

ANMF NEWSFLASH

Children Health and Parenting Services Workload Model – Update and Feedback

The Australian Nursing and Midwifery Federation Tasmanian Branch (ANMF) is seeking feedback from members working within the **Child Health and Parenting Service (CHaPS)** on the strategies management have advised are being implemented in response to member concerns. Management has advised they will complete the full evaluation period for these changes and conduct a review at the end of the six months **(March 2026)**.

Early feedback provided to the **ANMF** indicated that members were experiencing ongoing workload pressures. While concerns about shortened appointment times were a key issue, members have also raised broader concerns relating to documentation, managing patient complexity, scope of care, continual change within **CHaPS** and communication. In response to these concerns management have advised the **ANMF** they have implemented the below strategies.

Strategies Implemented

- Use of “client not present” time to complete complex referrals outside appointment time.
- Nurse Unit Manager (NUM) 1:1 support with staff and escalation of common issues to statewide committees.
- Introduction of the Referral Management System (RMS).
- Calendar reviews and forward planning support to improve daily workflow.
- Reminders regarding meal breaks and escalation if not able to access breaks.
- Ability to allocate longer appointments where complexity is known.
- Use of the Sustained Home Visiting Program (SHVP) for families requiring additional support.

- Placeholders in calendars for 2-week, 4-week, 8-week Child Health Assessments (CHA).
- Ongoing embedding of the Family Partnership Model.
- Establishment of a change register.
- Clinical staff representation on decision-making groups.
- Formation of a Work Health and Safety (WHS) committee to provide staff voices on WHS matters.
- Auditing programs used to evaluate effectiveness of change implementation for clinical activities, and action plans then developed to address gaps in implementation.
- The Family Violence Screening Action (FVSA) plan has resulted from an audit – this is currently underway with multiple actions being carried out. Re-auditing will occur in 2026 to evaluate effectiveness.
- Increased Clinical Nurse Educator (CNE)-led in-service drop-in sessions

Further Strategies Planned/Underway

- Refocus on digital skills and IT infrastructure.
- Refocus on additional hours worked and notification process.
- Support for CHaPS Calendar management, the use of placeholders and sustained home visiting program.
- Enhanced communication between all levels of CHaPS.
- Exploration of CHaPS scope.
- Gaining consumer feedback.
- Revisit communication processes (change register, your ideas, team meeting agendas and feedback provided from Statewide Operational Meetings and Clinical Governance Committee (SOMCGC)).
- Mapping socio-economic complexity across catchment areas to inform planning.
- Continued work on encryption and referral processes.

The **ANMF** is seeking feedback from **CHaPS** members on whether the strategies outlined above are improving workload. Members are encouraged to provide feedback to the **ANMF** by **Sunday 21 December 2025**.

LINK: <https://app.smartsheet.com/b/form/019b2f5493fd71e2b9273d88ae5dc250>



ANMF will meet with management to discuss how effective the strategies have been and if further work is needed on **Monday 22 December 2025**.

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.

Authorised by Emily Shepherd, ANMF Tasmanian Branch Secretary
18 December 2025