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OPERATIONAL RECRUITMENT APPLICATION PROCESS

INTRODUCTION

Thank you for your interest in a career with NSW Ambulance. This booklet provides an overview of our recruitment, selection and training processes so you have an understanding of the stages we follow once you have submitted your application.

The booklet also contains Frequently Asked Questions (from page 9) that will answer many of the questions you may have about the selection process.

ABOUT NSW AMBULANCE

NSW Ambulance is a mobile health service provider with a long and proud service history. We specialise in the provision of emergency and non-emergency (out-of-hospital) health care, retrieval and specialist transport services, major event planning and response, as well as as community education. Our organisation is over 4000 strong and operates from over 300 locations across the state of NSW.

ADVERTISING

NSW Ambulance advertises annually for entry level paramedic vacancies (including paramedic trainee and paramedic intern) through an online recruitment website called JobsNSW at https://www.jobs.nsw.gov.au.

SUBMITTING AN APPLICATION

Applications for an entry level paramedic role are submitted online via the NSW Government recruitment platform https://www.jobs.nsw.gov.au. Before submitting an application, please read the role description and suitability to progress your application for this role.

When you log on to apply for this position, you will be asked a series of eligibility questions to ensure your suitability to progress your application for this role. Once you have worked your way through the eligibility questions, you will be asked to provide:

- a current resume outlining relevant work history and qualifications, etc.
- the names and contact details for two referees.

PROGRESSING TO ASSESSMENT STAGES

The assessment is broken up into three stages, with each stage designed to assess some or all of the skills and abilities required for the paramedic role.

ASSESSMENT STAGE 1: FIRST ROUND ABILITIES TESTING

Invitations to participate in the first online assessments are sent to successful candidates who complete the eligibility criteria and submit their application.

Online assessments provide NSW Ambulance with a measure to assess your attributes and determine your suitability for the role and fit with NSW Ambulance values.

The first online assessment will take approximately one hour and consists of cognitive, work reliability and work health and safety testing. These tests measure your capacity to perform higher mental processes, including numerical, verbal and abstract reasoning, memory, understanding problem-solving, and your work health and safety awareness.

Access to the assessment will be provided upon payment of approximately $69 plus GST to the online assessment provider and the results are forwarded to NSW Ambulance. If your results are competitive, you will be invited to participate in the next assessment stage.

ASSESSMENT STAGE 2: SECOND ROUND ONLINE TESTING

The second round of online testing has been designed to assess your emotional resilience and ability to work as part of a team; both qualities are key to your success in the role. This testing will take approximately one hour and there is no cost for this stage of the selection process. Once these results have been received, suitable candidates will be progressed to the final assessment stage, which is a behavioural interview.

ASSESSMENT STAGE 3: BEHAVIOURAL INTERVIEW

The Behavioural Interview is an important part of the selection process and provides an opportunity for the interview panel to meet with you and discuss your application for the position in greater detail. The interview questions will be scenario based and your responses will enable the interview panel to gain a better understanding of your knowledge, skills, abilities and personal attributes as suited to the role.

Following the behavioural interview, you will also be asked to re-sit the cognitive online capability test administered in stage one of the assessment process to validate your score. There is no cost incurred at this stage.

Candidates will be required to submit the following documentation at the interview:

- proof of Australian/New Zealand citizenship or permanent residency (i.e. passport, birth certificate)
- Australian Driver Licence (you must hold at least a green Provisional Driver Licence, Year 2)
- proof of a good driving history (complete driving history dated within three months of the interview)
- proof of vaccinations (completed Form 188 of Vaccination Records – found at the back of this guide)
- proof you have completed or are in your final study year of a recognised paramedical qualification (see http://www.caa.net.au/educationalaccredited-courses) - please note, a final transcript will be required before you commence.

Candidates will also be asked to complete a consent form for a National Criminal Record Check and provide 100 points of original identification.

PRE-EMPLOYMENT CHECKS/CLEARANCES

Pre-employment clearances require satisfactory results for each of the following:

- references
- residency status check
- conduct and service check (if applicable)
- NSW Health Service Check Register
- National Criminal Record Check
- Working with Children Check
- driving history check
- health assessment.

RESIDENCY STATUS CHECK

You must be an Australian or New Zealand Citizen or hold permanent residency. NSW Ambulance does not sponsor international paramedics.

REFERENCES

We will ask you to confirm the referee details that you have provided through JobsNSW with your application and you will be given the opportunity to provide new referee details if required. These referees will be contacted to verify your suitability for the trainee paramedic or paramedic intern role.

Your referees must be a supervisor or manager who has had close and recent supervision of your work over the past 12 months and who can talk with authority about your skills, qualifications and experience in relation to the capabilities required for the role.

If you are an applicant who has a recognised paramedical qualification, NSW Ambulance additionally request that one of your referees is a course lecturer or a preceptor during your clinical placement.

All referees cannot be related to you by birth, marriage or de facto relationship. You can provide referee details in relation to paid or volunteer work.
OPERATIONAL RECRUITMENT APPLICATION PROCESS

CONDUCT AND SERVICE CHECK
At the application stage, you will be required to indicate if you are a current or previous employee of NSW Ambulance and asked to provide your employee number (or bundy number). If this applies to you, an internal conduct and service check will be required and a HR officer will be in contact with you. Conduct and service checks will also be conducted for applicants who have previously served with the armed forces, emergency services or interstate ambulance services.

NSW HEALTH SERVICE CHECK REGISTER
All candidates are checked against the NSW Health Service Check Register. If your details are on the register you will be contacted by a HR officer.

NATIONAL CRIMINAL RECORD CHECK
At the interview stage, all candidates must submit a completed National Criminal Record Check (NCRC) consent form and provide 100 points of original identification for certification.

Acceptable identification must include at least one type of photographic identification that contains your signature and date of birth, as well as proof of citizenship or permanent residency.

The results of the NCRC will advise NSW Ambulance of any registrable offences, sexual offences, violent offences, spent convictions, general criminality (drugs, theft, fraud) apprehended violence orders and some driving offences.

We do not normally reject an application solely on the basis of a criminal record. You will be given an opportunity to discuss the findings as part of a structured risk assessment.

WORKING WITH CHILDREN CHECK
NSW Ambulance has a legislative requirement to conduct background checks where a role involves contact with children; the role of a paramedic is considered child-related employment.

You must have a current Working with Children Check prior to commencing employment with NSW Ambulance and maintain this while in the role of a trainee paramedic. This must also be maintained when you reach the qualification of paramedic as well as any other role within NSW Ambulance that requires work with children. The current cost for a Working with Children Check is $80 and is paid to the Roads and Maritime Services NSW. To find out more or commence your application go to http://www.kidsguardian.nsw.gov.au.

DRIVING HISTORY CHECK
Being able to drive in a safe and responsible manner is an inherent requirement of the role. You are required to have no more than six demerit points on your current licence. If you are not certain of your driving history, you are still encouraged to apply, as an assessment will be conducted for candidates who have six points at the time of application.

UNSUCCESSFUL APPLICATIONS
Candidates are assessed at each stage of the selection process, and unsuccessful candidates will be notified in writing that they will not progress to the next stage. Some candidates may be added to an eligibility list.

Candidates should note that cognitive online capability assessments prior to undertaking the tests.

An eligibility list ranks candidates in order of merit and is valid for 12 months. Candidates may be required to update certificates and/or clearances should these expire prior to being offered employment.

As vacancies arise throughout the year, candidates on the eligibility list will be contacted to participate in a pre-employment medical and physical assessment to complete the final stage of the recruitment process. Upon successful completion of these assessments, a candidate will be offered employment.

OPERATIONAL RECRUITMENT APPLICATION PROCESS

HEALTH ASSESSMENT
Candidates are invited to complete the health assessment upon successful completion of all other clearances. The health assessment is composed of two parts - a medical assessment and a physical fitness assessment. Health assessments are undertaken by independent health assessment providers and cost approximately $754.

MEDICAL ASSESSMENT
The NSW public expects a high standard of medical fitness from paramedics in order to ensure public, patient and employee safety. The medical assessment criteria is based on the essential requirements of the role.

The medical assessment will involve a comprehensive clinical evaluation. Areas tested include:
- vision
- hearing
- urine analysis
- range of motion
- lung capacity
- blood pressure
- pulse
- height and weight.

PHYSICAL FITNESS ASSESSMENT
The physical fitness assessment measures your ability to meet the physical demands of the paramedic role, including:
- flexibility
- strength
- power
- endurance
- aerobic capacity.

You will be asked to perform a number of tasks to assess your fitness. These tasks may include:
1. Hover test – you need to be able to support your body weight between toes and elbow, with back and legs held straight for at least 60 seconds.
2. Carry load test – you will need to demonstrate you can safely lift and carry two weighted bags (total weighted maximum of 36 kg) and ascend and descend one storey of stairs twice in less than 90 seconds.

Please note, in these situations the assessing medical practitioners do not make the decision whether or not to employ candidates; they conduct the examination and gather the information. They then submit this information to the occupational physicians (who also work for the same health assessment provider) who review the information and then make a recommendation regarding your fitness to be employed as a trainee paramedic.

LETTER OF OFFER AND CONDITIONS OF EMPLOYMENT
A formal letter of offer is typically made four to six weeks before commencement date with NSW Ambulance. Your conditions of employment may include, and not be limited to, obtaining a manual Unrestricted Light Rigid (LR) Licence prior to commencement; locating to any part of NSW following induction and training; and following any recommendations made as a result of your health assessment.
If you have or are assessed as having appropriate permanent paramedic position. This could be anywhere accordingly. At this stage you will also be appointed to a program, you are a fully-qualified paramedic and are paid program at AEC. Upon successful completion of this program, you will receive annual leave loading and employer’s contribution to superannuation.

Paramedics may earn $65,000 per annum* or more in the first year of employment (as shift penalty rates are paid in addition to base salary).

**TRAINING**

All new paramedics are required to attend induction training at the NSW Ambulance Education Centre (AEC) located in Rozelle. Induction is eight weeks duration if you do not have relevant clinical qualifications to stream you into the paramedic intern pathway. Induction will focus on clinical and practical skills, as well as driver awareness. Following this, you will complete a 12 month on-road training program with an on-road clinical mentor under supervision. This is followed by an ‘In-Service 1’ program of four weeks duration, back at AEC. The successful completion of the practical and theoretical assessments at this stage will lead you to become a paramedic intern. You will then participate in a further on-road training program before completing your ‘In-Service 2’ four week program at AEC. Upon successful completion of this program, you are a fully-qualified paramedic and are paid accordingly. At this stage you will also be appointed to a permanent paramedic position. This could be anywhere within NSW, based on operational requirements.

If you have or are assessed as having appropriate experience and qualifications in paramedical science, nursing or other clinical qualifications, your induction is five weeks long, and you only have to complete the first on-road training program and ‘In-Service’ component before qualifying as a paramedic. Your permanent appointment to a paramedic position occurs after successful completion of your ‘In-Service 1’ program.

**CAREER PATHS**

NSW Ambulance takes an active interest in your learning and development and progression is achievable. Higher level operational career paths include extended care paramedic, intensive care paramedic, special operations and rescue. If successful, you could find yourself performing aeromedical retrieval, snow operations, rapid response and special operations counter disaster duties. The opportunities to rise to a zone or duty operations manager are available. Our Chief Executive has risen from the paramedic ranks; providing you want this role, and are successful, the top spot may be yours one day!

**FOR HELP, CONTACT US**

Our HR officers are happy to help you make this an easy process. If you are unsure of what documentation you need to provide, or how and when to provide it, phone NSW Ambulance Recruitment on (02) 9320 7378 or recruit@ambulance.nsw.gov.au. To find out more about NSW Ambulance visit our website at www.ambulance.nsw.gov.au.

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**APPENDIX A: FREQUENTLY ASKED QUESTIONS**

**WHEN CAN I APPLY?**

Applications for the role of trainee paramedic will be accepted from May 2015 via www.jobs.nsw.gov.au.

**WHAT IF YOU DON’T HAVE YOUR VACCINATION RECORDS?**

Under NSW Health Policy, all paramedics must comply with occupational assessment, screening and vaccination against specified infectious diseases. Form 188 (attached) contains information about the vaccination records you must provide to be eligible to apply (with the Hepatitis B vaccination, only the first dose is required at application stage). You may wish to ask your doctor to provide you with written documentation and completion of Form 188 to verify you are protected against the following infectious diseases:

- diphtheria/tetanus/pertussis
- measles/mumps/rubella
- chicken pox
- TB screening
- hepatitis B which requires:
  - evidence you have received at least the first dose of the vaccination must be provided at the behavioural interview
  - evidence you have received the second dose must be provided prior to commencing employment
  - third dose evidence must be provided within the first six months of employment.

If you cannot provide these vaccination records at interview stage, we cannot consider your application further.

**HOW LONG DOES IT TAKE FOR THE PRE-EMPLOYMENT CLEARANCE TO BE COMPLETED?**

We normally allow six to eight weeks for all checks to be completed. The Working with Children Check and National Criminal Record Check are performed by other government agencies in accordance with due process and legislative requirements and cannot be expedited.

**DO I GET PAID DURING MY INDUCTION AT NSW AMBULANCE?**

Yes, you do receive your base salary while you are in induction training.
**APPENDIX A: FREQUENTLY ASKED QUESTIONS**

<table>
<thead>
<tr>
<th>WHAT IS A SELECTION PANEL?</th>
</tr>
</thead>
<tbody>
<tr>
<td>A selection panel consists of two people who will interview you during the behavioural interview component of the selection process. The two panel members have knowledge and/or experience of the position and its requirements, and they will assess applications and make recommendations on whether your application meets the eligibility requirements and moves to the next stage of the selection process.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>WHAT COSTS WILL I HAVE TO MEET DURING THE RECRUITMENT PROCESS?</th>
</tr>
</thead>
<tbody>
<tr>
<td>See Table A below for costs incurred during the recruitment and selection process. Note: costs are indicative and may be subject to change.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>WHERE DO I OBTAIN THE CONSENT FORM FOR NATIONAL CRIMINAL RECORD CHECK (NCRC) AND 100 POINTS ID?</th>
</tr>
</thead>
<tbody>
<tr>
<td>We will send these forms as part of your confirmation of interview.</td>
</tr>
</tbody>
</table>

**DO I GET A CHOICE REGARDING WHERE I WILL BE LOCATED?**

You will be initially appointed to a training location. NSW Ambulance will consider your preferences, but you could be posted to any location within the state where there is an operational requirement.

**TABLE A: COSTS ASSOCIATED WITH APPLICATIONS FOR TRAINEE PARAMEDIC RECRUITMENT**

<table>
<thead>
<tr>
<th>SELECTION PROCESS</th>
<th>TYPE</th>
<th>COST PAID DIRECTLY TO:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assessment</td>
<td>Vaccinations</td>
<td>Cost varies per provider</td>
</tr>
<tr>
<td></td>
<td>Online assessment</td>
<td>$69 Plus GST Assessment provider</td>
</tr>
<tr>
<td>Interview</td>
<td>Any travel</td>
<td></td>
</tr>
<tr>
<td>Pre-employment clearance</td>
<td>Working with children check</td>
<td>$80 Road and Maritime Services or Services NSW</td>
</tr>
<tr>
<td></td>
<td>National Criminal Record Check</td>
<td>This cost is covered by NSW Ambulance</td>
</tr>
<tr>
<td></td>
<td>Health Assessment: inclusive of medical and physical fitness assessment</td>
<td>$754 Health assessment provider</td>
</tr>
<tr>
<td>Offer of employment</td>
<td>Driving record – all states and countries you have driven in for 10 years</td>
<td>$29+ in NSW Roads and Maritime Services</td>
</tr>
<tr>
<td></td>
<td>Manual Unrestricted Light Rigid Licence required prior to commencement of employment.</td>
<td>$750+ Roads and Maritime Services and provider</td>
</tr>
</tbody>
</table>

*Costs are current as at May 2015

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**Occupational Assessment, Screening & Vaccination Program Verification Form**

<table>
<thead>
<tr>
<th>Name:</th>
<th>Date of Birth:</th>
<th>Home Phone Number:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Date issued: 25 January 2012</td>
<td>Issued by: Clinical Services</td>
</tr>
</tbody>
</table>

**NSW Ambulance**

10 NSW Ambulance

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**NSW health care workers must be protected against some specific infectious diseases because of both OH&S and Patient Safety risks. The requirements listed below are NSW Ministry of Health policy and all Ambulance employee and clinical placement applicants must provide evidence of compliance with the listed criteria. Compliance with these requirements also provides additional public health benefit. Please complete the questionnaire below and provide all evidence as an attachment.**

**Acceptable evidence includes blood test results or copies of vaccination records or cards. Statutory declarations are not acceptable. Attach the evidence to this form.**

- You must have had an **ADULT dTpa (diphtheria / tetanus / pertussis) booster vaccination**. Attach a vaccination record. (A blood test is not acceptable evidence. An ADT vaccine is not acceptable – the vaccine must contain pertussis/whooping cough.)
- You must have completed a **hepatitis B vaccination course** suitable for the age that you had it (ie 2 doses if given to you as an adolescent, or 3+ doses for any other age). Attach the vaccine records OR provide as much information as you know about when or where you had the vaccine course.
- After the complete hepatitis B vaccination course, you must have had a blood test “for immunity” to determine if the hepatitis B vaccination was successful. Attach a copy of the blood test result (**hepatitis B surface antibody** is the name of the correct test).
- Measles Mumps Rubella (MMR) - if your year of birth is 1966 or after, either attach records for 2 doses of MMR vaccine given at any stage of your life (minimum 1 month apart), or copies of positive immunity blood test results for Measles, Mumps and Rubella. If your year of birth is before 1966, disregard this MMR section.
Have you had Chicken Pox at any stage in your life (circle correct answer)?

- YES
- NO
- DON'T KNOW

  a. If YES, Move on to the Tuberculosis section
  b. If NO or DON'T KNOW, has a doctor ever diagnosed you with shingles?  
     - YES
     - NO

  c. If YES, move on to the TB section
  d. If NO, either attach records for 2 doses of chicken pox vaccine given minimum 1 month apart, or copies of a positive immunity blood test result for chicken pox (varicella Zoster IgG).

**Tuberculosis (TB) Assessment Tool**

- Have you ever had TB Screening?  
  - YES
  - NO  (If yes please attach record)

- Have you ever had contact with a person known to have TB?  
  - YES
  - NO  (If yes, please provide details)

- Have you ever lived or travelled overseas?  
  - YES
  - NO (please include countries where you have spent more than 3 months cumulatively)

<table>
<thead>
<tr>
<th>COUNTRY</th>
<th>AMOUNT OF TIME IN THAT COUNTRY</th>
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</table>

- Are you currently suffering any symptoms of active Tuberculosis?  
  - If YES please provide additional details
  - Coughing for longer than 2 weeks?  
    - YES
    - NO
  - Coughing of blood  
    - YES
    - NO
  - Fevers / Chills / Temperatures  
    - YES
    - NO
  - Night Sweats  
    - YES
    - NO
  - Fatigue / Weakness  
    - YES
    - NO
  - Loss of Appetite  
    - YES
    - NO
  - Unexplained Weight Loss  
    - YES
    - NO

**Final Instructions** – please carefully check the listed requirements and your attachments. Ensure that all criteria are addressed and that evidence is provided where required. **Ensure your name is on all attachments.** (Provide copies only and keep your originals)

Sign and date the form below.

<table>
<thead>
<tr>
<th>Name:</th>
<th>Signature:</th>
<th>Date:</th>
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Employee applicants - forward this form with attachments to Recruitment

University Clinical Placement Applicants - forward this form and attachments to your University Clinical Placement Administration Officer.