

Supplementary  
Submission  
No 193a

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

Name: Suppressed  
Date received: 31/07/2008

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*Partially Confidential*

Attachment to original submission into the parliamentary enquiry into Ambulance Service of NSW

Dear Sir Madam

In addition to my original submission into the above, in my view the Ambulance Service's treatment of trainee Ambulance (paramedic) students is absolutely woeful. In particular the management and staff of the Ambulance education centre at Rozelle and those of "Workforce Unit" in dealing with handling trainee applicant issues.

Firstly as a former Trainee Ambulance Officer Student in my final Ambulance Practice exam, I failed by a few marks. I was aware that I would be required to sit a "post exam" I received a letter and still have in my possession a letter from the Ambulance Service stating that I would be required to sit this exam approximately one week later. However in reality I was advised verbally by an Education manager that indeed I was being removed from the course and that I would not be permitted to sit this exam, so the service was saying one thing in writing but completely the opposite in reality. This goes to my concern about the ethics and procedural fairness of the Ambulance Service of NSW. They talk so much about ethics and such issues in the recruitment process and transparency, but when it suits the service they completely ignore these practices and make up their own rules, as they go obviously, disregarding those values they profess to uphold so grandiously and arrogantly. Is it because they are a NSW Govt agency, that they feel they can act in the same manner as the NSW Govt. so unethically and just get away with this most inept and unprofessional behaviour without public scrutiny?

On attempts to email the service requesting and opportunity to sit my post exam, as I was advised would be required, addressed to the management of the education centre at Rozelle and subsequent arguments that I put forward on my behalf, they were continually disregarded by the service, and advised late May this year that I would be returned permanently to my role as a Patient Transport Officer, the role that I was in before being selected to commence a training course as (TAO).

I feel that the treatment I received from the CEO, Mr Greg Rochford, including staff from Workforce Unit was intimidatory, I felt bullied into accepting this more inferior role within the service and as an existing Ambulance Service employee, I feel that their treatment of my application was a deliberate attempt to frustrate my attempt to further my career within the Ambulance Service to a higher level of training and therefore higher remuneration.

The fact that it took almost three months until I received any formal communication in writing from the service advising me that I had been removed from my course and asking me to give reason as to why I should be allowed to continue, then having written in reply to their letter with numerous reasons (arguments) as to why I should be allowed to continue, **they just ignored my arguments** and stayed with their line that I would not be permitted to resit my exam or continue in another class.

This happened despite there being three trainee ambulance students in my class that had been removed from previous classes due to unsuccessful exam results. They were permitted to come onto another class, but in my case they treated me differently, unfairly and clearly with the utmost and clearly blatant discrimination, another one of their favourite terms they profess to fight against in their recruitment blurb.

I feel the CEO Mr Greg Rochford clearly is incompetent in his current role, he is not a serving Ambulance Officer, does not have a grasp of understanding of the issues that effect the officers out there on the road . He is clearly a Govt. appointment, a beurocrat and a puppet of his politariat masters without caring in the slightest for this Officers on road. I feel disgusted in the unprofessional way in which my application was handled, the bullying and discriminatory treatment was blatant and unfair, my arguments in favour if my application were ignored. This man clearly doesn't have the support of his troops, we need a man that has come though the ranks and has a handle on this issues that effect those officers out there caring for the members of our community. I have always wanted to be an Ambulance Officer and after several attempts to join, thought that my time had finally arrived to take on this great role, only to be thwarted by the ineptitude of the beurocrats at the top of the tree, by their blinkered thinking and unswerving views and in these times of unacceptably low paramedic nos. out there, and knowing that there is such a great shortage, the service, in their wisdom chose to not allow me to continue with my training, being so, so close and yet so far away. Surely this decision cannot be from a serving officer heading such an organisation, but a couple of hick, blantantly incompetent civilians both within Workforce Unit and the current CEO. He MUST BE REPLACED IMMEDIATELY.

Kind regards