

Submission
No 199

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

Name: Suppressed
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Partially Confidential

Some thoughts on whats wrong with the Service;

Staff need to have equal opportunity for advancement/courses regardless of there geographical location.

Staff need to have access to all entitled leave whenever they want to access it (FACS leave is frowned upon and long service leave may as well not be accrued as it is very rarely approved unless very long notice is given, which is hard to do as the rosters are neither long range or set in stone)

The service needs to take the lead teaching the public and other emergency services in CPR,,early defibrillation and stop acting like they are protecting their turf.

Most of all, the service **NEEDS TO BE AN EMERGENCY SERVICE** and not the Dept. of Health taxi service that occasionally does emergency work. Emergency ambulances should not be transporting renal patients, patients for x-rays or taking people home post discharge. Train only P.T.O officers for 6 months to increase their numbers and release ambulances for what they are really needed for. Staff are trained and tested constantly for "casualties" when most of what they do is "routine", this inevitably leads to disillusionment and loss of these officers to another emergency service or private enterprise. Emergency ambulances should not be doing routine. Maybe the service should be split into an Emergency Medical Service and an Ambulance transport service for the routine work. I feel this would undoubtedly improve morale and decrease response times.

The service needs a composite wage as currently an officers base wage can vary depending on what roster you are working despite having the same qualifications, leading to some areas being hard to staff.

Thanks,