

### JULY 2019 - ACCESS HOME SUPPORT WORKERS BARGAINING UPDATE



Your Union reps have been in Wellington bargaining to renew your Collective Agreement.

We have met twice for 2 days each time. We met 7 & 8 May and 22 & 23 July and we are meeting again on 8 & 9 August.

Access changed key people in their bargaining team between May and July and that is why there was a gap between the first days of bargaining and the next.

#### WHAT ARE THE ISSUES?

##### Guaranteed Hours

This is by far and away the hottest issue for most Union members.

Access has accepted that there are major problems with their systems of GH allocation.

Access has committed to address these issues and is willing to convene a GH review. We are working out timelines so that this review actually occurs and results are achieved.

##### Employer to Provide Phones Claim

We know that 75% of Access staff have the AVA app uploaded to your personal phones and this is how you are assigned your work by Access and how you report in and out per client to Access and how your wages are calculated. New Access employees are told that it is compulsory for them to have a cell phone and to have the AVA app on the phone and Access will make you buy a phone from them if you do not have one.

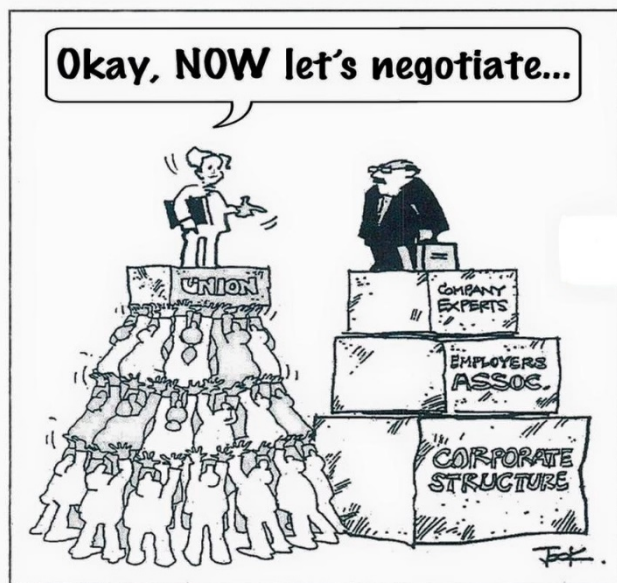
At the pre-bargaining claims meetings we heard so many of you say that you feel that you constantly “on call” and that you are harassed by Access calling you all the time, even while you are on sick, bereavement and annual leave, trying to assign client cares. You told us that you cannot turn your phones off because they are your personal phones and they are the way that you keep in touch with family, friends and even the plumber...

We have considered this carefully and we now believe that Access is required by law to provide work phones to you. If they did provide work phones then you could turn them off once your Access work was done.

So, we have made a claim for Access to provide phones and Access says no way!

We do not believe that you can be required by Access to keep AVA on your phones or to make your phones available for Access to use and there are alternative ways for you to report in e.g. EziTracker and FVRs. If we cannot make progress on this issue on 8 & 9 August then we will be recommending to Union members that you all remove the AVA from your phones!

## WHEN WORKERS UNITE



### Training

We have also heard from many of you that Access is not providing the training that the law requires them to provide to you and we have requested information from them about their training schedules. We will not leave the bargaining table until we have a commitment from Access about getting you trained. If you have asked to do the next level of training please tell us when you asked and what Access has done about it by email or text – see contact details below.

Many of you have told us that you believe that as the Level 4 pay increases your hours are decreased by Access. Access claims that this is not the case. If you are a Level 4 worker and you have lost hours in the last 6 months please advise us now by email or text to either:

[rob.haultain@etu.nz](mailto:rob.haultain@etu.nz) or ph: 027 590 0060 or  
[lyn.williams@etu.nz](mailto:lyn.williams@etu.nz) or ph: 027 204 6369

Tell us your name, your level and what the reduction in hours has been.

### Other Claims

We have agreement in principle that there will be a union members only benefit in the collective agreement and that will be around additional sick leave.

Access has also agreed to develop a Best Practice guideline with the Unions around sick leave management. This is because the Unions have raised concerns about Access managers disciplining members who have used “too much” sick leave.

On Health & Safety we have claimed a Worker Participation Agreement which means that there will be a better way for Support Workers to participate in health and safety discussions with Access. We have raised the inadequacies of the incident reporting systems and there is more work to do on this in the bargaining. We have also tabled a Challenging Behaviour claim and the Employer has further work to do around this claim.

Self-Rostering Pilot – we have agreed to develop a Terms of Reference for this project which will be to test out the possibilities and to identify as many issues that working this way may through up and how to deal with those issues.

We are still working through improvements to the Adverse Weather Policy and the Domestic Violence Protection Policy.

No progress on a Weekend Allowance at this stage.

Union access to Access offices – this has become a contentious issue in the bargaining. The Unions are clear that the law allows us to enter the Access offices at any reasonable time and in a reasonable way but the Employer takes a different view.



*Access Home Support Union Members Meeting in Motueka at Toad Hall June 2019*