

Submission
No 20

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

Name: Suppressed
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Partially Confidential

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16 JUN 2008

GPSC's

The Director
General Purpose Standing Committee No.2
Parliament House
Macquarie Street
SYDNEY, NSW, 2000

Dear Madam,

It is with interest I read there is to be an inquiry into matters concerning the running of the NSW Ambulance Service and wish to add my comments in this regard.

For many years I campaigned and raised funds to have an Ambulance Station constructed on _____ and eventually it was opened with an excellent staff.

However I have found that many times this service was restricted to a single crew Ambulance. I even had one call at my home for my husband but fortunately in that instance he was a walking patient. Our Ambulance is continually being dispatched to _____ as a standby service for that area leaving us with no service except for an out of town Ambulance to attend And this can be anything up to an hour, even on a "Hot Run".

An instance to verify this situation is an accident which happened in very close range to the station by two trail bike riders but the ambulance came from _____ some forty minutes away. There are many cases I could name but they are all similar in circumstances.

During the fund raising on _____ we donated money to be left in an account only to be used by _____ Service for any extra equipment needed and for any comforts for the officers stationed there. However I am aware that even when something is requested it is generally refused. This money was donated by the residents of the area so that we would have the best of equipment and amenities at our station.

I find our officers work long hours and are often understaffed to the point that I personally feel we, the residents of _____, are being treated as second class citizens when it comes to the Ambulance Service. This is despite that over \$60,000.00 was raised and donated to the service.

The residents are proud of our Station and particularly the staff who have endeared themselves to us by their service and assistance given to our community.

I trust you will take my comments in the way they are intended as I feel at times there is a major need to upgrade the help given to dedicated persons who at times risk their lives for us.

Yours faithfully

A concerned Citizen