



Newsletter: 562/2018
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Distribution: All ambulance members
Contact: Stuart Hatter



CREWS dispute settled for now

ADHSU delegates attended a disputes committee this afternoon regarding members' ongoing concerns around the ham-fisted implementation of CREWS.

CREWS is software that assists Control Dispatchers in getting on-road crews off on breaks. Most of our control members welcome the system as it assists them in their complex job.

However, the Ambulance Service has failed to adequately consult staff about its introduction, have provided inadequate one-hour training to some – not all – staff. There are many members who have received zero training.

The software is full of bugs, some of which lead to on-road staff illegally missing out on crib-related penalties (unless the dispatcher intervenes manually).

The bans that were placed were in response to NSWA removing area staff sheets (the paper based system that CREWS is seeking to replace). Our members would prefer to have the option of using area staff sheets until CREWS is brought up to speed.

NSWA has agreed to reinstate the area staff sheets for two more weeks. NSWA has also agreed to forming a working group that will meet next week. The working group will allow members to put their concerns to the Service and demand a proper implementation of what has the potential to be a very good system.

If NSWA doesn't fix the many problems with CREWS before they move to remove the area staff sheets again, we'll consult with members about reinstating the bans. In the meantime, please contact your control centre ADHSU delegate to voice your concerns about CREWS if you have them.

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