

## Media Release

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# Paramedic brings experience and insight to his new role at Bankstown Urgent Care Clinic

As an experienced paramedic Joseph Wood is used to being on the frontline of healthcare.

Now Mr Wood is bringing that experience to Bankstown Medicare Urgent Care Clinic as a full-time member of the team.

Mr Wood, who lives in Rosemeadow, started work at the clinic in October as part of a collaborative effort between South Western Sydney PHN and Coordinare (South Eastern NSW PHN) and the Australasian College of Paramedicine.

The first of its kind, this move marks a significant step in recognising the vital role paramedics play in multidisciplinary team-based care in an Urgent Care setting, bringing extensive training in emergency and acute care, rapid triage and assessment. It's hoped many more such appointments will follow.

Originally training in the United Kingdom, Mr Wood has been a paramedic for eight years, making the move to Australia in 2020.

He explains: "While finishing school, I realised I had a passion to pursue something with real purpose and the ability to make a difference. I had spent a lot of time with paramedics during my years volunteering, and when it came to choosing my university degree, paramedicine seemed like the obvious option".

In the UK he worked for the South East Coast Ambulance Service in the National Health Service. After arriving in Australia, he gained experience with NSW Ambulance and St John Ambulance NSW before making the move to Urgent Care.

Mr Wood said as a paramedic he valued being able to help people when they were unwell or unsure of what was happening.

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#### Urgent Care Clinics are supported by funding from the Australian Government through the PHN program.

South Western Sydney PHN is a not-for-profit organisation dedicated to supporting general practitioners, practice nurses and other primary health providers to deliver the best possible care for their patients. Our aim is to improve access to quality local healthcare for all residents living in the Bankstown, Fairfield, Liverpool, Campbelltown, Camden, Wollondilly and Wingecarribee LGAs. We acknowledge the traditional custodians of the land, water and skies of South Western Sydney, the Darug, Dharawal and Gundungurra peoples, and pay our respects to Elders past and present.

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“Offering reassurance and clear care in those moments feels meaningful,” he said. “Whether working independently, or in a team, making a genuine difference is incredibly rewarding, and most people are grateful for the care we provide. I also enjoy the balance of autonomy and teamwork the role offers.”

And the challenges? “They tend to come from workload pressures, long shifts and staffing shortages, which are fairly consistent issues across the system,” Mr Wood said. “And occasionally you do encounter difficult or confrontational situations, which can make the job more demanding.”

The experienced professional said the role at the Urgent Care Clinic appealed to him because he wanted to refine his clinical assessment skills and have more time to work through a patient’s presentation, rather than needing to make rapid decisions on the road.

“The clinic also offers the chance to develop new hands-on skills such as suturing, plastering and minor injury management. It’s a great balance. I get to use the experience I already have while expanding my clinical toolkit,” Mr Wood said.

He said the paramedic role “fits nicely” between the clinic’s nursing and medical roles.

“We’re used to working with undifferentiated patients - meaning they come in without a diagnosis - and figuring things out from scratch. That really supports the flow of the clinic and helps people get timely, appropriate care. Paramedics are trained to assess patients quickly, recognise red flags and make confident decisions under pressure.

“I think those skills are particularly valuable in a busy Urgent Care environment. And when a patient arrives unexpectedly unwell, having someone comfortable in high-acuity situations can be extremely useful.”

Mr Wood said he also enjoyed the change in pace offered by the work at the Urgent Care Clinic.

“On the road, you may only see six to eight patients in a shift, whereas in Urgent Care you may see 15 to 30,” he said. “But in the clinic, there’s more opportunity to assess thoroughly, treat and follow through. There’s also closer collaboration with GPs and nurses, and more space to develop new skills, which I really enjoy.”

So what would he say to other paramedics who might be considering taking on a similar role at an Urgent Care Clinic?

“I’d say give it a go. It’s a great way to expand your clinical skills, get experience in a different side of healthcare and enjoy a steadier pace compared to frontline emergency work. Also, no night shifts!”

- ***Bankstown Medicare Urgent Care Clinic is open Monday to Sunday, 8am to 10pm, at 67 Rickard Road, Bankstown. It offers free, immediate treatment for non-life-threatening conditions, providing priority care without the need for emergency department visits or when your medical need cannot wait for a GP appointment.***

[Find out more](#)

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