Search) to find a JP near you.



### Community Connect

Looking to find out what is happening within our community? We want to strive for a more inclusive and accessible society! Are you wanting to share a top tip from something you have experienced or looking to find out more information on accessible spaces and places?

Sharon, our Community Liaison Manager is keen to help share as much information as possible, so that we can all experience accessing our community and support both our clients and ourselves to live our best life!

To connect with Sharon contact 027 304 1339 or email [sharon.carroll@tlc4u2.co.nz](mailto:sharon.carroll@tlc4u2.co.nz)

### Applying For Leave

When applying for leave, email your forms to [payroll@tlc4u2.co.nz](mailto:payroll@tlc4u2.co.nz). The Leave Application Form can be downloaded from the Staff Portal.

## Top Tips

### from our Payroll Team!

From 31 July 2024, personal income tax thresholds have been increased to recognise that wage growth over time has pulled more people into higher tax brackets.

To determine if your tax code is correct:

- 1 Start with the IRD:** They offer a detailed guide and a tax code declaration form, known as the IR330.
- 2 Employee Declaration:** Once you know your tax code, it's your job to inform your employer by sending a completed IR330.
- 3 Review and Update:** Make it a habit to review your tax code when significant changes happen.
- 4 IRD Notification:** If you end up using the wrong tax code, the IRD will first notify you. If no change is made, they'll then notify your employer.

By following these steps, you can ensure that you're on the most appropriate tax code, making tax time a breeze.



# ALL ABOUT ACCESSIBILITY EXPO



## SERVICES

- Parent to Parent
- Dignified Minds
- Beachlands Resort & tlc4u2
- ParaFed Northland
- ACC - Promoting Te Ara Tuhono
- Tiaho Trust
- Whangārei District Council - Showcasing services including the Progressive Aging Group and Disability Advisory Group
- Epilepsy Northland
- North Haven Hospice
- Brain Injury Association
- Citizens Advice Bureau - Whangārei
- Mahitahi Hauora
- Parkinsons New Zealand

- FAM (Functional Adaptive Movement)
- CCS Disability Action
- Hato Hone St John
- Apōpō Group
- Ultra IT
- Deaf Action NZ (NZSL Club)
- Electoral Commission
- Security Alert - Medical Alarms
- Caring for Carers
- Ringa Atawhai Mātauranga
- Rainbow Youth
- MSD
- Bowel Screening
- Accessible Housing Trust
- NorthAble
- Sexual Wellbeing Aotearoa
- Know Your Stuff

## ACTIVITIES / HAVE A GO:

- Wheelchair Basketball
- Boccia
- Strength & Balance Classes
- Sit Fit Classes

## WORKSHOPS:

- Resilience and Self-Care
- Being curious about dementia
- Creating Sensory Spaces
- Diabetes

## EQUIPMENT PROVIDERS:

- Trident
- Cubro
- NZ Trikes
- NorthAble EQ+
- Permobil
- Melrose
- Allied Medical

Sensory Room

Kids Corner

Food on site

Spot Prizes

**FREE ENTRY**

**McKay Stadium, Whangārei 10.30am - 6.30pm | 12th Dec 2024**

## Catch up Cuppa 2025

Linking these opportunities with Study Days, so you can come for a catch up cuppa, or add it with some up skilling.

Tues 18th Mar	Whangārei Midday to 12.45pm	Thur 8th May	Auckland 1 - 1.45pm
Thur 22nd May	Whangārei Midday to 12.45pm	Wed 13th Aug	Auckland 1 - 1.45pm
Tues 17th June	Whangārei Midday to 12.45pm	Wed 4th June	Kaikohe 12.30 - 1.15pm
Wed 17th Sept	Whangārei Midday to 12.45pm	Thur 11th Sept	Kaikohe 12.30 - 1.15pm

For more information, or to register, please email [sharon.charroll@tlc4u2.co.nz](mailto:sharon.charroll@tlc4u2.co.nz)

*Coming Soon!*

## Show Your Ability Expo

### AUCKLAND:

**Monday 10th March - Eventfinda Stadium**

### HAMILTON:

**Wednesday 12th March - Claudelands Events Centre**

tlc4u2 and tlc4u2 Resorts Beachlands are looking forward to attending the Show Your Ability Expo in March in Auckland and Hamilton next year!

This is New Zealand's premier annual disability equipment show.



**Put it in your calendar for 2025!**

For more information, check out: [www.3am.net.nz/show-your-ability/](http://www.3am.net.nz/show-your-ability/)

*Get ready...*

**...for an exciting kickoff in 2025 with our staff competitions!**

Stay tuned for updates by following us on the tlc4u2 Facebook or Instagram pages, or keep a close eye on your emails to be the first to know all the details!



@Tlc4u2Limited



@tlc4u2\_limited









# Study Days & Sessions

2025

**At tlc4u2 we are committed to providing ongoing training and education.**

**We believe in investing in you so that together, we can provide the best care for our clients!**

We offer:

- An annual **Professional Development Day** (includes the most up-to-date techniques in Medication Administration and Manual Handling, as well as updates in policy and IT platforms).
- Four **Core Study Days** covering a range of key subjects and skills.
- **Study Sessions** covering a variety of topics.
- **Online training courses** and resources.
- First Aid Certificate
- Certificates in Health and Wellbeing



**Follow the tlc4u2 and tlc4u2 Resorts Facebook pages, or check the Staff Portal for most up-to-date information.**

*Dates/times subject to change.*

## Core Study Day #1

**Mental Health • Trauma / PTSD  
Grief • Resilience & Self Care**

Whangarei	Auckland	Kaikohe
10am - 3pm Tuesday 14th Jan	11am - 4pm Wednesday 12th Feb	10am - 3pm Thursday 13th Mar

## Core Study Day #2

**Spinal Cord Injury • Advanced Cares • Pressure Injury Prevention  
Traumatic Brain Injury**

Whangarei	Auckland	Kaikohe
10am - 3pm Thursday 10th April	11am - 4pm Thursday 8th May	10am - 3pm Wednesday 4th June

## Core Study Day #3

**Deteriorating Client • Diet Elimination • Desculation**

Whangarei	Auckland	Kaikohe
10am - 3pm Wednesday 9th July	11am - 4pm Wednesday 13th Aug	10am - 3pm Thursday 11th Sept

## Core Study Day #4

**Code of Rights • Communication & Documentation • Disability 101  
Cultural Safety**

Whangarei	Auckland	Kaikohe
10am - 3pm Thursday 9th Oct	11am - 4pm Thursday 20th Nov	10am - 3pm Wednesday 10th Dec

## Study Sessions *(held at tlc4u2 office in Whangārei)*

Date	Time	Subject
Wed 5th February	1pm - 3pm	Neurodiversity
Tue 18th March	10am - 12pm	Dementia
Thurs 22nd May	1pm - 3pm	Auto Immune Conditions
Tues 17th June	10am - 12pm	Abuse & De-escalation
Tues 19th August	10am - 12pm	Neurological Conditions
Wed 17th September	1pm - 3pm	Palliative Care
Thurs 6th November	10am - 12pm	Stroke
Wed 3rd December	10am - 12pm	Diabetes & Healthy Lifestyles

**Can't make a session? Don't worry, online sessions will be available.**



**Are you interested in studying to become a Health Professional?**

Applications are open for our scholarship programme for 2025. Please contact Tori for an application form or for more information.

**Apply Now!**



# NEW FOR 2025!

## Introducing the tlc4u2 Training Passport!

For every study day/session and online training you complete in 2025, you will receive a stamp in your very own Training Passport.

Complete your Training Passport to enter our 2025 Education Competiton!! (prize announced next year)



You can also gain stamps for completing your First Aid Certificate, Certificates in Health and Wellbeing, and for attending mandatory training (Induction and Annual Professional Development Day).



sneak peak inside!



An update on

Ausmed

As part of the new Training Passport, we are launching a NEW Ausmed training plan for all staff.

Complete a monthly online training course, gain a stamp in your Training Passport, and receive a \$30 bonus!

\$30 BONUS!!

Forgotten your login, or don't have one yet? Request an invitation from Tori: [tori.evans@tlc4u2.org.nz](mailto:tori.evans@tlc4u2.org.nz) or 027 518 4375.

## Clinical Skills Clinics

Whether you want to learn something new or practice your existing skills, these clinics give you the opportunity to direct learning by allowing **you to choose** what the session will cover.

NEW TO 2025

Survey Feedback

## Implementing Our Clients Feedback

Several clients have emphasized the **importance of privacy**, particularly during personal phone calls. In response, we have developed a 'Privacy Matters' leaflet to be shared during team meetings and training days, serving as a reminder for our Support Workers. Additionally, we will create further 'Focus on What Matters' leaflets throughout the year to revisit key topics from our Induction training.'

