

Submission  
No 47

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

**Name:** Supressed  
**Date received:** 20/06/2008

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Partially Confidential

To whom it may concern

I would like my submission to be kept confidential

I have been an ambulance officer for    years both in Sydney and regional NSW and I can honestly say that I have never seen it worse.

The Ambulance Service has dedicated people who work the road every day and night under stressful and adverse conditions and for what?

Firstly I would like to discuss some general issues.

Payrates, after    years in the job and having upgraded to level P1 I am on a rate of \$25.92 an hour. I would be earning the same poor rate if I was a level 3 Officer, yet myself and many other senior staff have now taken on the responsibility of cannulation, midazolam, fentanyl, hartmans, naloxone, and many more skill upgrades for absolutely no financial gain. Some would say that we didn't have to do this if we didn't want to, and that is true but we did it so we wouldn't be left behind in a service that does not value older more experienced staff, and to provide more options for treating the public. Level 4 and 5 Officers receive extra payment for their skills yet P1's and 3c's get nothing. Penalty rates bring a dismal wage up to a barely livable wage.

If I injure myself at work I then lose all penalties and go back to a flat rate of \$1970.00 before tax per fortnight, and I am at the top end of the pay scale, staff with less than 10 years are on substantially less. Try this with a family and mortgage.

Morale in the Ambulance Service is at an all time low. Like every Ambulance Officer there are times when I have had to deal with situations that I would not wish on anyone. The unsuccessful resuscitation of infants, the treatment and transport of patients with gruesome injuries, violent domestic situations, you name it we have all seen it. Yet the support from management when these things are witnessed in my opinion is none existent.

I have put iims forms in the system on several things and received no feedback.

I have also concerns about the way complaints are handled.

The Ambulance Service investigating themselves is not good practice.

We are meant to be a professional service ,yet we do not have professional rates of pay or professional leadership. My son is doing his HSC next year and if he ever said to me he wanted to join the Ambulance service I would strongly discourage him from such a decision, as I would discourage all contemplating this job.

We are constantly under more pressure which will not ease.The Ambulance Service doesn't look to the future needs of the public or it's staff. For example lets look at staffing levels. The Central Coast for instance. I did my probation on the Central Coast in , the then Brisbane Water area had Ambulance stations at Toukley, Wyong, The Entrance, Pt Clare, Ettalong and The Hawkesbury River. In 18 years 2 new stations have been built Bateau Bay and Terrigal and one given to the Police(The Entrance) ,so a gain of one station in 18 years. The Fire Brigade are constantly reviewing where stations are required and building new ones,as is the case with the Warnervale area. This area has exploded with new housing in the last 10 years and the Ambulance Service has done nothing . They cover these growing areas with staff from stations that are already stretched to the limit. we are forever doing urgent cases that are 20 -30 km or even more from our station. This blows out response times and can sometimes cause our patients relatives to be somewhat irate on our arrival. The practice of fluid deployment is a farce. Moving staff from one area and putting them in another needs to stop, why should the public of my area have their Ambulance moved to cover another. This is a blanket cover up of a lack of on road resources and poor management decisions.

Please keep this submission confidential as statements I have made could divulge my identity to management and retribution is commonplace within this service.

Sincerely