

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

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Partially Confidential

To whom it may concern

I have been a ambulance officer for over 20 years, and in the last 18 months I have become very disillusioned with the service. The service is there to look after the sick and injured, but yet it doesnt even look after its own.

This service prioritises on gathering irrelevant stats so that it can impress politicians, but as we all know stats can be made to look good. and for the officers working on the road these stats dont mean much.

Ambulance officers would much prefer to have new equipment in their vehicles, portables radios for each officer on shift, we waited 6 or more years for new uniforms and what does the service do, it purchases the cheapest available uniforms, which after less than six months have faded, stitching come apart, buttons fallen off, pants legs shrunk in in length, reflective strips faded etc, what a disapointment that was.

We are given new vehicles, but the old stretcher from the previous vehicle are put in the new car, stretchers that are up 8 years old. We are unable to get 2 of each equipment such as blood glucometers or pulse oximeters in each vehicle. So you forever having to go into your kits whilst the ambulance is moving.

For some reason top and middle management are in denial about morale being low amongst road staff, the work load has increased dramatically in recent times, certain stations have a heavy work load and there is no measure taken to alliviate this especially on night shift.

Example would be cars from larger stations tthat have extra vehicles on shift, and have been constantly out through the night with little rest or break, then early in the morning anything from 5am they are given long routine jobs into the city in peak hour traffic which stretch out for hours, We always then get the speech about about 14 hours being to long, there is a difference in doing work around your area, which are shoter in time and distance, but I cant see the fairness when other station nearby that have only one car but have not turned a wheel for more than 5-6 hours are not used to the other crs a break.

We have have a coordination/dispatch room that absolutely has no idea what it is like to work on the road, most of the supervisors have not been on the road for years, their priority is to have the stats looking good(having a vehicle on the job within a certain time) there are dispatchers that will pick on certain individuals or stations and will give them routine work in other areas in the middle of the night just to appease their sense of power,

an example I was told of of a car from Penrith Station sent o st George Hospital on a Saturday night around ten pm, to take someone back to the nursing home around the hospital, it certainly wasnt urgent, then ten minutes sen the other vehicle fro m Penrith to Fairfield for area cover, when the car arrived, there were 2 fairfield vehicle s sitting on station, this had left the penrith area depleted of two cars on a saturday night . Happens regularly.

There are many instances of middle management are more worried about looking efficient to look impresive for their superiors, to them as long as they have bums on seats and the jobs are done.they dont care about the people on the road.

Regards