

**TRAINEE COMMUNICATIONS ASSISTANT
OPERATIONS CENTRE, Charlestown (NORTHERN DIVISION)
Various Positions Permanent and Temporary Positions
38, 24, 16hrs - 8 hours
Position No. 279/09**

An eligibility list may be established for vacancies for up to 12 months.

Total remuneration package value at \$55,683pa (pro rata) (Including salary \$44,445pa to \$50,461pa (pro rata) and employer's contribution to superannuation and annual leave loading).

These vacancies are existing positions, which have become vacant through staff movement or natural attrition.

Selection criteria should be addressed in no more than 6 x A4 pages in minimum font size of Arial 11. Resumes are also to be provided.

Duties:

To receive, accurately record and promptly progress telephone calls relating to the business of the Ambulance Service, including 000 emergency calls and requests for the provision of ambulance services. Provide relevant and appropriate first aid advice and reassurance in accordance with Service protocols and policies.

Selection Criteria:

- Computer literacy with demonstrated experience in the use of windows based computer applications and the ability to transfer voice activated information into computerised data entry systems.
- Excellent communication skills, both written and oral.
- Ability to work independently and as a team member in a critical environment.
- Ability to think clearly, logically, remain calm in stressful situations and work to defined procedures.
- Organisation skills, including efficient time management and an ability to prioritise tasks.
- High degree of confidentiality, discretion, diplomacy and interpersonal skills suitable for an emergency environment.
- Touch typing skills of thirty (30) words per minute with an accuracy of ninety eight percent (98%). (*Validation of typing speed and accuracy will be necessary prior to employment being confirmed*).
- Possess a current First Aid Certificate with re-certification every three years to maintain currency and an understanding of medical terminology.

Employment Conditions:

- The successful applicant will be appointed under the terms and conditions of the "Administrative and Clerical Employees (State) Award".
- Appointment is subject to a satisfactory conduct and services check, referee/supervisor check, satisfactory criminal record check.
- Successful completion of all training provided, compliance to Ambulance policies, procedures and protocols, the ongoing maintenance of skills attained is essential for continued employment.
- Commitment to perform rotational shiftwork including weekends and public holidays to cover twenty-four (24) hours per day, seven (7) days per week with early AM and late PM commencement times.

General:

- A uniform will be provided after successful completion of training.
- A detailed Position Description is available on request.
- An eligibility list may be established for future vacancies.
- Training will be provided.

Enquiries:

A/Senior Operations Centre Officer, Robert Crumpton
Telephone: 4947 5442

Information Packages:

Information Packages can be downloaded from the Ambulance of New South Wales website:
http://www.ambulance.nsw.gov.au/employment/operations_assistant.html

Applications (quoting Position No. 279/09) to:

Divisional Personnel Officer, Northern
Ambulance Service of New South Wales
PO Box 17
HAMILTON NSW 2303

Closing Date: 13 November 2009

OUR OPERATIONS CENTRES

The Ambulance Service of New South Wales is a diverse organisation, employing approximately 4000 people at over 270 locations. Career opportunities exist in a range of areas including paramedics, operations centre staff, flight nurses and patient transport officers and support roles in communications, public affairs, information technology, human resources, finance and fleet. ,

Choosing a career with the Ambulance Service of New South Wales can offer you the personal reward of being part of one of the largest ambulance services in the world, servicing a population in excess of 7 million. In 2007/08, we handled more than 1,118,000 responses and attended more than 838,000 emergency incidents.

The deployment of ambulance resources to emergency and non emergency transports is coordinated through our four Operations Centres located at Eveleigh, Warilla, Charlestown, and Dubbo. The number of responses handled in 2007/08 equates to a call for assistance every 28 seconds.

THE ROLE OF COMMUNICATIONS ASSISTANT

The position of Communications Assistant is located within the Service's Operations Centres. The Operations Centres are a 24 hours per day, 7 days per week facility responsible for receiving telephone requests for ambulance services from the public, allied health care providers and other emergency services. In addition, they are responsible for the provision of relevant and approved first aid advice and reassurance according to Service protocols and policies. The Operations Centres co-ordinate the dispatch of ambulance resources to meet service commitments in an effective and efficient manner and maintains records of all events concerned with the Centres activities.

As a Communications Assistant you are responsible for receiving incoming telephone calls in a professional manner consistent with the telephone procedures of the Service. The nature of the incoming call is determined, details are recorded and the appropriate action is taken. The position holder will be required to assist other ambulance employees with enquiries concerning individual transport cases and other operational ambulance matters.

The calls received will include emergency calls from the public requesting an ambulance, calls from other allied health care organisations wishing to make routine ambulance bookings and general enquiries related to the business of the ambulance service. You will be required to process calls related to ambulance bookings, both emergency and routine, and refer enquiries to the appropriate ambulance employee.

Training

The Ambulance Service of New South Wales Education Centre is based at Rozelle in Sydney. Initial training for Communications Assistants is undertaken in a 3 week block at Rozelle. Training is provided Monday to Friday with assessment tasks over the 3 weeks.

Accommodation and meals are provided for the duration of the 3 weeks training. On return to your Operations Centre you will be provided with competency based training and be allocated a training officer and shift roster. Upon achieving the required competency you will be rostered independently of your training officer.

You are required to successfully complete all training provided, achieve compliance with Ambulance Service of NSW policies, procedures and protocols, the ongoing maintenance of skills attained is essential for continued employment.

Wages

Classification	Base Rate Weekly (based 38hrs)	Hourly Rate	Plus Shift Allowance	Base Annual Salary
Trainee	\$ 851.80	21.57440	+ Various	\$ 44 445.73
Year 1	\$ 907.50	23.88238	+ Various	\$ 47 352.08
Year 2	\$ 927.50	24.40871	+ Various	\$ 48 395.65
Year 3	\$ 946.90	24.91842	+ Various	\$ 49 407.92
Year 4	\$ 967.10	25.45000	+ Various	\$ 50 461.92

* Shift allowances and overtime are in addition to base salary

- * Night Shift - Monday to Friday 15%
- Saturday 50%
- Sunday 75%

Salary Package

Current salary package (including contribution to superannuation and annual leave loading) is up to **\$55,683pa** (based on full-time hours/Year 4) excluding shift penalties and overtime.

Salary Packaging

Salary Packaging allows an Ambulance Service employee to receive part of their salary tax free as a Fringe Benefit. Salary packaging is optional and provides for a tax-effective means of exchanging salary for fringe benefits. The fringe benefit amount can include reimbursement for a wide range of private expenses incurred by most employees, eg. mortgage repayments, residential rent payments, school fees, credit card payments etc

Hours of Work

The Operations Centre is a 24 hour 7 day a week facility and staff are rostered to ensure the continued operation of the Operations Centre. In committing to the role of a shift worker you need to consider the impact of being rostered on weekends, public holidays and night shifts and your capacity to travel to and from work to meet rostered shifts.

Northern Operations Centre

Full time equates to an average of 38 hours over the roster cycle. The roster cycle is for a period of 13 weeks. Typically the full-time roster provides for:

Day, Day, Night, Night followed by 5 days off.

Days shifts are 10 hours and Night shifts are 14 hours

(The introduction of 12 hours shifts may occur in the future).

Part time hours vary depending on contracted hours. The part-time roster cycle is for a period of 12 weeks. Rostered shifts are 8 hours in duration. Starting and finishing times are staggered across the 24 hours to enable the rostering of staff to match demand for services. Shift work availability is required across the 24 hour period 7 days per week.

Annual Leave Entitlements

Full time employees - 5 weeks annual leave (plus monetary payment of an additional 2 weeks in lieu of public holiday leave).

Part time employees – Pro-rata payment with 5 weeks leave (plus pro-rata public holiday leave payment as listed above).

Employee Assistance Program

An independent confidential counselling service is available to employees and their family which is paid for by the Ambulance Service of New South Wales. Sessions can be provided either face to face or over the telephone. The services are provided for many reasons including work pressure and emotional support, relationship difficulties, financial and legal referrals, gambling and addiction, drug and alcohol, work and family, health and lifestyle, grief and bereavement issues.

Issued Items

*** Uniform**

On completion of the training a uniform will be issued to staff attached to the Operations Centre. The wearing of the uniform is compulsory and in keeping of the professionalism of the Ambulance Service of New South Wales.

*** Identification Card**

Staff are issued with a photo Identification Card. All staff are required to carry the ASNSW approved Identification Card on them whilst on duty.

*** Other Items**

Headsets, locker keys and access keys where appropriate are issued to staff

* All issued items remain the property of the Ambulance Service of New South Wales and must be returned on cessation of employment.



**Ambulance Service
of New South Wales**

Information Package for Job Applicants

Copy of Job Advertisement

Position Description

Guide for completing applications

Guide for Job Applications

Application Form

Organisational Chart

Equal Employment Opportunity

Ethical Practices

Occupational Health & Safety (OH&S)

Ethnic Affairs Priority Statements (EAPS)



Ambulance Service of New South Wales

POSITION DESCRIPTION

COMMUNICATIONS ASSISTANT

POSITION CODE NO:

LOCATION:

Various locations:
Sydney, Warilla and Charlestown

POSITION TITLE OF SUPERVISOR:

Duty Operations Centre Officer

AWARD OR CONTRACT:

Ambulance Service of NSW Administrative and
Clerical Employees (State) Award

CLASSIFICATION:

Communications Assistant

DATE OF ANALYSIS:

JUNE 2008

CHIEF EXECUTIVE

Signature

Date Position Description Approved: ____ / ____ / ____

Position Description accepted: _____

____ / ____ /2008

1. PURPOSE OF POSITION

To receive, accurately record and promptly progress telephone calls relating to the business of the Ambulance Service, and requests for the provision of ambulance services. Provide relevant and appropriate first aid advice and reassurance in accordance with Service protocols and policies.

2. ORGANISATION RELATIONSHIPS

(i) Position Title of Supervisor

Duty Operations Centre Officer

(ii) Position Titles which also report to Supervisors identified in (i) above

Trainee Ambulance Operations Centre Officer
Ambulance Operations Centre Officer

(iii) Titles of Positions that Report to this Position

Nil

3. ORGANISATIONAL CONTEXT OF POSITION

The Ambulance Service of NSW provides, conducts, operates and maintains emergency health transport, rescue and patient transport systems for the State of NSW. It is one of the largest ambulance services in the world servicing a population in excess of 7 million, employing approximately 4,000 people plus approximately 250 volunteers at over 300 locations, operating a fleet of more than 1450 ambulance and other vehicles, with an annual expenditure budget in excess of \$600 million.

The Ambulance Service of NSW is a division of the NSW Health Service. The Health Services Act (1997) and Ambulance Service Regulations (2005) is the legislative framework under which the Service functions. The organisation is managed from State Headquarters located at Rozelle.

The vision of the Ambulance Service is "*excellence in care*". The Service recognises that quality of service, equity, meeting community needs, investing in our people and organisational performance will be the basis for the development of the Ambulance Service future. Key objectives of the organisation are contained within the Service's Corporate Plan.

The position of Communications Assistant is located within the Service's Operations Centres. The Operations Centres are a 24 hours per day, 7 days per week facility responsible for receiving telephone requests for ambulance services from the public, allied health care providers and other emergency services. These calls include 000 emergency calls. In addition, they are responsible for the provision of relevant and approved first aid advice and reassurance according to Service protocols and policies. The Operations Centres co-ordinate the dispatch of ambulance resources to meet service commitments in an effective and efficient manner and maintains records of all events concerned with the Centres activities.

4. NATURE AND SCOPE OF WORK PERFORMED

The position holder is responsible for receiving incoming telephone calls, including 000 emergency calls in a professional manner consistent with the telephone procedures of the Service. The nature of the incoming call is determined, details are recorded and the appropriate action is taken. The position holder will be required to assist other ambulance employees with enquiries concerning individual transport cases and other operational ambulance matters.

The position holder is required to be proficient in the use a softphone system and other associated communication technology. The call taking function requires information to be solicited from the caller, and entered directly into a computer aided dispatch system which will guide the call taking process. Should the computer system fail the position holder will continue the call taking process using a manual paper based system.

The calls received by the position holder include emergency calls from the public requesting an ambulance, calls from other allied health care organisations wishing to make routine ambulance bookings and general enquiries related to the business of the ambulance service. The position holder processes calls related to ambulance bookings, both emergency and routine, and refer enquiries to the appropriate ambulance employee.

The position holder also communicates with organisations and individuals outside the Ambulance Service to provide information or advice concerning the services provided by the Ambulance Service or alterations to specific cases.

The position holder is required to possess a First Aid Certificate prior to appointment and gain re-certification every three years to maintain currency.

Shift work is a requirement of this position and the roster includes weekend, public holiday, early AM and late PM commencement times.

5. CHALLENGES/PROBLEM SOLVING AND DECISION MAKING

Reporting to the Duty Operations Centre Officer the position holder is required to determine what action is required to deal with each incoming call effectively. This includes assessing the nature of the call, determining the appropriate manner in which to progress the call and prioritising the call accordingly. The position holder ensures that priority is given to answering emergency calls and that all other calls are answered promptly.

Ambulance Service of NSW policies and procedures will be applied to determine the priority of emergency cases. Difficulties or problems will be referred to the Duty Operations Centre Officer within an appropriate time period.

6. COMMUNICATION

The position holder will be required to have sound interpersonal and negotiation skills, display discretion and a high degree of confidentiality in all dealings, including with other ambulance employees, and organisations and individuals outside the Service.

7. KEY ACCOUNTABILITIES

(i) Call Taking

- All incoming telephone calls are promptly answered and accurately recorded in accordance with the Service's telephone procedure.
- Ensure that priority is given to answering emergency calls and that all other calls are answered promptly.
- Apply appropriate telephone answering techniques to identify and interpret caller requests, control the call, obtain accurate location and contact details, nature of problem requiring attention and document all other required information in accordance with Service procedures.

- First Aid advice is provided using the Medical Priority Dispatch System (manual or software version) consistent with Ambulance Service of New South Wales policy and procedures in a timely and accurate manner as appropriate to meet the needs of the caller.
- Refer difficult calls to the Senior Operations Centre Officer or Duty Operations Centre Officer immediately for advice and/or resolution.
- Ensure that all relevant information is obtained and recorded by direct data entry into the Computer Aided Dispatch system or other necessary databases, manually using the log slip process or any other method determined by the Ambulance Service of NSW.
- Act on each call appropriately by answering enquiries, referring calls to appropriate ambulance employees or entering requests for ambulance services into the computer aided dispatch system promptly.
- Maintain an operational log, recording relevant details of incidents and actions during the shift using computerised/manual records as required, in accordance with Ambulance Service of New South Wales policies and procedures.
- Receive requests for ambulance services by means other than the telephone including facsimile, electronic booking system and two-way radio. Acting on such requests appropriately.

(ii) General

- Assist the other Operations Centre staff with both call taking and/or ambulance dispatch as required.
- Participate in auditing processes to assist in identifying training needs and use outcomes to maintain competencies.
- Assist with relevant training for staff in the use of Operations Centre systems.
- Obtain and maintain certification as an Emergency Medical Dispatcher completing all exam and Continuing Dispatch Education processes in accordance with Service policies.
- Communicate with ambulance vehicles using both telephone and two-way radio networks as required to assist the Operations Officer.
- Maintain appropriate Operations Centre records.
- Assist the Senior Operations Centre Officer with the collation of statistical information as required.
- Report equipment failure or faults to the Duty Operations Centre Officer.
- Observe the requirements and provisions of the Standard Operations Procedures and Local Operating Procedures at all times.
- Remain conversant with all Instructional Circulars, policies and other notices as issued from time to time.
- Implement on a day-to-day basis the Ambulance Services' Occupational Health and Safety Policies.
- Implement on a day-to-day basis the Ambulance Services' Equal Employment Opportunity Policies.
- Observe the requirements and provisions of the Health Services Act and Ambulance Service Regulation in conjunction with Ambulance Service policy and procedures as amended from time to time.

- Manage, monitor and report on key performance indicators as they relate to the position.
- Support core NSW public sector values of cultural diversity, equity and ethical practice, and a healthy, safe and fair workplace. You also agree to abide by the Health Records and Information Privacy Act 2002, the Privacy and Personal Information Protection Act 1998 and the Ambulance Service of NSW Code of Conduct.

8. KNOWLEDGE, SKILLS AND EXPERIENCE NECESSARY

- Computer literacy with demonstrated experience in the use of windows based computer applications and an ability to transfer voice activated information into computerised data entry systems
- Excellent communication skills, both written and oral.
- Ability to work independently and as a team member in a critical environment.
- Ability to think clearly, logically, remain calm in stressful situations and work within defined procedures.
- Organisational skills, including efficient time management and an ability to prioritise tasks.
- High degree of confidentiality, discretion, diplomacy and interpersonal skills suitable for an emergency environment.
- Touch Typing skills of thirty (30) words per minute with an accuracy of ninety-eight percent (98%). (Validation of typing speed and accuracy will be necessary prior to employment being confirmed.
- Possess a First Aid Certificate with re-certification every three years to maintain currency and an understanding of basic medical terminology.

9. TRAINING

The position holder will receive training conducted by the Ambulance Service in the following subject areas:

- Ambulance Service Documentation (Organisational Awareness)
- Advanced Medical Terminology
- Emergency Call Taking procedures
- Telecommunications Equipment
- Service Policies and Procedures
- Telephone techniques
- Operational systems (Medical Priority Dispatch System "MPDS", ProQA "Professional Quality Assurance", Computer Aided Dispatch "VisiCAD")
- Computer Awareness
- Shiftwork and Fatigue Management skills

The successful completion of all training provided, compliance to Service policies, procedures and protocols and the maintenance of skills/qualifications attained are a requirement of the position.

Guide for Completing Applications

- Ensure the correct Position Number is included in the application (ie 24/06).
- Do not submit the application in any form of plastic cover. Staple in the top left hand corner only.
- Submit application by the due date.
- A separate application must be submitted for each position applied for.

Guide for Job Applications

Appointment to positions within the Ambulance Service of NSW is made on the basis of merit. For the purpose of determining the merit of the person eligible for appointment to a vacant position, employers are to have regard to:

- (a) **the nature of the duties of the position, and**
- (b) **the abilities, qualifications, experience, standard of work performance and personal qualities of those persons that are relevant to the performance of those duties.**

A competitive process is undertaken where a comparative assessment is undertaken where each individual is rated on how well they meet the selection criteria, assess on the best evidence available to the committee and compared to the job requirements and selection criteria.

1. Review the position

Read the job advertisement and other job information material closely as it includes a description of the job, the job requirements and the selection criteria. Contact the person named in the advertisement to discuss any further questions you have.

2. Complete the Ambulance Service of NSW Application for Employment Form

A standard application form is included as part of this information package. Please ensure that you have completed all sections, signed and dated the application form.

3. Writing the application – your claim for the position

This is the most important part of your application. You must include a 'claim for the position' in your application. If not, you are unlikely to get an interview.

You write a claim for the position to show the selection panel that you have the right mix of skills, knowledge and experience to do the job. You need to write a specific claim for each job you apply for in the NSW Public Sector.

Make a separate heading for each selection criterion. For each one, describe your skills, knowledge and experience and show how they could be used in the job. Emphasise your major achievements. Use positive language, for example: 'In my current role I take responsibility for ...' is better than 'I have limited experience in ...'

4. Some key words in selection criteria

Demonstrated knowledge: You need to give examples that prove you have this area of knowledge.

Ability to: You do not need to have done this kind of work before, but you need to describe how your skills, knowledge and experience show that you are capable of doing this part of the job.

Experience in: You have to show you have done this work before. Give examples.

Effective, Proven, Highly developed, Superior: You need to show your **level** of skill. Use examples of your achievements to show your level of skills, knowledge and experience.

Good communication skills: This is **not** about whether you speak English with an accent. This is about showing you have the communication skills needed to do the job. You could include: experience in dealing with people, details of things you have written, and examples of problems you have solved using your communication skills.

Applicants who do not address the criteria may not be called for interview.

5. Attach your resume

Prepare a résumé (that is, curriculum vitae) which is clear, concise, up to date and includes:

- personal details
- education and training
- employment history (name of organisation, period of employment, job title, major duties and responsibilities, main achievements)
- skills/experience gained outside of paid work
- contact details for two referees, including complete phone and fax numbers and whether an interpreter is needed.

Ideally, your referees will be able to comment on your recent work performance. If you can, give them a copy of the job advertisement.

6. Interview and Assessment

Interviews and selection are conducted by a panel of at least three people. The panel usually includes the manager of the job, an independent (a person not employed by the Ambulance Service of NSW) and another person who can contribute to the selection process. Panels will always consist of at least one male and one female member.

The panel assess your application against the “selection criteria” of the position. The most competitive applicants are called for interview where the panel conducts a more detailed assessment.

If you are selected for interview, you will be given at least three days notice. You may be asked to bring samples of your work to the interview.

If you have any special requirements (eg disabled parking, wheelchair access, sign language interpreter), tell the contact person so that appropriate arrangements can be made.

If called for an interview, you will be asked questions related to the duties of the position and the advertised criteria. You may also be asked to tell the panel more about particular areas of your application. You will be able to ask questions about the position and provide the panel with more information to help your application.

Other methods may be used to decide if you are suitable for the position. For example, look at samples of your work or set a practical exercise for you to complete. You should be advised of this at the time of being called for interview.

When answering interview questions remember:

- it is OK to take your time — think before you answer
- if the question is unclear, ask for it to be explained
- you will usually need to restate details which are in your application
- give examples from your experience with each answer
- give complete answers — don't assume that you can omit details
- interviewers may be more comfortable if you maintain eye contact.

At the end of the interview, ask any questions you have about the job. Restate your major strengths, adding anything that has been left out.

The panel discusses which applicant best meets the selection criteria and writes a detailed report which rates the strengths and weaknesses of each applicant. A recommendation is made to either offer the position to the best applicant or take further action (for example, readvertise the position).

7. Feedback

You will be advised in writing of the result of your application after the selection process is completed. If your application is unsuccessful, you may wish to contact the convenor of the panel to discuss your performance at interview. If your application is successful you will be contacted and offered the position.



Ambulance Service of New South Wales

Application for EMPLOYMENT

EQUALITY OF EMPLOYMENT OPPORTUNITY AND APPOINTMENT ON MERIT ARE AMBULANCE SERVICE POLICY

PLEASE RETURN YOUR APPLICATION TO THE ADDRESS SHOWN IN THE ADVERTISEMENT

If you have any queries regarding your application, or any other matter, the Contact Officer will be able to assist you. You will be notified of the results of your application.

If you are called for an interview and have any special requirements (eg. wheelchair access to building, interpreter for hearing impaired persons), please advise the Contact Officer. The Ambulance Service is not required to refund any costs involved in attending interviews or tests.

OFFICE USE ONLY

INTERVIEW YES NO

Advised by _____

Date _____

Time _____
am/pm

Entered on HRMIS _____

Date _____

Applicant No. _____

POSITION DETAILS

POSITION APPLIED FOR _____
DIVISION/UNIT/BRANCH (If applicable) _____
JOB REFERENCE NUMBER _____

PERSONAL DETAILS

TITLE MS MR MISS MRS OTHER: _____
LAST / FAMILY NAME _____
FIRST / OTHER NAMES _____
PREFERRED NAME (if applicable) _____
POSTAL ADDRESS _____
POSTCODE: _____
RESIDENTIAL ADDRESS _____
(if different to above) _____
POSTCODE: _____
PHONE NO: WORK () _____ HOME () _____
EMAIL: _____ MOBILE: _____
FAX: () _____

CURRENT EMPLOYMENT

EMPLOYER _____
LOCATION/ADDRESS _____

POSITION (classification/grade) _____

STATUS

Full Time

Part Time

Temporary

Casual

DATE AND PLACE OF BIRTH

The Ambulance Service conducts a criminal record check of applicants recommended for appointment to sensitive positions. No applicant will be rejected solely on the basis of a criminal record check without being given an opportunity to discuss the matter. To enable this to be carried out, please provide:

Date of birth / /

Town and Country of Birth _____

SELECTION CRITERIA

Include a covering letter addressing all selection criteria specified in the advertisement.

Use examples where possible. Attach a concise resume.

EDUCATION

In your resume include brief details of secondary school, college or university studies completed or being undertaken.

Show the institution, years attended and results. List any subjects relevant to the position.

WORK HISTORY

In your resume include brief details of your work history. You may include temporary, part-time or voluntary positions held and experience gained in Australia or overseas. Information should include title of job, period of employment for both paid and unpaid work and the functions and responsibilities of each job.

COPIES OF DOCUMENTS

If not currently employed by the Ambulance Service of New South Wales, please use this Check List to ensure that you have submitted PHOTOCOPIES of the following documents with your application.

Drivers Licence

Trade or other qualifications

Birth Certificate

Other documents specified in advertisement or information kit (if any)

Education Certificates or Results Slips if course incomplete

Professional Registration documents, if specified in the advertisement

THESE DOCUMENTS **MUST** BE INCLUDED WITH YOUR APPLICATION.

DO NOT SEND ORIGINAL DOCUMENTS – ORIGINALS MUST BE PRODUCED IF YOU ARE REQUIRED TO ATTEND AN INTERVIEW.

REFEREES

In your resume include the names and telephone numbers of two people who may be contacted about your application. It is preferable that at least one of these people is a recent work supervisor.

APPOINTMENT TO THE AMBULANCE SERVICE OF NEW SOUTH WALES

Is subject to:

- (a) The applicant being an Australian citizen or having the status of permanent residency in Australia.
- (b) The applicant successfully passing a prescribed health assessment (for certain positions) or completing a health declaration.
- (c) The applicant providing proof of identity (and any other necessary documentation).

ANY STATEMENT ON YOUR APPLICATION WHICH IS FOUND TO BE DELIBERATELY MISLEADING COULD MAKE YOU, IF EMPLOYED, LIABLE TO DISMISSAL.

SIGNATURE _____ DATE _____

EQUAL EMPLOYMENT OPPORTUNITY

C In order to develop and assess Equal Employment Opportunity (EEO) programs, statistical information is needed about the recruitment and employment of people to the Ambulance Service of New South Wales. The information will be used to improve training and job opportunities for all staff. Information provided will be kept strictly confidential and will not affect your ability to gain employment with the Ambulance Services of New South Wales.

O Are you an Aboriginal or Torres Strait Islander?

N (An Aboriginal or Torres Strait Islander is a person of Aboriginal or Torres Strait Islander descent, who identifies as such and is accepted as such by the community in which he or she lives)

- Yes, Aboriginal
- Yes, Torres Strait Islander
- No

F Are you from a racial, ethnic or ethno-religious group which is a minority in Australian society?

I You should answer "yes" to this question if you are from a minority because of any of the following:

- your language background or accent;
- your religion or culture;
- your ethnic or racial appearance
- your country of birth or descent

- Yes
- No

E

What language did you first speak as a child?

- English
- Other language

Are you a person with a disability?

You should answer "yes" to this question if you have any one or more of the limitations or restrictions listed below:

- a long term medical condition or ailment;
 - speech difficulties in your native language
 - disfigurement or deformity;
 - a psychiatric condition;
 - head injury, stroke or any other brain damage;
 - incomplete use of any part of your body;
 - blackouts, fits or loss of consciousness;
 - restriction in physical activities or in physical work;
 - slowness at learning or understanding;
 - any other condition resulting in a restriction
- Yes
- No

If yes, do you require adjustment to be made at work?

You should answer "yes" to this question if your disability would make it necessary to change any of the following:

- the tasks of the job;
 - the workplace or work area;
 - how others behave towards you at work;
 - the equipment you use;
 - your working hours
- Yes
- No

WHERE DID YOU OBTAIN INFORMATION REGARDING THIS POSITION?

- (a) Newspaper/Magazine ? Name _____
- (b) Television ? Channel _____
- (c) Radio ? Station _____
- (d) Department Notice Board ? Department _____
- (e) Recruitment Poster ? Location _____
- (f) Internet ? Website _____
- (g) Other ? _____

Director General for Health
Debora Picone

**Ambulance Service
Advisory Council**

Chief Executive
Greg Rochford

Executive Support

Julie Morgan, Director

**Professional Standards
& Conduct**

Marian O'Connell

Public Affairs

Kathryn Wood, Director

Clinical Development
Dave Hodge
General Manager

Education
**Clinical Professional
Development**
Clinical Performance
Patient Safety
Mental Health
Medical Advisers

Corporate Services
Michael Landsbergen
General Manager

Corporate Planning
Workforce
> Industrial Relations
> Employment Services
> Risk Management
> Workforce Planning
**Infrastructure and
Asset Management**
> Fleet Management
> Maintenance
> Capital Works Program
Information Services
> Telecommunications
> CAD and IT System Support
> IT Strategic Planning

Operations
Mike Willis
General Manager

Sydney Division
Northern Division
Western Division
Southern Division
**Aeromedical and
Retrieval Services**
Special Operations Unit
Redesign Unit

Finance & Data Services
Stephen O'Malley, Chief
Finance Officer

**Financial and
Data Services**
> Payroll
> Management Accounting
> Data Management
> Financial Accounting
> Supply
Information Management
> Performance Reporting
> Utilisation and Trends Analysis

**NSW Health Counter
Disaster Unit**
Gillian O'Malley, Director

Disaster Policy and Planning
Health System Preparedness

1. Equal Employment Opportunity (EEO)

Equal Employment Opportunity (EEO) is about:

- making sure that workplaces are free from all forms of unlawful discrimination and harassment, and
- providing programs to assist members of EEO groups.

EEO groups are people affected by past or continuing disadvantage or discrimination in employment. These groups are:

- women
- Aboriginal people and Torres Strait Islanders
- members of racial, ethnic, and ethno-religious minority groups
- people with a disability.

Discrimination is treating someone unfairly or harassing them because they belong to a particular group. Under the Anti-Discrimination Act 1977, it is against the law in NSW for any employer, including the Government, to discriminate against an employee or job applicant because of their: age; sex; pregnancy; disability (includes past, present or possible future disability); race, colour, ethnic or ethno-religious background, descent or nationality; marital status; carer's responsibilities; homosexuality; transgender.

Both direct and indirect discrimination is against the law. Direct discrimination means treatment that is obviously unfair or unequal.

Indirect discrimination means having a requirement that is the same for everyone but has an effect or result that is unfair to particular groups.

Employees have the right to:

- a workplace that is free from unlawful discrimination and harassment
- equal access to benefits and conditions
- fair processes to deal with work-related complaints and grievances.

Employees have the responsibility to:

- act to prevent harassment and discrimination against others in the workplace
- respect differences among colleagues and customers such as cultural and social diversity
- treat people fairly (don't discriminate against or harass them).

Managers & supervisors have the responsibility to:

- take steps to ensure that all work practices and behaviours are fair and free from all forms of unlawful discrimination and harassment
- provide employees with equal opportunity to apply for available jobs, training and development, higher duties and flexible working hours
- ensure selection processes are based on merit, transparent and the methods used are consistent.

This page is from Office of the Director of Equal Opportunity in Public Employment, ph 02 9248 3555, www.eeo.nsw.gov.au

2. Ethical Practice

People who work for the NSW Government must always work ethically and act in good faith in the public interest. This is their public duty.

The Independent Commission Against Corruption has developed these principles to help Government employees make better decisions and resolve ethical dilemmas that they face at work:

Serving public above private interests

Government employees must make decisions and take actions which best serve the public interest. When making decisions, employees should not consider their private or personal interests.

Integrity

Government employees should ensure that any decision made, or action taken, has these qualities:

Openness

- Giving reasons for decisions
- Revealing all avenues available to the client or business
- When authorised, offering all information
- Communicating clearly

Honesty

- Obeying the law
- Following the letter and spirit of policies and procedures
- Observing codes of conduct
- Fully disclosing any possible conflicts between the public interest and your personal interest

Accountability

- Recording reasons for decisions
- Submitting to scrutiny
- Keeping proper accessible records
- Establishing audit trails

Objectivity

- Fairness to all
- Impartial assessment
- Merit selection in recruitment and in purchase and sale of government resources
- Considering only relevant matters

Courage

- Giving advice fearlessly and frankly where required
- Doing the right thing even in the face of adversity
- Reporting and dealing with suspected wrongdoing
- Acting in the public interest above loyalty to colleagues or supervisors.

Leadership

Demonstrating, by your own ethical behaviour, the value of these principles in serving the public interest. Promoting public duty to colleagues and others in an agency and outside.

This page is from Independent Commission Against Corruption, ph 02 8281 5999, www.icac.nsw.gov.au

3. Ethnic Affairs Priorities Statements (EAPS)

The NSW Government recognises and values the different linguistic, religious, racial and ethnic backgrounds of all the people of NSW.

The Community Relations Commission and Principles of Multiculturalism Act 2000 sets out four principles of multiculturalism.

These are:

- All individuals in NSW should have the greatest possible opportunity to contribute to, and participate in, all aspects of public life in which they may legally participate.
- All individuals and institutions should respect and make provision for the culture, language and religion of others within an Australian legal and institutional framework where English is the common language.
- All individuals should have the greatest possible opportunity to make use of and participate in relevant activities and programs provided or administered by the Government of NSW.
- All institutions of NSW should recognise the linguistic and cultural assets in the population of NSW as a valuable resource and promote this resource to maximise the development of the State.

All NSW Government agencies must include an Ethnic Affairs Priorities Statement (EAPS) in their annual report to Parliament. These contain the agency's strategies and plans for future action to meet the principles of multiculturalism.

Strategies include:

- offering programs and services which reflect the needs of the entire community
- developing and implementing policies which are sensitive to the needs of all staff and clients
- providing information in ways that will reach all staff and clients
- providing language services for all clients
- ensuring that boards and committees reflect the multiculturalism of the community
- training staff on multiculturalism issues and how these apply in their jobs
- using flexible, inclusive consultation processes.

A number of NSW agencies have been identified as key agencies on the basis of:

- a high degree of client contact, especially in the areas of welfare, justice, education and employment, and/or
- responsibility for developing and implementing Government policy in these areas.

These key agencies are also required to work closely with the Community Relations Commission in the preparation of their EAPS and to lodge their EAPS with the Commission.

This page is from Community Relations Commission for a Multicultural NSW, ph 02 9716 2232, www.crc.nsw.gov.au

4. Occupational Health and Safety (OH&S)

What everyone needs to know

The NSW Occupational Health and Safety Act 2000 aims to protect the health, safety and welfare of people at work by laying down general requirements which must be met at every place of work in NSW.

The Act covers employees as well as employers and self-employed people.

Employees must:

- take reasonable care of the health and safety of others
- co-operate with employers in their efforts to comply with occupational health and safety requirements.

Employers must:

- act to ensure the health, safety and welfare at work of their employees
- provide and maintain safe places of work, equipment and systems of work under the Act.

All persons must 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 a serious risk to the health and safety of a person at work
- refuse a reasonable request to assist in giving aid or preventing a risk to health and safety.

What managers need to know

Employers must act to ensure the health, safety and welfare at work of their employees. They must:

- 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 the 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
- make available adequate information about research and relevant tests of substances used at the place of work.

Note: This page is intended solely for the use of job applicants. Managers and employees should seek more information once they enter the workplace. Nothing in this page shall be construed to waive or modify any obligations imposed by the Occupational Health and Safety Act 2000 or the associated legislation, or any regulations made under it.

This page is from WorkCover NSW, ph 4321 5000, www.workcover.nsw.gov.au

*The Ambulance Service of NSW has a totally
smoke-free workplace policy.*