



DEPARTMENT OF
CORRECTIONS
ARĀ POUTAMA AOTEAROA

Supporting you to be your best

A guide for Corrections staff on benefits and support
March 2014







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INTRODUCTION

You have an important job to do at Corrections, so it's important to me that you feel well-supported in your role and have access to staff benefits that can make your life just that little bit easier.

For many of you, the work you do can be immensely rewarding, but also confronting and challenging at times. For any staff who need it, there is support available such as counselling, staff welfare officers, a Post Incident Response Team and the Employee Assistance Programme.

Corrections can be a great place to further your career. We have over 8,000 people working here in many and varied roles. Make the most of your training and development opportunities and look into the options available to you for study assistance and career development. Take your ideas along to the regular Performance and Development Conversations you have with your manager.

You know yourself that when you're feeling low or unwell, it's a lot harder to perform at your best. As an employee, you can receive health-checks, flu vaccinations and eye exams to help you maintain your general health and well-being.

You should also look into the insurance and finance options available to you as a staff member, as well as other deals for IT equipment and Macpac gear.

The package of benefits and support you'll find in this booklet (and on Corrnet) demonstrates how much we value the work you do.

You have an important job to do, and the more we can do to support you to do that job well, the better for us all.

Ray Smith
Chief Executive



HEALTH AND WELL-BEING

At Corrections, we believe that only when we are fit and well can we be at our best – both in our personal lives and in our work.

The key to wellness is making good choices; Corrections has developed a range of options to help you look after yourself and enhance your quality of life.

HEALTH CHECKS

Corrections offers free health checks to all staff on a two year cycle. They are optional, but we hope you will take up the offer and give yourself peace of mind.

The health checks are delivered by health professionals employed by an independent company. The health checks include:

- > a cholesterol test
- > a blood sugar and diabetes test
- > a blood pressure test
- > a stress test.

To arrange a health check:

1. Look at the online wellness portal www.wellnessportal.co.nz/deptcorrections to see when the health checks are next scheduled for your region (they are done on a two yearly cycle).
2. Book your preferred time and date on-line, based on when they are going to be in your region.
3. Fill in the pre-check questionnaire before your check (you can access and submit this online).

None of your personal information is given to Corrections, but overall statistics are provided so we can track if staff health in general is improving.



INFLUENZA VACCINATION

Influenza (the flu) isn't just a bad cold – it's a serious virus that can spread easily and make you really ill. Corrections offers free flu vaccinations to staff every year.

There are two ways to get the flu vaccination:

Option one – you can pay and be reimbursed:

1. Download a voucher from the wellness portal and complete the details.
2. Book a flu vaccination with your local GP or health provider and pay for the vaccination yourself.
3. Send the completed form and the receipt to Vitality Works by either scanning and emailing to fluvoucher@vitalityworks.co.nz, or by posting to:
 - > Flu Vaccination Voucher – Department of Corrections
Vitality Works
Private Bag MBE 404
Takapuna
Auckland 0622.
4. Vitality Works will reimburse you up to \$35 incl GST, within 20 working days of receiving your form.

Option two – Vitality Works can pay the medical provider directly:

1. Confirm with your medical provider that they are happy to be invoiced by Vitality Works, before you book your vaccination.
2. Download a referral letter from the wellness portal and present this to your medical provider when you go for your vaccination. NB – you must include your name, employee number and place of work in the space provided at the end of the letter, before you give the letter to your medical provider.
3. You do not need to pay anything.



HEPATITIS A AND B VACCINATIONS

Selected frontline staff are eligible for free Hepatitis A and B vaccinations. This involves a series of three vaccinations over a period of six months.

To arrange a vaccination:

1. Register online at www.wellnessportal.co.nz/deptcorrections for a voucher.
2. You can either download; a voucher to have your blood screened to see if you have immunity, or a vaccination voucher.
3. You will need a voucher for each of the three vaccinations.
4. Once you have registered your voucher will be sent to you within three working days.

EYE EXAMINATION AND EYEWEAR REIMBURSEMENT

Corrections will reimburse some of the costs of eye examinations and eyewear or contact lenses, on a two yearly basis for eligible staff.

To be eligible you must be a permanent employee who has been with Corrections for more than 12 months and you must meet at least one of the following criteria in your current role:

- > Using a computer or other screen for at least 50 percent of your normal working day.
- > Regularly required to drive a departmental vehicle as part of your normal working week.
- > Any other relevant occupational use eg safe use of machinery.

*For more information view the wellness portal on Cornet.
Go to: Our people > foster wellbeing > wellbeing@corrections*



To arrange reimbursement:

1. Your manager must pre-approve your eligibility before you can be reimbursed for any costs.
2. You must meet all the initial costs yourself and then submit the receipts along with the completed departmental expenses claim form to your manager.
3. On your first visit you may seek reimbursement up to a total of \$400 including GST and this cost may include an eye examination, prescription glasses (frames) or lenses (single, bifocal, progressive or graduated) or contact lenses. You may only claim for frames as a 'one off' cost.
4. In second and subsequent claims, if you have already been reimbursed for frames, you may only claim costs for an eye examination and replacement lenses up to a total of \$275 including GST.
5. You may only seek reimbursement every two years.
6. If you are able to seek reimbursement through another avenue eg insurance or ACC then you may not claim through Corrections as well.
7. You may not seek reimbursement for costs associated with laser surgery or with the replacement of eyewear that has been damaged or lost.

ACC WORK SMART TIPS

We all know prevention is better than a cure, and this online programme is designed to help you create a set of useful health and safety resources for you or your team to use in the workplace to keep yourselves injury free.

The programme gives up-to-date injury prevention tips and a range of exercises designed to help prevent discomfort, pain and injury in the workplace.

The programme can be accessed on www.worksmarttips.co.nz and can be tailored to suit your individual or team environment and requirements.



REHABILITATION FOR WORKPLACE INJURIES

Corrections wants you to get the best possible rehabilitation if you are injured at work. Corrections has contracted Gallagher Bassett to administer our ACC Partnership Programme (ACCPP). Gallagher Bassett will actively support you with your rehabilitation plan.

Gallagher Bassett is a specialist provider of:

- > claims administration and management
- > care management and rehabilitation systems and services
- > process and system improvement in workplace health and safety
- > injury management, including providing tailored programmes to meet specific rehabilitation needs.

All Corrections employees are covered by the ACCPP if they have a work-related injury, including staff on fixed term contracts and casual employees. If you started with Corrections after March 2013, you will have received a Gallagher Bassett ACCPP card.

If you are injured at work:

- > show the ACCPP card to all healthcare professionals when seeking treatment or services for the injury
- > if you don't have an ACCPP card, then tell the provider that you are part of the ACCPP at Corrections
- > make sure you get your medical certificates to Gallagher Bassett as quickly as possible. This will speed up the administration and enable Gallagher Bassett to process your claim more promptly.

For more information view the Gallagher Bassett Accredited Employer Manual on Corernet.



PROFESSIONAL DEVELOPMENT

We encourage you to develop your skills and knowledge, do the best job you can, and 'move up' professionally.

STUDY ASSISTANCE

Corrections offers a range of options to support staff who want to complete long-term study and/or gain work-related qualifications. The type and level of support is determined on a case-by-case basis, but factors taken into account include:

- > employee performance and length of service
- > the benefits of the study and/or qualifications to Corrections
- > benefit of the study to a particular work unit
- > impact of the study on the individual and work unit workload
- > willingness of the staff member to study in their own time
- > any previous study history and achievement.

The type of study assistance available:

- > tuition and exam fees
- > associated course costs and course materials
- > paid leave for study
- > short-term programmes at overseas tertiary institutions.



To apply for study assistance:

1. Talk to your manager about the study assistance you would like.
2. You and your manager should develop a written study assistance plan that includes:
 - > the purpose of the study and benefit to Corrections
 - > the costs that Corrections will cover, and the costs you will pay yourself
 - > when payments will be made by either party
 - > study leave arrangements
 - > progress reporting
 - > bond arrangements.
3. The study assistance plan is generally approved by your manager's manager.

How much and when Corrections will pay:

Check Cormet to find out more about how much funding you can apply for.



STAFF SUPPORT

Sometimes you may be the one who needs a helping hand to meet the challenges of daily working life.

There are a number of employee support options available if you are experiencing problems at work. These difficulties could be due to personal issues that are affecting your work or they may be because of something that happened at work.

EMPLOYEE ASSISTANCE PROGRAMME (EAP)

EAP is a totally confidential professional counselling service available to all staff at Corrections. It is designed to assist you to deal with issues that are impacting on your work performance and help you get back to performing at your best.

To apply for EAP:

1. Arrange a session through your manager, **OR**
2. Arrange a session directly by phoning 0800 327 669.

EAP facts:

- > You are entitled to three free sessions initially, and further sessions maybe approved.
- > Anything you tell the counsellor is confidential unless you give written permission for it to be shared.
- > If you give permission for it to be shared, it can only be provided to the person/s you have specified.

To find out more visit www.eapservices.co.nz

*You can also refer to the **Ensuring Personal Safety** booklet which you will have received.*



POST INCIDENT RESPONSE TEAM (PIRT)

A serious incident at work that involves serious potential or actual harm to an employee will trigger the 'PIRT' process. The incident controller and the PIRT co-ordinator are responsible for managing the process, including:

- > an operational debriefing, usually held within 24 hours of the incident, to discuss the facts of the incident and the risk management actions taken. The PIRT co-ordinator attends this meeting
- > a peer support briefing, held for any staff involved in the incident, where the facts of the incident are confirmed and options for staff support are discussed. The PIRT co-ordinator organises and facilitates this meeting
- > if necessary, a specialist group briefing may be held in addition to or instead of the peer support meeting. An external specialist or expert would lead this meeting eg Police.

After the initial briefing meetings there are a number of support options you can access if you have been identified as needing support:

- > transport home or medical attention can be organised for you
- > your family can be contacted, if you request it, to give them advice on the incident and support options they can access. This may occur if you are unable for some reason to contact them yourself
- > specialist trauma counselling can be made available to other staff who may have witnessed an incident.

If EAP or trauma counselling is provided as part of the PIRT process, the counsellor will be required to provide information back to your manager on:

- > treatment required
- > timeframe for treatment
- > actions required to support you
- > information required for ACC if relevant.



STAFF WELFARE OFFICERS

Corrections has four staff welfare officers – one for each region, located in the regional offices. The staff welfare officers can give extra support to staff who have more complex needs – whether for work-related or personal reasons.

The staff welfare officers will:

- > co-ordinate and support rehabilitation needs when a significant event has taken place and you or your family need more intensive support
- > provide a 'wrap around' approach to ensure that all the relevant parties are working together in a co-ordinated way to support you.

SPECIALIST COUNSELLING FROM THE NZDF

Corrections also has an agreement with the New Zealand Defence Force to use their specialist counselling service in certain circumstances. We may use this when an incident is of a serious or significant nature. For example, when prisoners rioted at a prison in June 2013, the staff involved received counselling from the NZDF specialist counsellors as part of the debrief process.

Check Corernet to find the contact details for the staff welfare officer in your region and talk to your manager if you think this support is something you need.



FINANCIAL BENEFITS

Corrections has a number of ways to recognise and reward you for your contribution. This includes insurance, banking, healthcare and retirement schemes at favourable rates for Corrections staff.

PERSONAL ACCIDENT INSURANCE

Corrections has a personal accident insurance policy which automatically covers staff in the event of death or permanent disability by any form of accident.

Cover includes:

- > a payment of \$100,000 to the employee's estate
- > cover for all accidental death, including outside work hours – so 24 hour cover
- > cover when you have been left permanently disabled as a result of an accident. The amount would depend on the nature and level of the disability and it would be over and above any ACC entitlement you might have.

For more information email Insurance&Risk@corrections.govt.nz



HEALTH CARE INSURANCE

You can get discounted health insurance for you and your immediate family through Corrections' Southern Cross group scheme or the UniMed Medical Care Society.

Southern Cross Healthcare

All staff are eligible and benefits include:

- > flexibility to choose the package that best suits your needs
- > discounted premiums
- > if you add your family, you only pay for the first two children under 21
- > you can choose to pay via your salary or wage, or as a direct debit
- > you have immediate access, so no 90 day wait to claim
- > your cover belongs to you and goes with you if you leave Corrections
- > there is a healthy lifestyle reward where you can receive an additional 10 percent off your premium if you make healthy choices
- > access to a 25 percent discount on travel insurance if you book it online.

*For more information phone **0800 438 268** or visit www.southerncross.co.nz*



UniMed Medical Care Society

There are three plans to choose from:

- > Major Surgical – hospital cover only
- > UniCare plus – excellent family cover
- > UniCare – basic coverage of the majority of medical costs.

All staff are eligible and benefits include:

- > immediate cover, so no 90 day wait to claim
- > immediate coverage for eligible pre-existing conditions eg asthma, high blood pressure, under the general medical expenses section
- > cover for eligible pre-existing conditions under all sections after three years continuous membership
- > around 29 percent lower than standard premiums.

For more information visit www.unimed.co.nz



KIWISAVER

KiwiSaver is a voluntary, work-based savings initiative to help you save for retirement.

You are entitled to join KiwiSaver if you are:

- > a permanent employee who lives in New Zealand
- > a New Zealand citizen
- > aged between 18 and 65 years old
- > a person who is entitled, under the Immigration Act 1987, to be in New Zealand indefinitely eg Australian citizens.

How it works:

- > provided you meet the eligibility criteria, and you do not already receive employer contributions to any other recognised scheme, Corrections will contribute three percent of your gross taxable earnings into your KiwiSaver account
- > when you first open a KiwiSaver account you will be entitled to a \$1,000 tax free kick-start payment
- > the government will also pay into your account a member tax credit to match your contribution each year, up to a total of \$521.43 (provided you contribute at least \$1,042.86 a year)
- > you can choose whether you contribute two, four or eight percent of your gross taxable earnings
- > to join you need to complete the KiwiSaver Deduction Form (KS2) and send it to National Office Payroll for action. The form is available on Corrnnet.

Please note if you are already a member of the State Sector Retirement Savings Scheme (SSRSS) you will continue to receive the employer contribution as per your terms of agreement, but this scheme is no longer available to new members.

For more information visit www.kiwisaver.govt.nz



INCOME PROTECTION INSURANCE

If you are a frontline staff member you may not have been able to get income protection insurance because of the job you do. Corrections has negotiated with Sovereign, in conjunction with AON Insurance, to make this insurance available to all staff.

This insurance is designed to provide you with an income if you cannot work due to illness or an accident and you are not covered by ACC, or have no sick leave left.

How it works:

- > you pay an agreed premium which can be deducted from your salary
- > this provides cover up to 75 percent of the base salary you were earning before you had to stop working
- > you can receive payments for up to two years whilst you are unable to work
- > to be eligible you must be a permanent staff member, up to the age of 55 years, who works a minimum of 15 hours per week
- > there is a 90 day wait period, so you will not receive any payment until 90 days after you have had to stop work
- > the package automatically includes life insurance which provides for a lump sum payment of \$50,000 payment upon your death, for the duration of the insurance coverage up to the age of 55 years.

To take advantage of this offer or find out more, visit [Cornet](#) or email enquire@sovereign.co.nz



BANKING PACKAGE

As an employee of Corrections you can access discounted banking and fee savings through ANZ Bank or the Westpac Government Employee Pac.

ANZ Package

To access:

- > you must be a permanent employee
- > your salary must be credited to an ANZ account.

Options available may include:

1. waiving of monthly account fees
2. a .25 percent per annum discount on floating, fixed and flexible loan rates
3. discounts and savings on personal and UDC vehicle loans
4. waiving of fees on credit cards
5. pre-approved overdrafts
6. insurance discounts.

Westpac Government Employee Pac

To access:

- > you must be a permanent employee
- > your salary must be credited to a personal Westpac account.

Some conditions do apply so to find out more contact the anz@work team on <https://comms.anz.co.nz>



Options available may include:

- > reduced monthly account fees when you have business in excess of \$25,000 with Westpac
- > no annual fee for the first year on credit cards
- > discounts on home, vehicle and life insurance
- > discounts and savings on personal loans
- > discounts on home loans
- > no establishment fees on personal or home loans.

WORK-WEAR

Corporate work-wear is available for all staff who do not wear a uniform.

Work-wear is offered to staff at cost, and unifies the different groups in Corrections, enhancing our professional image.

To help staff purchase work-wear, eligible frontline staff receive a \$200 one off contribution towards the purchase of work-wear items. All other staff can purchase work-wear with their personal credit card, or through payroll using a spread payment system.

To purchase work-wear

You can find information about purchasing work-wear on Cornnet, as well as which frontline roles are eligible for the \$200 contribution.

Go to: Policies & Guidance >Department Wide >Work-wear purchasing procedure.

For more information search 'Work-wear' on Cornnet



'IT AT HOME' BENEFITS AND RETAIL DISCOUNTS

Corrections employees can take advantage of some discounts just by virtue of working for Corrections.

Microsoft

The Home Use Program (HUP) is a benefit that is available to all Corrections staff. If you have Windows 7 or higher on your home computer or laptop then you can buy a single copy of Microsoft Office Professional Plus 2013 for home use at a significant discount.

This copy can be used on up to two computers. You may choose instead to buy the MAC version but you can only buy one or the other, not both.

What you need to do:

1. You can order the software online at www.microsofthup.co.nz and will need to enter your name, Corrections email address and the HUP code; **1C8BD10A3D**.
2. You will be sent a secure link to your Corrections email (it will not work for any other email) and can purchase the software using your credit card.
3. The HUP software costs \$10 per licence and is downloaded digitally. If you want to you can add a back up disc for an additional \$25.
4. Your licence is valid for as long as you work for Corrections and as long as the agreement between Corrections and Microsoft continues.

You can order the software online at www.microsofthup.co.nz

For more information visit www.office.microsoft.com



Dell

Corrections staff can take advantage of a number of discounts on Dell products. The Dell Employee Purchase Program gives you access to discounts on personal products that aren't available to the general public.

This includes:

- > an on-going discount of up to 15 percent off the full purchase price across a range of home, home office and small business machines, electronics and accessories
- > special monthly promotions.

To access these offers visit www.Dell.co.nz/epp, enter NZEPP as your code at the login page and using the drop box enter in Department of Corrections as your organisation.

*To access these offers visit www.Dell.co.nz/epp
Alternatively you can call Dell customer service on **0800 335 535**.*

Macpac

If you work for Corrections you can get discounts at any Macpac store:

- > a 30 percent discount off the recommended retail price of all Macpac products
- > a 20 percent discount off the recommended retail price of all other products
- > if items are on sale you can receive the discount or the sale price (whichever is cheapest) but not both.

You must be a member of the Macpac Wilderness Club (it's free to join) and present your Corrections ID to receive the discount.

