

Submission
No 91

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

Name: Suppressed
Date received: 24/06/2008

Partially Confidential

I have been in the Ambulance Service for over 20 years and love my clinical work. However, during this time I have also been subjected to harassment by a number of different managers. This has led me to great anxiety, depression and stress. I felt alone and helpless and backed into a corner - so much so that it has led me to suicide attempts on a number of occasions. I am now seeing my own psychologist and am working through these issues, but have had little or no support from various members or management at any stage. This is a great job in itself but I believe something has to be done NOW about management. It cannot wait- many more good Ambos will give up and leave the job, more Ambos will have depression, more Ambos will commit suicide.

I allow this cover letter to be used publicly but wish my name and further attachment to be suppressed. It is not necessary. The managers will know who I am and can harass me further if they like, but I hope it will encourage others in my position to write in to you and tell the truth of their story, so that things will change.

[next 13 pages omitted by secretariat to maintain confidentiality, as requested by author]

I am somewhat bewildered at the Service's now sudden urgency after my suicide attempt to and feel as though I am an inconvenience and embarrassment to the Service. It is a shame that the Service overall has been allowed to treat staff in such a way for so long. It fails to provide the support and appropriate resources to help officers and their families to cope with all aspects of the job, whether it is trauma related or management related issues. The Service fails to recognize that its most valuable asset is its staff.

I thank you too for reading my concerns and pray that your committee will have the power to make the necessary changes to change the present cultural management behaviour to prevent present and future Ambulance Officers and their families from enduring what my family and I have endured. I apologise if this is confusing, but it has been very painful to write down and reliving the experiences once again has not been pleasant. I have not gone into full detail of the extent of the full intimidation and harassment that I have been subjected to as it is too painful at this present stage to express.

Being an Ambulance Officer is one of the most rewarding professions and vocations that anyone can perform. To ease pain, and provide comfort to the injured and dying, to assist in the delivery of life, to help others that are in duress or discomfort, is not just a job but a calling to help those in need. It is a tragedy that the Service's management does not apply this to its staff.