

Submission  
No 160

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

Name: Suppressed  
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Partially Confidential

I am a current operational member of the Ambulance Service of NSW.

Over the past years I have been employed I have witnessed many different forms of bullying and harrasment based on whether someone likes you, whether you are a female or male or whether you are percieved to be a help or a hindrance.

Management are continually guilty of holding their officers hostage over rostering or annual leave allocation.

Officers who stand up and make complaints are seen as trouble makers and are often the ones ridiculed when involved in investigations.

The people who complain are then treated with contempt and usually end up with bad rostering or the holiday block they don't want whilst the bully is rewarded with a transfer to the very station he/she has been waiting for for years.

This is seen as part of the job. Simple things can ruin the life of a shiftworker and rostering and holidays can mean everything to the parent who wants to be there for his kids or to actually get leave whilst they are on school holidays.

The job is stressful - you can be telling a mother one minute that her baby is dead and the next being harrassed by management to get back on the road to do another job. No formal grief counselling is taught yet on your first days on the road you may be the one holding that dead baby in your arms with the family screaming at you.

So many of my colleagues have demons over old jobs that have never been addressed as management will treat you as weak should you put your hand up for help.

The workload has increased year after year and yet in my area we have no extra cars or staff - just management putting pressure on us to perform quicker and often with inadequate equipment. I am personally at breaking point and know of others in the same boat. We don't get help or relief just day after day roster after roster of babysitting probationers with no clinical or mentoring help. I have had enough and am surprised that the suicide rate amongst ambulance officers in nsw is not higher.

Fear of speaking out will always stop people - years of intimidation has long lasting effects.

I request that my name is not published as I too have needs outside my job and do not wish to be put in a position whereby my family will suffer because I wrote this.

Thank you