

## ANMF NEWSFLASH

# North West Regional Hospital Outpatients and Ambulatory Care Step 1 Grievance

The Australian Nursing and Midwifery Federation Tasmanian Branch (ANMF) met with members from the North West Regional Hospital (NWRH) Outpatients and Ambulatory Care Department on Tuesday 11 March 2025. ANMF members endorsed raising a Step 1 Grievance as per the *Tasmanian Nurses and Midwives [Tasmanian State Service] Award 2024*, Part VII, Section 2: Workload Management S2013.

The key issues that significantly impact both staff wellbeing and patient care include:

- Nurse Unit Manager (NUM) and Associate Nurse Unit Manager (ANUM) are on extended leave or have moved to other roles, neither position has been backfilled.
- Patient Care: operational inefficiencies impact the ability to deliver timely and clinically appropriate care. Nurses are undertaking administration and ward aide tasks.
- Inability to complete mandatory education.
- Roster Concerns: lack of consultation and communication, roster is often published week to week, leave request forms are not actioned in a timely manner.

As a resolution to the concerns raised, members seek a commitment from the Tasmanian Health Service (THS) to the following:

1. Meet the obligation under Appendix E to resolve the grievance within 1 calendar week
2. Backfill NUM and ANUM
3. Identify and roster an indirect in charge nurse each day until NUM and ANUM vacancies are recruited to
4. Consult with members and their ANMF official to create viable solutions to staffing and workload pressures. Members suggest that a senior administration officer should be invited to the meeting, as



the purpose of the meeting is to identify gaps, oversee the forward booking clinics and ensure that all patients have had preliminary work ups prior to their appointments

5. Review rosters and publish same with adequate notice
6. Identify and allocate nurses indirect hours for mandatory education completion
7. Review (and potentially increase) the hours that administration and ward aide support is available
8. Review the current establishment, consider moving long term positions that are unlikely to be taken up by the incumbent to a central pool thus allowing permanent appointment to vacant positions and decreasing the use of agency nurses. Commit to filling all vacancies within 3 months or sooner and confirm this commitment within one week.

The ANMF note that there have been some interim measures introduced that partly address some of the concerns however a written response is requested by **close of business Friday 4 April 2025**, once this is received the ANMF will meet with members to discuss the response and seek direction for next steps.

**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  
28 March 2025