

## ANMF NEWSFLASH

### Regis Eastern Shore

The Australian Nursing and Midwifery Federation Tasmanian Branch (ANMF) met with members on Tuesday 17 October 2023 where concerns were raised regarding the Continuity of Carer model (the model) launched recently at Regis. Following this member meeting, the ANMF met with the manager on 25 October 2023 to raise carer concerns.

Members' concerns are in black - the manager's response is in blue.

- There was insufficient consultation around the launch and what would be expected of them.  
It was unfortunate that the model was rolled out in the manager's absence, but any issues are being addressed now.
- Members only received 5 days' notice via text before the model was implemented.  
There were meetings for carers, and they were well attended but weren't mandatory. The text was a follow-up to state the date of the commencement.
- Carers are now expected to collect the hot box from the main kitchen to transport the food to the individual kitchens. Carers have to transfer the hot containers of food from the hot box to the Bain Marie, which involves carrying heavy, hot items from one unit to the other.  
Carers are now undertaking these roles but the trays in the hotbox are not usually heavy to transfer to the Bain Marie. Oven gloves are provided.
- Carers are not provided with aprons to wear while entering the kitchen and plating the food.  
There was a lack of aprons available at the start but with more being ordered this should not be an issue.
- Carers have not been trained appropriately in the plating of food in respect to portion size.  
There is a list of dietary requirements in each of the house serveries. With the model, it is envisaged the carers will get to know the resident's needs and requirements to serve resident's meals appropriately.



- Continuity of Care Champions have been appointed but have had little training and are only available during the day.

Champions are supernumerary to support the transition to the model. They are being rostered onto evening shifts as well as morning shifts. Their role is to take feedback to the manager on a daily basis via an operations team daily meeting, regarding what is working and what is not working. There are also tool box meetings and broader staff meetings to keep staff updated.
- Carers are having to undertake lifestyle and walking duties which puts pressure on them to have residents up and ready by 10 am.

Carers are not expected to undertake group activities, but rather to get them a cup of a tea or do a puzzle or similar at the resident's request. There is no expectation for carers to have the residents ready by 10 am for any activities.
- Food Servery Assistant (FSA) staff hours have been reduced. There is an additional shift from 10-3 implemented for carers to replace water jugs and help with serving meals, however, if the floor is short, this shift covers the shortfall. They are constantly working short on the shift.

There has been a recruitment drive for PCAs and FSAs for additional shifts.
- Current FSAs are utilised as carers if they have the Certificate III in Individual Support.

Current FSAs were offered the ability to transfer to carers if they had the appropriate qualifications.
- Members expressed their frustration at not being sure of their duties on any given shift, since the implementation of the Continuity of Carer model.

There is a folder in the staff room with an updated printed statement of duties for staff to access, and they can be accessed on the staff portal, Reginet.
- Carers say they have put feedback forms around concerns with the model but have not received any communication from management.

These feedback forms are read by management and discussed at staff meetings. Each feedback form is appropriately considered but it can be difficult for the manager to follow up on specific information if there are no names attached. The manager has been away but is looking at all the feedback that came in during her absence.



- Carers report lack of dementia specific knowledge by some staff working in the dementia house. This puts more pressure on the more experienced staff to provide support to these staff members. [There is mandatory online training for all staff on dementia. There are plans for behaviour support training to be scheduled shortly.](#)

If you have any questions regarding this newsflash, please contact Southern Organiser Jane Pond at [Jane.Pond@anmftas.org.au](mailto:Jane.Pond@anmftas.org.au).

**The ANMF Tasmanian Branch is 8000 plus members strong! Supporting nurses, midwives, and care workers as the only union in Tasmania employing nurses, midwives, and care workers to represent members. This is why our Organisers and Member Support Team are uniquely positioned to understand your experiences, represent you in your workplace, and offer industrial advice that's relevant to you.**

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Authorised by Emily Shepherd, ANMF Tasmanian Branch Secretary  
8 November 2023