

MOL Recommendation 13 May 2021

1. New South Wales Ambulance should make all reasonable efforts to prospectively fill any vacancies on rosters at the station level when they occur. In the instances of the unexpected shift vacancies, each roster vacancy at each station should be backfilled with available resources. If that requires the movement of a crew from one station to another, that should be done, as long as the travel time between the two stations is no more than one hour.
2. That as an immediate step, New South Wales Ambulance maintain, including through the use of overtime, its core roster outputs (planned ambulance rosters) on a station by station basis, that is that zone operating levels be raised to the level of planned operating rosters so that there is no zone operating level/planned ambulance roster gap for any station.
3. That New South Wales Ambulance provide and maintain a safe system of work in relation to its deployment model and zone operating levels by developing, in consultation with the unions, a rational and evidence based approach to its zone operating levels that ensures the health and safety of paramedics, with particular attention to the risks presented by under resourcing.
4. That New South Wales Ambulance engage in ongoing consultation with the unions regarding the zone operating levels to ensure that a safe system of work is maintained for paramedics.