

**REVIEW OF THE IMPLEMENTATION OF THE
RECOMMENDATIONS OF THE INQUIRY INTO THE
MANAGEMENT AND OPERATIONS OF THE AMBULANCE
SERVICE OF NSW**

Name: Mr Peter Chance

Date received: 25/01/2010

Peter Chance

The Hon Robyn Parker MLC

Committee Chair GPSC 2

Friday, January 22, 2010

Dear Ms Parker.

I would like to thank you for opportunity to respond to the Governments response to the Findings into the Ambulance Service Operations from the investigation of General Purpose Standing Committee NO 2.

Recommendation 1/

This is not going to work, setting up committees in response to daily problems in such a fluid environment as the Ambulance service, is doomed to failure. Bullying and Harassment must be handled at the local level not from a flying squad mentality sending strangers to address problems with strangers just does not work.

I also noted that the new committee set up did not have one grass roots Ambulance Officer on it.

Recommendation 3/

I am totally amazed at the level of bureaucracy that has engulfed the Ambulance service. If you want to point at one of the Major problems causing disquiet and function failure in the service this would be up there.

The whole system needs collapsing and rebuilding from the bottom up.

I noted the Standing committee did not recommend the position of Chief Executive be removed, and the State Superintendent rank as the Highest authority be reinstated. This is a mistake, there is not one other service to my knowledge that has a civilian as the highest authority, this must be changed.

Recommendation 6/

There is an obvious need for investigations regarding misconduct, harassment, bullying ect. But an entire specialized unit is not the answer, this is just more bureaucracy, and more cost. There is already in place a ranking system that is more than capable of doing the same job and for years did.

Recommendation 27/

This is nonsense; I have a good look at the uniform from friends in the service, the quality of the materiel is substandard, the word ambulance on the back of the shirt is a stencil and fades, the word paramedic is on the epaulets, but you have to be up close to see it, the word should be embroidered on the back in large letters and on the left breast.

Recommendation 29/ 30/ 31/

This is an age old problem within the Ambulance service. Other NSW emergency services have debriefing and counselors at the end of the incident, from what I have been told and read this is still a very low priority for the Management of the NSW Ambulance service, the same was in vogue when I was a district Inspector, where requests for staff to come off the road for debriefing were overruled by more senior staff.

The result of course is burnout, drug taking, alcohol abuse, and family breakdown.

Recommendation 36/

In the early 1970s the membership of the NSW HREA as it was known took industrial action to force the Ambulance service to have all Ambulances crewed by two officers. I am appalled that single officers are again being used. To say that the vehicle could be driven by someone other than another ambulance officer is just ridiculous, expeditious commentary, but ridiculous operationally, the need for two officers is paramount in case of an onboard emergency, what assistance would an untrained person be in the case of sudden cardiac arrest, or life threatening torrential hemorrhage, this is a prime example of non operational people running the service to meet political budgets.

Recommendation 41/

There is a need for each office to be able to communicate at a moments notice, it is not unusual for officers to be separated from each other and need help or equipment urgently but have no means of doing so as their partner has the only radio.

Yours Sincerely

Peter R . Chance.