



EMERGENCY MEDICAL DISPATCHER

Applicant Information Kit

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INTRODUCTION

Thank you for your interest in a career with the Queensland Ambulance Service (QAS). This Applicant Information Kit provides an overview of the stages in the Emergency Medical Dispatcher (EMD) recruitment and selection process to provide a better understanding of what is involved.

Our recruitment and selection decisions are based on the competitive assessment of applicants' skills and behavioural capabilities against the inherent requirements of the role. If you meet the requirements of our competitive assessments, your application will be ranked in the order of merit based on your performance.

PRIVACY

All information submitted by an applicant for this position is subject to the *Right to Information Act 2009* and the *Information Privacy Act 2009*.

The personal information provided by applicants will only be used for application processing and administering the department's recruitment and selection processes. It will only be disclosed to authorised persons or if disclosure is required to fulfil statutory, administrative or other public responsibilities.

At any time, applicants may request access to personal information or removal of personal information from the records. If this request is made during the recruitment process, it will be considered that the applicant has withdrawn their application.

Any person who seeks documents in relation to a recruitment and selection process must make an application under the *Right to Information Act 2009*. Fees and charges may be payable. Applicants have the right to access personal information held by the government under the *Information Privacy Act 2009*.

IS THIS THE CAREER FOR YOU?

A career as an EMD can be very rewarding, but it is not suited to everyone. The role requires attention to detail in a technical environment and the ability to multitask under pressure. These skills are vital to maintaining the welfare of the community and, as such, the job is a highly valued profession. Being an EMD can be a tough job and the mission-critical nature of the work means that at times the role can be stressful.

It is important that you do some research into the EMD role, read the EMD role description and discuss the position with your family and/or support network, as deciding to apply for the role is a big decision and requires a person with a unique set of skills and abilities. Once you have done this, consider the below questions and discuss with your family whether you may be suited to this role and what the impact of this role may be on you and your family.

- Do you have the underpinning skills and abilities essential to this role?
- Do you have strong judgement and decision making skills?
- Can you type quickly and accurately while listening to information?
- Can you use complex computer systems with multiple screens?
- Can you be appropriately assertive but empathetic with people who are distressed?
- Can you work within a scripted and highly supervised environment?
- Are you committed to maintaining a good level of physical and emotional wellness for work?
- Do you have a high degree of situational awareness?
- Do you maintain your fitness for work?

If your answer is yes to these questions, discuss with your family what the impacts of the following would be and ask yourself would you be able to adjust to:

- Undertaking the initial seven week recruit training program in Brisbane and afterwards committing to continual ongoing training?
- Staying at a console for 12 hours, leaving only for scheduled breaks?
- Working a set shift work roster that involves working 12 hour day and night shifts, public holidays, weekends and missing out on important family or social events?
- Taking emergency calls one after the other, and not being able to find out the outcome of the patient?
- Multitasking to the extreme in a high pressure, unpredictable and complex environment?
- The emotional impact of dealing with death and trauma, shift after shift?
- Working in a highly structured environment?

If your answer is yes to these questions and you are strongly considering an EMD career, please continue reading this booklet for more information on the recruitment and selection process and the EMD role itself.

THE RECRUITMENT AND SELECTION PROCESS

This diagram provides you with a snapshot of the five stages of the QAS EMD recruitment and selection process. More detailed information on the stages is documented on the following pages.

QAS Recruitment will notify applicants of their progression through each stage of the process.



- Successful applicants may be offered appointment to an Emergency Medical Dispatcher position at the conclusion of Stage 5.
- Unsuccessful applicants will receive notification at the relevant stage.

STAGE 1 – ELIGIBILITY REQUIREMENTS, PRELIMINARY BEHAVIOURAL AND JOB EXPECTATIONS ASSESSMENTS



Indicates where action may be required by you



Indicates expense to you

You will be required to complete an online application form including all required details as outlined in Stage 1. The online application takes approximately 45 minutes to complete. **You will be required to attach all supporting evidence during your online application, therefore it is recommended that all relevant paperwork is on hand.** After submitting your online application, you will receive a computer-generated email confirming your application has been received.

Stage 1 Eligibility requirements/application

Personal details

You must provide personal details (i.e. name, residential and/or postal address, contact phone numbers and email address) including details if you have been known by any other name.



Provide electronic copies of documentary evidence to support name change (e.g. marriage certificate, deed poll certificate) if applicable.

Ability to work in Australia

You must have the ability to work in Australia, i.e. Australian citizenship, New Zealand citizenship, Australian resident status or a valid permanent work visa.

For further information regarding work visas refer to the Australian Immigration and Border Protection Authority.



Provide electronic copies of documentary evidence to support citizenship, permanent residency or work status (e.g. birth certificate, passport, citizenship certificate, work visa).

First aid qualifications

You will be required to obtain a nationally recognised First Aid Certificate including current Cardio-Pulmonary Resuscitation (CPR) component as a minimum prior to employment engagement.

Comprehensive resume

You must provide a comprehensive resume which includes details of your **employment history** and **educational achievements**. Please note, this document will be used to assess whether you meet the requirements of the application.

Therefore, failure to include this detail will impact on your progression.

Employment history should include a full list of your employment history including any information relevant to Queensland Government or other previous health industry experience.

Education achievements should include a list of any *completed* tertiary study, vocational education or work-relevant courses.

Evidence to support the employment and education history outlined in your resume may be requested at a later stage in the recruitment process.



Provide a copy of your Comprehensive Resume.

Criminal History Check (CHC)

When an applicant is recommended for a role, a criminal history check must be conducted if the applicant is not an existing permanent employee of the Department of Health.

Applicants recommended for appointment to the QAS will be asked to provide adequate proof of identity and written consent for the QAS to conduct a criminal history check through the Queensland Police Service. Failure (without reasonable explanation) to provide the appropriate documentation and consent will render the applicant unsuitable for appointment.

Applicants recommended for appointment who have resided in New Zealand for a minimum of six months (cumulative) in the previous 10 years and was 16 years of age or older at the time of residing in New Zealand, will require a New Zealand Criminal History Check and this detail must be disclosed on the consent form.

International checks are required from all countries that you have resided in for a minimum period of 12 months (cumulative) in the previous 10 years, if you were over 16 years of age at the time. People recommended for appointment are required to provide the required information from the appropriate authority in all relevant countries. Visit www.homeaffairs.gov.au for more information.

Appointment to the role will be contingent on the satisfactory outcome of the criminal history check and the appointment cannot be finalised until the criminal history checking process is completed. Depending on the relevant duties of the role, having a criminal history may not necessarily result in disqualification for appointment.

If, after obtaining an adverse criminal history report, the authorised delegate considers that the recommended person may be unsuitable for the role, the recommended person may make written or oral representations about why they are suitable for appointment before any final decision is made.



Obtaining the International Criminal History Check(s) will be at your expense. Cost may vary dependent on country/authority. Refer to www.border.gov.au

STAGE 1 – ELIGIBILITY REQUIREMENTS, PRELIMINARY BEHAVIOURAL AND JOB EXPECTATIONS ASSESSMENTS (CONTINUED)

References

Applicants are expected to provide the names and contact details of two referees. At least one referee must be a recent supervisor and have thorough knowledge an applicant's conduct and performance within the previous two years.

Referee checking is a mandatory requirement for all QAS employment.

Referees may be asked if there are any previous issues of performance or conduct that we should be aware of. For applicants who are, or were formerly, a Queensland Government employee, the selection panel will ensure that reference checking is conducted in relation to all your relevant employment with the Queensland Government.

Employment location preferences

When completing your online application, you will be required to nominate in order, up to three location preferences to indicate where you would prefer to work.

There are seven Operations Centres throughout Queensland – Cairns, Townsville, Rockhampton, Sunshine Coast, Brisbane, Toowoomba and Gold Coast.

Previous applicants

Applicants who have previously applied for employment in an operational role with QAS may have the results of any assessment completed as part of the recruitment and selection process taken into consideration as part of any future recruitment campaigns.

Testing completed as part of the recruitment and selection process will remain active for a period of 12 months.

Supporting documentation

Should you progress to Stage 3 of the recruitment and selection process, you will be required to produce originals of all supporting documentation for the QAS to verify. Failure to produce at this stage, may impact your progression.

Disclosure of previous serious disciplinary action

Applicants recommended for appointment or secondment with the department shall be required to disclose any history of serious disciplinary action taken against them as an employee of the Queensland public service.

Only recommended applicants for advertised positions who are or were public service employees, including senior executives, senior officers, temporary employees engaged under section 148 and general employees engaged under section 147 of the Public Service Act 2008 are required to disclose any serious disciplinary action taken against them while employed by the Queensland public service.

In assessing any disciplinary history, the selection panel will consider:

- the nature, seriousness and timeframe of the disciplinary history
- whether it shows a pattern of behaviour
- any impact on the duties and responsibilities of the role you have applied for.

The existence of serious discipline history does not exclude you from appointment, rather is a factor to be considered in determining your suitability for the role.

Clinical Practice Checks

The Office of the Health Ombudsman (OHO) is the single point of entry for all health service complaints in Queensland. The Office of the Health Ombudsman deals with complaints relating to health practitioners registered under the National Law, as well as health practitioners that are not registered. For registered health practitioners, the Health Ombudsman may refer certain matters to the Australian Health Practitioner Regulation Agency (AHPRA) in accordance with the powers in section 91 of the Health Ombudsman Act and the co-regulatory arrangements of the National Law. The Health Ombudsman may also refer matters to government entities of Queensland, other States or the Commonwealth under section 92. The Health Ombudsman is the primary body that deals with health service complaints for health practitioners that are not registered.

When completing your application, you will need to advise if you have had any matters referred to the OHO, AHPRA or other regulatory body, the outcome of any relevant action taken and whether you currently have any conditions or restrictions imposed on you and your ability to practice in a health service environment.

An online behavioural and job expectations assessment must be completed as part of your online application.

The questions have been designed to assess whether your expectations for the job are aligned with what the EMD role can offer AND to provide the QAS with a snapshot of your possible suitability for the role.

For recruitment to the role, you will be required to undergo a broad range of assessments to determine suitability for the role as, by their nature, these are demanding positions and there is a high level of expectation placed on a QAS EMD.

If you have met the eligibility requirements for the role, you may be invited to complete a series of merit-based assessments as detailed through Stage 2 to Stage 4.

At the end of Stage 1, a panel will consider your application against the requirements of the Emergency Medical Dispatcher position. If your application is deemed competitive, you may be invited to progress to further stages of the recruitment and selection process.

STAGE 2 – PRELIMINARY ASSESSMENTS

If you have met the requirements in Stage 1 of the recruitment and selection process, you may be invited to complete a series of merit-based preliminary assessments.

This stage may include but is not limited to, assessments such as:

- typing and alpha numeric data entry
- telephone screening
- individual presentation/s based on work-relevant questions.

Typing and alpha numeric data entry testing is conducted by Chandler Macleod Group (CMG) on behalf of the QAS. Applicants invited to complete this testing will be contacted by CMG via email.

It would be in your best interest to regularly check your email during the recruitment process.

At the end of Stage 2, a panel will consider your application against the requirements of the Emergency Medical Dispatcher position. If your application is deemed competitive, you may be invited to progress to further stages of the recruitment and selection process.

STAGE 3 – ASSESSMENT CENTRE

If you have met the preliminary requirements in Stages 1 and 2 of the recruitment and selection process, you may be invited to attend an Assessment Centre and participate in a range of merit-based, competitive selection techniques for the role of EMD. The Assessment Centres will be conducted across the state and may take one full day to complete. You will be responsible for arranging your own travel to the centre and any associated travel costs.

The assessments may include but are not limited to, a range of:

- computer-based work related assessments (approximately two hours of testing)
- individual and group exercises / interviews based on work-relevant scenarios and questions (approximately four to five hours of testing inclusive of breaks)
- computer-based psychometric assessments* (approximately 90 minutes of testing).

The cost of all the Assessment Centre selection techniques will be met by the QAS.

To prepare:

- Familiarise yourself with the role description and materials made available online including the key functions and responsibilities of the role and the basis for selection
- Ensure you have planned for adequate sleep and food prior to the assessments
- Wear appropriate interview attire.

What to bring:

- originals of all supporting documentation submitted during your online application.

** The QAS has engaged external providers to assist with the delivery of some of the computer-based assessments via a secure online system.*



You will be responsible for the costs associated with any travel to attend the Assessment Centre.

At the end of Stage 3, a panel will consider your application against the requirements of the Emergency Medical Dispatcher position. If your application is deemed competitive, you may be invited to progress to further stages of the recruitment and selection process.

STAGE 4: ASSESSMENT FOLLOW-UP AND REFERENCE CHECKING

Assessment follow up

Your application and the outcomes of your Assessment Centre processes will be considered by a panel to determine the necessary level of follow-up required for your application.

During Stage 4, you may be invited to participate in further assessments, such as a phone screen or interview with a QAS approved Psychologist and/or a QAS panel.

Reference checks

QAS will review your overall assessment centre performance and initial reference reports and may contact referees to obtain additional specific feedback on your current/previous job performance, workplace behaviour and any other relevant information.

At the end of Stage 4, a panel will consider your application against the requirements of the Emergency Medical Dispatcher position. If your application is deemed competitive, you may be invited to progress to the final stage of the recruitment and selection process.

STAGE 5: MEDICAL ASSESSMENT AND FINALISATION OF MANDATORY REQUIREMENTS

Medical assessment

You will be required to undertake a QAS Medical Assessment conducted by our approved medical provider.

Applicants will be assessed against the QAS Medical Standards which reflect the requirements of the EMD role. The approved medical provider will provide you with a two-page report (fit slip) at the time of the assessment or via email within 10 days.

The result of your medical assessment may remain valid for 12 months. This assessment can be conducted at a number of locations throughout Australia.

Information on this assessment will be provided to you at the appropriate time in the recruitment and selection process. The EMD QAS Medical Standards can be found on the last number of pages of this document.

Mandatory requirements

If you have progressed to Stage 5 of the recruitment and selection process, you must also ensure the final mandatory requirements have been emailed to the QAS Recruitment Team, QAS.Recruitment@ambulance.qld.gov.au

- **Certified** copy of International Criminal History Clearance (if applicable) (refer Stage One)
- **Certified** copy of Provide First Aid Certificate including current CPR component (refer Stage One).

Operations Centre visit

If you have successfully completed all of the requirements of the recruitment and selection process and are being considered for employment with the QAS, you may be invited to visit a QAS Operations Centre in order to familiarise yourself with an Operations Centre environment.

At the end of Stage 5, a panel will consider all of your application and medical assessment results against the requirements of the Emergency Medical Dispatcher position. If your application is deemed competitive, you will be considered for employment with the QAS.

CHECKLIST

This checklist will assist you in ensuring your application is completed in its entirety at the respective stages and will prevent delays during the recruitment and selection process.

Stage 1 - Eligibility requirements

- ☐ **Personal details:**
Certified copy of Marriage Certificate, Deed Poll Certificate to support name change (if applicable).
- ☐ **Ability to work in Australia:**
Certified copy of birth certificate, passport, citizenship certificate, permanent residency or valid permanent, full-time work visa (as applicable).
- ☐ **Education and employment history:**
Comprehensive resume.
- ☐ **Criminal history check:**
Initiate International Criminal History Clearance (if applicable).
- ☐ **References:**
Contact your nominated referees to advise of your application submission.

Stage 5 - Pre-employment requirements

- ☐ **Personal details:**
Certified copy of Marriage Certificate, Deed Poll Certificate to support name change (if applicable).
- ☐ **Ability to work in Australia:**
Certified copy of birth certificate, passport, citizenship certificate permanent residency or valid work visa (as applicable).
- ☐ **Certified** copy of Provide First Aid Certificate including current CPR component.
- ☐ **Certified** copy of International Criminal History Clearance (if applicable).
- Certified** proof of identity documents:
 - ☐ Current Passport; or
 - ☐ Birth certificate and a form of photo identification (Australian drivers licence/Australian student photo ID card/Australian proof of age card)
- ☐ Criminal History Check Consent Form.

RECRUITMENT TIMEFRAME

Our selection process is complex often with several hundred applicants and generally takes between two to four months. You will be notified if you are invited to progress to the next stage.

Applicants who have not progressed will be advised at the relevant stage of the selection process.

Appointments for successful applicants are made based on operational requirements across the state and to scheduled induction courses.



EMPLOYMENT CONDITIONS AND BENEFITS

Hours of work

Emergency Medical Dispatchers work 38 hours per week on a rotating shift basis with the shifts predominantly being 12 hours in length. Rosters will reflect an average of 40 hours per week. The additional two hours per week (known as accrued time) will be accumulated and taken in pre-approved scheduled blocks.

Salary

Emergency Medical Dispatchers employed by the QAS are covered by the Ambulance Service Employee's Award - State 2016 and the Queensland Ambulance Service – Certified Agreement 2017. The below wage rates effective as at 1 September 2018..

Pay Level	Base Salary (per Fortnight)	Annual Salary (Gross)	Approx. State Average Annual Salary (2017-2018 FY)
Emergency Medical Dispatcher L1 Pay Point 1	\$1,996	\$52,074	\$65,000
Emergency Medical Dispatcher L1 Pay Point 2	\$2,136	\$55,736	\$69,600
Emergency Medical Dispatcher L1 Pay Point 3	\$2,243	\$58,521	\$73,700
Emergency Medical Dispatcher L1 Pay Point 4	\$2,393	\$62,422	\$76,700
Emergency Medical Dispatcher L1 Pay Point 5	\$2,443	\$63,734	\$80,700
Emergency Medical Dispatcher L1 Pay Point 6	\$2,532	\$66,054	Data not available*
Emergency Medical Dispatcher L1 Pay Point 7	\$2,585	\$67,451	\$90,100
Emergency Medical Dispatcher L1 Pay Point 8	\$2,621	\$68,386	Data not available*

*Not available due to a change in the classification structure in the new Certified Agreement.

Rank structure and progression

There are eight levels (pay points) within the EMD classification. All student EMDs commence employment at Pay Point 1. Pay point progression is subject to:

- successful completion of the 12-month probationary period
- possession of *Certificate III in Ambulance Communications (Call Taking)* and *Certificate IV in Ambulance Communications (Dispatch)* or equivalent for EMD - Call Taker and Dispatch positions
- maintenance and development of skills/*Certificate of Practice* and consistently meeting quality performance objectives.

Probation

All Student Emergency Medical Dispatchers are required to undertake a probationary period of 12 months. Continued employment is subject to satisfactory performance, achievement of the competencies within the Certificates and other mandatory training, in particular:

- Phase 1 - Induction and achievement of call taking competency in a simulated environment.
- Phase 2 - Achievement of call taking competency in an operational environment.
- Phase 3 - Achievement of dispatching competency in an operational environment.

Leave

All EMDs are entitled to an annual accrual of the following:

- six weeks and two days of annual leave
- 96 hours of sick leave
- 13 weeks of Long Service Leave for each 10 years of service with the QAS.

EMPLOYMENT CONDITIONS AND BENEFITS (CONTINUED)

Recognition of prior service

Employees who have had previous service with another State Government Department, other Government entity and/or Emergency Services organisation, may be eligible to have that service recognised. Conditions and limitations may apply depending on the employee's prior service history (as not all entities and/or service is applicable).

Eligible employees are responsible for acquiring the relevant data (proof of eligible service history) from their previous employer/s. More information on recognition of prior service (including relevant forms and templates) is available on the QAS HR Portal.

This entitlement is only provided if your break in service is less than 12 months. For more information please contact Queensland Shared Services by email to P1QASPayroll@dsiti.qld.gov.au.

Superannuation

QSuper is the default superannuation fund for Queensland Government employees. Employees may nominate another superannuation fund by submitting a 'Choose Your Super Fund' form to QSS (form available on the QAS HR Portal). All new employees will automatically be set up with a QSuper account upon commencement where the employee has not nominated a different superannuation fund.

In addition to the employer contribution amount, most employees (excluding casuals) are required to personally contribute a portion of their salary for superannuation purposes. This amount will default to 5%, however employees may choose (using the appropriate form from their nominated superannuation fund) to reduce the contribution; in return QAS pays an employer contribution (on a sliding scale based on the employee contribution percentage) up to 12.75%.

Employees seeking further information should contact QSuper (www.qsuper.qld.gov.au or phone 1300 360 750) or their nominated superannuation fund.

Salary packaging

Queensland Government employees may choose to receive remuneration via in-house salary packaging. Salary packaging is an arrangement between an employer and an employee, where the employer provides the employee with benefits in return for an agreed salary adjustment.

As an employee of the QAS, you may be entitled to salary package part of your pre-tax income for certain approved non-cash benefits such as superannuation, motor vehicles, laptop computers, professional membership fees, etc. By reducing your pre-tax income, you can reduce the amount of tax you pay and increase the amount of your next pay.

Uniforms

A standard QAS uniform package is provided to all QAS operational employees upon commencement of employment within their Operations Centre, at no cost to the employee.

The design of the uniform is safe, functional and comfortable to meet the varying needs of service delivery and workplace health and safety requirements.

Union participation

The QAS encourages and supports employees to join a registered union, that has the right to represent employees in relation to the industrial instruments that govern employees' terms and conditions.

The QAS may provide the union with details of new employees, upon request, however it is recognised that union membership remains at the discretion of individual.

Equal Employment Opportunity

The QAS is an Equal Employment Opportunity (EEO) employer and encourages applications from:

- Aboriginal and/or Torres Strait Islander people
- Australian South Sea Islander people
- people from Culturally and Linguistically Diverse Backgrounds
- women
- people with a Disability.

The QAS is committed to fair treatment and equality of opportunity for all current and prospective employees.

During the online application you will be presented with the opportunity to provide EEO data.

Domestic and Family Violence



The QAS is strongly committed to providing a healthy and safe working environment for all employees and recognises that the workplace can make a significant difference to employees affected by domestic and family violence by providing appropriate safety and support measures.

Domestic and family violence can take many forms including physical, sexual, emotional, psychological, and economic abuse or any other threatening, coercive, or controlling behaviour which causes the victim to fear for their safety or wellbeing or that of someone else.

The QAS has developed a HR Policy Statement to support employees affected by domestic and family violence. The policy provides the following support mechanisms for those affected by domestic and family violence:

- 10 days paid special leave
- flexible work arrangements and work adjustments
- counselling support services.

The QAS is proud to be accredited as a White Ribbon Workplace, under the White Ribbon Australia Workplace Accreditation Program. The program recognises workplaces that are taking active steps to stop violence against women, including providing support for employees who are affected by domestic and family violence. The QAS is strongly committed to providing a safe and supportive working environment for all employees and will continue to promote positive and respectful relationships to reduce the negative impacts domestic and family violence has in our workplaces and communities.

Call 1800 RESPECT for advice or support if you or someone you know is experiencing domestic or family violence. In an emergency, call Triple Zero (000).

TRAINING AND PROFESSIONAL DEVELOPMENT

Introduction

Emergency Medical Dispatchers are required to commit to and successfully undertake ongoing educational components essential to the completion of the Certificate III in Ambulance Communications (Call Taking) and Certificate IV in Ambulance Communications (Dispatch) qualifications within the first 12 months of their employment.

These qualifications provide you with the appropriate underpinning knowledge and practical skills to manage the effective and efficient coordination of ambulance services for emergency care, non-emergency care and transport of patients.

Queensland Ambulance Service Education Centre (QASEC)

The role of the QASEC is to prepare staff for service in the QAS and enhancing and developing the performance levels of all ambulance personnel to a standard of excellence expected by the community. QASEC works closely with the State Operations Centre to ensure the spectrum of education and development needs within the service are addressed, including clinical, technical, managerial and professional development to enable QAS personnel to function in an emergency medical systems environment across the state.

QAS is a Registered Training Organisation under the Australian Quality Training Framework.

Delivery and assessment strategy

QAS training programs offer a flexible approach to the delivery of training to meet the learning styles of individuals while integrating on and off-the-job training. The delivery of communications programs utilises a combination of:

- classroom based learning
- flexible self-paced learning
- simulated practice
- eLearning
- on-the-job training.

The following is a snapshot of the program structure, delivery and assessment arrangements. Further detailed information about the program and assessments will be provided during the program.

1. Residential phase

Initial training for the EMD course is known as the residential phase conducted over a seven week period. This training is primarily based at QASEC (Brisbane location) and generally occurs Monday to Friday from 8.00am to 4.00pm.

During this phase, you will be required to undertake and successfully complete a combination of theoretical lectures and classroom activities followed by practical sessions in a simulated Operations Centre environment.

Your progress during this phase will be monitored each week against four benchmarks - skills, knowledge, attitude and participation.

2. On-the-job phase

During this phase of your training, you will be required to successfully complete various assessment items as part of your Competency Achievement Phase.

You will document evidence of your on-the-job training experiences in a portfolio known as the Workplace Performance Record Book.

Mentoring

- Your on-the-job training begins with one-on-one mentoring with a qualified EMD observing and undertaking call taker and/or dispatch duties.
- The mentoring phase will comprise of approximately 16 call taking shifts and 24 dispatch shifts*.

** Depending on the constraints of each Operations Centre, Student EMDs will either perfect live call taking skills followed by a period of consolidation before undergoing one-on-one mentoring in dispatch, or they may receive training in both areas simultaneously.*

TRAINING AND PROFESSIONAL DEVELOPMENT (CONTINUED)

Under supervision

- At the successful completion of your mentoring phase, you will operate a 'live' console in a solo capacity, under the close supervision of an Operations Centre Supervisor.
- You will be required to attend a number of on-road shifts with paramedics*.
- The quality of your calls will be randomly selected for verification of compliance with QAS policy and procedure.

* The Operations Centre Manager will negotiate the number of on-road shifts. These shifts may not be rostered consecutively and may occur at random.

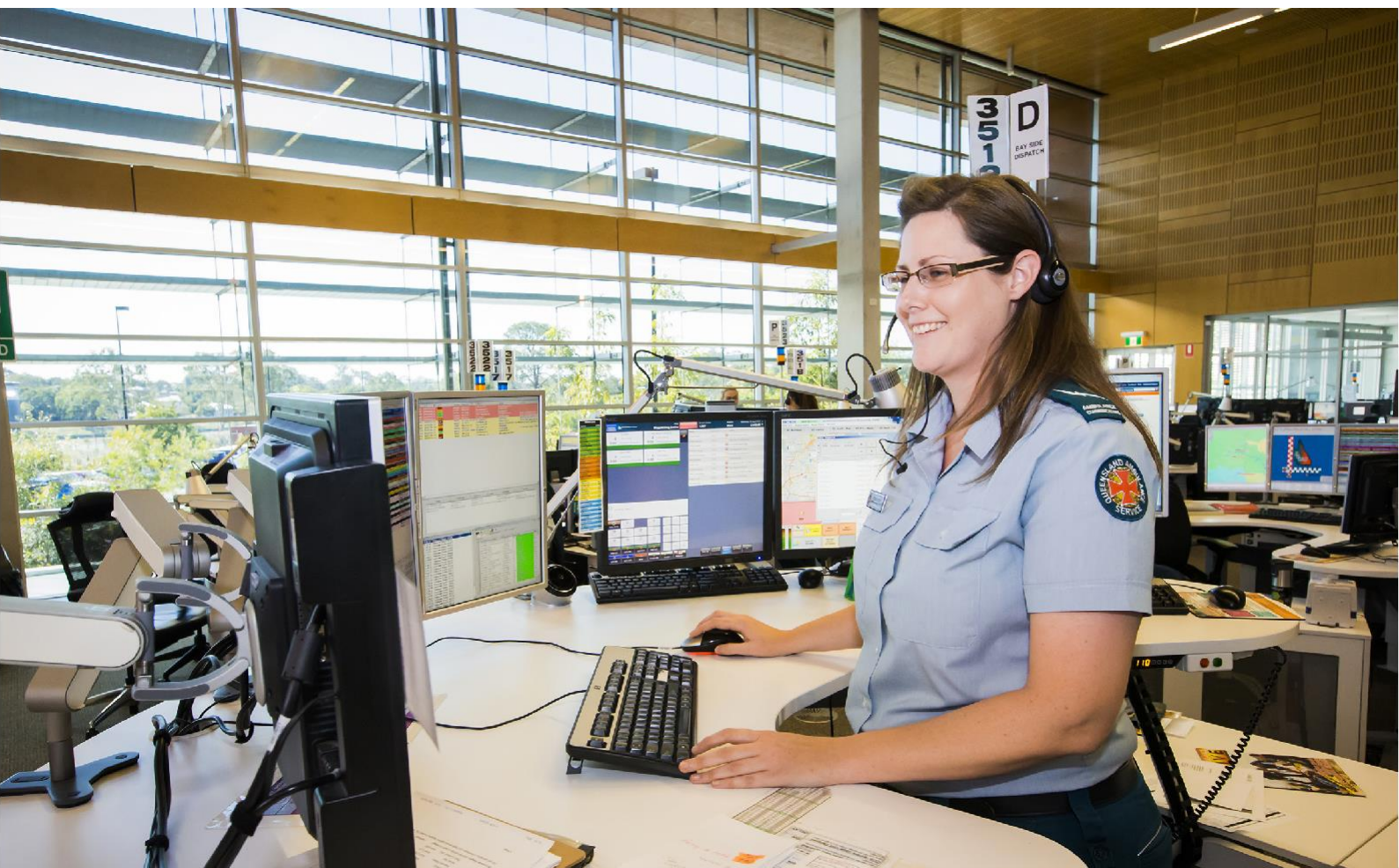
Final assessment

- After successful completion of all assessments and your Workplace Performance Record Book, you will undertake a Final Summative Assessment encapsulating the skills and knowledge of an EMD.
- All assessments, including your portfolio of evidence, must be successfully completed and submitted to QASEC within 12 months from the date of your initial appointment as a student EMD.

Recertification and Professional Development

The QAS values education, training and professional development for all staff. Emergency Medical Dispatchers require skills, knowledge and understanding that enable them to manage their own performance as well as important tactical operations specific to their line of work. The QAS is committed to training and education as a long-term investment aimed at maintaining a highly skilled workforce.

An essential component of the Emergency Medical Dispatcher role is to undertake a variety of ongoing training programs, activities and assessments throughout their career to ensure skills remain at an optimum level. It is through quality training that an Emergency Medical Dispatcher develops the skills, knowledge and confidence required to successfully manage increasingly complex emergency situations.



OPERATIONS CENTRE SAMPLE ROSTERS

Each Operations Centre has different rostering arrangements. Below is a sample from each of the seven Operations Centres to give you an indication of what a typical roster will be in the respective location.

Cairns OpCen EMD Roster Sample (16 line continually rotating roster)

Line	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
1	1000-2100	RDO	RDO	RDO	RDO	0630-1830	0700-1900
2	1800-0600	1845-0645	---	RDO	RDO	RDO	0630-1830
3	0700-1900	1800-0600	1800-0600	---	RDO	RDO	RDO
4	0630-1830	1000-2100	1800-0600	1900-0700	---	RDO	RDO
5	RDO	0630-1830	1000-2100	1845-0645	1900-0700	---	RDO
6	RDO	RDO	0630-1830	1000-2100	1800-0600	1845-0645	---
7	RDO	RDO	RDO	0630-1830	0700-1900	1800-0600	1845-0645
8	---	RDO	RDO	RDO	0630-1830	0700-1900	1800-0600
9	1900-0700	---	RDO	RDO	RDO	0700-1900	0700-1900
10	0830-1900	1900-0700	---	RDO	RDO	RDO	0645-1845
11	0645-1845	0830-1900	1900-0700	---	RDO	RDO	RDO
12	RDO	0645-1845	0830-1900	1800-0600	1845-0645	---	RDO
13	RDO	RDO	0645-1845	0830-1900	1000-2100	1900-0700	---
14	RDO	RDO	RDO	0645-1845	0830-1900	1000-2100	1900-0700
15	---	RDO	RDO	RDO	0645-1845	0830-1900	1000-2100
16	1845-0645	---	RDO	RDO	RDO	0645-1845	0830-1900

Townsville OpCen EMD Roster Sample (22 line continually rotating roster)

Line	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
1	0645-1845	0645-1845	1845 -	0645 / 1845 -	-0645	RDO	RDO
2	RDO	0645-1845	0645-1845	1845 -	0645 / 1845 -	-0645	RDO
3	RDO	RDO	0645-1845	0645-1845	1845 -	0645 / 1845 -	-0645
4	RDO	RDO	RDO	0645-1845	0645-1845	1845 -	0645 / 1845 -
5	-0645	RDO	RDO	RDO	0645-1845	0645-1845	1845 -
6	0645 / 1845 -	-0645	RDO	RDO	RDO	0645-1845	0645-1845
7	1845 -	0645 / 1845 -	-0645	RDO	RDO	RDO	0645-1845
8	1845 -	0645 / 1845 -	-0645	RDO	RDO	RDO	0645-1845
9	0645-1845	1845 -	0645 / 1845 -	-0645	RDO	RDO	RDO
10	0630-1830	0630-1830	1200-2400	1830 -	-0630	RDO	RDO
11	RDO	0630-1830	0630-1830	1200-2400	1830 -	-0630	RDO
12	RDO	RDO	0630-1830	0630-1830	1830 -	0630 / 1830 -	-0630
13	RDO	RDO	RDO	0630-1830	0630-1830	1830 -	0630 / 1830 -
14	-0630	RDO	RDO	RDO	0630-1830	0630-1830	1200-2400
15	1830 -	-0630	RDO	RDO	RDO	0630-1830	0630-1830
16	1200-2400	1830 -	-0630	RDO	RDO	RDO	0630-1830
17	0630-1830	1200-2400	1830 -	-0630	RDO	RDO	RDO
18	0645-1845	0645-1845	1845 -	0645 / 1845 -	-0645	RDO	RDO
19	RDO	RDO	0645-1845	0645-1845	1845 -	0645 / 1845 -	-0645
20	RDO	RDO	RDO	RDO	0645-1845	1000-2200	1845 -
21	-0645	RDO	RDO	1000-1800	1200-2000	RDO	RDO
22	1000-1800	1000-1800	1000-1800	RDO	RDO	RDO	RDO

OPERATIONS CENTRE SAMPLE ROSTERS (CONTINUED)

Rockhampton OpCen EMD Roster Sample (18 line continually rotating roster)

Line	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
1	RDO	RDO	0630-1830	0630-1830	0630-1630	RDO	RDO
2	0630-1830	0630-1830	1830 -	0630 / 1830 -	-0630	RDO	RDO
3	RDO	0645-1845	0645-1845	1845 -	0645 / 1845 -	-0645	RDO
4	RDO	RDO	0630-1830	0630-1830	1830 -	0630 / 1830 -	-0630
5	RDO	RDO	RDO	0645-1845	0645-1845	1845 -	0645 / 1845 -
6	-0645	RDO	RDO	RDO	0645-1845	0645-1845	1830-0630 -
7	1830 -	-0630	RDO	RDO	RDO	0645-1845	0645-1845
8	1200-2200	1830 -	-0630	RDO	RDO	RDO	0630-1830
9	1845 -	0645 / 1845 -	-0645	RDO	RDO	RDO	0645-1845
10	0645-1845	1200-2200	1845 -	-0645	RDO	RDO	RDO
11	0630-1830	0630-1830	1830 -	0630 / 1830 -	-0630	RDO	RDO
12	RDO	0645-1845	1200-2200	1845 -	0645 / 1845 -	-0645	RDO
13	RDO	RDO	0645-1845	1200-2200	1830 -	0630 / 1830 -	-0630
14	RDO	RDO	RDO	0645-1845	1200-2200	1845 -	0645 / 1845 -
15	-0645	RDO	RDO	RDO	0630-1830	0630-1830	1830 -
16	0630 / 1830 -	-0630	RDO	RDO	RDO	0630-1830	0630-1830
17	1845 -	0645 / 1845 -	-0645	RDO	RDO	RDO	RDO
18	0645-1845	1830 -	0630 / 1830	-0630	RDO	RDO	RDO

Toowoomba OpCen EMD Roster Sample (14 line continually rotating roster)

Line	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
1	RDO	RDO	0645 - 1845	0645 - 1845	1845 -	0645 / 1845 -	-0645
2	RDO	RDO	RDO	0645 - 1845	0645 - 1845	1845 -	0645 / 1845 -
3	-0645	RDO	RDO	RDO	0645 - 1845	0645 - 1845	1845 -
4	0645 / 1845 -	-0645	RDO	RDO	RDO	RDO	0645 - 1845
5	1845 -	0645 / 1845 -	-0645	RDO	RDO	RDO	RDO
6	0645 - 1845	1845 -	0645 / 1845 -	-0645	RDO	RDO	RDO
7	0645 - 1845	0645 - 1845	1845 -	0645 / 1845 -	-0645	RDO	RDO
8	RDO	0645 - 1845	0645 - 1845	1845 -	0645 / 1845 -	-0645	RDO
9	RDO	RDO	0645 - 1845	0645 - 1845	1015 - 2215	RDO	RDO
10	RDO	0645 - 1845	0645 - 1845	1015 - 2215	RDO	RDO	RDO
11	0645 - 1845	0645 - 1845	1015 - 2215	RDO	RDO	RDO	0645 - 1845
12	0645 - 1845	1015 - 2215	RDO	RDO	RDO	0645 - 1845	0645 - 1845
13	1015 - 2015	RDO	RDO	RDO	0645 - 1845	0645 - 1845	1015-2015
14	RDO	RDO	RDO	0645 - 1845	0645 - 1845	1015-2215	RDO

OPERATIONS CENTRE SAMPLE ROSTERS (CONTINUED)

Maroochydore OpCen EMD Roster Sample (17 line continually rotating roster)

Line	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
1	0630 - 1830	0630 - 1830	1830 -	0630 / 1830 -	-0630	RDO	RDO
2	RDO	RDO	0630 - 1830	0630 - 1830	1830 -	0630 / 1830 -	-0630
3	RDO	RDO	RDO	RDO	0630 - 1830	0630 - 1830	1830 -
4	0630 / 1830 -	-0630	RDO	RDO	RDO	RDO	0630 - 1830
5	0630 - 1830	1830 -	0630 / 1830 -	-0630	RDO	RDO	RDO
6	RDO	0630 - 1830	0630 - 1830	1830 -	0630 / 1830 -	-0630	RDO
7	RDO	RDO	RDO	0630 - 1830	0630 - 1830	1830 -	0630 / 1830 -
8	-0630	RDO	RDO	RDO	0800 - 1600	0630 - 1830	0630 - 1830
9	1830 -	0630 / 1830 -	-0630	RDO	RDO	RDO	RDO
10	0600 - 1800	0600 - 1800	1800 -	0600 / 1800 -	-0600	RDO	RDO
11	RDO	0600 - 1800	0600 - 1800	1800 -	0600 / 1800 -	-0600	RDO
12	RDO	RDO	0600 - 1800	0600 - 1800	1800 -	0600 / 1800 -	-0600
13	RDO	RDO	RDO	0600 - 1800	0600 - 1800	1800 -	0600 / 1800 -
14	-0600	RDO	RDO	RDO	0600 - 1800	0600 - 1800	1800 -
15	0600 / 1800 -	-0600	RDO	RDO	RDO	0600 - 1800	0600 - 1800
16	1800 -	0600 / 1800 -	-0600	RDO	RDO	RDO	0600 - 1800
17	0600 - 1800	1800 -	0600 / 1800 -	-0600	RDO	RDO	RDO

Brisbane OpCen EMD Roster Sample (12 line continually rotating roster)

Line	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
1	0630-1830	0630-1830	1830 -	0630 / 1830 -	-0630	RDO	RDO
2	RDO	0630-1830	0630-1830	1830 -	0630 / 1830 -	-0630	RDO
3	RDO	RDO	RDO	0700-1700 or 1400-2400	0700-1700 or 1400-2400	0700-1900 or 1200-2400	0700-1700 or 1400-2400
4	RDO	RDO	RDO	RDO	0700-1700 or 1400-2400	0700-1700 or 1400-2400	0700-1900 or 1200-2400
5	RDO	RDO	0630-1830	0630-1830	1830 -	0630 / 1830 -	-0630
6	RDO	RDO	RDO	0630-1830	0630-1830	1830 -	0630 / 1830 -
7	-0630	RDO	RDO	RDO	0630-1830	0630-1830	1830 -
8	0630 / 1830 -	-0630	RDO	RDO	RDO	0630-1830	0630-1830
9	1830 -	0630 / 1830 -	-0630	RDO	RDO	RDO	0630-1830
10	0630-1830	1830 -	0630 / 1830 -	-0630	RDO	RDO	RDO
11	0700-1700 or 1400-2400	0700-1700 or 1400-2400	0700-1700 or 1400-2400	RDO	RDO	RDO	RDO
12	0700-1700 or 1400-2400	0700-1700 or 1400-2400	0700-1700 or 1400-2400	0700-1700 or 1400-2400	RDO	RDO	RDO

OPERATIONS CENTRE SAMPLE ROSTERS (CONTINUED)

Southport OpCen EMD Roster Sample (10 line continually rotating roster)

Line	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
1	0600 - 1800	0630 - 1830	1800 -	0600 / 1830 -	-0630	RDO	RDO
2	RDO	0600 - 1800	0630 - 1830	1800 -	0600 / 1830 -	-0630	RDO
3	RDO	RDO	0600 - 1800	0630 - 1830	1800 -	0600 / 1830 -	-0630
4	RDO	RDO	RDO	0600 - 1800	0630 - 1830	1800 -	0600 / 1830 -
5	-0630	RDO	RDO	RDO	0700 - 1700	0700 - 1600	0700 - 1600
6	RDO	RDO	RDO	RDO	0600 - 1800	0630 - 1830	1800 -
7	0600 / 1830 -	630	RDO	RDO	RDO	0600 - 1800	0630 - 1830
8	1800 -	0600 / 1830 -	-0630	RDO	RDO	RDO	0600 - 1800
9	0630 - 1830	1800 -	0600 / 1830 -	-0630	RDO	RDO	RDO
10	0700 - 1600	0700 - 1600	0700 - 1600	0700 - 1600	RDO	RDO	RDO



MEDICAL DISPATCHER MEDICAL STANDARDS

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).

General Reference

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

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.

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.

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.

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.

MEDICAL DISPATCHER MEDICAL STANDARDS (CONTINUED)

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. as at November 2012 EMD Medical Standards page 1
- c. Individuals with a history of febrile convulsions, limited to early childhood may ignore this history.

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.

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.

Orthopaedic 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.

Medications

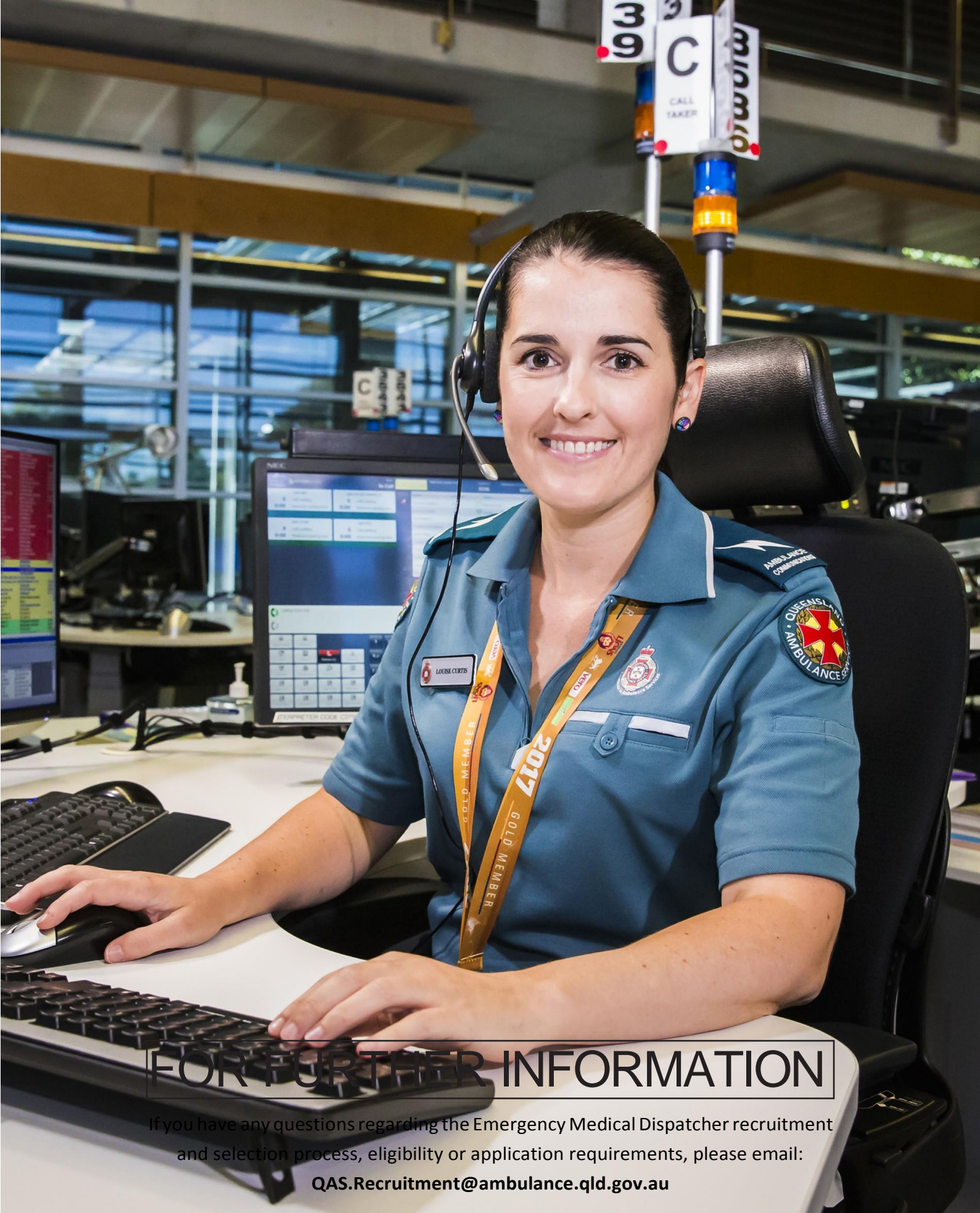
There are no issues with an individual's medication as long as there is no increased likelihood of loss of consciousness or impaired judgement.

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.

Immunisation

Emergency Medical Dispatchers are required to act as an observer in an on-road capacity on an annual basis, and therefore it is recommended that individuals undertake a process for protection against Hepatitis B. as at November 2012 EMD Medical Standards page 2



FOR FURTHER INFORMATION

If you have any questions regarding the Emergency Medical Dispatcher recruitment and selection process, eligibility or application requirements, please email:

QAS.Recruitment@ambulance.qld.gov.au

EMERGENCY MEDICAL DISPATCHER

Applicant information kit

September 2018