

Submission
No 151

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

Name: Suppressed
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Partially Confidential

General Purpose Standing Committee No 2

Inquiry into the management of the Ambulance Service of N.S.W.

I have been employed in the service for over years. I have enjoyed my work over that time.

The management is hamstrung in a number of ways.

Government Policies (eeo oh&s etc).

The service has to comply with government regulations, rules and legislations, if they make a decision and that person or persons are not happy with that decision then they are faced with expensive court cases, eating into their budget. So the management is reluctant to act or slow to act.

Managers of all levels should have a number of years on the road before they get promotions not just 3 years.

Bureaucrats

The bureaucracy within the service has grown enormously over the years. When I joined there were only Superintendents and their secretaries running each department. But we don't want to go backwards. The bureaucrats have to remember that if it wasn't for us Ambos, they would not be there. And these bureaucrats are getting large salaries much more than Ambos get doing shift work and weekend work.

The new uniform has taken nearly 15 years to be issued and then they get it wrong, different sizes being issued to officers, bureaucrats deciding to change things after the uniform committee had made their decisions. And these bureaucrats don't work on the road.

It appears to me that the bureaucrats have too much influence in the management of the service. They should only be there to advise, not make decisions.

Staff Recruitment.

I feel that staff that are recruited should be of an older age when they join the service (Ambulance Officers), they should have life experience, as they have to deal with all kinds of people then they may stay in the service a lot longer. The Y generation as it is called, don't stay long, costing the service money. I all so feel that may be causing some of the other problems (not all).

The Ambulance Service should still train their staff at a training school by officers that have experience being on the road for a number of years (not 3 years, at least 5 to 10 years), and not in universities.

Maybe the service should train all officers up to the level of intensive care officers all over the state not just picking on some larger stations or the metropolitan areas. Don't the people all over NSW deserve good pre hospital care, maybe then some officers may stay longer, especially in the bush, some of these officers have been doing level 4 for many years using drugs etc and still these officers have to go back to the city to learn a few more skills to qualify (or is it an ego thing that training school management wants). The bush needs higher skills as they have a lot longer distances to travel than the city not 10 or 15 minutes, and with more assistance.

Thank you for letting me put my views, however short it may be.