



Newsletter: 541/2018
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Distribution: Control Centre members
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Control Centres CREWS Roll-out

The Ambulance Service has been in the process of rolling out the CREWS management system in the Control Centres. The ADHSU had taken a cautiously optimistic attitude towards the 'upgrade,' but in true Ambulance style the implementation has been bungled.

Members have reported that many have received no training and those that have received training have found it inadequate.

We raised concerns and sought a status quo with the Control Centres leadership and have been ignored.

We have now heard that in order to reach a point of no return the Service is going to start withdrawing support systems, even ones that are not covered by the CREWS system.

We are calling on the Service to meet and to take these issues seriously.

If, however, they decide to press ahead, we will call for bans on the CREWS system to enforce our right of status quo.

In unity,

A handwritten signature in black ink, appearing to read 'Gerard Hayes', written in a cursive style.

Gerard Hayes
Secretary, HSU NSW/ACT/QLD