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Legislative Council
General Purpose Standing Committee No. 2

**FINAL REPORT:
REVIEW OF THE INQUIRY INTO THE MANAGEMENT
AND OPERATIONS OF THE NSW AMBULANCE SERVICE**

The Chair of the New South Wales Parliament's General Purpose Standing Committee No. 2, the Hon Robyn Parker MLC, today released a report which examined the implementation of the recommendations from its previous inquiry into the management and operations of the Ambulance Service of NSW.

The Committee's original inquiry, conducted in 2008, highlighted major concerns with the Service's management and culture, including the level of bullying and harassment. The report included 45 recommendations designed to address these, and an undertaking that the Committee would review the implementation of these recommendations. The report being released today presents the findings of this Review.

Ms Parker said: "The Government agreed in principle to 33 of the Committee's 45 recommendations, and advised that it had taken (or would be taking) some form of action to address issues raised in those recommendations. This has commenced via the Service's Healthy Workplace Strategies Program, which has introduced new guidelines, policies and training to address issues relating to bullying, harassment and grievance handling."

"However, the general feedback received from ambulance officers is that despite the new initiatives, little has changed, and significant management and cultural problems remain within the Service. While awareness of the Service's new policies and initiatives appears to be high, adherence to and application of the policies – particularly by Ambulance managers – appears to be low, or at best, variable."

Ms Parker acknowledged that while improvements had been made to the Professional Standards and Conduct Unit, there was still room for improvement.

In 2009, Deloitte Touch Tohmatsu (Deloitte) was contracted to examine the Service's progress in implementing the Healthy Workplace Strategies Program. Deloitte recommended that the Service wait at least two years before conducting a formal evaluation of its impact, which was accepted by NSW Health.

Ms Parker said: "The Committee acknowledges that it may take some time to see the results of the Service's reforms, and supports the decision of NSW Health to re-evaluate the Healthy Workplace Strategies in two years. We will await the results of that evaluation with interest."

"I have no doubt that if this Review had not been conducted, many of the Service's more recent reforms would not yet have been implemented, and some may not have been implemented at all."

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“While the Committee supports the introduction of those reforms, the Service must not become complacent”, said Ms Parker. “The Service must continue to strive to create a healthy working environment for its employees – who are its most valuable asset.”

Copies of the report can be downloaded from www.parliament.nsw.gov.au/gpsc2 or are available from the Committee Secretariat by calling (02) 9230 3311.

For further comment please contact the Hon Robyn Parker MLC, Committee Chair, on (02) 9230 3332 or 0427 015 049