

Submission  
No 100

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

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Partially Confidential

The Professional Standards and Conduct Unit of the NSW Ambulance Service is anything but professional in nature. The Professional Standards and Conduct Unit of the NSW Ambulance Service contributes to the decline of standards and services offered to the citizens of NSW through its maladministration and poor treatment of the staff in the employ of the NSW Ambulance Service.

It is difficult to understand how the NSW Ambulance Service continually crows about being the most trusted profession when the operations and management, and even a small percentage of road staff who are called upon to assist the public, in the NSW Ambulance Service are far from professional in nature.

*[Next 5 pages omitted by secretariat to maintain confidentiality, as requested by author, and to remove adverse mention]*

Many complaints within the NSW Ambulance Service are dismissed due to the 'he-said, she-said' nature because they lack evidence to support either party. If this is the case, complaints against even senior management could and indeed should be taken through to a conclusive result if another party can simply decide whom they believe. This would open the NSW Ambulance Service to even further ridicule than it is currently subject to.

The behaviour of the Professional Standards and Conduct Unit is at best farcical, suited for a comedic portrayal Monty Python-esque in nature, and at worst contributes on a daily basis to the shortfalls and shortcomings of the NSW Ambulance Service. This places the entire NSW public in grave danger should they be in a position to need to call for Ambulance Services in that state. When staff are too busy undermining and white-anting each other (and this is actively being encouraged by the PSCU by not expecting the staff to follow the chain of command they themselves put in place for such issues) in an effort to climb to the top of a very small dung hill (such is the career path in NSW), then the public should not expect to trust the 'professionals' they call upon in their hour of greatest need.

*[Appendix omitted by secretariat to maintain confidentiality, as requested by author, and to remove adverse mention]*