



Newsletter: 6/2018
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Distribution: All ambulance members
Contact: Your HSU Organiser



NSWA has rectified radio network outage, but communication methods leave paramedics vulnerable

ADHSU members have belatedly found out about a potential radio network outage this morning that involved all Sydney Metro channels. This potential outage because meant that paramedics duress alarms were also not functioning correctly. As paramedics would be aware, the duress alarm is vital in saving a paramedics life in the event of violence or other incidence where verbal radio contact is not possible or too slow.

ADHSU has been informed that the outage commenced at 0730 and ended at 0940, with it being an issue isolated to SYCC. While the outage occurred on the primary GRN network, a backup was allegedly used. We do not have any reports from members about adverse events during to the outage however there was clearly the potential.

ADHSU understands that outages occur from time to time and NSWA seems it have rectified this particular issue in a timely manner. However, it would appear that for urgent information to be disseminated to staff, it still has to go through every level of management first. There is one example where it took over an hour and 20 minutes after the outage occurred to inform staff about what to do if they experience no network coverage. This is unacceptable and potentially dangerous for paramedics.

ADHSU is awaiting further answers and whether NSWA will change their communication methods to inform staff of urgent matters more effectively.

In unity,

A handwritten signature in black ink, appearing to read 'Gerard Hayes'.

Gerard Hayes
Secretary, HSU NSW/ACT/QLD