

Submission  
No 179

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

Name: Suppressed  
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Partially Confidential

Private and Confidential

Attention Teresa Robinson

General Purpose Standing Committee

I wish to put forward the following submission into the workings of the management and operations of the NSW ambulance service.

Over the pasts twenty five years of my working life with the ambulance service I have enjoyed the emotional highs and lows of what is a great career, but I now feel the need to speak up in regards to some of the practices that I have witness over the past ten years on the bulling and harassment of officers.

1. If you speak out against upper management favouritism and/or nepotism, or question their decision processes, you can find yourself being over looked for opportunities for secondment and higher duties roles.
2. During the grievance process, which seems to take an extended period of time with little support or feed back to the officers concerned, it appears to be the case that the officer is GUILTY until proven innocent. The supposed confidentiality is nonexistent, and documents are often found in the possession of colleagues leading to trial by "chinese whispers". This leaves the officer concerned isolated and vulnerable.
3. Secondment positions (especially those requiring specialist expertise and skills) give the appearance that all officer who possess those specialised skills have an equal opportunity to be in the running for the role, however it has been found that the same officer constantly get the same opportunities, and those of equal standing who are not personally known by or friends with the selectors are repeatedly overlooked.
4. Successful recertification in specialised skills i.e. Rescue, Special Casualty Access Team (S.C.A.T.), is often used as a form of punishment for questioning or speaking out against the system within that role.

Mentoring is available, and mandatory, and clearly spelt out in S.O.Ps if an officer is struggling in a clinical role, however, if an officer is finding difficulties with a specialist role there appears to be no accountability or recourse when failed. This was brought to the attention of Education twice in the last 5 years that I am aware of, and has yet to be

addressed. It has also been stated openly by managers of Rescue that there is no place for older officers within the squad.

5. If an officer feels they have a case for appeal and they proceed through our Professional Standards and Conduct Unit (P.S.C.U.) with the necessary evidence to support their case, the service's case is often "tweaked" to support their claims and the ruling body of the decision have no expertise in the specialised areas. This leads to the decision being based on "the word" of those that are trying to screw you over.
6. If you are disliked for reasons of personality conflict, you are targeted in such a manner that leaves you feeling uncomfortable, nervous, and scrutinised, to a point where you are prone to fail. In short harassed into failing. When this is not achieved their option of inventing fault with your performance will suffice. The officer then find their career path destroyed due to management's vindictiveness and petty personality clashes.
7. Security of personal files and computer access are breached by management to suit their needs. This equates to spying on officers and in breach of the privacy act.

The above statements are written in good faith and without prejudice, and are true to my experiences and recollections.