5 September started like any ordinary day in Nana Glen, the company of friends, children playing. However the mood quickly turned to tragedy when two-year-old Alex was found face down in a shallow dam. Thanks to the family dog Leala and the incredible work of community first responders and paramedics, the day ended positively - proof that early CPR saves lives.

**PRESENTATION**

Around 1706, community first responders (CFRs) and paramedics from Woolgoolga and Coffs Harbour were called to a two-year-old unconscious child who had fallen into a dam on a rural property near Nana Glen. A Westpac Life Saver Helicopter crew was also dispatched from Lismore due to the distance and possible need for early intervention at a major Children’s Hospital.

Fortunately, Nana Glen CFR Alison Palmer (who is now a trainee - see her story on page 28), lived only two kilometres from the scene. After liaising with fellow CFRs Chris Tiley and Karra Daley, Alison responded immediately, with Chris and Karra following with equipment.

When Alison arrived at the property, she found a man performing CPR on the little boy. The family’s pet dog had returned home soaked from the rain raising suspicion of the missing toddler. The child was found by relatives floating face down in a shallow dam and carried unconscious to a machinery shed where they commenced CPR under the instruction of call taker Christine Birrell.

Alison’s first thought was that the patient would not be able to be revived - his eyes were fixed and dilated, his skin grey; he was not breathing and he had no pulse. It was unclear how long the child had been submerged in the dam. Alison confirmed with the call taker that the patient was in cardiac arrest and then took over performing CPR. The responding paramedic crews were informed of this information via the Mobile Data Terminal.

**INTERVENTION**

When CFRs Chris and Karra arrived on scene with their equipment, the Automated External Defibrillator verified the patient was in a non-shockable rhythm. The CFRs continued compressions while maintaining the patient’s airway.

When responding paramedics Mick Murphy, Gaye McKay, Dean Verness and Hannah Tunsted arrived 12 minutes later, they discovered a small child lying on the machinery shed floor in a non-shockable rhythm, with CFRs continuing compressions while performing intubation and CPR while performing intubation and
intraosseous cannulation in preparation for transfer of the patient to the helicopter crew. At this point a return of spontaneous circulation (ROSC) was observed, which was extremely encouraging for all involved.

Despite challenges with powerlines on the property and the increasing bad weather, the helicopter crew landed successfully on the property. The ventilated child was then transferred by Dean and Hannah to the waiting helicopter, where further clinical assessments and treatment was performed by the helicopter retrieval doctor before take-off, tracking north towards Our Lady of Cilento Children’s Hospital, Brisbane.

PATIENT OUTCOME

The patient arrived in Brisbane with a core temperature of 29 degrees, and has since made a remarkable recovery. Today, he is a happy, boisterous typical toddler with no cognitive or developmental damage.

Since this frightening incident, the boy’s parents have been very proactive raising awareness of CPR through the local media and have even coordinated free CPR lessons for their entire community.

CHALLENGES

The main challenges were dealing with distraught relatives and friends, while treating the young child. Seeing a critically unwell, unconscious child inevitably evokes strong emotion for all involved. This is particularly true for paramedics who have small children of their own. For this reason, it’s important that volunteers and paramedics involved in confronting cases such as these access employee support such as the Employee Assistance Program, chaplains and peer support officers to help them to process their emotions relating to these cases.

WHAT MADE THIS A STANDOUT OR NOTEWORTHY CASE?

Relatives, CFRs and paramedics performed CPR for approximately 45 minutes before treating a ROSC. The child remained unconscious and ventilated in a pre-hospital setting for a further two hours before admission into hospital and subsequently made a full recovery, which is very rare.

ADVICE TO A PARAMEDIC FACED WITH A SIMILAR CASE (LESSONS LEARNED)?

EThis case came down to basic first aid and CPR that kept the patient alive. The patient’s recovery is a testament to the incredible teamwork and perseverance of control centre staff, CFRs and paramedics. It demonstrates what can be achieved with multiple responders working seamlessly. From the call taker who gave CPR instructions; to the first CFR who took over the CPR and relayed the patient was in cardiac arrest; to the next responding CFRs who set up airway control and an AED; to the paramedics who maintained the patient’s airway, continued CPR and undertook an intraosseous infusion to commence drug therapy, and finally to the helicopter doctor and crew who provided the next level of care.
On 20 February 2016, Tropical Cyclone Winston cut a path of destruction across Fiji’s islands, leaving thousands of people without power, water or shelter. At the request of the Fijian Government, the Australian Government were quick to deploy both civilian and military assets to assist in the humanitarian relief response.

Resources included the Department of Foreign Affairs and Trade Crisis Response Team, disaster recovery specialists and an Australian Medical Assistance Team (AusMAT). NSW Ambulance specialist Dr Carissa Oh was called upon to be part of the AusMAT team deployed; this is her story.

“Our team of six was the first medical team to be deployed and was made up of members from NSW, Victoria and the Northern Territory. It consisted of two doctors (an emergency physician and an anaesthetist), two nurses and two paramedics. Another, slightly larger team was deployed several days later.

Our initial tasking was to provide an aeromedical retrieval capability however this tasking changed after we arrived in the country.

Due to damage resulting from the cyclone, infrastructure was significantly compromised, particularly in the north of Viti Levu. We were tasked to work in the Western District, based in Rakiraki. Our task was to provide outreach to the communities in this area and to report on the types of patients we were seeing as well as performing disease surveillance.

We quickly realised the equipment we had brought for our mission was insufficient for our tasking, so we obtained pre-positioned Interagency Emergency Health Kits (IEHK) which are standardised by the World Health Organisation (WHO). These contained essential medicines and equipment designed to meet the primary health care needs of displaced populations without medical facilities in disaster situations.

We collaborated with local teams and worked with local Fijian nurses as well as environmental health officers, visiting evacuation centres and communities which had been isolated due to impassable roads and lack of transport. While the emergency health team were gathering information and
The medical team would see any patients who had been injured in the cyclone. In addition to this, we saw a large number of patients with skin infections, upper respiratory tract infections, diarrhoea as well as any children under five years old.

Communications were a challenge as the mobile phone networks were down. Fortunately, we had satellite phones which we used to contact the local operations centre providing updates of where we were and also to arrange transport back to Rakiraki for those patients requiring hospital care. Each day, the local operations centre would report the findings of all teams to the Ministry of Health who would report to the National Disaster Management Office (NDMO). With limited generator power and no mobile phone networks, initial communications were slow and had to be face-to-face, however this improved over the course of our time away.

One of the lasting impressions from this deployment was the generosity and positive attitude displayed by the Fijians during their time of crisis. In one community where they had limited food and shelter, we were invited to share their lunch.

In another, I treated a young girl who sat in front of me with a beautiful smile on her face and a nasty elbow fracture which she had put up with for a week without any analgesia. She told me she was just thankful to be alive. Wherever we went, we were constantly thanked for the work we were doing.

It was a privilege to be a part of Australia’s humanitarian response and only possible through the support of family and colleagues.
THE TOURIST BROCHURE SAYS:
Barraba is a lovely little country town in the New England region filled with character and friendly people. It has a wide variety of community services and groups, businesses, agriculture, sports, and is very proud of its history. Barraba is situated in the beautiful heart of the Nandewar Ranges, with the extinct volcanic area of Mount Kaputar to the west and the geological diversity of the Peel Fault near Woodsreef to the east. The town lies on the Manilla River, 550 km north-west of Sydney on the Fossickers Way. Barraba is a rich beef area with many top class cattle studs in the district. Surrounded by national parks, there are many activities for visitors and locals, including bushwalking, bird watching, fishing, camping and fossicking.

HOW MANY STAFF AT BARRABA STATION?
There is usually five staff on the roster, all P1 with a variety of experience in the job, so our work ethic and enthusiasm is generally high. We work the eight days on six days off roster which seems to suit the smaller stations like ours, ensuring staff can have a solid rest so they’re ready for the next stint on. We enjoy a good relationship with all the stations and staff within the New England sector and welcome relief staff on occasion with chocolates on the pillow (rose petals optional extra!)

THE STAFF AT BARRABA STATION SAY:
Barraba is a friendly town and very welcoming of paramedics. If you drop into the local pub for a cold one or go for a stroll through the main street, you’ll always find someone who’s up for a chat. It’s also close to the Gwydir River, Split Rock Dam and Mount Kaputar where you can spend your down time kayaking, hiking, camping or boating. There’s also a few sporting teams in town who are always looking for new players! We enjoy hot summers (topping 40 to 45 degrees) and some cold frosty winters (generally it gets down to minus seven degrees, but it can go as low as minus 14, good fire weather!)
**Most Common Jobs?**

Our population of 1200 to 1600 has an average age of about 56, so elderly patients generally make up the majority of our workload. We also see the not so typical rural incidents and tragedies. During winter, we respond to a lot of sporting injuries that result from the local league and union games. Fortunately, there are no flagged addresses in Barraba for violent behaviour, and statistically, it’s a very safe rural village, although we still treat each job on its merits.

**What Geographical Challenges Do You Face?**

Just the usual rural isolation and distance from family. A lot of our staff come from far away and getting home can mean a reasonably long day in the saddle. I find if you book in a few nice things to do on your days off, it really allows you to rest and relax.

**What Do You Enjoy Most About Working In Your Area?**

The team spirit and the need to be self-reliant when working in remote locations - which can also be a challenge. We can attend some serious jobs where our nearest back-up is an hour away, you have no radio reception, and you and your partner have to deal with the situation as best you can. It sure makes for some innovative thinking and interesting stories. We also have a nice friendly sporting community that’s rural based with a range of outdoors entertainment close by including water sports, fishing, bushwalking, rock climbing, footy, and of course, bird watching (Barraba is famous for it).

Barraba paramedics involve themselves in several charity events every year, including hosting the Valentine’s Ball, helping out with women’s health checks at the Barraba Show and presenting at local schools and other community groups. This year our upcoming events include a Mother’s Day walk and Station Officer Will and Paramedic Sam are participating in a 60 km trail walk for Oxfam in June.

**What Are Some of Barraba’s Most Memorable Jobs?**

The out of town jobs where you have to improvise, overcome and adapt. For example, when responding to a job in the neighbouring town of Upper Horton, staff had to walk across a paddock and climb up a fence (where the family stated there might be some reception) just to find enough reception to pass a report on to control. Then the paramedics had to yell out responses to each other - talk about Chinese whispers!

**Any Staff News From Your Station?**

We say goodbye to some staff - Samantha’s off to the bright lights of Armidale at the end of April, Lisa is off to Tamworth for a change and higher workload, and Tom is leaving for Lismore to enjoy the sea air. We wish them well and thank them for their contribution. We welcome two new staff who have sought a tree change in our picturesque location. Charmaine from Parramatta started in late March and is enjoying the distance from Castle Hill Road! James, also from Sydney, joins us this month and is excited about his rural post. His chooks – K, F and C – haven’t started laying yet, but soon will. Dave’s joining us from Tamworth and we look forward to absorbing some of his Level 5 knowledge. It’s been many years since a Level 5 has been on the roster, so his skills are a welcome addition to the Barraba community.

And finally, Paramedic Paul Rossington, a valued member of Barraba Station who tragically lost his life, was honoured on 17 March 2016 with a posthumous Australian Bravery Award for his bravery in his final moments.

**What’s Your Motto?**

Improvise, overcome, adapt.
I’d often felt that I’d like to take the next step to become a paramedic but the timing never seemed right. As my children got older and the opportunity for vocational entry became available, I thought it was a case of now or never. I was lucky enough to be successful with my application and headed straight down to Rozelle the following month for my induction training. It’s been a bit of a whirlwind for the past five months, but I’m loving every minute of it.

I think it’s important to always keep challenging yourself on a variety of different levels. You never know what you are capable of achieving unless you push yourself that little bit harder. Making the transition from CFR to trainee was a huge challenge for me, with the study and commitment that was required. But you take a deep breath and just take one day at a time. Currently, I’m concentrating on maintaining my study requirements in preparation for my next in-service later in the year.

I’ve been based at Armidale Station in the New England Zone for the past three months and am enjoying what the town has to offer. It’s a good combination; while it’s a regional town there is access to all the facilities that you need and it’s only a couple of hours from the coast. The staff there have been very supportive and welcoming.

Accepting that I can’t stop bad things from happening to people, but can be there to help when bad things do happen, is what I get most out of being part of NSW Ambulance.
In fact, throughout my time with NSW Ambulance I have come in contact with a range of incredible people. From our CFR group and the other trainees in my induction group, right through to management; everyone seems to have that same quality about them which really does make you feel like part of a family.

Being stationed away from home means time with my family is very important to me. I have a husband, Andrew, and two teenage daughters; Bailey who is 15 and Lucy who is 13. We live on a 60-acre farm in Nana Glen so there’s always work to be done around the place. Being with family and friends, going for walks, cooking and spending time with my animals keep me busy on the days when I’m not working.

There have been some memorable cases over the years that I’ve responded to as a CFR. One recent case involved our CFR group successfully resuscitating a two-year-old boy who had drowned in a local resident’s dam. It was a very happy outcome as the boy survived with no neurological deficits. (Editor’s note: you can read more on this case on page 15).

The time I’ve spent with NSW Ambulance has shown me that really awful things can happen to anyone at any time. Facing this on a day-to-day basis can alter your perspective on things. I think it’s really important to find an outlet that helps keep a balance in your life. Living on the farm and being able to get back to basics helps provide that balance for me. Raising two teenage girls certainly keeps me and my husband on our toes, so this also helps put things into perspective and is a great reality check.

Family will always be my number one priority. My family has been very supportive of me and my daughters are quite proud of their mum as I become a paramedic at this stage of my life, so I’m pleased to be setting a good example for them to follow as they get older. Having a husband there to pick up the slack while I’m at work in Armidale has been vital to the success of this new journey.

“I have come in contact with a range of incredible people from our CFR group and the other trainees, to management; everyone seems to have that same quality about them which really does make you feel like part of a family.”
Staff at the Sydney Ambulance Centre in Eveleigh pose for a photo after their morning meeting.
Staff at the Sydney Ambulance Centre in Eveleigh pose for a photo after their morning meeting.
Shift work and emergency services are synonymous, with more than 75 per cent of NSW Ambulance employees working rotating shifts.

Although shift work has its advantages, there are implications as to how the physiological systems of the human body function in relation to the stress of shift work. Working shifts can upset your body’s “internal clock” which tells your body to be awake during the day and to sleep at night.

When you work shifts, you may find it hard to know when and what to eat. It may also be hard to find enough time to exercise regularly. Common problems that shift workers face include:

- A change in your appetite
- Trouble falling asleep or getting a good night’s sleep
- Weight loss or weight gain
- Constipation, diarrhea or gas
- Indigestion, heartburn or stomach ulcers
- High blood pressure.

The good news is that by eating well and keeping active you can avoid some of these problems. Here are 10 nutrition tips to stay healthy, alert and feel your best at work and when you are at home.

**Pack Your Own Healthy Snacks**

It can be difficult to find healthy snacks during the afternoon and night shifts. Vending machines may only carry salty or high fat snacks and high calorie sugary drinks. Plan ahead and pick a variety of healthy snacks such as: fruit, carrots, capsicum or cucumber. Also try a small piece of low fat cheese or a handful of nuts with low fat yogurt.

**Stay Well Hydrated**

Drink plenty of water to prevent dehydration. It may help you to stay alert and not feel so tired during your shift. Keep a water bottle nearby and take sips even before you feel thirsty. Low fat milk, tea, unsweetened herbal tea and lower sodium 100 per cent vegetable juices are other nutritious beverages that you can drink. Watch the amount of 100 per cent fruit juice you drink because the calories can add up quickly.

**Try to Stay at a Healthy Body Weight**

Healthy eating and active living play a big role in helping you reach and maintain a healthy weight. When you have a healthy body weight, you’ll lower your chances of getting heart disease, diabetes and some types of cancer.

**Have a Light Snack Before Bedtime**

It’s hard to fall asleep when you’re too hungry or too full. If you’re still hungry after work eat a small healthy snack before bedtime. Try a bowl of whole grain cereal with milk or a piece of whole grain toast with jam. If you’re too full at bedtime, try cutting out a snack during your shift.

**Avoid Fatty, Fried or Spicy Foods**

Foods such as hamburgers, fried chicken and spicy foods may lead to heartburn and indigestion. Eating too much fat can also increase your risk of heart disease and type 2 diabetes.

**Avoid Alcohol**

Avoid drinking alcohol after work. A drink may make you feel more relaxed, but alcohol can disturb your sleep.
DID YOU KNOW?

If you burn 300 calories today exercising on a treadmill for 30 minutes and then a month later you’re able to burn 350 calories on the same treadmill in 30 minutes – then that is representative of a clear and specific fitness performance improvement, which then has implications for enhanced weight loss over an extended timeframe.

Want to know more and get a better understanding of calorie counting? Click on the Health & Wellness page on the intranet.

HOT TOPICS IN HEALTH AND FITNESS

Every month, Healthy Workplace Strategies will upload important health & wellness related material onto the intranet. This month the hot topics include:

- Body type/somatotype – is it really relevant?
- Shift work diet tips.
- Body image issues and how to deal with them.
- The calorie cost of exercise.

Click HERE to read these articles or click on Health & Wellness on the intranet home page.

WATCH THE CAFFEINE

Drinking coffee, tea and other caffeinated beverages may temporarily increase alertness. But don’t consume more than 400 mg of caffeine a day – that’s about four small cups of regular coffee. Caffeine can stay in your system for up to eight hours and can affect your sleep.

Switch to decaffeinated drinks, unsweetened herbal tea or water about four hours before end of shift when doing an overnighter.

AVOID SUGARY FOODS AND DRINKS

You may feel a quick boost of energy after having a chocolate bar or sugary soft drink. This feeling doesn’t last long and you may experience low energy levels later on.

Enjoy nutritious snacks and beverages instead to stay alert and keep your energy up.

TAKE YOUR TIME EATING

Don’t rush when you eat. While there may be work demands, try to enjoy every single bite of your meals and snacks. If possible, eat with your co-workers for some company.

“My body is apple-shaped and yours is pear-shaped. How can we be unhealthy if we look like a fresh fruit salad?”
IN THE MEDIA

Our NSW Air Ambulance crews were the focus of attention this month, with the spotlight on their valuable work accessing and treating patients in remote locations. We also attracted significant coverage with our education messages to keep the public and paramedics safe.

SKYS THE LIMIT

Flight Nurse Mark Holmes received widespread coverage after appearing in a new book profiling the work of midwives working in remote areas. Pilot Jacqueline Lew and Flight Nurse Susan Ankers were also celebrated at an event recognising the role of women in aviation.

WORKING WITH THE COMMUNITY

NSW Ambulance was in the news as we highlighted how motorists should react when they heard an ambulance siren. We also received broad coverage across television, radio and print with important safety advice during the hot weather.

Remote area midwives
*Sunday Telegraph*

Women in aviation honoured
*Central Western Daily*

Ambulance tips for motorists
*Channel 7*

Staying safe in the heat
*Channel 10*

Warm weather warnings
*Channel 9 - Today Show*
SOCIAL MEDIA

Like any month, March was vibrant across our media channels, but the Sydney Gay and Lesbian Mardi Gras Parade added more colour than ever! To ensure variety, we also included a range of other posts over the month, including our latest news articles and some very captivating photos.

MARDI GRAS

We were overwhelmed by the support we received on social media during the Mardi Gras Parade. We saw various high profile media icons sharing our photos, not to mention the thousands of members of the public who were liking, sharing and commenting on our photos. Altogether, we put out 17 posts across Facebook, Twitter and Instagram which reached more 658,997 people!

Remember, we would love to see your photos, email: socialmedia@ambulance.nsw.gov.au or text: 0427 488 239 with a brief explanation about what is happening in the picture and we will endeavour to post it on social media and marketing channels. Follow us!
Dear Ross Brown,

I would like to sincerely thank you for helping me last Sunday. You have 100% restored my faith in humanity and it is so lovely knowing there are wonderful, hard-working and caring people amongst us holding such vital and important roles in our community.

I am a fit and healthy 28-year-old and was travelling back from Callala Bay with my husband when we stopped at the pub for lunch. I was a bit restless but feeling okay – nothing out of the ordinary and I wasn’t drinking any alcohol. I started feeling sick, my vision went and before I knew it I had fainted and was lying on the floor in the pub!

Many people rushed over and came to help, Ross being one of them. He explained he was a paramedic and took control of the situation. He was just so brilliant in explaining what had happened and what was going to happen. My husband and Ross waited with me for an hour on the floor at the pub – whilst the Ultimate Fighting Championship was on, two big fights, Holly Holm and Connor McGregor (that’s huge for those who don’t follow it).

I just can’t express my gratitude to him. I just wanted to burst into tears lying on the floor waiting for an ambulance, but he stopped me, kept me calm and got a few laughs from me instead.

Ross, thank you for taking control of the situation and for taking care of me. I really appreciate it and am so thankful you were at the pub that day and I’m so grateful you are a paramedic helping lots of other people in need every day. The world definitely needs more Ross Browns.

Sincerely,

[Name]

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We called an ambulance to help for the severe stomach pain I experienced over a three-hour period. The Paramedic who attended me was very calm, confident, professional and efficient. He gave me a thorough examination and diagnosis, an injection to prevent further vomiting, and his recommend further recovery measures. I cannot thank him and his colleague enough.

---

I suffered a fall at my home and was in excruciating pain resulting in my call for assistance. Two staff attended from Doyalson – one being Graeme and the other a female, I apologise but I cannot recall her name. Both were fantastic – they were professional, polite and reassuring to the enth degree. They not only reassured me, but also several of my children who were beside themselves due to me being in severe back and leg pain (and them having to see me have a heart attack some 10 years earlier). I was subsequently diagnosed with fractures in L1, L2, L3 and L4, and the hospital commented that the professional assistance given by your staff certainly stopped any more opportunity for further damage. My sincere thanks to Graeme and his partner for everything they did for me.

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Sincerely,

[Name]
I would like to say a very large thank you to Gerard Kennedy and Garth Heathcote from Narooma Ambulance Station for their services on Monday, 14 March 2016. My friends were in complete panic and shock, and yet Gerard and Garth remained calm and took such great care of my friend and were very helpful to all that were involved in the accident. A written thank you is just not enough thanks to be given to these men. Their work is so greatly appreciated.

I called an ambulance thinking I was being a nuisance but I was soon reassured by these two angels that I was being nothing of the sort. Nathan’s assessment of my illness was spot on and they were both kind, caring, friendly and efficient. Nathan and Caroline are a dream team! I often consider myself a “toughie” but they made me feel it was okay not to be. They delivered me to St Vincent’s in Paddington as required. I have a special affinity with Nathan because our birthdates coincide, and of course, my husband loved him for his knowledge of football and golf. A thousand thanks.

I work as a crisis intervention social worker with homeless individuals at St. Vincent de Paul Society. On 19 March Green Valley 1863 Paramedics Tracey and Andre attended the welfare of one of my clients. The crew performed their duty highly professionally and it was thrilling to have their support. Having such professional ambulance services increases our confidence in working within a challenging situation. I would like to express my personal deepest gratitude for their professionalism.

I provided emergency pain and nausea I had for a hour period. The was Nathan, who was professional, caring and thorough checkup, then injection to prevent recommendation for at home. I want to warmly.

I suffered a fall at my home and was in excruciating pain resulting in my call service. Two staff attended from Doyalson - one being Graeme and the female, I apologise but I cannot recall her name. Both were fantastic were professional, polite and reassuring to the enth degree. They not reassured me, but also several of my children who were beside due to me being in severe back and leg pain (and them having to me have a heart attack some 10 years earlier). I was subsequently had as having suffered fractures in L1, L2, L3 and L4, and the hospital pointed about how the professional assistance given by your staff stopped any more opportunity for further damage. My sincere thanks me and his partner for everything they did for me.
Cheers To

We have had a fantastic response to our new Cheers To page, with staff embracing the opportunity to acknowledge their colleagues. Keep your Cheers To messages coming in. We all love to read them!

All WCC Staff
You all do a fantastic job, Thank You!

Payroll and all the best @ Westmead

- WCC Management Team

Adam Debenham,
For his smile, cheerful disposition, encouragement, enthusiasm and his willingness to share his knowledge and experiences with those more junior.

The fantastic team at Armidale station.
Thank you for the warm welcome given to my family and I.

- Curlly

Nepean and Blue Mountain Sector for being a bunch of legends!
You guys made my first year in the job go so swiftly after such a rough start.
I hope you all keep up the positive vibes, I know our patients and Nepean hospital are all very grateful for it.
You guys are all dream boats.

Coolah Station
For your enthusiasm and community engagement!

- SO Haley Estreich

Have you said ‘Cheers’ to someone yet?
Send your message to sirens@ambulance.nsw.gov.au
In early April we held our annual Volunteer and Community First Responder (CFR) Conference in Coffs Harbour. Together with our paid staff, volunteers were supported by NSW SES, Fire & Rescue NSW, and Marine Rescue NSW personnel which ensured our volunteers were training in the most realistic scenarios possible.