

**REVIEW OF THE IMPLEMENTATION OF THE
RECOMMENDATIONS OF THE INQUIRY INTO THE
MANAGEMENT AND OPERATIONS OF THE AMBULANCE
SERVICE OF NSW**

Name: Mr Garry Abel

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To

The Director, General Purpose Standing Committee No 2

Committee Members

Firstly let me thank you for inviting me to respond to the review, I trust my input may facilitate changes where needed with in the Ambulance Service. I have spent much time reading over the original submissions via the website after they were first released, and feel that the bulk of the issues arise from inappropriate treatment of Human Resources. 'Yes' - our staff. As per my first submission my own situation has clearly not improved, though I am currently utilising procedures to try to rectify these issues. What I do want to say to the Committee is it appears that the common issue aggravating staff is "inconsistencies" in all areas of Human Resource Management. On a daily basis the on-road staffs see treatment from middle managers favor some people and discriminate against others. It appears that Policies and Agreements are ignored and Manipulated by Managers at their own will. The problem as I see it is "NOT" with Mr Greg Rochford or Mr Mick Willis, it is that they have no connection and power to rectify these wrongs, because they rely on a process where Managers filter out the good things that happen to justify their next two or three years wages! I commend Senior Mangers for trying to be approachable via such mediums as email and Road Shows and feel it is time to really make changes to The ASNSW. My recommendation for action would be that a committee of investigators and also utilising some "On road" staff, answerable to The General Purpose Standing Committee No 2, on a bi-annual basis, and answerable to The CEO and General Manager of Operations on a daily basis, go out in the field and address these issues head on, with no fear of retaliation when reporting facts and recommending action directly to only our Senior Managers. I am confident that in a very short time frame some serious issues will be addressed and non compliant Managers will either play by the rules or be 'weeded out of the system', knowing they no longer can stand over or intimidate our staff. Together we provide the best Pre Hospital Care in the world under some of the harshest conditions. Together we have achieved the "Most Trusted Profession" multiple years in a row, and it is time, together, for once and for all we fine tune the Ambulance Service of New South Wales to an even higher level for the good of the people of Our State.

Thanks.....

Garry Abel