

Submission  
No 144

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

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Partially Confidential

In one of my previous lives above, as a Club Manager a few years ago now, one of my bar staff was harassed by the Club president. Part of this I was fortunate (or unfortunate) enough to witness. I can still see the look in her eyes immediately after what happened. She was scared. I was new to the job, but immediately knowing right from wrong I documented the incident and followed it up. I didn't know it then but I was lucky. Fortunately for me this chap had made some enemies, and they were on my side. What did ensue over the next twelve months however was being alienated by many friends of the perpetrator (who even went to the effort of suing my employer for defamation of character) post a damning internal investigation. After this had all blown over I was made aware that this unsavory individual was a serial offender but no one had ever stood up to him and even more annoying of course no one had come forth at any point during the investigation. Funny how there is rarely such a thing as an isolated incident aye...But I loved that job and took it all on board as a character building exercise. Soon I looked at the Ambulance Service as an example of an employer that sort and nurtured those of good character. Boy was I in for a shock.

I saw major inconsistencies in promotion and placement, rostering and workload. I saw a union looking after an elite few rather than those who really needed help. With little faith in the Union I sort advice in the form of informal face to face meetings with a District Inspector, the Recruitment Superintendent and the State Superintendent. Some would say all balls and no brains, but your know... I really believed that I was doing the right thing. In the civilian world I probably would be. But not in this Ambulance Service.

A couple of years past I commenced duties in

attempted to discredit me after I had already passed the theory exam and commenced duties at Sydney Ops. Fortunately her attempts fell on deaf ears. Again I was lucky. However, this did come back to bite me in the arse in another Sector. But that's another story.

A few months on after successfully completing training on one particular shift the DOCO, SOCO and a DI colluded in an attempt to during a critical incident, this included an IC car I had dispatched to provide back up to a PT with bi-lat forearm Fractures being turned around under direction of the road supervisor a moment before they would have arrived on scene. One of these people has since retired, one is still in the same position, and you guessed it another has been promoted. But once again I was lucky. All events were on tape and at least I was not held responsible in the end.

In an unrelated incident I was unfortunate enough to work with a colleague whom I regard as a true psychopath. I informed the chain of command. To my knowledge this had never been followed up. I contacted P.S.C.U. after advice from an impartial Senior Officer. An officer at P.S.C.U. advised me that they were currently "very busy" with something major. I have since left the Sector in question and after a confidential chat with someone from IPS and some quiet reflection I chose not to push things any further in favor of my own sanity.

As a Trainee Ambulance Officer I witnessed what I thought was at the very least uncompassionate behavior toward a patient by a training officer. I was questioned by her as to why I didn't back her up, and I gave a very honest opinion of why, other than that I kept my mouth shut this time. I latter was disparaged by this officer who contacted every CTO she knew to express concern about my professional ability. Fortunately at least two other training officers and a CTO ride-a-long gave me a glowing appraisal. Again I was lucky. Upon requesting an explanation as to why the CTO ride a long was required my SO passed on the message "We were waiting for you to say something, and if you had we never would have bothered following it up in the first place". The Officer in question has since been promoted.

I have given the Ambulance service the best years of my life. I may give them another five at best, but after that, shows over. I've already started working on my exit strategy. I have diluted perhaps some, but not all of my initial hopes and ambitions in the job in favor of achieving more personal goals.