

Submission
No 99

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

Name: Suppressed
Date received: 24/06/2008

Partially Confidential

The Director,
General Purpose Standing Committee No. 2,
Parliament House,
Macquarie St.,
SYDNEY NSW 2000.

Fax: (02) 9230-3416

24 June 2008

Dear Members of the General Purpose Standing Committee,

Subject: MANAGEMENT & OPERATIONS OF THE NSW AMBULANCE SERVICE

Having had to call upon the ambulance service on a number of occasions over the years I would like to recommend that the following be taken into consideration.

1. ALL AMBULANCE OFFICERS BE TRAINED AS PARAMEDICS

On one occasion I had to ring 000 because a person had broken their leg. I told the operator that it was a fracture and that they were in a lot of pain. When the ambulance arrived, they couldn't give this man any pain medication because they were not qualified to do so, and so they had to call for the paramedics. By the time the paramedics arrived, he was in excruciating pain (and he is not the type of person to complain, so you can imagine how much he was suffering).

This man's pain, would have been much less, had the paramedics attended in the first place, whilst the other crew could have been attending to another call. This would also help in alleviating some of the staffing shortages.

2. ROSTERS & STAFFING

Being a shift-worker myself, of 25 years experience, although in an unrelated industry, I know only too well the importance of having a good roster. First of all, the officers need to get enough rest and sleep because their jobs are so physically and emotionally demanding, after all, they often have to deal with life and death situations and they also need to be able to spend some quality time with their children and families as well. The ambulance officers are valued members of our community. If you take care of them, they will take care of us.

Thank you for taking the time to read my submission. I hope that my suggestions will go some way in helping to improve the ambulance service.