

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

Name: Suppressed
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Partially Confidential

Director
General Purpose Standing Committee
No 2 Legislative Council
Parliament House
Macquarie Street
Sydney NSW 2000

22nd June 2008

○ Dear Director

Thank you for the opportunity to make comment on the New South Wales Ambulance Service.

MANAGEMENT

(a) I make just one comment on management. Ambulance Superintendents at all levels (including the State Superintendent) should be all qualified Paramedics and must spend some time in the field, perhaps two to four days a month. If this is not done, how can they be expected to know how to make decisions about the service.

OTHER RELATED MATTERS

(e) True, ambulance officers in the city areas are over worked, but little attention has been given to officers in small country towns where they are under worked.

1. Example: two ambulance officers working out of a nice brick ambulance station complete with residence built by community fund raising over some years. Work load for the month? One case.

○ SOLUTION: sell the ambulance station and residence. Attach the officers to the hospital where they could assist with nursing duties

PROBLEM: demarcation

2 Example: an ambulance officer working out of a country hospital frequently gets lost while trying to find a property in outback NSW. A GPS is of no use. This problem seems have escaped management. as no effort has been made to rectify the situation.

SOLUTION: management, fix the problem as it has been going on for fifteen years.

3. Example: at the same station as referred in example 3. There are two ambulance vehicles allocated to the station. The officer can be absent on a single case for up to four hours. What happens if an ambulance is required during his absence? A call is placed for another ambulance in a adjacent town, this can take up to one and a half hours provided an ambulance is available.

SOLUTION: in an emergency have a roster of honorary drivers, use a nurse as the attendant or resident doctor and use the second ambulance.

PROBLEM demarcation.

4. Ambulance stations always had a casualty room where they offered first aid treatment to the general public. Ambulance Stations are now locked up and officers can be often seen doing their shopping to fill in the boredom. Because of modern communication officers can roam about as they please.

SOLUTION: this situation needs to be investigated.

SUMMARY

The matters raised above should be investigated particularly the down time in country areas which can cause boredom and low moral.

Yours sincerely