

NSW Ambulance – Summary of substantiated Misconduct Cases relating to NSW Ambulance Paramedics
1 January 2015 to 19 January 2017

No.	Sustained Allegation(s)	Result	Video footage / CCTV/Photos
Finalised 2015			
1.	<p>1x (a) Acted beyond the scope of paramedic training and/or practice; (b) Acted in an improper manner when attending a patient; (c) Failed to adhere to NSW policies, including <i>Principles of Pre-hospital Care (Protocol A1)</i>.</p> <p>1 x Did swear at a colleague</p>	<p><i>Matter investigated internally</i></p> <p><u>Remedial Action:</u></p> <ul style="list-style-type: none"> • Formal Counselling by the Chief Executive • Training Needs Analysis (TNA) 	<p>Nil Video/CCTV footage</p> <p>1 x Photograph (text messages). Redacted: mobile phone number removed</p>
2.	<p>1 x Spoke inappropriately in front of a work colleague</p> <p>1 x During a telephone conversation spoke inappropriately towards a Duty Operations Manager</p>	<p><i>Matter investigated internally</i></p> <p><u>Remedial Action:</u></p> <ul style="list-style-type: none"> • Performance Improvement Plan for 6 months • Counselling with Duty Operations Manager 	<p>Nil Video footage/CCTV</p> <p>Nil Photographs</p>

No.	Sustained Allegation(s)	Result	Video footage / CCTV/Photos
3.	1 x Spoke to a patient in an unprofessional manner including making inappropriate comments of a sexual nature and inappropriately touched the patient	<p><i>Matter investigated internally</i></p> <p><u>Disciplinary Action:</u></p> <ul style="list-style-type: none"> • Dismissal 	<p>Nil Video footage/CCTV</p> <p>Nil Photographs</p>
4.	<p>1 x Assaulted their son in 2006</p> <p>1 x Between 2005-2008 engaged in conduct towards their son that constituted ill-treatment and/or neglect</p> <p>1x Between 2005-2008 physically assaulted their son</p>	<p><i>Matter investigated internally</i></p> <p><u>Other:</u></p> <ul style="list-style-type: none"> • Statutory notifications to the NSW Ombudsman and the Office of the Children’s Guardian • Offers of welfare supports to employee and family 	<p>Nil Video footage/CCTV</p> <p>Nil Photographs</p>

No.	Sustained Allegation(s)	Result	Video footage / CCTV/Photos
5.	<p>1x refused a case involving a patient transport</p> <p>1 x refused an alternate case involving a patient transport</p> <p>1 x refused to comply with a lawful direction</p> <p>1 x refused to commence their on-road duties</p> <p>1 x spoke inappropriately and hung up on a manager</p> <p>1 x sent a disrespectful and unprofessional email to a manager</p> <p>1x refused a case to transport two patients which did not comply with a previous instructions</p> <p>1 x spoke in a childish, slow and/ or sarcastic tone with booking staff during a radio transmission</p> <p>1 x spoke in an inappropriate, offensive way using abusive language towards a manager</p> <p>1x used threatening and offensive language and/ or engaged in threatening and offensive behaviour towards a manager</p>	<p><i>Matter investigated internally</i></p> <p><u>Disciplinary Action:</u></p> <ul style="list-style-type: none"> • Dismissal 	<p>Nil Video footage/CCTV</p> <p>Nil Photographs</p>

No.	Sustained Allegation(s)	Result	Video footage / CCTV/Photos
6.	<p>1 x Failed to promote teamwork whilst working with a colleague</p> <p>1 x Failed to show care and respect to a colleague by almost causing injury to them whilst loading a patient into the rear of the ambulance.</p> <p>1x Confronted a work colleague in an aggressive manner</p>	<p><i>Matter investigated externally</i></p> <p><u>Disciplinary Action:</u></p> <ul style="list-style-type: none"> • Dismissal 	<p>Nil Video footage/CCTV</p> <p>Nil Photographs</p>
7.	<p>2 x Administered drugs to a patient without appropriate authority</p> <p>1 x Self-administered a drug whilst on duty</p> <p>1 x Impaired on duty</p>	<p><i>Matter investigated internally</i></p> <p><u>Disciplinary Action:</u></p> <ul style="list-style-type: none"> • Reduction in Classification permanent • Formal Warning 	<p>Nil Video footage/CCTV</p> <p>11 x Photographs Seven photographs redacted: staff members' names and face removed.</p>

No.	Sustained Allegation(s)	Result	Video footage / CCTV/Photos
8.	<p>3 x Inappropriate and/or sexual harassing comments to a colleague</p> <p>1 x Inappropriate treatment to a patient by placing leads of a lifepak machine on the wrong area</p>	<p><i>Matter investigated internally</i></p> <p><u>Disciplinary Action:</u></p> <ul style="list-style-type: none"> • Formal Warning 	<p>Nil Video footage/CCTV</p> <p>Nil Photographs</p>
No.	Sustained Allegation(s)	Result	Video footage / CCTV

Finalised 2016

9.	<p>1 x Signing a letter on NSW Ambulance letterhead outlining his role at NSW Ambulance which;</p> <p>a) 1 x Released information about internal NSW Ambulance operations without proper authority</p> <p>b) 2 x Provided false and/or misleading information on NSW Ambulance letterhead</p>	<p><i>Matter investigated externally</i></p> <p><u>Disciplinary Action:</u></p> <ul style="list-style-type: none"> • Formal Warning 	<p>Nil Video footage/CCTV</p> <p>Nil Photographs</p>
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No.	Sustained Allegation(s)	Result	Video footage / CCTV/Photos
10	<p>1 x Requested a manager sign a document that she knew to be false</p> <p>1 x Improperly made an insurance claim</p> <p>1 x Provided additional false information in relation to the improperly made insurance claim to the Insurer</p> <p>1 x Provided false information in relation to the improperly made insurance claim to the Financial Ombudsman Service Australia</p>	<p><i>Matter investigated externally</i></p> <p><u>Disciplinary Action:</u></p> <ul style="list-style-type: none"> Dismissal (Resigned prior to dismissal being implemented) 	<p>Nil Video footage/CCTV</p> <p>Nil Photographs</p>
11	<p>1 x Sexual Harassment of female employee</p> <p>1 x Failure to act professionally and ethically by;</p> <ol style="list-style-type: none"> 2 x Inappropriate and/or sexually explicit comments to colleagues 1 x Inappropriate sexual image shown to colleagues 2 x Inappropriate sexual comment to a patient 	<p><i>Matter investigated externally</i></p> <p><u>Disciplinary Action:</u></p> <ul style="list-style-type: none"> Dismissal (Resigned prior to dismissal being implemented) 	<p>Nil Video footage/CCTV</p> <p>10 x Photographs (various)</p> <p>Four photographs redacted: one staff member's face; and three non-staff members' faces where it is unknown if these photographs are already in the public domain.</p>

No.	Sustained Allegation(s)	Result	Video footage / CCTV/Photos
12	1 x Inappropriate and offensive communication with a member of the public which unreasonably delayed a response to a 1C incident	<p><i>Matter investigated internally</i></p> <p><u>Disciplinary Action:</u></p> <ul style="list-style-type: none"> • Formal Warning 	<p>1 x Video footage/images, 2 min 56 sec (street views)</p> <p>5 x Photographs (various)</p>
13	<p>1 x Consume alcohol whilst on duty</p> <p>2 x Contacted witnesses during enquiries into misconduct allegations relating to consuming alcohol whilst on duty</p> <p>2 x Delayed response to an incident without valid reason and with a failure to report the delay to the Control Centre</p>	<p><i>Matter investigated externally</i></p> <p><u>Disciplinary Action:</u></p> <ul style="list-style-type: none"> • Formal Warning 	<p>Nil Video footage/CCTV</p> <p>1 x Photograph (text redacted from external report)</p>

No.	Sustained Allegation(s)	Result	Video footage / CCTV/Photos
14	1 x Engaged in improper conversations with a patient including phoning and visiting her several times when there was no need for contact	<p><i>Matter investigated internally</i></p> <p><u>Disciplinary Action:</u></p> <ul style="list-style-type: none"> • Formal Warning <p><u>Remedial Action:</u></p> <ul style="list-style-type: none"> • Probation extended for additional 12 months 	<p>Nil Video footage/CCTV</p> <p>Nil Photographs</p>
15	1 x Inappropriate interaction with a patient in which a chair was pushed resulting in a patient falling from the chair	<p><i>Matter investigated externally</i></p> <p><u>Disciplinary Action:</u></p> <ul style="list-style-type: none"> • Formal Warning <p><u>Remedial Action:</u></p> <ul style="list-style-type: none"> • Transfer to another location 	<p>Nil Video footage/CCTV</p> <p>4 x Photographs (various) (text redacted from external report)</p>

No.	Sustained Allegation(s)	Result	Video footage / CCTV/Photos
16	<p>1 x Used incorrect fuel in Ambulance vehicle and failed to report the error</p> <p>1 x Did not act honestly and did not take accountability when questioned about the incorrect fuel by his manager</p>	<p><i>Matter investigated externally</i></p> <p><u>Remedial Action:</u></p> <ul style="list-style-type: none"> • Counselling • Performance Improvement Plan (PIP) for 12 months 	<p>1 x Video footage 15 sec (steering wheel)</p> <p>2 x Photographs One photograph redacted: staff member's face</p>
17	<p>2 x Disobeyed a lawful direction from supervisor about working overtime</p> <p>1 x Worked an overtime shift in breach of award</p> <p>1 x Failed to attend meeting to discuss performance concerns</p> <p>1 x Failed to follow instructions outlined in performance plan</p>	<p><i>Matter investigated externally</i></p> <p><u>Disciplinary Action:</u></p> <ul style="list-style-type: none"> • Formal Warning 	<p>Nil Video footage/CCTV</p> <p>1 x Photograph (text messages)</p> <p>Photograph redacted: staff member's full name removed.</p>

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Finalised 2017			
18	3 x Inappropriate and/or aggressive language towards colleagues	<p><i>Matter investigated internally</i></p> <p><u>Disciplinary Action:</u></p> <ul style="list-style-type: none"> • Reduction in Classification (temporary for a period of 3 months) • Formal Warning <p><u>Remedial Action:</u></p> <ul style="list-style-type: none"> • Performance Improvement Plan (PIP) for 12 months • Facilitated Meeting with colleagues 	<p>Nil Video footage/CCTV</p> <p>Nil Photographs</p>