

# Trainee/Qualified Ambulance Officer Application Information Booklet

## Contents

How do you use this guide?	1
Did you know?	1
Is this career for you?	2
How do you submit an application?	2
- Application Deadline and Address	2
Do you meet the selection criteria?	3
What are the stages in the selection process?	4
- Stage One <i>Submit Application</i>	4
- Stage Two <i>Aptitude Testing</i>	4
- Stage Three <i>Interview</i>	4
- Stage Four <i>Compulsory Driving Assessment</i>	5
- Stage Five <i>Health Assessment</i>	5
- Stage Six <i>Probity Screening</i>	6
- Stage Seven <i>Referee and Conduct &amp; Services Check</i>	6
What are the working and training conditions?	6
- Starting Salary, Hours of Work, Uniforms	6
- Leave, Training and On Road Duties	6
- Modules of Study	7
Is there anything else you should be aware of?	8
- Qualifications and Further Training	8
- Recognition of Prior Learning	8
- Specific Employment Requirements	8
- Important Policies and Practices	9
- Culturally Diverse Society	9
- Equal Employment Opportunities (EEO)	9
- Occupational Health and Safety (OH&S)	9
- Ethical Practices	10
- Pre-submission Application Checklist	10
Frequently Asked Questions Answered	11
Our history	12

## How do you use this guide?

This Application Information Package will help you:

- understand the application requirements - including addressing the selection criteria
- complete your application appropriately and present necessary information and documentation
- understand the stages in the recruitment selection process
- be aware of the important education and employment conditions

## Did you know?

The Ambulance Service of New South Wales (the Service), is an acknowledged leader in the provision of ambulance services and is an integral and dynamic part of the New South Wales health system. The men and women of the Service are dedicated professionals who maintain the standard of excellence in pre-hospital emergency care and health related transport services to the people of New South Wales.

### Our Vision

Excellence in pre-hospital care.

### Our Mission

As an integral part of the health care system we will provide responsive, high quality services in emergency clinical care, rescue and patient transport through quality of service, organisational performance, valuing our people and meeting community needs.

### Did you also know?

The State of NSW covers 801,428 square kilometres? The Service is one of the largest ambulance services in the world, servicing a population in excess of 6.8 million, employing over 3,600 people at 286 locations, operating over 1,000 ambulance vehicles, with an annual expenditure budget in excess of \$400 million. In 2005/06 the Service responded to more than a million incidents.

Our recruitment campaigns attract high interest and an extensive pool of applicants.

**The recruitment selection process is highly competitive, therefore it is important that you read this guide and follow the instructions in order to submit an accurate and competitive application.**

*While every effort is made to ensure the information in this Application Information Package is correct, the Ambulance Service of New South Wales does not warrant or represent the information is free from errors or omissions, or that it is exhaustive. The Ambulance Service of New South Wales further does not warrant or accept any liability in relation to the quality, operability or accuracy of the information.*

*Printed November 2006*

# Is this career for you?

---

The Ambulance profession is not as glamorous as television portrays it. The Ambulance Service operates every day of the year. Our staff work on public holidays, weekends and during other times which would normally be regarded as leisure time by those who work regular hours. It's not a 9 to 5 job. Some disruption to social and family lives is an inevitable part of a career that involves shift work.

However, a career with the Service is personally rewarding and highly respected. It is also a progressive career that offers various opportunities for advancement and ongoing professional development. Ambulance officers are provided with ongoing training and education to retain skills, obtain new skills and increase clinical knowledge and experience as emergency health care constantly changes and improves. Ambulance officers are trained to administer pre-hospital care and are frequently involved in emergency crisis situations and, as a result, they must contend with stressful situations as part of their role. It is often the case that an ambulance officer will face seriously injured persons including dying or deceased persons. This can challenge an individual's belief system and test his or her coping mechanisms.

## Some of the environmental conditions and physical activities performed by ambulance officers include:

- working outdoors in all kinds of weather
- using patient lifting devices such as collapsible stretchers, carry chairs and wheelchairs
- treating patients who may have infectious or communicable diseases
- working for extended periods during the day or night in ambulance vehicles
- driving a range of ambulance vehicles in all kinds of weather conditions
- working in confined spaces such as under vehicles, trains and buildings
- working at hazardous material scenes such as a chemical spill, industrial fire or accident
- treating patients at heights such as rooftops and building sites
- reading Mobile Data Terminals for call information and instructions in varying light conditions
- living and working in remote rural NSW

## What qualities are we looking for in successful applicants?

- efficiency and confidence in their ability
- integrity, dedication and confidentiality
- honesty, self-reliance and self-discipline
- physical fitness
- excellent interpersonal communication skills
- a caring and compassionate nature
- ability to remain calm and calm others in crisis situations
- ability to work as part of a team

## The Service is looking for committed people who:

- will provide high quality clinical care in emergencies, including pre-hospital care and rescue
- are motivated to deliver the highest standard of clinical care that is responsive and appropriate to the needs of their patients
- will enjoy varied and challenging opportunities and career development in a highly skilled vocation
- want to serve the community by being active members of the health care team and contribute to the emergency health care needs of the people of New South Wales.

# How do you submit an application?

---

You will need to **submit the following components as part of your application** for the position of Trainee or Qualified Ambulance Officer:

- Application For Employment Form
- Four passport size photos (each one signed on back)
- Photocopy of your Driver's Licence
- Photocopy of your recent driving record – dated within the last three months from the Roads and Traffic Authority in your State
- Photocopy of your birth certificate
- Photocopy of Permanent Residency, Australian Citizenship or Visa
- Photocopy of your education results
- Photocopy of your trade/or other qualifications

To return an accurate and complete application please follow the instructions on the **Application for Employment Form** and the following important notes and checklist.

## Application deadline and address:

Applications will be accepted at all times throughout the year from 1 January 2005. However, applications will be processed every two to three months when sufficient quantities are received. Please post or hand deliver your full application in an envelope marked Trainee or Qualified Ambulance Officer Recruitment, Private and Confidential, to the appropriate address below:

### Postal Address:

Operational Recruitment Unit  
Ambulance Service of New South Wales  
State Headquarters  
Locked Bag 105  
ROZELLE NSW 2039

### Physical Location:

Operational Recruitment Unit  
Ambulance Service of New South Wales  
State Headquarters  
Balmain Road  
ROZELLE NSW 2039

(Entrance is opposite the Boulevard)

# Do you meet the selection criteria?

Are you currently eligible to apply to become an ambulance officer?

- Check the following Selection Criteria for Trainee and Qualified Ambulance Officer positions to see if you meet the compulsory criteria.

## 1. Trainee Ambulance Officer Selection Criteria (General entry)

- Do you have an 'unrestricted' (not provisional) NSW driver's licence?
- Will you have an 'unrestricted' Class LR (manual specification) or higher NSW driver's licence prior to being appointed?
- Do you have a good driving record with a loss of no more than six demerit points off your licence over the previous three years and no licence cancellation for any reason (other than fine default) over the previous 24 months? (The Ambulance Service will consider all driving convictions particularly those relating to driving while under the influence of alcohol or drugs, speeding, reckless driving, dangerous driving or those leading to loss of license regardless of when it occurred).
- Do you have a standard of medical/physical fitness and strength appropriate to perform the requirements and duties of the position?
- Are you an Australian Citizen or permanent Australian Resident?
- Do you have effective written, verbal and non-verbal communication skills?
- Are you able to work independently and as part of a team?
- Do you have analytical skills and problem solving ability?
- Are you adaptable and have the ability to remain effective under pressure?
- Do you possess excellent customer care skills to a diverse range of clients?
- Do you have the ability to effectively interpret, organise and use numerical data?
- Do you have the ability to promote and maintain workplace Occupational Health and Safety, Equal Employment Opportunity, Equity and ethical work practices?

## 2. Trainee Ambulance Officer Selection Criteria (Registered Nurse/Pre-Hospital Care Graduate entry)

- Do you fulfil all the Selection Criteria for Trainee Ambulance Officer (General Entry) in addition to the following compulsory criteria?
- Do you have a Degree or Diploma in Paramedical Science (Pre-Hospital Care, Paramedic Clinical Practice or Ambulance Studies) **or** are you a Registered Nurse?
- Have you completed a recognised post-graduate nursing program in a large metropolitan/regional hospital **or** do you have a minimum of 12 months recent practical experience in a large hospital as a Registered Nurse, prior to the application closing date?

## 3. Trainee Ambulance Officer Selection Criteria (First Language other than English entry)

This entry path accommodates those applicants who speak a first language other than English. All applicants must be able to demonstrate vocational proficiency in English equivalent to the International Spoken Language Proficiency (ISLP) Level 4 rating.

- Do you fulfil all the Selection Criteria for Trainee Ambulance Officer (General Entry) in addition to the following compulsory criteria?
- Do you speak a first language other than English? Please specify language.
- Are you able to demonstrate vocational proficiency in spoken English equivalent to the Level 4 ISLP.

## 4. Trainee Ambulance Officer Selection Criteria (Aboriginal and Torres Strait Islander entry)

- Do you fulfil all the Selection Criteria for Trainee Ambulance Officer (General Entry) in addition to the following compulsory criteria?
- Can you demonstrate Aboriginal or Torres Strait Islander descent, self-identification and community acceptance?

## 5. Trainee Ambulance Officer Selection Criteria (Patient Transport Officer currently employed by the Service or Honorary Ambulance Officer entry)

- Do you fulfil all the Selection Criteria for Trainee Ambulance Officer (General Entry)?
- Have you successfully completed all theory and practical assessments associated with your level of training to date?

*Note: A review of your current work performance, conduct and service and referee checks (from your supervisors within the Service) will be conducted.*

## 6. Qualified Ambulance Officer Selection Criteria (Qualified entry)

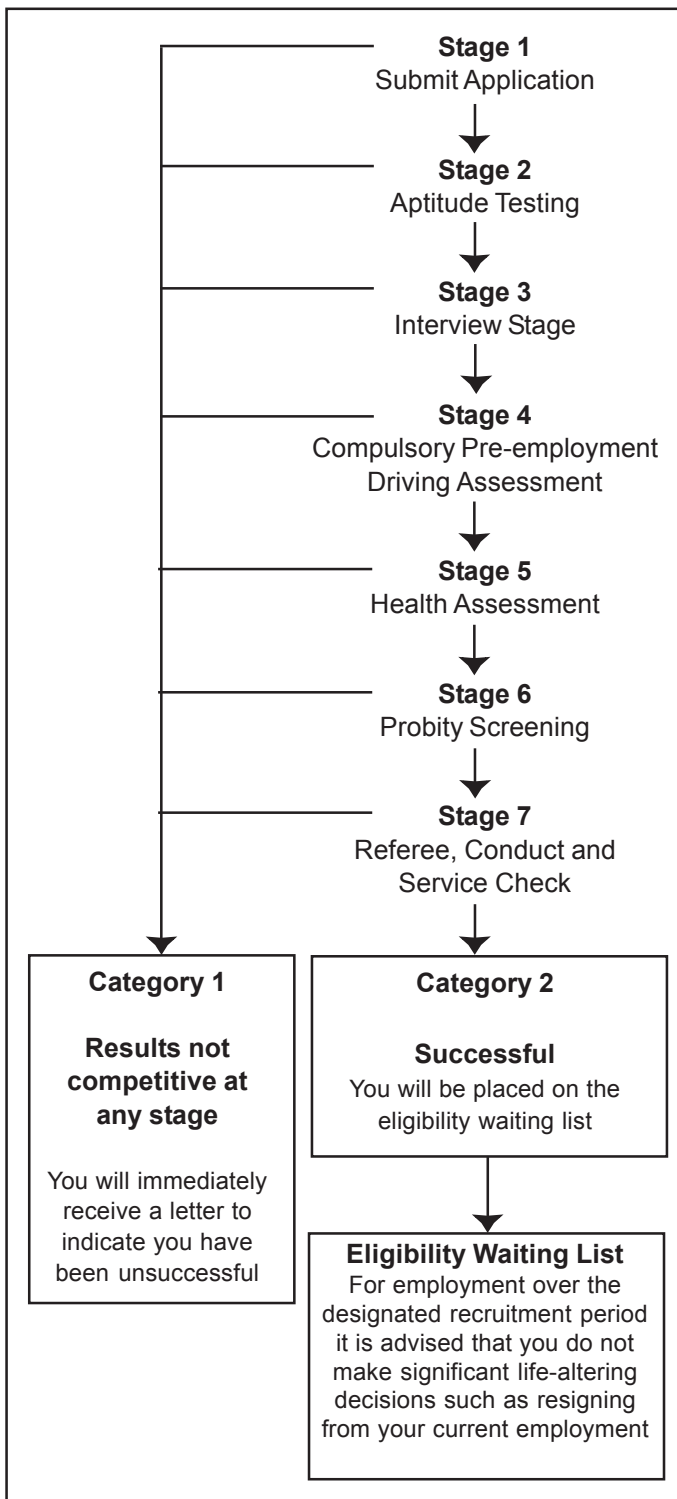
To apply for this position, the applicant is required to be an ambulance officer from a recognised interstate or international ambulance service, or was previously employed as an ambulance officer with the Ambulance Service of NSW. However, applicants who are currently Year 2 or Year 3 student officers employed by an interstate ambulance service are also encouraged to apply under this category.

- Do you fulfil all the Selection Criteria for Trainee Ambulance Officer (General Entry) in addition to the following compulsory criteria?
- Do you have a Diploma/Degree in Paramedical Sciences (Pre-Hospital Care) or its equivalent?
- Can you demonstrate strong skills in leadership, teamwork, decision making, communication and initiative?
- Do you have the ability to work with minimal supervision?

*For internationally qualified applicants seeking sponsorship:*

- Do you have three years post qualification experience and are you under the age of 45 years?

# What are the stages in the selection process?



## Stage One – Application

Your application will determine if you are invited to progress further in the recruitment process. Only the most competitive applicants will be called to attend aptitude testing where further assessments of your suitability for the position will be made. Please be aware that if you fail to include any of the mandatory documentation, your application will be excluded at this stage. Download, print and complete the application form, attach copies of the mandatory documentation and post or hand deliver to the Ambulance Service.

## Stage Two – Aptitude Testing

The aptitude tests are conducted to assess language, mathematical and learning ability from each applicant's body of knowledge acquired through education, training and life experience. The tests have the ability to determine the capacity of an applicant to learn new skills, adapt to new situations, demonstrate a capacity to solve problems and assess their suitability for the position. The aptitude tests are paper and pencil based. As part of the five hour testing period, all applicants will be required to complete several questionnaires which evaluate an applicant's behavioural, attitudinal and psychological profile.

Applicants must be available to attend the nominated testing centre in person on the day and test time nominated by the Service. Applicants will be required to produce their driver's licence as proof of their identity.

Applicants whose aptitude testing results are not competitive will be advised by letter and no further feedback will be provided.

## Stage Three - Interview

The interview is a very important part of the selection process. (You will be invited to attend an interview only if your aptitude test results are sufficiently competitive). You will be notified of the time, date and venue and due to the large numbers of applicants, interviews are conducted over a period of 6 months.

The Interview Panel will consist of a minimum of two people, the convenor and an independent member. The Panel will ask you a series of questions. Your responses to these questions will enable the Panel to gain a better understanding of your knowledge, skills, qualifications, abilities and personal attributes. The Panel are looking for a match between these attributes, the selection criteria and the requirements of the position.

Think about the questions the interview panel could ask you and what points are important for you to get across to the Panel. For example, you could be asked to explain relevant work or life skills examples including achievements, outcomes and initiatives. Provide any other information you think is valuable to support your application. You may also be asked behavioural or situational questions based on the selection criteria. Behavioural questions are specific questions relating to past experience. Situational questions are generally a scenario or a situation that require a response of how you might handle the situation. You will be given the opportunity to ask any relevant questions at the end of the interview.

Applicants whose interview results are not competitive will be advised by letter and no further feedback will be provided.

The selection process has been designed to select the best people for the available positions over the next 12 months based on merit. The merit principle simply means finding the best person for the job. To achieve this a comparative assessment is made which takes into account the nature of the duties of the position and the relevant selection criteria based on abilities, qualifications, experience and standard of work performance and personal qualities.

To be ultimately successful in your application you will need to progress through all selection stages, and pass each stage before proceeding to the next. Information gathered during the selection stages will be compiled so that the Selection Committee can make a comparison of all applications.



### *on how to prepare and present yourself at the interview*

Job interviews can be quite stressful, but remember that the other applicants are also nervous. It is important that you make a good impression with the information you provide.

#### *Things to do*

- ✓ Research the organisation and the position
- ✓ Dress neatly
- ✓ Arrive early or call if you are delayed
- ✓ Relax and be straightforward
- ✓ Answer the questions you are asked
- ✓ Be honest
- ✓ Sell yourself

#### *Things not to do*

- ✗ Be negative
- ✗ Exaggerate
- ✗ Speak too little or for too long

### **Stage Four – Compulsory Pre-employment Driving Assessment**

Driving is a significant part of an ambulance officer's work. Workplace driving situations can be very demanding. An ambulance officer requires the skill and judgement to manoeuvre accurately in places where there is not much room. They must be able to drive well in demanding situations yet remain safe.

Although licensed, some people are not suited to this type of driving. They might not have the core skills or perhaps they do not have a strong enough sense for keeping people safe. These attributes cannot be quickly learnt.

You will be assessed on your core driving skills. Your ability to apply the road rules and your sense of safety. Your driving assessor will use five criteria to judge your driving, fluency, control, compliance, care and self-awareness.

To practise for the assessment, simulate an assessment situation, including tight manoeuvres and reversing, and judge your performance. A friend may like to help you.

Don't assume that you know the rules. Obtain a copy of the current *Road Users Handbook* from the NSW Roads and Traffic Authority and revise it. Don't skip over things like the parking requirements and how to use your indicators. These types of things will be assessed during the practical assessment.

When you drive, practice noticing your mistakes and analysing them in front of someone. Tell your passenger what you did incorrectly and what you are going to do to improve. If you join the Service, this type of thinking will be important. It will help you develop professionalism.

### **Stage Five – Health Assessment**

Applicants must be prepared to travel to the closest available medical testing centre. The Pre-Employment Health Assessment is composed of two parts: the medical assessment and physical fitness assessment.

#### *Medical Assessment*

The NSW public demand a high standard of medical fitness from ambulance officers in order to ensure both public, patient and officer safety. The medical assessment criteria are based on the essential requirements of the position and its related tasks. Consequently, some applicants may have medical conditions that fail to meet the standards set by the Service.

Applicants with pre-existing medical conditions are encouraged to bring medical reports, x-rays or other medical information to assist the doctors in assessing their case. Should the medical assessment reveal the necessity for further diagnostic tests, then they are conducted through the candidate's own General Practitioner in order to allow the candidate participation in the diagnostic process.

It must be noted that the assessing practitioners do not make the decision whether or not to employ, they merely conduct the examination and gather the information. The Provider's Occupational Physicians review the information and then make a recommendation regarding employment to the Service.

The Medical Assessment will involve a comprehensive clinical evaluation of the following:

- Cardiovascular Conditions
- Neurological Conditions
- Respiratory Conditions including severe asthma
- Vision and Eye Disorders
- Hearing and Vestibular Function
- Locomotor Impairment
- Gastrointestinal
- Endocrine
- Genito-urinary
- Haematological
- Musculoskeletal (including joint movement) and Neuromuscular Disorders
- Alcohol and Drugs use including illicit and psychoactive drugs (the Service has a zero tolerance policy towards illicit drug use)
- Psychiatric Disorders

Actual areas tested include:

- Vision
- Hearing
- Urine analysis
- Range of motion
- Lung capacity
- Blood pressure
- Pulse
- Height and weight
- Immunity status for vaccination purposes

#### *Physical Fitness Assessment*

The tests you will undertake correlate with an Officer's job demands and work postures, and measure the strength and capacity of each joint and its surrounding tissues. Your results will determine whether or not you have the appropriate level of fitness relevant to the demands of the position for which you have applied.

The Physical Fitness Assessment includes:

- Flexibility
- Strength
- Power
- Endurance
- Aerobic capacity

Don't expect to prepare for your physical assessment in a short time frame. You should always seek medical clearance from your treating doctor prior to starting any exercise program. If you are unsure of how to train then make sure you get help, preferably from someone with a degree in sports science of human movement. If you can't find someone try contacting the Australian Association of Exercise and Sport Science ([www.aeess.com.au](http://www.aeess.com.au)) and ask them to recommend an accredited trainer or coach. Start your training as soon as possible and gradually increase your workload right up until the time of your assessment. Always remember that if you stop training you will lose the fitness you have gained.

# What are the working and training conditions?

## Stage Six – Probity Screening

As part of your application and during the interview you are requested to authorise the Service to conduct Probity Screening. This criminal record check will be for a period of five years prior to the date of the check for all general convictions and whole of life for all convictions involving serious matters, children and sexual offences. A check will be conducted with all State Police Services and the Federal Police Service. However, applicants are required to advise the Service of all charges and convictions, including those charges that may be currently pending and/or charges that were withdrawn. All applicants will be given an opportunity to discuss any matters as part of a structured risk assessment process. No applicants will be rejected solely on the basis of a criminal record without first participating in this process.

The *Prohibited Employment Declaration Child Protection (Prohibited Employment) Act 1998* is also taken into consideration. The child protection legislation prohibits convicted sex offenders from working with children and broadens the scope of our pre-employment screening of those who will have unsupervised, direct contact with children through the course of their work. The legislation requires all persons commencing paid employment which involves direct contact with children to be checked against:

- any relevant criminal record
- any relevant Apprehended Violence Order
- any relevant disciplinary proceeding.

### Under this Act:

- it is an offence for a prohibited person to apply for, or remain in child related employment
- all employees must inform their employers if they are a “prohibited person” (someone who has been convicted of a serious sex offence)
- employers must ask existing employees and preferred applicants for employment whether they are a prohibited person or not
- penalties are imposed for non-compliance.

## Stage Seven – Referee and Conduct & Services Check

If you satisfactorily pass your pre-employment health assessment, your nominated referees will be contacted by the Recruitment Unit staff to further verify the information in your application, information gathered during the selection process and information gathered at interview. All information obtained will be assessed in light of the duties for the position.

You must nominate at least two people who can be contacted by phone during business hours. Please provide all applicable telephone numbers (work, home and mobile numbers).

Referees are supervisors and/or managers who have had a close and recent involvement in your work over the past 12 months and who can talk with authority about your skills, qualifications, experience and abilities in relation to the selection criteria.

For all applicants, other than Patient Transport Officers and Honorary Ambulance Officers, personal references, including those from current Ambulance Officers and Patient Transport Officers in the Service, will not be accepted.

In addition to this stage of the selection process and prior to an offer of a position, your current Human Resource Manager (or employer equivalent) will be contacted to provide a *Conduct and Services* check.

**Category 2: Successful** – Following satisfactory referee, conduct and service checks, you will be advised by letter that you have been included on the Eligibility Waiting List for Trainee Ambulance or Qualified Ambulance Officer positions. Positions are offered as vacancies occur throughout the year. An offer of employment is subject to your attainment of an ‘unrestricted’ Class LR (Light Rigid) NSW Licence (Manual Specification) or higher NSW Driver’s Licence, a minimum of four weeks prior to your commencement of employment.

## Starting Salary

The starting salary is listed in the accompanying PDF. In addition to the base salary, annual leave loading plus 9% superannuation, penalty rates for shift work and overtime applies. At present, salary increments occur each year.

## Hours of Work

The ordinary hours of work for full time ambulance officers is based on an average 38 hours per week. These hours are shift work according to a roster cycle where shifts vary in duration with shifts rotated over weekdays, weekends and public holidays. The current maximum length of rostered shifts do not exceed 14 hours.

## Uniforms

Uniforms are provided at no expense to the ambulance officer, although they are responsible for laundering costs, which may be tax deductible. Replacement of uniform items occurs on a needs basis

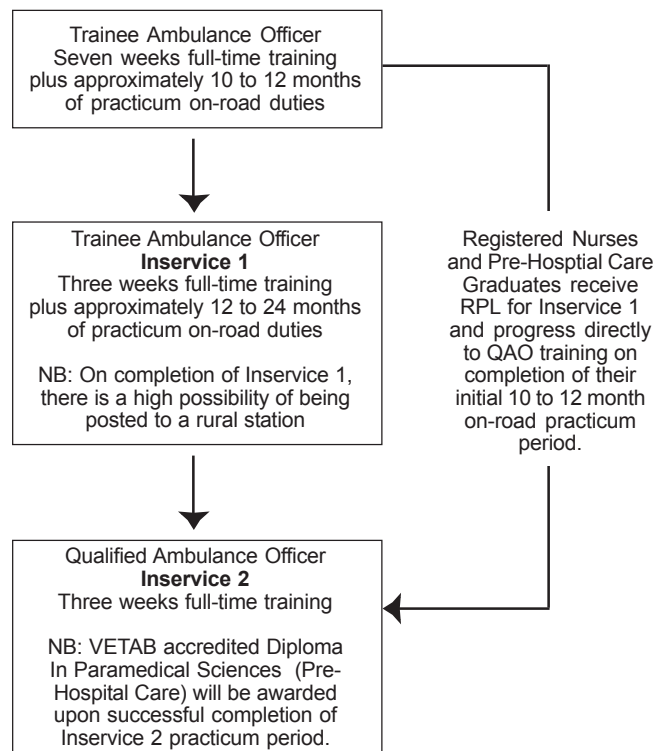
## Leave

Employees on continuous shift work are entitled to six weeks annual leave with eight weeks pay for each year of employment. The additional two weeks pay being in lieu of public holidays that may have been worked in the preceding period. Annual leave entitlements may only be accessed after 12 months employment

Sick leave entitlements are 114 hours per year. Any unused portion of sick leave accumulates.

## Training and On-Road duties

The Trainee Ambulance Officer enters the Service and completes the first, second and third residential levels over approximately three years, with on road practicum time in between.



<b>Module Code Residential One</b>	<b>Module Name (initial training)</b>
<b>AMB102</b>	Role of Trainee Ambulance Officer
<b>ADM001</b>	Administration 1
<b>COM001</b>	Communication 1
<b>ERU001</b>	Organisational Awareness
<b>ERU002</b>	Intro to Occupational Health Safety & Rehabilitation
<b>ERU003</b>	Infection Control
<b>AMB003</b>	Occupational Violence
<b>ERU004</b>	Back Care
<b>ADM101</b>	Administration 2
<b>AMB101</b>	Basic Care
<b>CIR101</b>	Circulation 1
<b>RES101</b>	Respiration 1
<b>ENV101</b>	Environmental 1
<b>MUS101</b>	Musculoskeletal 1
<b>NEU101</b>	Neurological 1
<b>DEF101</b>	Defibrillation 2
<b>AMB201</b>	Standard Care
<b>COM101</b>	Communication 2
<b>CIR201</b>	Circulation 2
<b>MUS201</b>	Musculoskeletal 2
<b>NEU201</b>	Neurological 2
<b>RES201</b>	Respiration 2
<b>DTM001</b>	Low Risk Driving Skills
<b>DTM002</b>	Minimising Driving Risk
<b>DTM003</b>	Cognitive Driving Skills
<b>DTM004</b>	Practical Driving Skills
<b>VEH001</b>	Vehicle and Equipment 1
<b>VEH101</b>	Vehicle and Equipment 2
<b>PRA101</b>	On-Road Practicum 1

The Service provides all necessary education and training from our Ambulance Education Centre (located in Rozelle, Sydney) at no cost to the employed Trainee Ambulance Officer. However, essential textbooks and certain equipment items must be purchased by the Trainee Ambulance Officer and these may be tax deductible.

The initial training for Trainee Ambulance Officers is a seven week full time instructional course. Accommodation may be provided at the Ambulance Education Centre if required for country applicants depending upon vacancies and is currently charged by salary deduction. A weekly rental of 20% of base salary is levied which includes accommodation and all meals.

Following successful completion of the initial training course, you will be initially appointed to a training station. Training stations are predominantly located in the Sydney metropolitan area. There are limited training positions located in rural areas and successful applicants must be prepared to undertake training in Sydney if required. A qualified officer will supervise and assist you throughout your training. On completion of your training period (ie. near the end of your first 12 months service) you will be appointed to your first permanent station posting. Successful applicants should be aware that this could be at any station within the State of NSW, (both metropolitan and rural) and as such officers must be prepared to relocate to this posting. This is a compulsory transfer that forms part of the conditions of employment. Financial assistance to meet the cost of relocation expenses is available through the *Transferred Officers (Crown Employees) Award*.

<b>Residential Two</b>	<b>Inservice 1 course</b>
<b>AMB202</b>	Role of Ambulance Officer
<b>AMB203</b>	Disaster Management
<b>REC201</b>	Introductory Rescue
<b>WPT201</b>	Workplace Trainer Category One
<b>WPT202</b>	Workplace Training Assessor
<b>PRA201</b>	On-Road Practicum 2

<b>Residential Three</b>	<b>Inservice 2 course</b>
<b>AMB301</b>	Advanced Care
<b>AMB302</b>	Role of Ambulance Officer (Post Proficiency)
<b>CIR301</b>	Circulation 3
<b>MUS301</b>	Musculoskeletal 3
<b>NEU301</b>	Neurological 3
<b>RES301</b>	Respiration 3
<b>PRA301</b>	On-Road Practicum 3

# Is there anything else you should be aware of?

## Qualifications and Further Training

Following successful completion of all training Qualified Ambulance Officers are awarded a VETAB accredited Diploma in Paramedical Sciences (Pre-Hospital Care).

All further progression to higher levels of clinical training and other non-clinical specialties such as SCAT (Special Casualty Access Team), Motorcycle Paramedic, Rapid Response and Rescue Officer is merit based with applicants having to undergo an intensive and competitive selection process. Application for higher clinical training and other specialties cannot be made until the current mandatory industrial award prerequisite (ie officers have entered their 4<sup>th</sup> year of service) has been met.

Ambulance Officers are also required to undertake and successfully complete further instruction by way of in-service courses, re-certification examinations and continuing education courses to maintain their "Certificate to Practice" as required by the Service every two years. Failure to maintain a "Certificate to Practice" may result in the termination of employment.

## Recognition of Prior Learning (RPL)

*What is it?* Recognition of Prior Learning (RPL) and Recognition of Current Competency (RCC) recognises what you have already learnt from other courses, from life experiences, from work experience and from any training provided at work. It measures this learning against the course you have been selected to do. If what you have learnt at work or elsewhere is relevant to the course, you may not have to complete these parts of the course again.

*When and how do you apply for RPL/RCC?* You apply when you have been offered employment, before you begin your training. You can obtain the RPL/RCC Application Form from the Recruitment Unit only at this time. Remember, this is applicant driven, that is, the onus is upon you to follow up, complete the forms and provide all the necessary documentation to support your claim for RPL/RCC.

Applicants from NZ, the UK, Europe, USA, Canada and South Africa etc that are currently qualified must have a minimum of three years post qualification experience and be under the age of 45 in order to qualify for sponsorship. Applicants must also successfully complete all stages of our selection process for the position.

## Specific Employment Requirements

An officer's conditions of employment are determined by the *Operational Ambulance Officers (State) Award*.

- All officers must satisfy medical and security (criminal record check) requirements as determined by the Service. An employee who is charged or who has previously been charged with having committed or has been convicted of, a serious criminal offence must report that fact in writing to the Ambulance Service of NSW pursuant to Clause 13 (1) of the *Ambulance Service Regulation 2005*. The *Child Protection (Prohibited Employment) Act 1998* prohibits convicted sex offenders from working or seeking to work in employment which involves unsupervised, direct contact with children. All persons commencing employment will undergo a screening process that includes:
  - A national criminal record check
  - A check of relevant apprehended violence orders
  - A review of relevant completed disciplinary proceedings the applicant may have had in previous employment

- All officers will be periodically screened throughout their employment (in compliance with these legislative and departmental requirements) to ensure that they continue to satisfy all mandatory probity checks.
- All officers must at all times hold a current New South Wales driver's licence, class LR (Light Rigid) or above and maintain a satisfactory driving record. An Officer charged with having committed, or is convicted of, a traffic offence must immediately report that fact in writing to the Service pursuant to Clause 13 (2) of the *Ambulance Service Regulation 2005*.
- Officers are required to maintain a standard of presentation and dress as determined by the General Manager (Operations).
- Officers are required to abide by the Service's *Code of Conduct and Ethics* (and any subsequent amendments).
- Officers must abide by the *Health Services Act 1997, and Ambulance Service Regulation 2005* which are available on commencement. The Regulations deals with disciplinary procedures and should be noted by all Officers on commencement of employment.
- The *Ambulance Service Regulation 2005* requires employees to seek written permission annually to engage in any external employment, whether for pay or otherwise, in addition to their employment with the Service (refer to Staff Regulation Clause 8 and Instructional Circular IC 01/04).
- All officers are required to successfully complete all or any training courses commensurate with their clinical skill level and Service policy. **Failure to successfully complete the re-certification assessments or Certificate to Practice as required by the Service and the Operational Ambulance Officers (State) Award will result in the termination of your employment.**

At the commencement of the course, Trainee Ambulance Officers will be given the *Assessment Document* by the Ambulance Education Centre. As a Trainee Officer, you are required to read and sign the Assessment Document as an acknowledgment that you fully understand your obligation to maintain satisfactory academic and clinical progression, and that your continued employment is dependent upon such satisfactory progression.

- You accept that all costs incurred in locating to your initial on-road training station shall be met by yourself.
- A probationary employment period of 12 months will apply from the date of appointment. Unsatisfactory work performance or training progress may result in termination of employment during or at the end of your probationary period.
- You are offered employment and accept that during, or after this probationary period you may be required to relocate to any part of New South Wales as the Service deems necessary. It is highly likely that this will be one of the 42 priority rural stations listed on the application form, discussed with you at interview and provided to you again as part of the first appointment process. You also accept that you will be required to reside within on-call boundaries and undertake relief duties at other locations. This may require you to be away from your residence and family for designated roster periods of up to 10 days at a time.

## Important Policies and Practices

The following summary of principles is in relation to providing ambulance services to the community of New South Wales. Applicants are encouraged to further research these important issues and provide evidence of their practical application of these principles. Simply reiterating the information provided will not be sufficient. This information may also assist you in answering the selection criteria questions.

## Culturally Diverse Society

Ambulance services are available to all groups in the community with each person being treated with consideration, respect, courtesy and in a manner that is culturally sensitive. The Service has a commitment to the *NSW Charter of Principles for a Culturally Diverse Society* and has implemented strategies to ensure that this commitment is met.

### *The Service will:*

- provide a service which is culturally sensitive and appropriate to all its clients
- encourage recruitment and retention of a workforce which is culturally diverse

### *Our clients of non-English speaking background are able to:*

- obtain written information about our services in community languages
- communicate with Ambulance Service staff in emergency and non emergency situations effectively and through an interpreter when appropriate and available
- receive a high quality of service in a sensitive and appropriate manner.

### *To achieve this the Service will:*

- liaise with ethnic communities to identify needs, wants and preferences of persons of non-English speaking backgrounds and analyse the effectiveness of current service delivery in meeting these needs
- use ethnic media when publishing advertisements to recruit staff or give information
- issue a brochure in community languages on how to use the Service
- handle customer complaints through a formalised process.

## Equal Employment Opportunity (EEO)

EEO aims to redress past disadvantages by improving employment outcomes for women, Aboriginal and Torres Strait Islander people, people whose first language is not English and people with a disability. It does this through programs and policies, which increase the capacity of these groups to compete for employment opportunities on merit.

### *EEO is also about:*

- fair practices in the workplace
- management decisions being made without discrimination and with recognition of and respect for the social and cultural backgrounds of all staff and customers
- working towards improving productivity by guaranteeing that:
  - the best person is recruited and/or promoted
  - skilled staff are retained
  - training and development are linked to employee needs and customer needs
  - the workplace is efficient, free of harassment and discrimination
  - the best use of an employee's potential is made to meet their individual needs

*EEO aims to ensure fair outcomes in all areas of employment including:*

- recruitment
- training and development
- promotion
- transfer
- access to information
- supervision and management of staff
- conditions of employment
- management of change

### *You have the right:*

- to the opportunity to be selected for employment and promotion on merit
- to choose an individual career path
- to access all appropriate benefits and conditions
- to access a grievance resolution process
- to be free from harassment and discrimination in the workplace
- to a safe, supportive work environment
- to reasonable accommodation of your individual needs (eg family and community responsibilities)

### *You have the responsibility:*

- to treat all your colleagues and customers fairly with respect and without discrimination or harassment
- to recognise the skills and talents of other staff members
- to respect cultural and social diversity among your colleagues and customers

## Occupational Health and Safety

The New South Wales *Occupational Health and Safety Act 2000*, aims to protect the health, safety and welfare of people at work. It specifies the general requirements which must be met at all places of work in New South Wales. The provisions of the Act cover every place of work in New South Wales and cover self-employed people as well as employees and employers.

### *Employers must:*

- ensure the health, safety and welfare of their employees and visitors to the workplace
- provide or maintain equipment and systems of work that are safe and without risks to health
- make arrangements for ensuring the safe use, handling, storage and transport of equipment and substances
- provide the information, instruction, training and supervision necessary to ensure health and safety at work of employees
- maintain places of work under their control in a safe condition and provide and maintain safe entrances and exits

### *Employers must:*

- make available adequate information about research and relevant tests of substances used at the place of work
- provide adjustment for those with disabilities
- not require employees to pay for anything done or provided to meet specific requirements made under the Act or associated legislation

### *A person shall not:*

- interfere with or misuse things provided for the health, safety or welfare of persons at work
- obstruct attempts to give aid or attempts to prevent serious risk to the health and safety of a person at work
- employees must take reasonable care of the health and safety of others and co-operate with employers in their efforts to comply with occupational health and safety requirements.

## Ethical Practices

*"Ethics are those values and principles that we use in making decisions. They help us decide whether our actions are right or wrong ... they tell us what is expected of us, they help us think through difficult situations and reach proper conclusions."*

We have a duty together, to use our collective skills to aid the sick, the injured, the disabled and the vulnerable in our society. Our shared vision is *"Together we will be the world leader in ambulance services providing a shield of protection to our community."* These are high ideals and they challenge us personally and professionally. We have a written code of values of personal and professional conduct which govern our behaviour – the *"Code of Conduct"* (March 2001). The purpose of the Code of Conduct is to provide a framework for decisions and actions in relation to conduct in employment.

The community have a right to expect that our services are carried out with integrity, efficiency, fairness, impartiality and economically. The Code is binding on all employees of the Service. Those companies or firms contracted to work for us are also expected to commit themselves to behave in a proper manner consistent with the Code. The Code complements the *"NSW Health System Code of Conduct"* which also applies to the Service.

## Pre-submission application checklist

Before sending in your application use this checklist to ensure you have not forgotten to include any important details. In particular, check to make sure you have:

- Thoroughly read the Application Information Package and followed the instructions carefully.
- Fully completed, signed and dated your Application for Employment form and attached four passport size photos
- Double checked that you meet all the selection criteria for the position you are applying for. It is imperative you fulfil all selection criteria and provide evidence of such qualifications for your application to be considered.
- Included a photocopy of your Driver's Licence, and a recent (within the last three months) photocopy of your Driving Record.
- Included a photocopy of your Birth Certificate, and photocopies of your Citizenship, Permanent Residency or Visa documents.
- Included photocopies of your Education Results.
- Included photocopies of your Trade or Other Qualifications, especially current first aid certificates, evidence of proficiency in a second community language, trade certificates and copies of any other documents you wish to submit in support of your application.
- Enclose a stamped, self addressed envelope in order for the Recruitment Unit to acknowledge receipt of your application.

**Please ensure you have not included any original documents as these cannot be returned to you – submit photocopies only.**

All documentation should be A4 size only and inserted – without staples or binding – into the Application for Employment form. Please do not use folders, ring binding or other binding methods.

**Get your application in early! Your full application must be received by 5pm on the closing date stipulated in the advertisement. Late applications will not be accepted.**

# Frequently asked questions answered

---

## 1. How many positions are available?

The number of positions varies with each recruitment and vacancies commonly occur throughout the year for those who qualify for the Eligibility Waiting List.

## 2. As a Trainee Ambulance Officer, when do you start getting paid?

You are considered an employee and will be paid wages into your nominated bank account on the first pay day after commencing your training.

## 3. Why and when do you need to get an unrestricted LR Licence?

You will need an unrestricted LR (manual) driver's licence in order to drive Ambulance vehicles. The cost of obtaining this licence can be approximately \$700. We will advise you to obtain this when we offer to place you on the eligibility list.

## 4. Do you get a choice where you will be located?

You will be initially appointed to a training area – this is generally within the Sydney metropolitan area but can include regional areas. Prior to undertaking the Inservice 1 course, the Service will give you the opportunity to express a preference for locations which have been deemed to be **priority vacancies** – these are located in rural areas. The Service will try to fulfill your preferences but you could be posted to any location within the State where there is a Service requirement. This is something you may need to carefully consider before applying for an ambulance officer position.

## 5. What are relief duties?

Officers posted to rural locations are required to be on-call (after hours) and undertake relief duties at other centres away from their appointed station. This may require them to be away from their place of residence and their families for designated roster periods of up to 10 days at a time. Officers do get the opportunity to return home on their days off during the relief period.

## 6. English is your second language – what level of oral skill is required?

Ambulance officers need to be clear and effective communicators so your communication skills in English will be assessed. Applicants must be able to demonstrate vocational spoken proficiency in spoken English equivalent to the Level 4 ISLP (International Spoken Language Proficiency) rating.

If English is not your first language, please indicate this on the Application for Employment Form, Résumé or in your Covering Letter for consideration. Applicants who have more than one language are encouraged to apply! You should also consider applying under the special entry category of Trainee Ambulance Officer – FLOTE Entry (First Language Other Than English).

## 7. Are you too old or too young to be a Trainee Ambulance Officer?

There is no age restriction. Applicants do however, need to satisfy the Service's mandatory licence requirements (eg. full unrestricted driver's license) and the medical/physical assessment.

## 8. You don't currently satisfy the Selection Criteria – what do we recommend you do in the meantime? Do we prefer people from particular types of backgrounds or qualifications?

The Service employs people who meet our selection criteria based on the merit principle. We do not recommend any particular pre-requisite qualifications, however courses and professions that help you to understand and meet our selection criteria would include, but are not limited to, nursing (ie. Registered Nurse) and pre-hospital/paramedical studies offered by Charles Sturt University (NSW), Victoria University (VIC), Flinders University (SA), Monash University (VIC) and Auckland University of Technology (NZ), and customer service types of employment.

## 9. You haven't been notified about the stage of your application in a while – how long does the recruitment process take?

Our selection process is complex often with several thousand applicants and can take between four and 12 months – you will need to be patient. At various selection stages, you will be notified in writing whether you have been successful or unsuccessful. While you may meet the selection criteria, all applicants are being assessed in competition with the other applicants. Your future career in the Ambulance Service of NSW is important to us. Do not resign from other employment or make life altering decisions until you receive a formal **written offer** of employment from the Service, which is around four weeks prior to the commencement date of training.

## 10. I'm currently a paramedic or a qualified from overseas and I'd like to relocate to NSW. What are the requirements?

You must successfully complete all stages of the selection process and if you are seeking sponsorship, you will need to have three years post qualification experience as either a paramedic of QAO and be under the age of 45.

# Our history

---

- 1881** The Board of Health established a service to transport infectious disease cases to isolation wards.
- 1887** The Army Medical Corps gave a public demonstration of first-aid and, as a result, a proposal was made to form the first Sydney based civilian ambulance brigade which attended major sporting events only. The Brigade's motto was "For Love of Life". Despite this, the Army still had to bear the brunt of dealing with most casualties. Following an accident at a military review where a person fractured their leg and required treatment and transport, it became apparent that a full-time civilian ambulance service was needed.
- 1894** The Redfern Bicycle Club had the first bicycle ambulance and as one report stated "it could reach the scene with dazzling speed". A meeting was held and the Civil Ambulance and Transport Brigade was formed to provide an ambulance service.
- 1895** The Civil Ambulance and Transport Brigade commenced operations with officers occupying part of an old police station in George Street, Sydney. Their equipment consisted of one hand pushed stretcher. This Brigade is considered as the direct forebear of the Ambulance Service of New South Wales.
- 1902** The Brigade serviced the population residing within 20 miles of Sydney and travelled over 9,000 miles during the year, treating more than 2,000 patients. Many other ambulance stations opened around greater Sydney, all operating and administered as separate ambulance services.
- 1904** The Brigade had a name change to the Civil Ambulance and Transport Corps.
- 1912** The Corps operated its first motor ambulance.
- 1914** World War I was declared and the Corps' equipment and vehicles were given to the State Government.
- 1919** The Corps dealt with the pneumonic influenza epidemic and did so with dedication and government help. Society began to rely on an ambulance service being there in time of need.
- 1921** A further name change took place with the Corps becoming the NSW Ambulance Transport Service.
- 1937** Two-way radios in ambulances were introduced, allowing more rapid response times to patients.
- 1941** The first Ambulance Cliff Rescue Unit (the originator of rescue services within NSW) was formed.
- 1960** Dedicated Ambulance Rescue Units were introduced.
- 1961** The Ambulance Training School was established and conducted by the NSW Ambulance Transport Service Board to standardise ambulance officer training. The School was located in the Board's offices on the second floor of Central District's Headquarters building.
- 1967** The Air Ambulance Service took off - literally!
- 1976** Paramedic ambulance officers and intensive care ambulances were introduced in Sydney.
- 1977** The integration of ambulance services into the Health Commission (State Government) occurred with the implementation of the *Ambulance Services Act 1976* and the formation of the New South Wales Ambulance Service. All ambulance employees became section 14A employees of the Health Commission and not public servants.
- 1983** Helicopters were first used to help reach and treat patients.
- 1985** Advanced life support officers were introduced into city areas and soon after to other areas of the State.
- 1986** The Special Casualty Access Team (SCAT) was introduced.
- 1991** Every ambulance in NSW was equipped with a defibrillator.
- 1993** Ambulance motorcycles were introduced in Sydney's central business district.
- 1995** The Service celebrated 100 years of saving lives and caring for the people of NSW.
- 1997** The Service directed medical operations at the Thredbo disaster which involved emergency services from around the country.
- 1998** Implementation of Computer Aided Dispatch (CAD) system. The Service received VETAB accreditation for courses run by the Ambulance Education Centre. Introduction of paramedics in rural areas of NSW. Medical Retrieval Unit established. Patient Transport Service introduced.
- 1999** Celebrated 20th anniversary of women serving as uniformed officers in the Service. Successful statewide implementation of the Computer Aided Dispatch (CAD) system and commissioning of operations centres.
- 2000** Sydney Olympic and Paralympic Games. The Service's officers and support staff help to make them the best Games ever!
- 2001** Auditor-General report on the Service focuses on our vision and review.
- 2002** Comprehensive review of the Service's operations for optimum efficiency and response times. Commence implementation plan of medical priority dispatch procedures.
- 2003** The Clinical Governance Committee, a sub-committee of the Ambulance Service Board established. Administration of NSW Health Counter Disaster Services transferred to the Service.
- 2004** Rapid response tier implemented in Sydney metropolitan area. Workforce Planning Unit established. Clinical performance indicators introduced.
- 2005** Commenced a comprehensive clinical skills project to enhance the skill level of ambulance officers and provide a consistent level of patient care throughout New South Wales.
- 2006** The Ambulance Service Advisory Council was established in March 2006.