

Submission
No 133

**THE MANAGEMENT AND OPERATIONS OF THE NSW
AMBULANCE SERVICE**

Name: Suppressed
Date received: 25/06/2008

Partially Confidential

Good Morning,

My name is

After reading the article in Sunday 22/6/08 Herald I felt compelled to write to you, the article brought tears to my eyes and brought back some unpleasant memories.

On the [redacted] I joined the Ambulance Service of NSW (ASNSW) as a Patient Transport Officer attached to the [redacted] ambulance station. This was a proud moment and a huge personal achievement for me. This was my dream job and was to be a career for the rest of my life.

In 2001 I changed roles and to a Communication Assistant (call-taker) at the ASNSW [redacted] Operations Centre at [redacted]

On the [redacted] I resigned from the ASNSW. My husband and I sold our home and relocated to [redacted]. My life had changed forever, a lot of this was due to the bullying/harassment I encountered whilst working in my CA role.

There was a small core group of egotistical Ambulance officers who believed CA'S were a less prestigious class of employee. They systematically ignored some of the CA's and made working at the Operation Centre unbearable. They eroded my self confidence. I hated coming to work when they were on shift. After many months of complaints about our treatment the ASNSW finally held an independent investigation in 2002. I believe this investigation cost the taxpayer many hundreds of thousands of dollars.

The outcome was that the guilty parties were not disciplined and to my knowledge are still employed today. Management did not do their job. I ended up on stress leave. The ASNSW and the company TMF (workers compensation) accepted liability for my injury. I have kept all copies of supporting documents. I resigned and moved away.

I would be very interested in telling you my story. I would be prepared to come to Sydney to speak to you. I was not the only CA affected.

Yours Faithfully.