



AMBULANCE ASSISTANCE CODE RED - UPDATE

Following [SitRep 26](#), the parties have now met to discuss the outstanding concerns regarding incidents requiring attendance alongside NSW Ambulance (NSWA).

The Department has committed to progressing the majority of concerns raised. However, significant threshold issues remain, including those related to the appropriate doctrine and training for these incidents to ensure the safety of members attending, as well as the appropriate clinical support for members of the public requiring assistance.

This week it has come to light that the Department is yet to finalise a Service Level Agreement with NSWA, nor the associated internal operational doctrine. This is concerning given these matters have previously been subject to a Provisional Improvement Notice (PIN) in 2024.

The provision of appropriate information and training is a key requirement. Members must have clear guidance, training and operational direction before undertaking these activities.

The Department has agreed to meet with us prior to next week's State Committee meeting.

As always, members are encouraged to report any issues or concerns relating to these incidents [directly to the Union Office](#).

The Union will continue to pursue these matters with the Department and will provide further updates as discussions progress.

PMES Survey

Members will have received information about the 2026 PMES survey. Retained members have been directed to complete training in addition to the survey. The claim guide, however, states that the time spent doing PMES and training should be recorded as "other station management duties" as opposed to "training", which deprives members of the minimum 1.5-hour minimum payment.

We have written to the Department requesting that the current advice be rescinded, without a response.

Retained members are therefore advised that should they complete the PMES and First Nations Training Course, it is to be recorded in SPS as "Other Duty > Training > Other Training". Managers are to approve any timesheet which meets this advice. Any rejection should be [reported to the Union Office](#).

In Unity,

A handwritten signature in black ink, appearing to read "M. Johnsen".

Michael Johnsen
Acting State Secretary