

**REVIEW OF THE IMPLEMENTATION OF THE  
RECOMMENDATIONS OF THE INQUIRY INTO THE  
MANAGEMENT AND OPERATIONS OF THE AMBULANCE  
SERVICE OF NSW**

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Partially Confidential

The Director  
General Purpose Standing Committee No.2,  
Parliament House  
Sydney  
NSW 2000

**CONFIDENTIAL**

**SUBMISSION- Review of the implementation of the recommendations of the Inquiry into “The Management and Operations of the NSW Ambulance Service”.**

Dear Hon Robyn Parker MLC, Committee Chair,

The following information is my view of the response of the Government and the Department of Health/Ambulance Service to the recommendations made by the Inquiry.

**Recommendation 1.** If the Minister and the DG did meet with the CEO of the ASNSW, it had little effect on his behaviour. From personal experience, even after I was Medically Retired from the Service, I believe the CEO, Bullied and Harassed me by refusing to give me my Service Medals. I believe he did this because I was a Whistle Blower and I had also proved that he had lied to Members of Parliament in a meeting at Parliament House.

**Recommendation 2.** Unknown.

**Recommendation 3.** If the quarterly meetings are taking place the CEO must be telling untruths again because Staff continue to be Bullied and Harassed by Senior Officers of the Service. Example:- Three officers that are on Workers Compensation Leave, all suffering from STRESS/ANXIETY/DEPRESSION, are being PUSHED BY SENIOR STAFF, to resign from the Service. The Officers are, all from the Area. One Officer has not been paid for three Months, not allowed to use her sick leave or be paid W/COMP. Bullying and Harassment by Senior Officers is still rife within the Service. Please refer to the Manager being taken to the DG by the Health Services Union re his Bullying and Harassment of Staff and the request for his dismissal by the Health Services Union as advised in the initial Inquiry.

**Recommendation 4 -10. Unknown.**

**Recommendation 11.** No recognition or incentives are given to any Officers acting as Training Officers, On Road ( That is, Training Probationary Officers). No review takes place.

**Recommendation 12.** No Comment.

**Recommendation 13.** Training time not in rosters for regular meetings with Clinical Training Officers and the Service was trying to have Officers repay training days back using their days rostered off.

**Recommendation 14.** Unknown.

Recommendation 15. No appraisal system exists.

**Recommendation 16.** This does not happen, not enough Clinical Training Officers.

**Recommendation 17.** Nothing has happened.

**Recommendation 18.** This has not happened, still understaffed.

**Recommendation 19.** Numbers continually put forward for increased Staff and nothing happens.

**Recommendation 20.** Unknown.

**Recommendation 21.** Does not happen. If you are "out of favour" you may be sent anywhere for Suitable Duties.

**Recommendation 22.** Unknown.

**Recommendation 23.** Not happening.

**Recommendation 24.** Not happening.

**Recommendation 25.** Not happening.

**Recommendation 26.** Happens sometimes, SELECTIVELY.

**Recommendation 27.** They did do this, but the Staff are very unhappy with the uniform. It was done on the cheap and is very hot and uncomfortable.

**Recommendation 28.** Has not complied.

**Recommendation 29.** Has not taken place and many Staff do not see the Peer Support Officers as being trustworthy or of possessing the skills to carry out the JOB.

**Recommendation 30.** Staff do not get such leave.

**Recommendation 31.** Does not happen.

**Recommendation 32.** They do not get any reward for undertaking these duties.

**Recommendation 33.** These cases should have Intensive Care Paramedis responding but there is an acute lack of such trained Officers.

**Recommendation 34.** A token effort takes place and it pales into insignificance when compared to the efforts of the Police Force and the NSW Fire Brigade etc.

**Recommendation 35.** Health have ceased funding, so the ASNSW is attempting to decrease the number of Officers and also to decrease their pay This system should be ceased as it puts the best level of Paramedic onto the lowest priority response. Furthermore, this is a roll for a community Nurse, not Intensive Care Paramedics.

**Recommendation 36.** This does not happen either. Further to this, Reba Maher promised that the Rescue Unit from the Central Coast, when closed and transferred to the NSW Fire Brigade would be replaced by an extra Ambulance Crew 24 hours/seven days a week. This was a SHAM and has not taken place.

**Recommendation 37.** Unknown.

**Recommendation 38.** Unknown.

**Recommendation 39.** This has not taken place and numerous "COVER UPS" have taken place. S8 drugs have recently been stolen from                      and                      Stations. An Officer has been transported from                      numerous times suffering from Drug Overdoses using the **Station Drugs**. A number of Officers have attempted suicide using ASNSW AMBULANCE STATION DRUGS. I submitted to the Inquiry that there should be RANDOM DRUG AND ALCOHOL TESTING for ambulance Officers. This should be extended to Senior Officers also. In the light of recent events involving drug theft and use this TESTING should be introduced as a matter of URGENCY. I believe that some patients have suffered as a result of receiving saline instead of pain relieving S8 Drugs. Following my evidence to the Inquiry I was requested to bring these matters to the attention of the ICAC and the Ombudsman's Office. I believe that they allowed the CEO of the ASNSW to again investigate himself and that they also colluded to find that they would not take any action. I believe this to be the case because                      of the Ombudsman's Office sent me a letter which tells me what the ICAC has decided about their investigations before I received a letter from the ICAC. As Mr John Hatton recently found out, these two Government Watchdogs have no willpower to carry out proper and meaningful investigations. When will the Government hold the CEO and the                      Manager of the ASNSW accountable for their failings to act or to introduce systems which protect Ambulance Officer's and the PUBLIC from corrupt behaviour. My suggestion to resolve the problem of S8 Drugs on ASNSW Ambulance Station is to take these drugs away from the Stations. Staff would restock their kit from the Hospital ED when they present with a Patient.

**Recommendation 40.** Ambulances were equipped with SATNAV Equipment which was inferior to say the least and often doesn't work.

**Recommendation 41.** This has not happened and officer's sometimes don't even have one radio between them.

**Recommendation 42.** Unknown.

**Recommendation 43.** Does not happen.

**Recommendation 44.** Has not happened.

**Recommendation 45.** None of this has happened.

In closing I would state that from the response of the Government to the recommendations of the INQUIRY it was obvious to me that they had no intention whatsoever to do anything about the ASNSW or the CEO Mr Rochford who could

obviously act as he wished. The CEO also had no intention of improving the Service by putting effect to the recommendations that had been made. Under the management of Mr Rochford the Service has continued to suffer from Bullying and Harassment. It seems to be that an 'OLD BOYS CLUB' exists with Health Bureaucrats and somebody has to take action such as was taken with the former CEO of the North Sydney and Central Coast Area Health Service and remove him.

I am willing to appear as a witness if required.

Yours truly,

Stephen Hogeveen JP