

## ANMF NEWSFLASH

# Adult Community Mental Health Acute Care Stream

The Australian Nursing and Midwifery Federation Tasmania Branch (ANMF) wrote to management on behalf of members. Please see below the **questions raised (reference to the Award provisions have been removed)** and *paraphrased responses*.

**1) Rosters are not coming out on time and changes are made without notice. Members report that they have been receiving them only two or three weeks in advance.**

*Rosters have been late in the past and there have been delays due to waiting for contracts of new staff, but this has now been resolved.*

**2) In addition to (1), members claim they had not been rostered with two consecutive days off duty.**

*2 consecutive days off are rostered, except in the case of specific roster requests and/or by mutual agreement. The rostering role was delegated for a period and some errors did occur, but this has now been rectified.*

**3) Meal breaks are not being taken, due to no relief and/or time constraints due to workload. Members also say they have not been paid overtime rates when this has occurred.**

*Nurses work 8 hour shifts at ACS with a 30-minute unpaid meal break. Efforts have been made to ensure breaks are taken. Nurses and all staff in ACS have been asked to advise Deb Solomon, the CNC or AHP senior, if they feel that they are unable to take a break, so that steps can be taken to rectify any barriers to accessing their breaks.*

**4) Nurses are rostered on an 8.5-hour shift.**

*As above. Nurses are rostered an 8-hour workday with a 30 min unpaid break. Full time nurses work a 19-day roster, with day 20 as an ADO. Rosters are constructed using Proact which ensures compliance with the Award.*

**5) Training has not been provided for Helpline or Lifeline, which members claim is unreasonable and an unfair expectation. Further to this, members advised that they have been asked to provide care and advice to children as young as nine, which they assert, is not only unreasonable but is outside of their scope of practice.**

- *ACT Clinicians have been training in triage since ACT commenced in June 2021. It was part of the two-week orientation. 8 staff have attended a 2-day workshop for State-wide Triage and Orientation Training. There is an expectation that staff who attended the training will support those who did not.*
- *The new Genesys Cloud (phone system) training has commenced. New staff including an AHP L4 and an experienced Helpline clinician has also recently joined the team.*
- *Occasionally there will be out of hours work that involves adolescents and children. Helpline have provided the same service for 14 years. It is expected that interventions will be brief and contain the situation or escalate to ED if indicated. Children are then referred to CAMHS for assessment and follow up. Training on risk assessment and crisis work with children and adolescents has been scheduled for 21 April 2022. That is, prior to ACT formally taking on the after-hours triage role.*

**6) The triage service has not been established and there are concerns that this will further reduce the FTE allocated to ACT.**

*Access Mental Health (Triage) commenced 21 March 2022 and additional FTE have been provided to ACT.*

**7) The service is 4.5 FTE with an additional 1 FTE seconded to the Hillcrest effort. Members are already concerned about their workload, and even more so with the scheduled full roll out of the service, currently scheduled for 7 April 2022. It is expected that this will double their workload, this given that they currently receive only 50% of the referrals to CAT. Clearly this would present an unreasonable workload issue for our members.**

*The full establishment for ACT and Access Mental Health is 20.13.*

*Current FTE is 16.09.*

*New positions are commencing with the following changes:*

*FTE from 3 April is 18.09*

*and;*

*FTE from May is 20.09.*

*Full roll out of ACT is anticipated to be from 26 April 2022.*

*In addition to the above, 1 FTE Nurse Practitioner with start date to be announced; 1 FTE GP Liaison; 0.8 FTE AHP L4 and 0.8 FTE CNC to provide support during office hours.*

**The ANMF Tasmanian Branch is 8000 plus members strong! Supporting nurses, midwives, and care workers as the only union in Tasmania employing nurses 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.**

If you have any queries, please do not hesitate to contact our Member Support Team via email on [membersupport@anmftas.org.au](mailto:membersupport@anmftas.org.au). Email is the preferred and fastest way of contacting the team. Alternatively, you can phone (03) 6223 6777 outside Hobart.

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Authorised by Emily Shepherd, ANMF Tasmanian Branch Secretary

31 March 2022