

EMERGENCY MEDICAL DISPATCHER



Applicant information kit
August 2016





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INTRODUCTION

Thank you for your interest in a career with the Queensland Ambulance Service (QAS).

This Applicant Information Kit provides an overview of the stages in the Emergency Medical Dispatcher (EMD) recruitment and selection process to provide a better understanding of what is involved.

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

IS THIS THE CAREER FOR YOU?

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

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

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

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

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

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

ARE YOU PREPARED?

Eligibility requirements

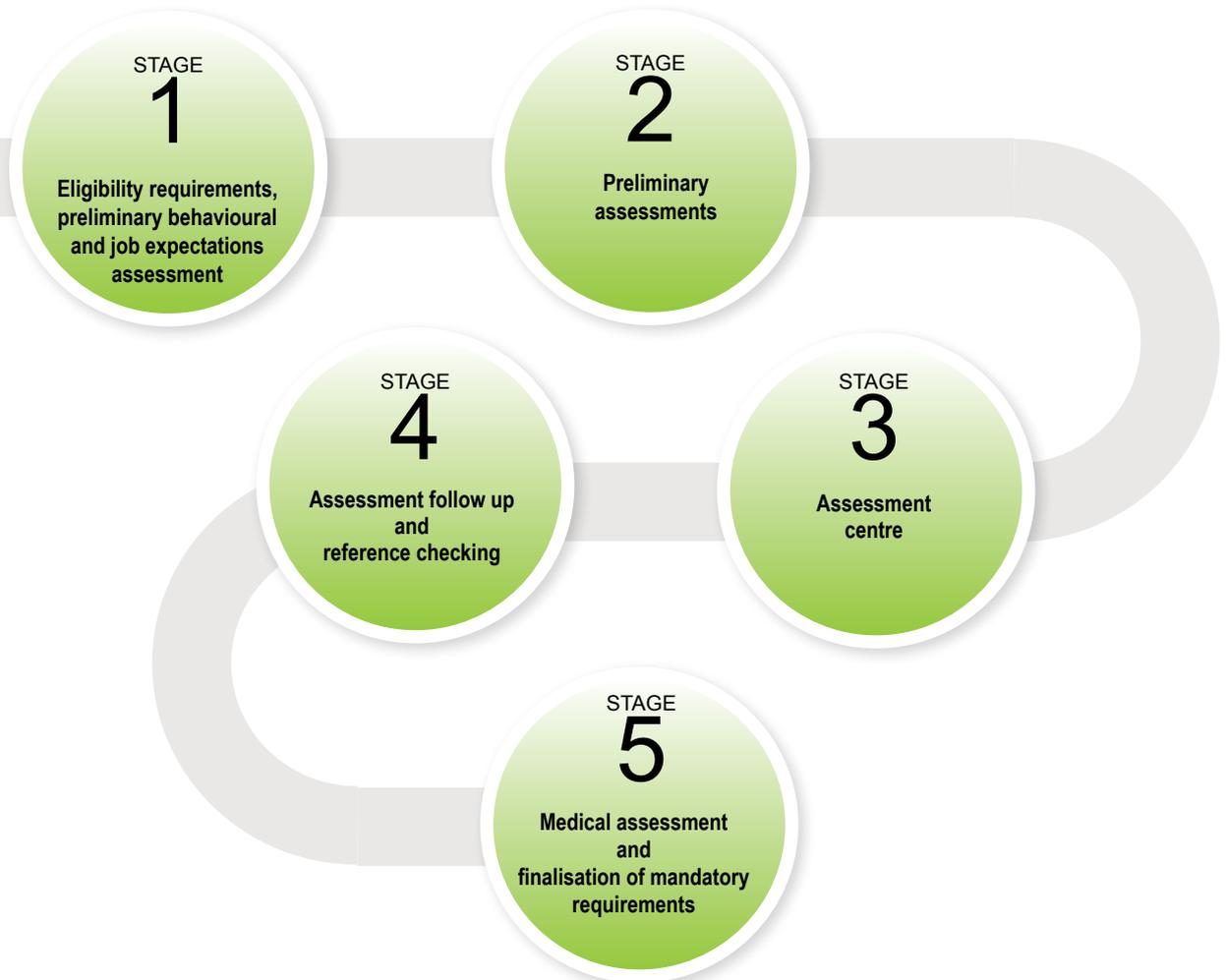
- Can you **demonstrate your commitment to education** through a proven record of tertiary study or vocational education or work-relevant courses?
- Do you have a minimum of **three years full-time paid employment** or equivalent?
- Do you currently hold or understand you will be required to obtain a nationally recognised **Provide First Aid Certificate including Cardio-Pulmonary Resuscitation (CPR)** should you be successful through the selection process?
- Do you understand that it is a requirement of the role to participate in a **rotating shift roster that provides 24/7 coverage?**



THE RECRUITMENT AND SELECTION PROCESS

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

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



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

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



Indicates where action may be required by you



Indicates expense to you

To apply for the role of EMD you must meet the eligibility requirements. Refer to the “Are you prepared?” section of this document on page four for more information.

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

Stage 1 Eligibility requirements/application

Personal details

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



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

Ability to work in Australia

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

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



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

First aid qualifications

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

Comprehensive resume

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

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

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

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

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



Provide a copy of your Comprehensive Resume.

Criminal History Check (CHC)

As part of the recruitment and selection process you are required to undergo a CHC.

Australian checks will be conducted and funded by the QAS with your consent. An ‘Employment Screening Consent Form’ will be provided to you by QAS Operational Recruitment at the appropriate time in the recruitment and selection process.

International checks are required from all countries that you have resided in for a minimum period of 12 months (cumulative) in the previous 10 years, if you were over 16 years of age at the time. If you were under the age of 16 whilst living overseas you are not required to obtain a check unless advised by Operational Recruitment.

If this applies to you refer to www.border.gov.au to determine police certificate requirements and details on the relevant authority for each country.

PLEASE NOTE: Obtaining the international clearance may be a lengthy process. Should you progress through to Stage Five of the recruitment and selection process it is recommended you initiate international checks immediately as the report will be required.

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

Criminal History Check (continued)

-  You will need to acknowledge this requirement during the online application process and should you proceed to Stage 5, obtaining the International Criminal History Clearance will be at your expense. Cost may vary dependent on country/authority.
-  You are required to initiate international checks at appropriate stage in the recruitment process by accessing www.border.gov.au (if applicable).

Whilst having a criminal history may not necessarily result in disqualification from selection, all adverse checks will be considered on a case by case basis by a specialist assessment panel. The final decision will be made by the QAS delegated authority and will depend on the nature of the criminal offence/s and the impacts it may have on the QAS. If you have criminal history concerns, you are encouraged to email QAS.Recruitment@ambulance.qld.gov.au

References

You are required to nominate two professional referees (i.e. not a relative or friend). At least one referee must be a person who has directly supervised you in a workplace in the last two years. You **MUST** provide a phone number and an email address for both referees.

Employment location preferences

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

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

Previous applicants

Applicants who have previously applied for an EMD position may have their results taken into consideration as part of a new application. Testing completed as part of the recruitment

and selection process will remain active for a period of 12 months.

Supporting documentation

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

Previous employees

You are required to declare if you have previously been employed with the Queensland Ambulance Service or in the Queensland Public Sector.

You are also required to disclose any previous serious disciplinary action taken against you while employed in the Queensland Public Sector. Serious disciplinary action means:

- a) termination of employment
- b) reduction of classification level or rank
- c) transfer or redeployment to other employment
- d) reduction of remuneration level
- e) a disciplinary declaration under a public service disciplinary law that states a disciplinary action mentioned in (a) or (b) would have been taken against the person if the person's employment had not ended.

QAS Operational Recruitment will conduct internal checks on all previous employees. This may include but is not limited to, internal references, Workplace Health and Safety, Employee Relations and Ethical Standards checks.

Whilst a disciplinary history disclosure or adverse checks may not necessarily result in disqualification from selection, they will be considered on a case by case basis by a specialist panel including representatives from QAS Human Resources and Employee Relations. A copy of documentation, inclusive of any adverse information, will be provided to an applicant in order to allow for the applicant to review the information and provide a written response. During considerations, you may be requested to attend a face to face interview. The final decision will be made by the QAS delegated authority and an outcome provided in writing to the applicant.

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

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

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

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

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

STAGE 2 – PRELIMINARY ASSESSMENTS

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

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

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

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

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

STAGE 3 – ASSESSMENT CENTRE

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

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

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

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

To prepare:

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

What to bring:

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

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



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

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

STAGE 4: ASSESSMENT FOLLOW-UP AND REFERENCE CHECKING

Assessment follow up

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

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

Reference checks

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

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

STAGE 5: MEDICAL ASSESSMENT AND FINALISATION OF MANDATORY REQUIREMENTS

Medical assessment

You will be required to undertake a QAS Medical Assessment conducted by our approved medical provider Sonic HealthPlus (SHP). In this assessment, you are assessed against the QAS Medical Standards which reflect the requirements of the Emergency Medical Dispatcher role.

This assessment can be conducted at a number of locations throughout Australia and results of the assessment will remain valid for 12 months.

Information on this assessment including how to register and complete will be provided directly to you by QAS Operational Recruitment at the appropriate time in the recruitment and selection process.

Mandatory requirements

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

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

Operations Centre visit

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

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

CHECKLIST

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

Stage 1 - Eligibility requirements

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

Stage 5 - Pre-employment requirements

- Personal details:**
Certified copy of Marriage Certificate, Deed Poll Certificate to support name change (if applicable).
- Ability to work in Australia:**
Certified copy of birth certificate, passport, citizenship certificate permanent residency or valid work visa (as applicable).
- Certified** copy of Provide First Aid Certificate including current CPR component.
- Certificate** copy of International Criminal History Clearance (if applicable).

RECRUITMENT TIMEFRAME

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

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

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



EMPLOYMENT CONDITIONS AND BENEFITS

Hours of work

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

Salary

Emergency Medical Dispatchers employed by the QAS are covered by the *Ambulance Service Employees' Award - State 2012* and the *Queensland Ambulance Service - Determination 2013*. Wage rates effective as at 1 September 2015.

Pay Level	Base Salary (per fortnight)	Annual Salary (gross)	Approx. State Average Annual Salary (2014-15 FY)
Communications Officer Pay Point 1 (Student)	\$1,812.00	\$47,273.90	\$58,000
Communications Officer Pay Point 2	\$1,940.00	\$50,613.33	\$68,000
Communications Officer Pay Point 3	\$2,110.00	\$55,048.52	\$71,000
Communications Officer Pay Point 4	\$2,185.00	\$57,005.22	\$75,000
Communications Officer Pay Point 5	\$2,260.00	\$58,961.92	\$79,000

Rank structure and progression

There are five levels (pay points) within the Emergency Medical Dispatcher classification. All Student Emergency Medical Dispatchers commence employment at pay point 1. Progression to pay point 2 is subject to:

- successful completion of the 12 month probationary period (12 months at pay point 1)
- possession of *Certificate III in Ambulance Communications (Call Taking)* and *Certificate IV in Ambulance Communications (Dispatch)* or equivalent for EMD - Call Taker and Dispatch positions
- maintenance and development of skills/Certificate of Practice
- successful performance, including work performance and conduct, approved by the appropriate supervisor or their delegate.

Probation

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

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

Leave

Emergency Medical Dispatchers (excluding those who are employed at the Brisbane Operations Centre) are entitled to six weeks and two days annual leave per annum.

Emergency Medical Dispatchers who are employed at the Brisbane Operations Centre are entitled to six weeks annual leave per annum.

All Emergency Medical Dispatchers are entitled to an annual accrual of 96 hours of Sick Leave and 13 weeks of Long Service Leave for each 10 years of service with the QAS.

EMPLOYMENT CONDITIONS AND BENEFITS (CONTINUED)

Recognition of prior service

For sick and long service leave purposes, new appointees to the QAS may, upon request, be given credit for prior service with the following entitles:

- Commonwealth and other state public services
- statutory authorities
- public hospitals
- local Government
- tertiary educational institutions.

This entitlement is only provided if your break in service is less than 12 months. Employment with an organisation outside of Australia is not considered towards Recognition of Prior Service.

Superannuation

QSuper is the superannuation scheme for QAS employees. It is a co-contributory scheme and you can contribute between 2% and 5% of your salary. This is matched by the compulsory employer contribution of between 9% and 12.75%. You will also make voluntary contributions, choose to salary sacrifice, transfer money from other funds or make and receive spouse contributions.

As a member of this fund, insurance for income protection and total and permanent disability is automatically provided. Further information can be obtained by calling QSuper on **1300 360 750** or visiting their website www.qsuper.qld.gov.au

Salary packaging

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

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

Uniforms

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

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

Union participation

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

United Voice, Queensland Branch (UV) is the union relevant to the employment of an Emergency Medical Dispatcher within the QAS. The QAS may provide the union with details of new employees, upon request, however it is recognised that union membership remains at the discretion of individual.

Equal Employment Opportunity

The Queensland Ambulance Service supports Equal Employment Opportunity (EEO) and encourages applications from members of EEO target groups.

EEO target groups are:

- Aboriginal and Torres Strait Islander people
- people who have migrated to Australia and whose first language is a language other than English, and the children of those people
- people who have or have had a disability
- women.

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

Please note you are not required to provide this information, but provision of this information will assist the QAS to gain a better understanding of the diversity of applicants and inform the future development of recruitment within the QAS.



TRAINING AND PROFESSIONAL DEVELOPMENT

Introduction

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

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

Queensland Ambulance Service Education Centre (QASEC)

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

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

Delivery and assessment strategy

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

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

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

1. Residential phase

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

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

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

2. On-the-job phase

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

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

Mentoring

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

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

TRAINING AND PROFESSIONAL DEVELOPMENT (CONTINUED)

Under supervision

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

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

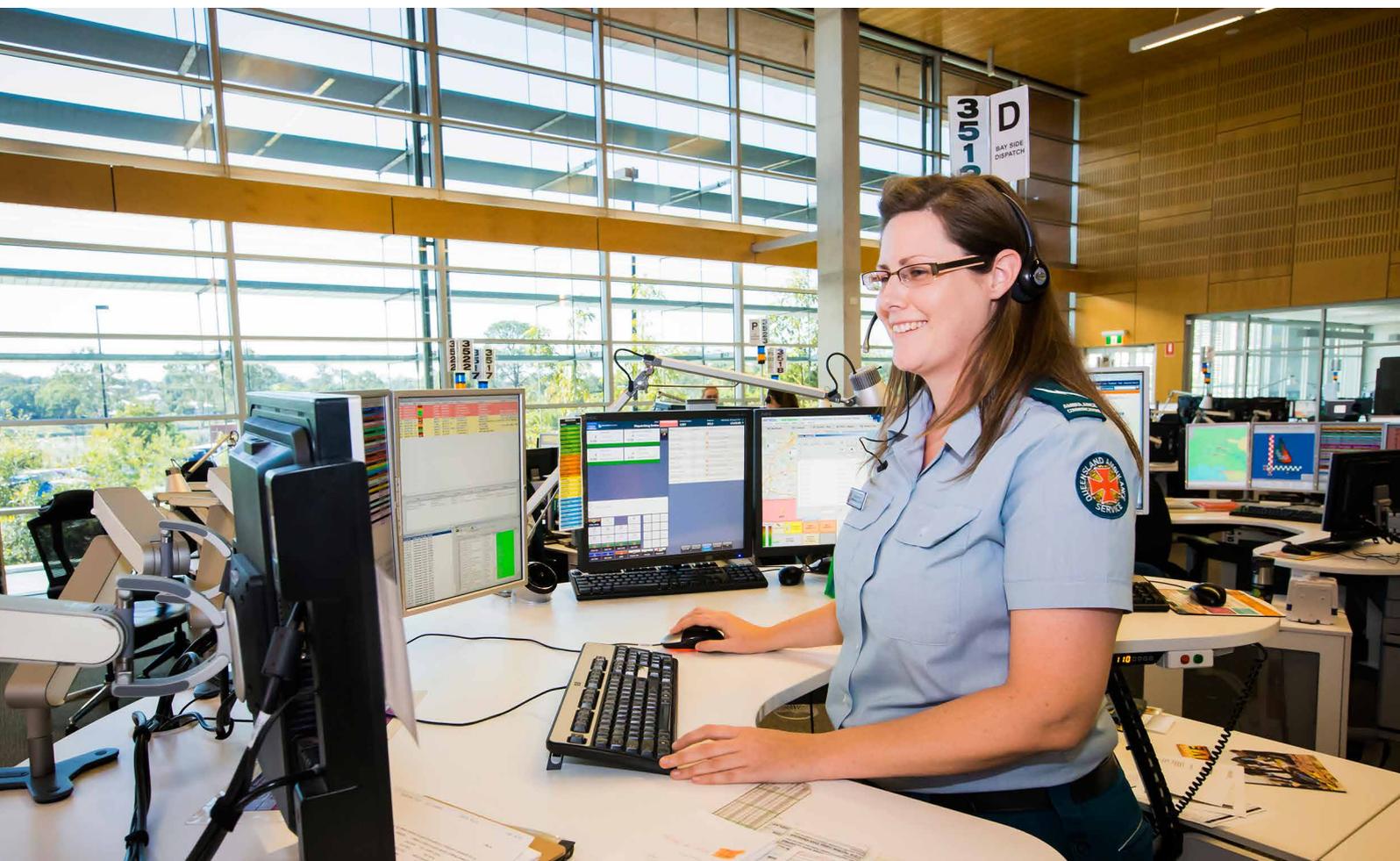
Final assessment

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

Recertification and Professional Development

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

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



OPERATIONS CENTRE SAMPLE ROSTERS

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

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

Line	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
1	0600-1800	1300-2300	1800-	0600 / 1845 -	-0645	RDO	RDO
2	RDO	0600-1800	0645-1845	1800-	0600 / 1845 -	-645	RDO
3	RDO	RDO	0600-1800	1300-2300	1800-	0600 / 1845 -	-0645
4	RDO	RDO	RDO	0600-1800	1400-2400	1845-	0600 / 1845 -
5	-0645	RDO	RDO	RDO	0600-1800	0645-1845	0800-1800
6	RDO	RDO	RDO	0645-1845	0800-2000	1400-2400	1300-2300
7	RDO	RDO	RDO	RDO	0645-1845	0800-1800	1800-
8	0600 / 1845 -	-0645	RDO	RDO	RDO	0600-1800	0645-1845
9	1800-	0600 / 1845 -	-0645	RDO	RDO	RDO	0600-1800
10	1300-2300	1800-	0600 / 1845 -	-0645	RDO	RDO	RDO
11	0645-1845	0645-1845	1000-2000	1000-2000	RDO	RDO	RDO
12	0800-2000	1000-2000	1300-2300	RDO	RDO	RDO	RDO

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

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

OPERATIONS CENTRE SAMPLE ROSTERS (CONTINUED)

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

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

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

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

OPERATIONS CENTRE SAMPLE ROSTERS (CONTINUED)

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

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

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

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

OPERATIONS CENTRE SAMPLE ROSTERS (CONTINUED)

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

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

FOR FURTHER INFORMATION

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

qas.recruitment@ambulance.qld.gov.au

EMERGENCY MEDICAL DISPATCHER

Applicant information kit

August 2016