

Submission  
No 120

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

Name: Suppressed  
Date received: 26/06/2008

---

Partially Confidential

THE DIRECTOR,  
GENERAL PURPOSE STANDING COMMITTEE No 2,  
PARLIAMENT HOUSE,

TO WHOM IT MAY CONCERN

I AM AN INTENSIVE CARE PARAMEDIC HAVING WORKED FOR THE  
AMBULANCE SERVICE OF NED FOR YEARS.

I HAVE SEEN MANY RE-STRUCTURES IN THIS TIME MOST OF  
WHICH HAVE RESULTED IN A CHANGE OF NAME OF VARIOUS  
LEVELS OF MANAGEMENT BUT NO IMPROVEMENT.

I HAVE NEVER WITNESSED THE SERVICE IN A WORKING STATE  
WITH MORALE NOT EXISTENT IN THE WHERE I WORK.

WHEN OUR CURRENT DIVISIONAL MANAGER FIRST ARRIVED  
IN THIS AREA I NOTICED HE WOULD INITIATE CONVERSATIONS WITH  
MALE ROAD OFFICERS AND ONLY SPARK TO FEMALE OFFICERS  
IF THEY HAPPENED TO BE IN THE GROUP. OVER THE NEXT  
TWELVE MONTHS LONGER IT BECAME OBVIOUS HE WOULD NOT  
TALK TO ME OR ANY OTHER FEMALE UNLESS PRESENT IN A  
GROUP OF MALES, I QUESTIONED EVERY FEMALE ON THE STAFF  
AT THE TIME THEY WERE ASKED THEY WOULD BE IGNORED BY  
HIM. THERE ARE NOW NO FEMALE OFFICERS WORKING AT A  
MANAGEMENT LEVEL IN WHERE OUR DIVISIONAL MANAGER  
HAS AN OFFICE. I PERSONALLY HAVE

EXTREMELY DISTRESSED OVER THE BEHAVIOR AND  
INVOLVEMENT SHE RECEIVED

THE CLERK CRAWLING AT HIS WHEEL AND TRUCK  
COMPLETED OVER!

OUR DIVISIONAL MANAGER DOES NOT HOW MAKE ANY  
CLOSE CONTACT WITH STATE AND BELIEVES THAT ANY OFFICER  
OVER 40 YEARS SHOULD NOT BE WORKING ON THE ROAD,  
OBVIOUSLY THIS MEANS THAT IF WE HAVE A PROBLEM AND FIT  
INTO THIS AGE GROUP WE WILL NOT HAVE HIS SUPPORT.

OVER THE LAST FEW YEARS A NUMBER OF FEMALE OFFICERS  
WERE SEXUALLY HARASSED BY A STATION OFFICER, NO ACTION WAS  
TAKEN AGAINST HIM UNTIL A FEMALE OFFICER WAS BRAVE ENOUGH  
TO GO OUTSIDE THE SERVICE TO MAKE A COMPLAINT AGAINST HIM.

I HAVE LOVED THIS JOB UNTIL RECENT TIMES I USED TO  
LOOK FORWARD TO GOING TO WORK. NOW AS MORALE IS NOT  
EXISTANT IT IS HARD TO MAKE EACH DAY. OUR DIVISIONAL  
MANAGER SAYS THERE IS NO MORALE PROBLEM. THE OFFICERS ON  
THE ROAD ALWAYS REPLY WHEN THE SUBJECT IS BROUGHT UP  
THAT OF COURSE THERE IS NO MORALE PROBLEM - THERE IS NO  
MORALE!

DURING OUR SHIFT WE OFTEN MISS OUT ON MEAL BREAKS  
IT IS KNOWN THAT OFFICERS IN THE CONTROL ROOM WOULD  
HAVE COMPETITIONS TO SEE HOW MANY CARS THEY COULD WORK ALL  
SHIFT WITHOUT A MEAL BREAK. IF THERE ARE ANY COMPLAINTS BY  
ROAD OFFICERS REGARDING CONTROL ROOM PRACTISE BY ROAD STAFF  
THEY ARE DISMISSED. HOWEVER COMPLAINTS ARISING IN THE OTHER  
DIRECTION ARE ALWAYS FORMALLY DEALT WITH AS OUR DIVISIONAL  
MANAGER REPLY SAYS THE CONTROL ROOM MANAGER AND DOES  
NOT SUPPORT ROAD OFFICERS.

PROBLEMS HAVE ARISEN WHEN THE LEAST COMMONLY  
EXPERIENCED OFFICERS ARE SENT TO CASES WHICH NORMALLY  
EXPERIENCED CASE PARAMEDICS WOULD ATTEND SUCH AS PEDIATRIC  
CARDIAC ARRESTS AND POTENTIALLY SERIOUS ACCIDENTS. THIS IS OFTEN  
DUE TO THE RECENT COMPUTERISED SYSTEM THAT CATEGORISES MERELY  
REPLY CASE AS 'NOT BREATHING NORMALLY' SO INTERLUSE CASE  
PARAMEDICS ARE SENT TO THESE CASES OFTEN THE BREATHING PROBLEM  
IS SOMEONE CHOKED IN PAIN, EMOTIONALLY DISTRESSED OR RUNNING

BECAUSE THEY HAVE RUN TO THE PHONE, THE SYSTEM DOES NOT ALLOW FOR THE CALLER TO BE QUESTIONED UNLESS IT FITS WITH THE COMPULSORY GENERATED QUESTIONS. IT HAS BEEN SHOWN THAT 85% OF THE TIME THE ROAD OFFICERS CAN TELL FROM THE INFORMATION GIVEN THAT THE JOB IS NOT URGENT, YET WE ARE FORCED TO RISK OUR LIVES AND THAT OF THE PUBLIC RESPONDING UNDER LIGHTS AND SIRENS.

INTENSIVE CARE PARAMEDICS ARE VERY FRUSTRATED THAT THEY ARE NOT BEING UTILIZED FOR THEIR SKILLS AND MANY ARE THINKING OF RESIGNING.

DUE TO THE LEVEL OF RELIEF STAFF OFFICERS ARE DENIED SICKY LEAVE HOLIDAYS ARE EXPECTED TO ATTEND CONFERENCES ETC TO WIN POINTS FOR THEIR FUTURE CAREERS.

AS RECENTLY AS TODAY THE HEALTH DEPARTMENT HAS RECOMMENDED WORKERS WITH THE PLUS NOT ATTEND LOCAL HOLIDAYS THE AMBULANCE SERVICE HAS A POLICY OF USING SICK LEAVE AGAINST OFFICERS APPLYING FOR TRAINING COURSES, LEAVE OR PROMOTIONS. IF AN OFFICER HAS ALREADY HAD A NUMBER OF SICK DAYS THEY CANNOT ATTEND LOCAL WITH THE PLUS DUE TO THE RISK OF PENALTY BY THE SERVICE.

WE HAVE ONLY IN THE LAST 12 MONTHS STARTED REVIEWING DE-BRIEFINGS AS A SPECIAL JOB AND THAT DEPENDS ON WHO THE MANAGER IS ON DUTY. OUR SUICIDE RATE AND THREATENED SUICIDE RATE HAS OBVIOUSLY RISEN OVER THE LAST FEW YEARS. THE SERVICE DOES NOT KEEP STATISTICS ON THIS. OBVIOUSLY IF YOU CAN'T PROVE IT THERE IS NO PROBLEM.

HOWEVER THE SOURCE CAN'T BEER WHEN ASKED WHY WE  
CAN'T HAVE LIFE SAVING EQUIPMENT SUCH AS BULIC SPLINTS.  
THE MONEY SPENT ON LEGAL FEES COULD SUPPLY ENOUGH  
AMBULANCE IN MSO WITH TWO OF THESE SPLINTS.

UNFORTUNATELY DUE TO THE SOURCE LONG HISTORY  
OF BULLYING, HARASSMENT AND IN THE CASE ABOVE OF  
BETRAYAL OFFICERS HAVE TOLD ME THEY WILL NOT BE  
MAKING A SUBMISSION TO THE INQUIRY AS THEY ARE  
AFRAID OF THE CONSEQUENCES FROM THE SOURCE, AS AM I  
AND TRUST MY PERSONAL DETAILS WILL BE KEPT IN  
STRICT CONFIDENCE.

YOURS FAITHFULLY.