

**Submission
No 110**

INQUIRY INTO EMERGENCY SERVICES AGENCIES

Name: Name suppressed

Date received: 23 July 2017

*Partially
Confidential*

To the Committee

I wish to provide a (*Partially confidential*) submission with attached documentation addressing the 1. a) the prevalence of bullying, harassment and discrimination, as well as the effectiveness of the protocols and procedures in place to manage and resolve such complaints within emergency services agencies.

Throughout my 21 year career I have seen and experienced intimidation and subterfuge where management use a strategy of isolating an aggrieved individual then vilifying him or her and finally victimise them until a predetermined result is achieved.

My experience of the NSW Ambulance complaint resolution system is that a mutually amenable resolutions are rarely ever achieved. The whole process is disempowering for an individual or group and this coupled with a management culture of being dismissive rather than proactive is the norm.

I have seen numerous CEO's and Chief Superintendent's come and go, all with good intent and strategies to match, yet the culture still prevails. So by deduction this behaviour must stem from elsewhere within our structure or be a local anomaly. My peers feel vulnerable and hesitate to talk outside about perceived issues as any disquiet may bear consequences.

A recent example I can draw upon which was widely felt by others on my Station was a forced roster change. The change discriminated against individual Paramedic's working the same roster, with paramedics working extended relief periods away from home. This having wide spread implications for the families of Paramedics as well as the associated mental well-being of those Paramedics working away for extended periods.

As a senior Paramedic on Station I took a leadership role and submitted a reply all email (see attached) through my chain of command which to date I have not received a response and have been told unofficially it would not see the light of day.

In closing I applaud the intent of the inquiry and I keenly seek a change in culture.

Regards

Paramedic