

Submission  
No 123

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

Name: Suppressed

Date received: 30/06/2008

---

Partially Confidential

Isn't it a sad fact that the majority of submissions to the Ambulance enquiry requested confidentiality. Anyone in the job will tell you that they fear the reprisals of middle and senior management if they paint such a target on themselves.

I personally have endured the harassment and bullying of management, in particular from the region. Management in this area is appalling, and well known for being biased and calculating in the way they target and bully certain staff members. This ranges from subtle harassment such as not offering certain staff overtime, being inflexible with their rostering whilst favouring the same staff over and over, blocking promotions/courses and placing certain staff with inappropriate partners to much more glaring bullying tactics such as direct comments and gossip spread amongst area staff by management.

I believe the latter is a major issue amongst the staff in particular, with District Officers and Area Office Staff discussing personal conversations and issues about other staff members with on-road staff. The ambulance service is a grapevine like no other and these managers know this gossip will spread like wildfire and damage reputations and self esteem.

Morale has been low within the service for many years due in the main to a lack of confidence in management. I don't know an organisation anywhere who puts the 'tealady' into a 'management' role and expects her to be able to balance the books and staff without a backwards glance. Where are the business management qualifications of the management in this service? Just because you have been a Paramedic, doesn't mean you know how to manage.

I personally having left the Ambulance service, have mixed memories of being part of a wonderful career with great mateship, but memories that are peppered with bitterness and disgust at the way I was bullied at the hands of management. Had it not been for this bullying I have no doubt that I would still be in the job today.

If you are looking for the problem in this service. Look no further than middle management.