February, 2016

To all home support workers

***In-Between Travel update***

**New Arrangements**

As you know, this year will see the full implementation of the Home and Community Support (Payment for Travel Between Clients) Settlement Act, paying home support workers for the time and costs of travelling between each of their clients.

**Basis of new travel time and cost payments.**

The interim solution (1 July 2015-29 February 2016) introduced a payment for travel time. The full solution will include a payment for travel time and travel costs up to 15 km based on averaging, and separate payment for Exceptional Travel (for travel time and travel distance over 15 km). It will also mean a different payment to what you get now for travel distance reimbursement.

Standard travel (0 to 15 km/trip)

Data was collected on support worker actual travel time and distances and various options were looked at. What this data showed was that the majority of support worker visits are less than 5 Kilometres. Based on the information provided the parties agreed on a one-band model based on average journeys. This is simpler and easier to administer. The calculations are based on averages, and the calculations are set out in a law soon to be passed.

The average standard travel time for support workers travelling per trip between clients has been calculated at 8.5 minutes. This time is paid at the adult minimum wage. It includes an allowance for time from your car to the door of the client’s home.

The average standard distance per trip that support workers travel between clients has been calculated at 3.7 kilometres. This has been multiplied by .50 cents per kilometre. This is the basis on which your payment for travel costs has been calculated.

Also remember the parties agreed that **support workers would not be financially disadvantaged overall** by this arrangement, you can find out more information about this later in this communication.

**So what will you get paid?**

For each client visit up to 15 km one way (except for the first visit each day), you will receive a minimum of the following payments:

|  |  |
| --- | --- |
|  | Employee paid |
| Travel time | $2.09 (taxed) for that visit |
| Travel distance | $1.85 (not taxed) for that visit |

**Your current payments:**

Your current ‘Fair Travel’ or Kilometre rate and interim travel time payments will stop on the 29th of February 2016, and will be replaced by the new system.

**Exceptional Travel**

While you may not notice a lot of difference from the existing interim arrangements, the legislation will introduce ‘Exceptional Travel’ for MoH and DHB visits (ACC already covers these). This means where you have to travel a distance more than 15km, you will be paid for the distance and time spent in travel at $14.75/hour and 50 cents/km.  This payment for Exceptional Travel will apply to first visits each day as well as travel home from last visit each day or in-between clients throughout each day – as long as the distance is greater than 15km.

You do not need to log or report your Exceptional Travel (or any travel distances). But it may be useful to keep a log for the first couple of weeks whilst the new system is being introduced. It is very important that your roster is kept up to date and accurate, as this is where that information is taken from.

For any visit which involves Exceptional Travel you will get paid the following:

|  |  |
| --- | --- |
|  | Employee Paid |
| Travel time | Part of $14.75 depending on how many minutes you travelled to that client (a full hour’s travel currently= $14.75) (taxed) or half hour travelled = $7.38 (taxed) |
| Travel distance | 50 cents for each km travelled for trips over 15km (not taxed) |

**Travel payments under the ACC model**

These will also change slightly, as ACC has lowered the threshold for Exceptional Travel from 20km to 15km. The start point under the ACC model will now always be the employee’s home, where previously it was the closer to the home or branch of the client. This means all Exceptional Travel is now paid in the same way.

ACC will continue to fund for first visits each day.

**Financial Disadvantage**

It is important to note that the legislation states that no employee who was employed before 1 July 2015 will be financially disadvantaged by the change to the payment system. If your entitlement for travel time and costs is less overall under the new system than it was before 1 July 2015, you will be compensated to make sure you are not disadvantaged.

If you feel you have not been compensated for any financial disadvantage, you should raise this with your coordinator/Manager immediately. If you need support in doing this then please contact your Union - the PSA or Etū.

**Frequently Asked Questions**

Q**: How did we get this arrangement?**

A:The PSA lodged a legal case about home support workers not being paid travel time and as a result of that the Unions (PSA and Etū), Providers, Ministry of Health and DHB’s entered into negotiations and reached an agreement that included payment for travel time, a standard travel cost payment and transitioning to a regularised workforce. A majority of all support workers voted in favour of the settlement.

It was intended that the new travel time payments would be introduced and paid from the 1st July 2015, however the work had not been completed to introduce these in time. Therefore support workers received an interim payment whilst the final calculations were made. The interim payment for time was higher because it included MOH and DHB funding for exceptional travel time. Exceptional travel will now be paid separately and that reduces the average amount for standard travel (under 15 km/trip).

Q: **Do I have to keep a log for travel?**

A: No, you do not need to keep a log for any travel, but it may be useful to keep one initially whilst the transition to the new system happens. (or)

A: Only for trips that are for exceptional travel and if your employer does not have systems to collect the time and distance for those trips, but it may be useful to keep a full log initially whilst the transition to the new system happens.

Q: **If I am providing care for one client for two hours, do I get paid a travel allowance for the second hour?**

A: Not if the second hour runs straight on from the first hour and doesn’t require a second separate visit. The payments are to compensate for travel time and costs between clients. Your normal hourly rate is paid for time with clients which does not include current hourly payments for travel costs. The standard or Exceptional Travel payments replace any travel allowance that has been paid previously.

Q: **Is the new payment on top of what I currently get paid for travel?**

A: No, This payment replaces the interim payment and any cost payments that you are currently getting.

**Q: What about the ACC rule about the shorter distance payment from either a Support Worker’s home or the branch for the first visit of the day? Is that still valid?**

A: The new rules mean you will always be paid from the Support Worker’s home for the first visit. This payment replaces the interim payment that you are currently getting.

Q: Will I be paid for travel to the first visit of each day and travel home from the last visit each day?

A: Only for distances greater than 15 km, and ACC clients.

Q. What about travel for private clients?

A. [Provider inserts their response]

Q: **I travel to the same client more than once a day, do I get paid for both trips?**

A: Yes, as long as each visit is logged as an appointment in your roster. Remember the first trip of each day is only paid where it is over 15 km or an ACC client.

Q: **What about travel during peak traffic, poor roads, the time it takes to find a park, and time taken to get from car to the clients door?**

A: There is an amount built into the ‘time’ payment to allow for these things.

Q: **I walk, bike or catch the bus to support my clients, will I get these arrangements?**

**A:** Yes you will be paid in the same way as everyone else. For exceptional travel you will be paid as if you were driving in-between clients.

**What happens next?**

A monitoring group has been set up with representatives from Unions, Providers, DHB’s, ACC and the MOH to look at a range of issues going forward including increasing 50c to 60c per kilometre, the impact the minimum wage increase has had, and financial disadvantage for support workers.

**Examples of how payments are calculated**

All examples are relevant to ACC, DHB and MoH client visits.

**Example 1 – Standard Travel (No Exceptional Travel)**



VISIT ONE

VISIT TWO

VISIT THREE



HOME

CLIENT A

CLIENT B

CLIENT C

HOME

4 KM

10 KM

4 KM

3 KM

$0.00

$3.94

$3.94

$0.00



Note: ACC first visits:

**Example 2 – Round Trip Exceptional Travel**

VISIT ONE



HOME

CLIENT D

34 KM

HOME

$24.38

$24.87

30 min

32 min

34 KM

**Example 3 – Standard Travel and Exceptional Travel**

VISIT ONE

VISIT TWO

VISIT THREE



HOME

CLIENT E

CLIENT F

CLIENT G

HOME

4 KM

16 KM

5 KM

21 KM

$0.00

$15.38

$3.94

$16.65



30 min

25 min

Note: ACC first visits:

**An important reminder**

***It’s important to remember that In Between Travel and correct calculation of wages relies on your roster being accurate. Please manage any changes to your roster through your coordinator, as your payslip will reflect what is in the roster.***

If you would like any further information on In Between Travel, please contact:

* your Service Coordinator or
* your Branch Manager or
* the Processing Centre on ………..or  
  …….
* your union PSA on 0508367 772 or Etū 0800186466.