

ANMF NEWSFLASH

Statewide Mental Health Services Millbrook Rise Transport of Consumers Protocol

The Australian Nursing and Midwifery Federation Tasmanian Branch (ANMF) is aware of concerns that have been raised regarding **Workplace Health and Safety (WHS)** when transporting consumers. A protocol is in place that outlines measures to reduce risk and support safety for both consumers and staff. The ANMF would like to advise members about the **Statewide Mental Health Services (SMHS) protocol “Transport of Consumers”** and the related WHS requirements when you are asked to escort a consumer. If you are unsure about what is required for a particular transport, please refer to the policy and escalate concerns early.

Key points from the SMHS “Transport of Consumers” policy (escort options)

- **Escorts are often required** to accompany the consumer during transport. The **type and number** of escorts depends on the consumer’s presentation and level of risk, legal status, leave plan, length of journey, and the vehicle used. Escorts should be provided by the **initiating service**.
- Escort types used by SMHS may include:
 - **Non-clinical escorts** (e.g., detox officers used by Alcohol & Drug Service for some transports; Health Care Assistants may be used **in combination** with clinical escorts; family/friends may assist if deemed appropriate).
 - **Clinical escorts** (e.g., clinicians, ambulance officers, medical officers). **Registered nurses must escort** consumers who have been **sedated** or who require **observations** or **clinical intervention** during transport.
 - **Security escorts** (e.g., attendants, security officers, Police) may be required where there is a **moderate to high safety risk** and/or the consumer is **involuntary**. Security escorts can only be used where authorised and where they are **not required to undertake clinical interventions**.
- Minimum escorting requirement: Consumers who are involuntary, or acutely mentally unwell, or who have the potential to be violent or aggressive will require a minimum of two escorts plus the driver (unless transported by Police), with at least one escort able to provide clinical intervention(s).



WHS Reminder

If you are directed to escort a consumer and you believe the plan is **inconsistent with the policy** or presents a **safety risk** (for you, the consumer, or others), pause and seek clarification. You can:

- Check the SMHS “Transport of Consumers” policy/protocol for escort requirements, and,
- Raise the issue with your manager and/or **Workplace Health and Safety Representative (HSR)** for advice and support.

ANMF Onsite Visit – Tuesday 12 May 2026

The ANMF will be visiting Millbrook Rise on **Tuesday 12 May 2026** as part of our **International Nurses and Midwives Day Roadshows**. If you’re working, please say hello. We will also be scheduling a **member meeting** to further discuss transport/escort safety and other issues in the workplace.

If you would like to raise a concern confidentially ahead of either visit, please contact your ANMF delegate within the workplace or your ANMF Organiser Shelby Oliver.

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

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