

Submission
No 75

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

Name: Suppressed
Date received: 25/06/2008

Partially Confidential

The Director
General Purpose Standing Committee No 2
Macquarie Street
Sydney NSW 2000

To the parliamentary enquiry,
I wish to make a confidential submission to the parliamentary enquiry into the management of the Ambulance Service of NSW (ASNSW). My submission focuses on flexible work practices within the ASNSW.

However, this time we were informed that instead of negotiating with our local area Superintendent (who was most supportive of flexible practices); we now had to negotiate the contract with a 'Divisional Personnel Officer'. DPO's are part of the non-operational ASNSW bureaucracy responsible for managing human resources in each of the four ASNSW divisions.

What made it far worse is
that we received no support from senior managers and bureaucrats within the ASNSW.

In fact, we were not even allowed to speak to our Divisional Manager over the phone. When we contacted staff at Workforce at state headquarters for advice, it soon became clear that our Divisional management and Workforce had collaborated to form a position of non-negotiation.

Therefore, as described in the example above I have the following issues with ASNSW management:

1. Lack of adherence to flexible work practices and guidelines. The ASNSW interpretation of the NSW Flexible Work Practices and Policy Guidelines are extreme and not in the intended spirit of the guidelines. "It's their way or no way"
2. Treating staff members on the basis of 'numbers' rather than taking any consideration whatsoever of individual circumstances including family responsibilities, respecting the role of shared parenting, and respecting the role of mothers.
3. No interest in retaining experienced staff.
4. Lack of sincere support and compassion for staff that may be distressed, under pressure and isolated. The only support received from the ASNSW during was to be sent a counseling brochure through the mail. There was not one telephone call or visit to our workplace.
5. Building a culture where the ASNSW bureaucracy believes ambulance officers are there to serve the bureaucracy as opposed to bureaucracy serving ambulance officers. Ambos need as much support as possible to be able to go out into the community day after day in the emergency health environment and care for patients.

As to date, the matter has not been resolved. I have attached a letter to this submission

In my opinion, they have been unable to justify the first reason (see attached letter), therefore they will just use another convenient excuse in order to bully staff into submission

As is common in the ASNSW, I am a dedicated and professional ambulance officers who loves helping people in their time of need, yet I have become disillusioned at the way in which management has a total disregard for the welfare and support of front-line paramedics.

Yours sincerely,

(Please see attached letter below)