

Southern Cross Care (Tas) Yaraandoo

Workload Issues - Update

The Australian Nursing and Midwifery Federation Tasmanian Branch (ANMF) have formally raised the following workload concerns with Southern Cross Care (Tas) (SCCT) management on behalf of our members.

- Current rostering after hours of 1 Registered Nurse (RN) and 1 Enrolled Nurse (EN) for 52 patients is unsafe.
- The requirement to answer the doorbell, phone and assess all persons on entry to the facility due to COVID-19 places further demands on the RN in charge, particularly on morning and afternoon shifts.
- Recent directive for nurses to complete care plans throughout their shift along with the perceived threat to 'expect consequences' if not completed has left nurses feeling intimidated.
- Nurses regularly are required to stay late to complete all necessary documentation.
- Recent experiences of nurses being called to answer allegations that have not been properly investigated is perceived as judgemental, accusatory in nature without established facts and procedurally unfair.
- Nurses feel that their time management and clinical skills are being questioned, leaving them unable to raise concerns in a constructive collaborative way.
- RNs who work in charge shifts feel undervalued and misunderstood by management with regards to the amount of time that is required to manage not just the clinical load, but all the other things that arise such as patient falls, unstable palliative patients, incomplete admission paperwork, responding to phone enquiries about residents, replacement of staff and reallocation when Extended Care Assistants (ECAs) are short staffed.

The ANMF offered to meet with SCCT management to address the above concerns, however the offer was not accepted and a most unsatisfactory response was received. The ANMF are now of the view that SCCT does not want to engage collaboratively on these matters and we are left with limited avenues to resolve our members' concerns. The ANMF have further requested an onsite meeting to resolve the issues. In the alternative, if SCCT continues to maintain that there are not workload issues at Yaraandoo and refuse to meet and be collaborative to resolve these concerns, then the ANMF will be preparing a complaint to the Aged Care Quality and Safety Commission.

The ANMF would like to make it very clear that we do not support the intimidation or harassment of union members and intend to work collaboratively with other unions to support action that protects union members and in doing so, ensures the safety of residents and staff.

The ANMF will continue to advocate for members during this difficult time, with further updates and advice provided as they come to hand. If you have any queries please do not hesitate to contact our Member Support Team via membersupport@anmftas.org.au or for urgent matters phone 1800 001 241.

Please note: Due to the current COVID-19 situation, our Member Support Team are now practicing social isolation measures and working from home. Bearing this in mind, email is the preferred and fastest way of contacting them.

Authorised by Emily Shepherd, Branch Secretary

5 June 2020