



SIRENS

AUGUST 2019



Supporting our emergency services
family in New Zealand



Artwork painted by Paramedic Steve Perryman (see page 10)

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Send us your story

If you've got a story or colleague you'd like us to feature,
email Ambulance-Communications@health.nsw.gov.au



SIRENS

From the Chief



We were all deeply saddened to hear of the unthinkable attack on the Christchurch mosques on 15 March. NSW Ambulance was pleased to be in a position to assist our St John New Zealand colleagues to deal with the aftermath.

I am grateful to Raelene Hartman, Chief Psychologist, Jane Maher, Senior Staff Psychologist, John Holloway, Emergency Management Educator and Michael Bray, Manager State Planning Unit. The team immediately travelled to Christchurch and responded with such professionalism and empathy, providing assistance on the ground to our St John Ambulance New Zealand colleagues during this difficult time. And please remember, if you are experiencing any issues with this, or any other scenario, we have a range of staff support services you can access.

On a brighter note, it's important that we share our achievements, including the stories and many external honours and awards our staff receive. The new intranet, to be available early in the new financial year, will become a central hub of information, news and recognition for NSW Ambulance. I'd like to thank all staff who have given feedback and input into the design and development.

As we move into the 2019-2020 financial year, we'll be working hard to continue delivering excellence in care to our patients and ensuring we're operating as efficiently and effectively as possible right across the Service.

In closing, I'd like to thank everyone who completed the 2019 People Matter Employee Survey. I look forward to receiving the feedback in a few months and using the comments and ideas to build on the NSW Ambulance culture.

Dr Dominic Morgan ASM
Chief Executive



Some of the inspirational women of NSW Ambulance join in the celebration marking 40 years of women paramedics, held in Wagga Wagga.



John Playford, ANZAC Day Ambulance Ceremonial Guard, Newcastle.

Supporting our emergency services family in New Zealand



Family open day, Christchurch.

Raelene Hartman, Chief Psychologist, Healthy Workplace Strategies, People & Culture

On 15 March 2019, all thoughts were with our colleagues in St John New Zealand (SJNZ) who were responding to an attack at two mosques where an armed man fatally injured 51 people and seriously injured many more.

Naturally, such an incident has a significant impact on the community and on the first responders. SJNZ recognised that timely support would be essential to promote recovery and minimise psychological impact and immediately implemented a comprehensive support strategy for their staff.

In support Dominic Morgan, NSW Ambulance, Chief Executive, asked myself and Jane Maher, Senior Staff Psychologist, along with John Holloway Inspector Emergency Management & Counter Terrorism and Michael Bray, Superintendent Manager State Planning Unit, to travel to Christchurch to help the local team provide staff support in the critical weeks following the incident.\

A range of support

Drawing on their combined experience and knowledge, the local Staff Support, Peer Support and NSW Ambulance teams worked together to deliver post incident support activities including:

- The NSW Ambulance Psychologists supported in the initial Incident Operational Debrief, helping monitor staff wellbeing and reactions, offering support to staff as needed.
- A peer support and manager check-in tool based on the mental health continuum to help monitor ongoing impact
- A Well Check program which included individual sessions offered to 36 executives, managers, support staff and corporate staff. The opportunity for people to talk about a traumatic event, share their experiences and explore their current wellbeing is a powerful way to offer support. The Well Check was also an opportunity to discuss support options and individual self-care strategies
- A strong support structure for St John staff that extended to their families and friends helped to support staff's loved ones whilst they dealt with their own reactions. The SJNZ hosted a family day with the assistance from NSW Ambulance. The day allowed people to come together, connect and receive information on available support.

Reflecting on our shared experience

Supporting our New Zealand colleagues allowed us to reflect on our own approach to employee mental health and wellbeing at NSW Ambulance and highlighted a number of factors for staff support – particularly following significant incidents.

NSW Ambulance has a range of staff support options to help our staff manage their wellbeing with NSW Ambulance Staff Psychologists available to provide guidance and advice regarding a mental health and wellbeing plan.

See the staff intranet for more details.

Strong resilience and positive wellbeing equips us to recover from challenging incidents

When faced with challenges we leverage our strengths and in Christchurch we heard many stories of staff drawing upon their resilience to promote their recovery.

Staff shared how they consciously managed emotions and used wellbeing strategies – hiking, camping and riding were favourites.

They also focused on the critical role they played in responding to the incident, making time to process the event, connecting with support networks and reaching out for support when needed.

Impact and recovery varies – and that's OK!

Staff right across the organisation were impacted – call takers, dispatchers, first responders, staff managing the incident/post incident activities, staff supporters and those who witnessed the event.

Reactions varied with some staff having no or minimal reaction, where some needed time and support to process the event.

It was really important to help staff understand the range of responses including increased emotions, reflection and remembering the incident, tension and irritability.

Each staff member moved through their recovery in their own time and way. Accepting these individual and varied responses was key to providing the right support. We made sure staff understood it's OK to be OK, it's OK not to be OK, it's OK to be OK now but not OK later.

Matching support with individual needs is the basis of our tailored or stepped care approach and involves regularly monitoring and checking in with people to confirm their needs.

We all have a role to play in supporting staff

Everyone contributes to the creation of a supportive work environment. Many SJNZ staff contributed to and enabled the post incident support strategy.

You never know when you're going to strike a chord with someone who needs your help. The team and I introduced ourselves to a group of volunteers during a clinical training session.



After the session a staff member reached out to us and we were able to facilitate support for them with an on-site psychologist.

Our time in Christchurch was extremely rewarding and we felt privileged to be able to assist our New Zealand colleagues at such a challenging and difficult time. The opportunity strengthened bonds within our ambulance community and enhanced our capacity to respond to the challenges of significant incidents.



2nd May 2019

Dominic Morgan
Chief Executive
NSW Ambulance

By Email: Dominic.MORGAN@health.nsw.gov.au

Dear Dominic

I am writing to express my sincere appreciation for the support that you and your team have provided to our people involved in the tragic Christchurch attack. The initial support provided to our lead Psychologist Adele Saunders was most helpful in framing our approach, and I know that the team found this ability to check in valuable for their own assurance and confidence.

As the large numbers of personnel that were either affected or exposed to some extent in this incident were identified, we were able to understand the level to which we needed to apply clinical psychological interventions.

Both Raelene and Jane provided exceptional support to our team in Christchurch, and to both our peer support manager Dion Rosario who has not long been in this post and to Wally Mitchell, the District Operational Manager (also only in the post a matter of weeks) who found himself the operational commander on scene. I also would thank Tony Bicheden who also accompanied your team and was supportive to the staff here.

I know the professional relationship across the sector is very good and this has strengthened that cohesion, and thank you to you Dominic for reaching out immediately to offer your support, it has meant a lot to me and my executive team.

Yours sincerely,


Peter Bradley
Chief Executive Officer


St John
Here for Life

Inflight babies

It was a rare occurrence when NSW Air Ambulance flight nurse Lynnette Heagney helped to deliver a baby more than 15,000 feet in the air over the NSW town of Warren. Lynnette working in cramped conditions and drawing on her years of experience as a midwife delivered baby Ameilia on board the aircraft without complications.

Oddly, history repeated itself when Matt Thompson also delivered a baby in flight.



Mungindi open day

Mungindi Ambulance Station's open day was the perfect way for the local community to meet the NSW Ambulance team and experience first-hand their commitment to the people of Mungindi and the surrounding areas in far-North NSW.

It was an opportunity to educate the community on health and formally announce the Health NSW and Hunter New England commitment to infrastructure and the building improvements for Mungindi Station.

The event was organised by staff at Mungindi with support from Dean Alchin, Duty Operations Manager and the help of Leah Butcher, Joe Ludick and Cory McMillan, Western Sector Intern Paramedics.



Cobar Emergency Services pull together

"In small communities, everyone knows everyone and sometimes we don't know what we are responding to or who we might find." Superintendent Stewart Clarke

The team in Cobar had to draw on all their resilience when they were called to a fire at the New Occidental Hotel.

On-call paramedics, Matthew Bradley and Anita Hodgkinson were on standby, as firefighters battled the fire.

Within an hour, the front wall of the hotel fell, pinning two firefighters to the ground. Paramedics – including off duty paramedics Stephen Dutton and Anthony Cremona – firefighters, police and the community worked together to free them.

Once freed, our paramedics treated the two casualties, one in a critical condition, at the scene.

Unfortunately the fire, which burnt well into the following days, ultimately claimed the life of the local firefighter, a personal friend to the paramedics on the scene.

The efforts of the first responders, including our paramedics were recognised by Fire and Rescue Commissioner Paul Baxter who awarded them with the NSW Commissioner's Commendation from then Commissioner, Greg Mullins who is now Chair of the NSW Ambulance Advisory Board.



L-R Front: SO Stephen Dutton, AO Anita Hodgkinson, L-R Back Row DDCO John Stonestreet, ZM Stewart Clarke, DOM Lisa-Marie Darley.



Our media team have been working hard to place stories in regional and rural news.

If you have an interesting local story to share Meg would like to hear it.

Email Megan.Pigram@health.nsw.gov.au

Bowraville Community First Responders

Ordinary people doing extraordinary things

Perfectly timed for National Volunteer Week, Bowraville Community First Responder (CFR) unit was launched. Within the first two weeks they completed seven responses.

During a multi trauma incident that occurred 50m from their fire station, the volunteers were first on scene providing care until the Urunga paramedics arrived. Thanks to the CFRs the patient was in a condition to be transported to Gold Coast hospital.





NSW Ambulance pays respect and acknowledges the wisdom of Elders who have passed, those of today and tomorrow and pays respect to Aboriginal communities as the traditional custodians of Country. Aboriginal readers are advised that this story may contain images of people who have died.

Heart Yarns

Improving the cardiac health of Indigenous communities

Indigenous Australians still lag behind the rest of the Australian population in cardiovascular outcomes. With NSW the home of 33 per cent of all Aboriginal and Torres Strait Islander people, NSW Ambulance has implemented *Heart Yarns* to educate and empower Indigenous communities in cardiac care and the importance of calling Triple Zero (000).

Delivered by Mark Trebley, Community Educator, Clinical Systems Integration, Heart Yarns provides education on the key areas impacting the cardiac health of Indigenous communities including heart attack, stroke, diabetes, ice, asthma and rheumatic heart disease.

Relationships – the key to success

Mark focuses on building trusted relationships with the local area's Elders, partners and communities and uses the cultural tradition of storytelling and story sharing to encourage people to pass on the educational messages.

"It's essential to understand and respect the cultural differences," says Mark. "People want to know who you are not what you are. I introduce myself as 'Mark, born and bred in Culcairn between Albury and Wagga in Wiradjuri Country' not 'Mark Trebley, Aboriginal Educator, NSW Ambulance'."

Mark credits the success of the program to:

- Engaging with the Community Elders first. That demonstrates respect and helps get permission to talk to their communities while receiving valuable advice on how to deliver content to their people.
- Multiple visits building rapport and reinforcing messages.
- Collaborating with other Aboriginal and Torres Strait islander health programs and organisations.
- Focusing on storytelling, not facts and figures. Encouraging people to share their experiences is more powerful in the Indigenous culture.

Living our CORE Values

Dean Pennell, Manager Cardiovascular, Clinical Systems Integration says "Mark's qualifications, experience as an educator and passion for Indigenous education makes him the perfect person to roll out Heart Yarns.

"Because he's committed to the CORE Values and Respecting the Difference, he's been able to adapt our existing program to suit the Indigenous culture."

Reaching the remotest communities

To date, Mark has delivered education to more than 300 groups from the Murray River Region to the borders of Queensland and South Australia (SA). From the Cumerunga Mission (featured in *The Sapphires* movie) to the Warrakoo sheep station near the SA border.

"It took us a while to get to know the Elders, partners and communities across NSW, but now they're calling us to come visit, have a yarn and arrange sessions," says Mark.

Mark also travelled to Goodooga Central School in an emergency ambulance with Thomas Alchin Lighting Ridge Paramedic – helping inspire the next generation of Indigenous paramedics.

"It's such a privilege to be working amongst the oldest cultures in the world, making a difference to people's lives," Mark says. "But hearing the stories of positive health outcomes on return visits is the true measure of success."



Recognition of staff for leadership and service extends beyond NSW Ambulance, with many receiving awards in recent months.

Honouring Indigenous Veterans

The NSW Indigenous Veterans Commemoration Ceremony is held during National Reconciliation week to honour the service and sacrifice of Indigenous Defence Force Veterans who have fought for Australia in every major conflict since the Boer War.

Katherine Rallings, A/Superintendent from Sydney Zone, Darren James from the CAD Upgrade project and paramedic from Bankstown Adam Cantrick attended to pay tribute and lay a wreath on behalf of NSW Ambulance.

Held at the ANZAC Memorial in Hyde Park South, Sydney, the proceedings included a Welcome to The Country and a moving commemorative address by Margaret Beazley NSW Governor. A formal wreath laying ceremony took place afterwards at the bronze ANZAC monument which portrays several life-sized Defence Force figures.



Queen's Birthday Honours

Congratulations to Peter Croft, Maxine Puustinen and Brett Tinker who were recognised for their distinguished service and received the Ambulance Service Medal



Peter Croft has excelled as a leader and mentor in the field of Special Operations over his 38 year career.

Most recently, he served as the Manager of Counter Terrorism, a unit that he built from the ground up. He is also a leading expert in counter terrorism, preparedness, and the provision of out of hospital care during terrorist incidents.

Throughout her 30+ years of service **Maxine Puustinen** has been an exemplary leader, mentor, and control centre specialist and advisor. Maxine has contributed to numerous projects and initiatives including the Control Division Standardisation Project, the development of the former Control Division structure and has

played key roles in various Computer Aided Dispatch (CAD) upgrades and introduced Australia's first ever permanent therapy dog to support control centre staff.

During **Brett Tinker's** 20 years of service, he has been an instrumental in integrating the Patient Flow Team to the wider health community, supporting health relationship managers.

As the Manager Patient Flow Unit, Brett was key in the transition to the Transfer of Care key performance indicators - responsibilities shared between NSW Ambulance and Health - returning countless hours of Emergency Ambulance availability back to the community to respond to Triple Zero (000) calls.

Congratulations also to Kerri Wallace, Hunter CFR Volunteer and Gavin Bray, Denman CFR who were awarded the Australian Fire Service medal



Kerri Wallace was instrumental in leading the transition of the Uralla Fire Brigade into a modern-day emergency service operation, specifically in the area of medical response in the Community First Responder (CFR) program where she has guided and supported other firefighters in the delivery of CFR to the community.



Gavin Bray has demonstrated exceptional commitment and leadership in developing and maintaining the capability of the Denman Fire Brigade within the Community First Responder (CFR) program. As well as delivering extensive training he also manages pastoral care for firefighters dealing with traumatic fires and emergency incidents.



L-R: His Excellency's Honorary Aide deCamp Major Andrew Kfoury ADC JP with Commissioner Dominic Morgan ASM, Inspector Carolyn Parish ASM, Her Excellency The Honorable Margaret Beazley AO QC, Governor of New South Wales and A/Chief Superintendent Cameron Edgar ASM.

Australia Day Honours

Two of NSW Ambulance's finest, A/Chief Superintendent Cameron Edgar and Inspector Carolyn Parish were recognised in the Australia Day honours list. Cameron and Carolyn were both awarded the Ambulance Service Medal (ASM) by Her Excellency the Honourable Margaret Beazley AO, QC Governor of NSW at a ceremony held at Government House in May.

Commissioner Dominic Morgan attended the ceremony where Cameron and Carolyn were awarded this national honour. "The Ambulance Service Medal

recognises distinguished service at the highest level and both Cameron and Carolyn are extremely deserving of this award," he said.

During his career Cameron has always demonstrated a high level of commitment to clinical excellence and a willingness to act as a role model and ambassador for the paramedic profession. A strong supporter of staff welfare, Cameron's zone was one of the first to embed the chaplaincy program. Carolyn's devotion to duty and patient care and her ongoing enthusiasm to

improve the development of staff over her 26 year career secured her award.

Carolyn has exceptional leadership and communication skills which see her well respected by her staff, peers and managers. She is an aspirational role model for women paramedics aspiring to become managers or to take the next step in their careers.

Above and beyond the call of duty

Congratulations to Heath Winter, paramedic at Artarmon station, on receiving the United States Army Bronze Star Medal (the US Army's fourth highest commendation), Commander Joint Task Force 633 Silver Commendation, the United States Joint Service Achievement Medal with Combat Device, and the rare US Army Combat Action Badge.

Heath was recognised for his exemplary performance as the Senior Enlisted Medical Advisor while deployed for six months to Operation High Road, Afghanistan, his third operational deployment. As one of the few Australians

embedded within the NATO Special Operations Component Command/ Special Operations Joint Task Force Afghanistan, Heath earned the immense respect of our international partners, providing invaluable medical support for combat operations.

His dedication to service exemplifies the values of NSW Ambulance and the Australian Army. Heath asked us to make special mention of Inspector Carolyn Parish and the Artarmon team for providing invaluable support to Heath and his family during this deployment.



Start training for the NSW Police Games

This year, the NSW Police Games will be held in Wollongong from 19-24 October. The games are open to all NSW Emergency Services staff and we encourage you to get involved.

There are over 40 sports to choose from at the Police Games with team sports such as basketball, netball, hockey, soccer and touch football, and individual sports including fishing, cycling (road & mountain bike), running (road and track & field), swimming, triathlon and surfing.

If you would like to help organise a team at the 2019 NSW Police Games please contact Richard High via email: Richard.high@health.nsw.gov.au

For more information and registrations visit <http://nswpolicegames.com.au/>



Hidden talents

When we're at work we often only see our colleagues in the frame of their role, not ever knowing about their hidden talents. For example, Steve Perryman, Paramedic at St.Ives station is an avid gardener and talented artist.

Staff at St.Ives are lucky enough to have seen this side of Steve as he has displayed his fantastic artwork at the station and cultivates the garden along the access route from the station.

Steve says he loves painting and sharing the calming relaxing feeling he gets from his creative hobbies with his colleagues.



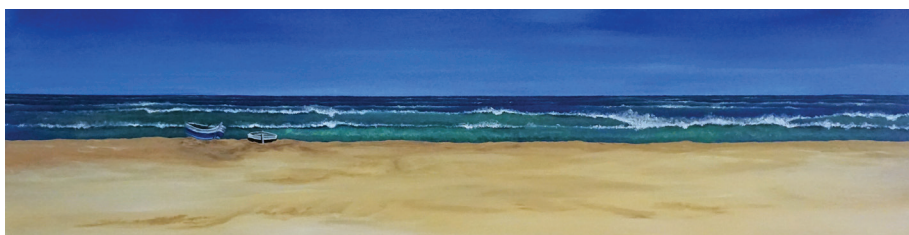
TOLL family and friends open day

The chance to visit the TOLL Aeromedical Operations Base at Bankstown was a great draw card for the families and friends of the NSW Ambulance Aeromedical team.

Visitors got to look around the Base and the ACE Training Centre where the Helicopter Underwater Escape Training (HUET) demonstrations were one of the highlights of the day – despite those standing too close getting wetter than they'd expected.

Some young volunteers were amazed to find that with some clever rope work, they could lift a patient on their own that a team of five had struggled to lift.

A reptile petting zoo and face painting kept the kids entertained. Bearamedic joined the visitors checking out the Agusta Westland 139 (AW139) helicopters which deliver the latest in performance, safety and innovation and help NSW Ambulance reach patients in remote areas faster than ever before.





A surprise family visit: Graham and Jessica Andrews at Sydney Control Centre, Eveleigh

Keeping it in the family

There are many stories of family members working for NSW Ambulance. Intensive Care Paramedic Graham Andrews and Control Centre Officer Jessica Andrews share their story.

Dad: Graham Andrews Intensive Care Paramedic, Toukley

Why did you join NSW Ambulance and what do you like most about your job?

Joining in 2010, the role of paramedic appealed due to the variety and the fact that it is a very practical type of job. I was excited at the opportunity to help people which continues to be the case. I also get a lot of satisfaction mentoring university students during their clinical placements.

I was fortunate to have an excellent training officer who taught me a lot when I first started in the job at Birmingham Gardens, Newcastle. I feel that the right start as a paramedic is so important and one that I am grateful for. It's why I am passionate about helping students achieve their own good start in the profession.

What inspires you most about your daughter?

I'm inspired by Jessica's ability to multi-task and remain calm in what can only be described as a very busy and demanding role.

During my recent surprise visit, she was so overwhelmed she cried. Despite this she still managed to keep her eyes on the board that she was in charge of. If that's not multi-tasking I don't know what is.

Why do you think Jessica is so good in her role?

When Jessica was in years 11/12 at school she would make elaborate study plans which were so time consuming and complex that I don't really think she had much time left to actually study. She still did well in her HSC though. Seeing her transform from "planning to plan" into a young lady who has achieved so much and has such a bright career ahead of her makes me incredibly proud as a Dad.

It is nice to be able to discuss work stories. We obviously have different roles and perspectives but it's great to have that common ground as a father and daughter. I would imagine that this is pretty rare. Jessica's younger sister Melissa is studying nursing, so future family dinner discussions will no doubt be colourful and interesting.

Daughter: Jessica Andrews Control Centre Officer, Eveleigh

Why did you join NSW Ambulance and what do you like most about your job?

I joined in 2017 because I knew it was a professional, enthusiastic, caring service full of people like my Dad with a strong passion for what they do.

I've always wanted a fast-paced job where I could help the community and I love that my ability to remain calm in stressful situations is used in the roles of both call-taker and dispatcher.

What inspires you most about your Dad?

Where do I begin? Dad inspires me in absolutely everything he does, especially his care for his patients and eagerness to teach/mentor others through the same process. I love that Dad treats every patient as if they were his own family.

His vast clinical knowledge inspires me to always keep learning, strive to be the best I can be in this job and give my heart to the patients I deal with as if they were also my own family.

Why do you think Graham is so good in his role?

I am the eldest of my 12 cousins and I have many memories of my Dad always being the "doctor". From falling off our motorbikes on the farm, to tripping over rocks while playing along the lake, he treated everyone like his own kids.

Dad always gives the most care he can, to anyone that he meets which is a great attribute in the role of Intensive Care Paramedic. I witnessed this in action when I spent a day with him last year and watched as he provided treatment to patients throughout the day.

Leadership lesson

Stephanie Radnidge, Superintendent Zone Manager, South West Sydney Sector

Being part of a group helping to create a safer, more equitable professional climate and a commitment to nurturing female talent was one of the benefits of attending the National Police, Defence & Emergency Women's Leadership Summit in Canberra in March.

Over 100 women from Australia and beyond came together to connect, share ideas and develop their leadership skills. We heard from an impressive line-up of female speakers who shared their

experiences and learnings. For me, the messages that resonated included the importance of forging your own path, looking after your own wellness and wellbeing, taking opportunities that present themselves, persevere especially when faced with adversity and embracing diversity.

From a leadership perspective the importance of providing feedback as a leader was something that I resolved to take on board.

| Keys to good leadership | The value of feedback |
|--|------------------------------------|
| Preparation and planning | Feedback is a gift |
| Have a good team – don't go solo | Highlights avenues for improvement |
| Set vision and expectations | Re-affirms and builds confidence |
| Good communication | Builds resilience |
| Don't pay lip service to the lessons of the past | |



Stephanie Radnidge at the Summit.

Interagency collaboration



Matt Pepper tells us about his overseas experience, his research focus, and how NSW Ambulance is meeting the global standard.

When Matt applied for the Ian O'Rourke scholarship in 2018, he was looking to pursue research on behalf of NSW Ambulance that would look to international models of excellence for innovative approaches to prehospital terrorism response.

The Ian O'Rourke scholarship is awarded to an individual who is actively tackling an issue of national concern. Matt's research looks into how NSW Ambulance can best treat their

patients during a high threat incident, such as a terror attack, as well as collaboration with other response agencies, like NSW Police and the Australian Defence Force.

Matt spent three weeks in London, Northern England, Ireland and Scotland working with multiple emergency service agencies to assess their practices in treating patients.

"I worked with the London Metropolitan Police, the London Ambulance Service Tactical Response Unit Paramedics and National Ambulance Resilience Unit to assess how they respond to high-threat incidents, like a terror attack," he



says. Following his time in the UK, Matt made recommendations on how to best collaborate across NSW emergency agencies, and how to clinically best treat patients.

"The direction we're taking in Tactical Medical Operations is on par with the best in the world," says Matt.

The full article of recommendations from Matt's research project can be found in the Journal of High Threat and Austere Medicine: <https://jhtam.org/index.php/JHTAM/article/view/10>

Reflections of time past

Kate McKenzie, NSW Ambulance Legacy



I have fond memories of the days spent at the Ambulance Training Centre in Rozelle back in the early 80s. My class of 45 was only the second course to include female staff and no-one batted an eyelid at the fact eight of the class were female.

My first post was at Griffith Ambulance Station where Peter Taylor was the Station Officer. It was a large station with around 15 staff and I was the only female on that station for about three years, before another female officer joined me.

When I joined the service I didn't have any idea of what I was getting into. I was a second year student nurse at Temora Hospital and while on rotation in the Emergency Department was rostered as the escort on ambulance transfers to Wagga Wagga Hospital. On one trip, Peter Sparks suggested I apply to the Ambulance Service. I thought it sounded good and I'd earn more than I was earning as a nurse.

What I didn't think about was the trauma, the long hours and working with an all male team. I applied, got the job and jumped in boots and all.

That attitude probably helped me stay at NSW Ambulance for as long as I did. I did relief work for six years in the Riverina working at Griffith, Hay, Hillston, Coleambally, Balranad and Ardlethan. They were all two person stations, except Hay which I think is five. So there was many a time I worked alone. I travelled to each station with my

portable TV, sewing machine and pile of books. I always had a textile project on the go and I think as well as helping pass the time, it helped me to chill out and process really tough jobs which was great for my mental health.

I value my time with the service as it taught me resilience, to believe in myself and to trust the people I worked with. It wasn't always easy but they're all good life lessons.

10 minutes to boost your health

In need of a quick energy or brain boost?

Instead of reaching for your phone or cup of coffee, go for a 10-15 minute walk outside if you get the opportunity.

Try the bodyweight exercises below:

1. Reverse Lunges x 8-10 each leg
2. Sumo Squats x 10-12
3. Push Ups x 10
4. Hip/Glute Bridges x 10
5. Slow Mountain Climbers x 10 each leg

For any health and fitness advice, please contact us at
AMBULANCE-Wellness@health.nsw.gov.au



Robert McBride: recognition of his role as the inaugural Legacy Coordinator

It is always with a tinge of sadness but also a celebration when we recognise the service of one of our dedicated colleagues as they leave NSW Ambulance.

Robert McBride's retirement was an opportunity to reflect on his 30 years of service, from paramedic in the Sydney and Hunter Regions and most recently, the NSW Ambulance Legacy Program Coordinator, where he built and implemented the NSW Ambulance Legacy program.

Robert's dedication to the support, care and connectedness of his colleagues has been exemplary and his ability to bond and build trust with so many was invaluable.

In presenting Rob with a Commissioner's Certificate for his role in NSW Ambulance Legacy, Dominic Morgan, Chief Executive said "Rob was all about the individual and connectedness. We will never know how many people he has helped or improved their quality of life but we are eternally grateful."



Employee of the Month February, March and April 2019



**February: John Wood,
P1 Paramedic, Tweed Heads**

Always putting the wellbeing of his staff first - for example being the first to contact them when he hears of a significant incident, earned John 'Woody' Wood the February title. His passion for peer support and Workplace Health & Safety demonstrated during his 22 years' service is founded on his natural instinct for knowing when people need help and taking the time to listen to people's stories.



**March: Joshua Soondarum,
P1 Paramedic, Bankstown**

When the Canyonleigh CFR unit was threatened with closure due to a lack of volunteers, Josh organised a community social event and invited senior staff from NSW Ambulance and the SES. The event resulted in an influx of volunteers. Josh has also taken responsibility for training the CFRs each month and has helped improve the standard of clinical documentation delivering an upgraded service for the Canyonleigh community.



**April: Wayne Lucas,
Intensive Care Paramedic,
Katoomba**

Despite being on a family holiday, Wayne Lucas, Intensive Care Paramedic at Katoomba Station, stepped in to assist when he saw a crew responding to a patient requiring two-person IPPV and urgent medication. Wayne helped with airway and breathing management until back-up support arrived. Thanks to Wayne's assistance, the patient's condition was no longer life-threatening by the time the additional crews got there.

Are you working with our next Employee of the Month? If one of your colleagues has gone above and beyond to help a patient, support a staff member or overcome a challenge, they could be NSW Ambulance's 2019 Employee of the Year.

All you need to do is to nominate them as Employee of the Month and, if selected, they'll receive \$250, automatically be considered as Employee of the Year and be in the running to win \$2,500.

Nominating is simple. Send a nomination form (that can be found on the intranet) to AMBULANCE-Honours@health.nsw.gov.au with your name, and details of your nomination.

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Sydney Control Centre gets an upgrade

It's always good when your work environment gets an upgrade. When the Sydney Control Centre (SyCC) needed some critical electrical work to be done, it opened up an opportunity to invest in some internal refurbishment.

Call takers and dispatch have such a tough job and a nice working environment and the right tools can make all the difference to their day to day working lives.

"Thanks to the refurbishment, the Control Centre can now enjoy a great workspace, and with the improved electrical supply and cool new tools, such as curved screens, they can have complete confidence in their ability to maintain operations," said Maxine Puustinen, Deputy Director, Sydney Control Centre.

The work included new carpet, a full repaint, new acoustic ceiling tiles for soundproofing, new lighting, removing the glass wall of the conference room to allow for the new desks for our staff and some new 38 inch curved monitors.

There were some technical updates including an upgraded DX Altus for digital radio management and recording of radio transmissions and calls for instant playback, a rebuild of the switchboard Uninterruptible Power Supply (UPS), upgrading of low voltage circuitry and a fire rated UPS Battery Storage room.

"It was like an episode of House Rules," said Tony Gately, Director Control Centres. "Even at 3pm on Friday, there were still tradies, IT staff and boxes everywhere. But full credit to the team, we were operational by 6pm the same day."

During the refurbishment the Control Centre relocated to Rozelle. Now back in Eveleigh, everyone agrees that the short term pain of the disruption was certainly worth the gain.

Sydney is the last of our centres to be refurbished and officers now enjoy the same environment as their colleagues.



Just what the doctor ordered



Great Jab! Many of our staff members have already had their flu shots this year, protecting their family, friends, patients and themselves.

2019 has seen a huge increase in the number of reported cases of flu in Australia. More often than ever, schools around Australia are encouraging both children and their parents to have their flu shots for year-round protection against the virus.

Children and older people are more susceptible to the virus than young, fit and healthy individuals.

Get your jab today, or it's no jab, no play.

#gettingthejabdone

Log onto myShift and register your myFlu preference