

Introduction

Assessments in the Emergency Medical Dispatcher (EMD) recruitment process are based on the following selection criteria:

- a. The role of an Emergency Medical Dispatcher requires a certain level of physical fitness. Critical job demands include:
 - The ability to differentiate colours and interpret text and numerical information on a computer screen and a computerised map;
 - The ability to hear and interpret verbal and non-verbal auditory stimuli through a headset;
 - The ability to type efficiently on a computer keyboard and use a computer mouse;
 - The ability to sit in a chair for 8 - 14 hours at a computer console with regulation breaks required by Workplace Health and Safety requirements;
 - The ability to problem solve, multitask and make time critical decisions, maintaining a high level of concentration for an extended period of time; and
 - The ability to remain calm and impartial when other people are displaying signs of emotion and stress.
- b. The QAS Medical Standards reflect the inherent requirements of the role of the Emergency Medical Dispatcher. Applicants are assessed against the Medical Standards to determine their capacity to perform the duties of an Emergency Medical Dispatcher (i.e. fit for duty).

1. General Reference

Individuals are required to work shifts with fluctuations in workload and possible variations in shift duration.

2. Visual acuity and monocularity

- a. Individuals are required to have normal corrected vision to be able to clearly utilise computer screens.
- b. Individuals must be able to identify red, green and amber as the Computerised Aided Dispatch System identifies case priorities by assigning specific colours.

3. Hearing

- a. Individuals must be able to hear a conversation at normal sound levels with significant background noise (radio, phone and simultaneous conversations) without artificial aids.
- b. A loss of more than 40 decibels on the ISO 389 scale (at 500, 1000 and 2000 CPD on a pure tone audiometer) in either ear is considered significant. Hearing should be evaluated without the use of artificial aids.

4. Cardiovascular conditions, fainting or blackouts

- a. Individuals should not be at any greater risk of fainting/collapsing, suffering altered consciousness or severe incapacitating chest pain than any other healthy member of the community.
- b. Individuals suffering from any of the following conditions will be required to obtain a report from a cardiologist, taking into account the critical job demands:
 - Angina Pectoris;
 - Suspected Angina Pectoris;
 - Confirmed artery bypass, grafting or coronary angioplasty;
 - Vascular disorders;
 - Uncontrolled hypertension;
 - Valvular heart disease;
 - Arrhythmia;
 - Cardiomyopathy;
 - Congenital heart disorder; or
 - Reoccurring fainting or blackouts.

5. Neurological and neuromuscular conditions (excluding epilepsy)

Individuals with any neurological or neuromuscular disorder will require a report from a neurologist, taking into account the Assessing Fitness to Drive for Commercial and Private Vehicle Drivers Standards criteria and the critical job demands.

6. Epilepsy/seizures

- a. Individuals who have a demonstrated history of well controlled epilepsy/seizures and have had no fit for greater than 12 months may be considered for a position as an Emergency Medical Dispatcher.

- b. Individuals with a history of seizures triggered by the use of monitors, or individuals with the potential to have recurrent seizures, will require a neurologist report, taking into account the critical job demands.
- c. Individuals with a history of febrile convulsions, limited to early childhood may ignore this history.

7. Respiratory diseases

Individuals who suffer from any obstructive lung disease such as severe chronic asthma, chronic bronchitis or emphysema, should be referred to a specialist for a report, taking into account the critical job demands.

8. Psychiatric illnesses, depression or anxiety

- a. Where there is a risk that an individual may be compromised by a psychiatric condition or psychological instability, a specialist report, taking into account the critical job demands should be sought.
- b. A history of Post Traumatic Stress Disorder (PTSD) may exclude a person from employment as an Emergency Medical Dispatcher. A written report from a treating Medical Officer may be required.

9. Orthopedic conditions

- a. Individuals reporting a history of back pain or injury that may be aggravated by prolonged sitting will be required to obtain a specialist report, taking into account the critical job demands.
- b. If any doubt exists as to the ability of the individual to meet the critical job demands, a report from a specialist should be sought.

10. Medications

There are no issues with an individual's medication as long as there is no increased likelihood of loss of consciousness or impaired judgement.

11. Substance Abuse

A definite history of abuse of any substance (alcohol or drug – either prescription or non-prescription) may exclude a person from employment as an Emergency Medical Dispatcher. Further testing may be requested at the QAS approved Medical Assessor's discretion.

12. Immunisation

Hepatitis B	It is recommended that individuals undertake a process for protection against Hepatitis B.
Vaccines	Other vaccines may be required for certain roles throughout employment with the QAS in extreme circumstances including but not limited to epidemics and pandemics.