

Submission
No 132

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

Name: Suppressed
Date received: 2/07/2008

Partially Confidential

Dear Sir/Madam, I have been working as an Ambulance Officer since . I am currently assigned to and have always worked at a station in the . I have been agonising for the last 4 weeks about whether to lodge a submission into this enquiry as I do fear payback from management should they find out. I

I submitted a written greivance about the bullying and harrassment that I had been subjected to in my workplace which has been investigated and substantiated. When I initially submitted this greivance I had hoped that the service would protect me from further bullying - no such luck - I continued to have to come to work with this person on the station

I really do feel that management are not pro-active enough. Instead of "nipping problems in the bud" they wait for the eruptions (in the hope that it will all blow over) and then apply band-aid solutions. I am very sick of hearing the phrase "these things take time". Unfortunately while these things are 'taking time' morale on station hits rock bottom as problems fester and often become, over time, a whole lot harder to fix. I also fear there is still a belief with some, and I do think it is the minority, that women do not belong in the service.

Surely we should be past this! I find it extemely disheartening that in an occupation focussed on care, compassion and empathy towards others, management often do not afford its employees the same courtesys. I joined this job to make a difference, to do something that I feel is worthwhile and I feel honoured to be able to help people. This is at times, however a very stressful and emotional job and this coupled with the stress placed on us by ineffective management can at times make it all just overwhelming. I have had to take myself off to a pyschologist earlier this year for help, not with the 'on-road' aspect of the job but with the issues of my greivance and managements often apparent lack of concern with what i am going through both emotionally and physically as a result of work place harrassment. What happens to me at work also hugely negatively impacts on my family. I spend so much time at work and it is not fair on them that I am in a bad mood when I am at home due to workplace stressors. It has got to the point where my husband has been actively seeking other employment for me because he has had enough. I am very lucky though that i do have the strong support of my family which ensures that no matter what, I will always battle on - some people do not have that, which can have tragic results!

Station morale is also negatively impacted by on call commitments which, while they do improve our pay, also lead to constant fatigue.

As I hopefully have many years left in this job I definately do not want my name published. Pay back does happen!!!

Thank you for this opportunity to have my say