

Submission
No 11

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

Name: Suppressed

Date received: 2/06/2008

Partially Confidential

For the Committee RE: RECRUITMENT,

I joined the ASNSW in 1996 as a trainee and gave continuous active service for 7 years, working in all areas of the state, including the country, and maintaining an excellent service record with the highest regard from my patients and colleagues.

In 2001 I resigned in order to pursue ambulance work in other countries (UK, Germany, Middle East) to broaden my horizons and experience. When I reapplied for the ambulance service after less than 3 years absence but with unbroken work in the same field abroad, the ASNSW regarded me as no different to other applicants in terms of their attitude to me (extremely unwelcoming) and the recruitment process. In fact, from the time I submitted my application to the time I was placed in a LEVEL 1 course was an absurd 6 MONTHS period. I found this to be extremely humiliating, particularly having to re-sit every stage of the recruitment process, including an insulting driving test in which I was admonished for stopping 10 metres instead of the exact 9 metres from the curb as required by NSW Road Laws, despite having professionally driven ambulances for 7 years for the service without a problem. This 6 month wait was despite the ASNSW complaints it cannot get enough staff and while the service was paying high amounts putting on overtime staff to cover shifts, all while a former, highly trained officer was flipping burgers at the local chip shop waiting for an interview.

I ask that the ASNSW acknowledge their staff may occasionally need an extended time away from this demanding profession, that time away (be in leave-without-pay or a resignation for a period of time) may in fact lengthen the employees long term career and preserve their emotional state of mind, and that the service should welcome and encourage former employees to rejoin. I propose that, like the POLICE and FIRE SERVICE, former employees who have left on good terms, be sent an annual letter encouraging their reapplication, that the employees overseas experience be properly rewarded through efficient RPL system, that the recruitment process of former ASNSW staff be highly accelerated so they may begin employment in under a month from application, and that they be considered as a valuable commodity not a throwaway item.

I also propose that the ASNSW be more accommodating to staff requesting leave-without-pay as this is, again, important to lengthen the employee's potential career and positively affect morale.

Essentially, the ASNSW needs to respect its staff more and make us feel valued, not dispensable as is the current feeling.

Thank you.