

Submission  
No 155

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

**Name:** Mr Peter Chance

**Date received:** 7/07/2008

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Subject: Inquiry into the NSW Ambulance Service

Robyn Parker

MLC (Legislative Council)  
Temporary Chair of Committees

Dear Ms Parker

I am contacting you regarding an article in the Sunday Telegraph outlining the on going problems of bullying and intimidation within the Ranks of the NSW ambulance service.

As a retired Ambulance officer of 25 years service "I retired 12 years ago" I am disappointed to see issues that were a problem in my service time are still alive and well today, but I am not in the least bit surprised.

A District Inspector at the time of my retirement, many of the problems that you are about to investigate were of major concern then, such as! Low staff moral, unfilled rosters, delays at hospitals, moving staff at short notice, moving staff to stations that were a greater distance from their homes thereby causing them and their families more hardship as punishment, run times to some emergency cases taking 15 to 20 min or longer, then being abused by the very people they were there to help, missing out on promotions because that person was not liked, missing out on speciality training for the same reason.

And of course there was always the sure knowledge that if you spoke out too loudly, or spoke to the media retribution was swift and final. Unfortunately the list goes on and appears it has not shortened in the least.

Some of these problems have been around since I joined the Ambulance service in 1968, but the vast majority I believe have developed since a board system was put in place, and which I believe has now been replaced by an advisory committee, really a board by any other name, and a CEO that replaced the State Superintendent as the highest executive in the service.

The interference that followed in the weeks months and years that followed into the daily operational running of the service was mind numbing, as were the two staff purges or to give them their correct term "Staff Rationalization and functions" at the end of the investigations "they were about four years apart" we had lost many of our best and brightest superintendents, not to mention many other ranking and non ranking officers, along with many sideways promotions, a euphemism for a demotion that caused so much embarrassment to the person concerned they invariably resigned. I believe there was another some two years after I left that had much the same results as the first two.

I wish you luck with your endeavors with this investigation but if history is any sort of indicator I believe this labor Government will as is its wont fail to act.

If I can provide you with any further information I will be more than happy to assist you as this is a matter close to my heart.

Kind Regards

Peter R Chance

District Inspector, Ambulance Service NSW ( Retired )