

Queensland Ambulance Service



Applicant Information Kit

This Applicant Information Kit is designed to inform applicants about the recruitment and selection process and provide information about employment with the Queensland Ambulance Service (QAS). Information includes:

- About the QAS
- Benefits of working for the QAS
- Before you apply
- Preparing your application
- How to apply
- The selection process
- Pre-employment screening
- Appointment to the QAS
- Commencing employment
- Information privacy

About the QAS

The QAS is a division of the Department of Health. The Department of Health's purpose is to provide safe, sustainable, efficient, quality and responsive health services for all Queenslanders.

The QAS provides ambulance response services including pre-hospital patient care and related services across Queensland. The QAS aims to improve the health, safety and wellbeing of individuals and the community, by continuing to strive for excellence through innovation.

Benefits of working for the QAS

The QAS is an organisation that values community service, learning, safety, teamwork and results. The QAS is committed to continued learning and development through the provision of training that will assist employees in their current role and prepare them for future career opportunities.

Remuneration

QAS employees receive a remuneration package comprising of:

- salary within the advertised range
- employer superannuation
- leave loading

If appointed to an Ambulance Senior Officer (ASO) vacancy, benefits such as professional membership subscriptions may be provided, as defined in the applicable directive or departmental policy. If appointed to an Ambulance Executive Service (AES) vacancy, benefits such as professional membership subscriptions, flexible superannuation arrangements and private use of a government owned car (optional benefit) may be provided.

Superannuation

QSuper is the default superannuation fund for Queensland Government employees. Employees may nominate an alternative fund by submitting a 'Choose Your Super Fund' form (available on the QAS Portal) to Queensland Shared Services (QSS).



All new employees will automatically be set up with a QSuper account upon commencement if the employee has not nominated an alternative fund. Employees will receive 12.75% in employer contributions and the employee contribution rate will default to 5%, however employees may choose (using the appropriate form from their nominated superannuation fund) to reduce their contribution. Where employees elect to reduce their employee contribution rate, they will continue to receive the employer contribution rate at 12.75%.

For further information, please contact QSuper (www.qsuper.qld.gov.au or phone 1300 360 750) or your nominated superannuation fund.

Salary packaging

Salary packaging (sometimes referred to as salary sacrificing) is an arrangement between an employer and an eligible employee, which allows the employee to pay for expenses with money from their salary before tax is taken out.

QAS employees may be entitled to salary packaging as part of their pre-tax income for certain approved non-cash benefits such as superannuation, motor vehicles, laptop computers, professional membership fees, etc. By reducing the pre-tax income, the amount of tax they pay may be reduced and increase the amount of their net pay.

Flexible work arrangements

The QAS is committed to the development and implementation of flexible working arrangements and conditions to enable employees to balance work and life responsibilities. The QAS supports the right of all employees to request flexible work arrangements to vary or alter one or more aspects of their employment arrangements. When assessing an employee's request for flexible work arrangements, business and operational factors will be considered.

Staff support services

The QAS recognises that employee health, performance and safety can sometimes be adversely affected by personal life and/or work. To ensure that employees and their immediate family members have support during these times, the QAS provides all employees with access to a range of free and confidential staff support services.

Domestic and family violence

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

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

The QAS has developed a Human Resource (HR) Procedure to support employees affected by domestic and family violence. The procedure provides the following support mechanisms for those affected by domestic and family violence:

- ten (10) days paid special leave
- flexible work arrangements and work adjustments
- counselling support services



The QAS will promote positive and respectful relationships to reduce the negative impacts domestic and family violence has in our workplaces and communities.

Please call 1800 RESPECT (1800 737 732) for advice or support if you or someone you know is experiencing domestic or family violence. In an emergency, call Triple Zero (000).

Equal employment opportunity

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

- Aboriginal people and Torres Strait Islander people
- Australian South Sea Islander people
- people from culturally and linguistically diverse backgrounds
- women
- people with a disability

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

Learning and development

Employees are actively encouraged and supported as individuals and have access to excellent learning and development opportunities.

Study assistance may be provided for courses relevant to an employee's role. The Study and Research Assistance Scheme (SARAS) provides financial and/or leave assistance to eligible employees for part-time or full-time study or research. The scheme aims to promote organisational and personal development, assisting and encouraging employees to undertake work-related courses and research.

Union participation

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

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

For further information

For further information, please visit the QAS website at www.ambulance.qld.gov.au or the Queensland Health website at www.health.qld.gov.au.



Before you apply

The QAS encourages applicants to apply for roles that are relevant to their experience, skills, qualifications and interest.

Before applying, applicants are encouraged to:

- review the role description to gain a broad understanding of the role
- consider if they are the right person for the job
- determine if they possess any mandatory qualifications and/or professional registrations that may be a requirement of the role

Queries relating to a specific role can be directed to the nominated QAS representative as outlined in the role description.

Are you eligible to work with us?

To be eligible for employment with the QAS, applicants must:

- be an Australian citizen; or
- reside in Australia and have permission, under a law of the Commonwealth, to work in Australia.

Applicants must provide proof of Australian citizenship or proof that they reside in Australia and have permission, under a law of the Commonwealth, to work in Australia (e.g. a valid visa with work rights). Some roles within the QAS require minimum mandatory qualifications/professional registration and/or other requirements as outlined in the role description. International/overseas applicants may need to obtain formal recognition of their qualifications before applying or provide a statement which demonstrates the Australian equivalent of their qualifications.

Please refer to the Overseas Qualification Unit, Department of Employment, Small Business and Training (DESBT) website at <http://www.desbt.qld.gov.au/training/training-careers/osgrecognition> for further information.

Vaccine preventable diseases

Where the role description states it is a condition of employment for the employee to be, and remain, vaccinated against vaccine preventable diseases in accordance with the QAS Infection Control Framework, evidence of immunisation or immunity against the minimum vaccination requirements (e.g. immunisation history statement from the [Australian Immunisation Register](#)) must be provided prior to commencement.

Preparing your application

The requirements for applying for advertised roles with the QAS are outlined in the role description. Applicants are usually required to provide a current resume and a two (2) page statement outlining their suitability for the role, against the key attributes listed in the role description.

Information to be included in your resume

A resume should include a comprehensive employment history, dates of employment, responsibilities, major achievements or awards, education and training, tertiary qualifications and list any professional memberships.



Resumes should reflect that an applicant possesses the key attributes and qualifications required for the role.

Basis for selection

The basis for selection, as outlined in the role description, is crucial for preparing an application, as it is the criterion that the selection panel will use to assess the merit of each applicant. Applicants should understand the requirements set out in the basis for selection in relation to the specific role they are applying for.

The key attributes listed under the basis for selection need to be addressed in a statement of suitability and should include examples and outcomes achieved to demonstrate their suitability for the role.

All roles within the QAS are focused on the Queensland Public Sector Commission's Capability and Leadership Framework (CLF). This framework outlines a set of broad capabilities and behaviours relevant to positions depending on their level.

For further information on the CLF, please refer to www.forgov.qld.gov.au/capability-and-leadership-framework.

Referee details

Applicants are required to provide the names and contact details of two (2) referees for the purpose of conducting reference checks. At least one (1) of the nominated referees must be a recent supervisor and have thorough knowledge of an applicant's conduct and performance within the previous two (2) years.

Reference checking will be conducted for applicants considered suitable for placement on an order of merit.

The purpose of the reference check is to verify information provided by applicants throughout the selection process, with specific emphasis on how this relates to the role in question. Referees will also be asked to comment on and confirm work achievements, performance and conduct. It is advisable to provide the nominated referees with a copy of the role description, a current resume and any other relevant information.

How to apply

Submitting your application

Applications can be submitted via the Smart Jobs and Careers website at www.smartjobs.qld.gov.au. Applicants will need to register for a 'My SmartJob' account prior to submitting an application. Through this account, applicants will be able to track their application, maintain personal and contact details and withdraw their application if required.

If technical difficulties are experienced when accessing the Smart Jobs and Careers website, please contact 13 QGOV (13 74 68). All queries relating to an application status once applications have closed, can be directed to the nominated QAS representative as outlined in the role description.

Please contact QSS via the contact details listed below, to enquire about alternative arrangements if internet access is unavailable and the application is unable to be submitted online.

Hand delivered applications will not be accepted.

Late applications

Late applications cannot be submitted via the Smart Jobs and Careers website. If approval has been granted by the selection panel for a late application to be accepted, please contact QSS on the contact details listed below to submit your application after the closing date.



Withdrawing your application

Applicants have the option to withdraw an application online via the Smart Jobs and Careers website in 'My Applications'. If an application is withdrawn before the closing date, applicants will not be able to resubmit an application online for the same vacancy.

For applications withdrawn after the closing date, QSS will advise the selection panel.

Changing your details after the closing date

If an applicant's personal details change after an application is submitted, they will be required to contact QSS and advise them of the changes.

If you have any questions about the application process through the Smart Jobs and Careers website, please contact the QSS Customer Support Team on telephone number 1300 146 370, between 9.00am and 5.00pm Monday to Friday.

Base Grade Operational Roles

For information on how to apply, withdraw or make changes to an application for Paramedic, Patient Transport Officer and Emergency Medical Dispatcher roles, please refer to the Recruitment Information Guide available on the [QAS website](#).

The selection process

Applications for vacancies within the QAS are assessed in a way that is fair and free from bias, relevant to the role in question, consistent with the principles of employment equity and anti-discrimination, and based on the assessment of merit.

A selection panel consisting of two (2) or more panel members will conduct the selection process. The selection panel determines the selection techniques to be utilised in determining the applicant's merit for the role. Examples of techniques include shortlisting, interviews, presentations, work samples and relevant testing.

Preparing for interview or other assessments

The selection panel will shortlist applicants who are identified as having the knowledge, skills, experience and where applicable, mandatory qualifications, to perform the advertised role. The selection panel may choose to conduct interviews and/or use other assessment methods to select the successful candidate.

Before an interview or other assessment method, applicants should again review the role description to ensure they fully understand the key responsibilities and basis for selection for the role.

During the interview, applicants will be required to outline how their experience, skills and career interests align to the role requirements specified in the key responsibilities and basis for selection.

Interview questions and other assessment methods may provide applicants with the opportunity to:

- outline their experience relevant to the role
- discuss the key accountabilities, including relevant technical knowledge
- indicate a response to situations that may arise in the role
- describe previous achievements or responses to situations relevant to the key responsibilities (i.e. examples of previous work)



At an interview, applicants must be prepared to discuss examples of their work for each of the basis for selection.

Applicants may also wish to prepare questions to ask the selection panel members to clarify aspects of the role, the selection process or employment conditions.

The panel will establish an order of merit to determine the most suitable applicant for appointment. The position will be offered to the applicant with the most suitable abilities, skills, qualifications, knowledge, experience and personal qualities.

Notification of the outcome

Applicants will be notified of the outcome of their application in writing.

Applications remain current for 12 months

The merit list may only be used for subsequent appointments for a period of 12 months from the advertising closing date. Future roles for which applications may be considered may vary from the current role in terms of location and/or employment basis.

Feedback

Feedback for both successful and unsuccessful applicants is available from a member of the selection panel upon request, following the conclusion of the selection process.

Feedback enables applicants to identify areas that may need further development and/or experience in, which may greatly enhance the chance of success with future job applications.

Pre-employment screening

Pre-employment screening, including criminal and discipline history and clinical practice checks, may be undertaken on applicants recommended for employment. The recommended applicant will be required to disclose any serious disciplinary action taken against them in public sector employment. In addition, any factors which could prevent the recommended applicant complying with the requirements of the role are to be declared. The applicant will be required to complete a QAS Applicant Declaration form to assist with the relevant pre-employment checks.

If information received varies from what an applicant has provided, the selection panel will seek clarification. Any statement in an application that is found to be deliberately misleading will result in disqualification from the recruitment process. If an applicant is currently employed in the Queensland Public Sector, this may be grounds for disciplinary action.

Mandatory qualifications/professional registration

Certain roles within the QAS have mandatory qualification/s or professional registration requirements. Any mandatory requirements or qualifications required for the role are stated in the role description.

Where mandatory requirements are indicated, the applicant must provide documentary evidence of compliance before they can be appointed (i.e. certified copies of qualifications held or current registration certificates). Where an applicant does not possess a qualification specified within a role description, it is the responsibility of the applicant to produce documentary evidence, acceptable to the authorised delegate, that any existing qualifications and/or experience held by the applicant are assessed as equivalent.



Clinical practice checks

The Office of the Health Ombudsman (OHO) receives and investigates complaints about health services and health service providers, including registered and unregistered health practitioners. For registered health practitioners, the Health Ombudsman may also refer certain matters to the Australian Health Practitioner Regulation Agency (Ahpra and National Boards) in accordance with the powers in Section 91 of the *Health Ombudsman Act 2013* and the co-regulatory arrangements of the National Law. The Health Ombudsman may also refer matters to other government entities of Queensland, other States or the Commonwealth under Section 92 of the *Health Ombudsman Act 2013*. Complaints regarding a health practitioner may also be made to Ahpra and National Boards directly.

Applicants will need to advise if they have had any matters referred to the OHO, Ahpra and National Boards or other regulatory body. Details on the outcome of any relevant action taken and whether any conditions or restrictions were imposed as an outcome will also need to be provided, outlining your ability to practice in a health service environment.

External applicants may be requested to submit the following documentation as a part of the employment screening process:

- Performance and Integrity Validation form
- Criminal History Check Consent form
- Certified colour copies of a current Driver Licence and a Birth Certificate, Passport or Citizenship Certificate
- Certified copy of relevant qualifications
- Traffic History Report

The following assessments and documentation may also be required to ensure an applicant meets the initial requirements of the role:

- medical assessment
- psychometric assessment
- clinical assessment (if deemed a requirement)
- disciplinary history checks

Overseas qualifications can be submitted to the Overseas Qualification Unit, Department of Youth Justice, Employment, Small Business and Training (DYJESBT) for assessment, to determine an equivalent Australian qualification. Please refer to the DYJESBT website at www.desbt.qld.gov.au/training/training-careers/osqrecognition for further information.

Criminal history

When an applicant is recommended for employment with the QAS, a criminal history check must be conducted if the applicant is not an existing permanent employee of the Department of Health. Applicants recommended for appointment will be asked to provide adequate proof of identity and written consent for the QAS to conduct a criminal history check through the Queensland Police Service. Failure, without reasonable explanation, to provide the appropriate documentation and consent, will render the applicant unsuitable for appointment.

Applicants recommended for appointment who have resided in New Zealand for a minimum period of six (6) months (cumulative) in the previous ten (10) years and were 16 years of age or older at the time, will require a New Zealand criminal history check. This detail must be disclosed on the Criminal History Check Consent form.



Applicants recommended for appointment who have resided in other countries for a minimum period of 12 months (cumulative) in the previous ten (10) years and were 16 years of age or older at the time, will require an international criminal history check. Applicants will be requested to provide the required information from the appropriate authority from all relevant countries. For further information, please visit the Department of Home Affairs at www.homeaffairs.gov.au.

Appointment to a role will be contingent on the satisfactory outcome of the appropriate criminal history checks. Depending on the relevant duties of the role, having a criminal history may not necessarily result in disqualification for appointment.

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

Disclosure of serious disciplinary action

Applicants recommended for appointment with the QAS are required to disclose any history of serious disciplinary action taken against them as an employee of the Queensland Public Sector.

Only recommended applicants for advertised positions who are or were a previous public sector employee, including senior executives, senior officers, fixed-term temporary employees engaged under section 150 and general employees engaged under section 149 of the *Public Sector Act 2022*, are required to disclose any serious disciplinary action taken against them while employed by the Queensland Public Sector.

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

- the duties and responsibilities of the position
- the seriousness and nature of any disciplinary history
- when any disciplinary breaches were committed
- the penalty imposed
- whether the disciplinary history shows a pattern of behaviour
- any other relevant discipline and, if appropriate, criminal history
- any information provided by the applicant as to why the disclosure should not render them unsuitable

The authorised delegate is responsible for making the final determination regarding an applicant's suitability for the role following the identification of any previous serious disciplinary history.

Working with children check

For some roles within the QAS, applicants may be subject to a working with children (blue card) check prior to appointment, as part of the employment screening process.

The QAS is legally obliged to inform applicants that it is an offence for a disqualified person to sign a blue card application form. Further details regarding this check may be obtained from the Blue Card Services website at www.bluecard.qld.gov.au. All personal information obtained during the application process will be treated confidentially and held securely by the QAS. Failure to consent to the working with children check will render the applicant unsuitable for the role.

Reference check

Reference checking is a mandatory requirement prior to employment with the QAS.

Referees may be asked if there are any previous issues of performance or conduct that the QAS should be aware of. For applicants who are, or were formerly a Queensland Government employee, the selection panel



will ensure that reference checking is conducted in relation to all relevant employment with the Queensland Government.

Appointment to the QAS

Notification of appointment

The successful applicant will be notified of their appointment in writing. The successful applicant's name may also be published in the Queensland Government Gazette which can be viewed at www.publications.qld.gov.au.

Probation

Employees who are permanently appointed to the QAS may be required to undertake a period of probation, subject to the requirements of departmental policies and relevant industrial instruments. The role in question will determine the length of probation required. Applicants may contact the nominated QAS representative as outlined in the role description to find out if a probation period will apply.

Relocation expenses

Appointees may be eligible to negotiate reimbursement of relocation expenses. This can be discussed with the selection panel chair at any time during the selection process.

Recognition of prior service

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

This entitlement is only provided if a break in service is less than 12 months. Employees are responsible for acquiring the relevant proof of eligible service history from their previous employer/s.

For more information, please contact QSS by email at payrollQAS@chde.qld.gov.au.

Remote area incentives

The QAS provides service delivery to Queenslanders in isolated, rural and remote locations throughout the state and it is recognised that employees may be required to live and work in difficult conditions in remote areas. A range of allowances, concessions and other benefits are available in remote areas, depending on the role and the location. Remote area incentives can be discussed with the selection panel chair at any time during the selection process.

Commencing employment

General

A non-smoking policy is effective in Queensland Government buildings, offices and motor vehicles.

It is a requirement of the *Work Health and Safety Act 2011* for employees to comply with workplace health, safety and injury management policies and procedures. Furthermore, staff are encouraged to contribute to relevant programs and initiatives.



Each employee is required to take an active role in managing risks in accordance with relevant policies and guidelines. The contribution each employee makes collectively, allows the QAS to achieve organisational goals, discharge accountability, manage competing priorities, use resources effectively and continue to achieve high standards of customer service both internally within the department and to the community.

All employees must comply with their responsibilities and accountabilities under relevant legislation, policies, directives, delegations and procedures applicable to the role and employment in the Queensland Government, which can be found via the QAS Portal.

Ethics and conduct

Code of Conduct

The [Code of Conduct](#) for the Queensland Public Service (the Code) reflects the minimum standards of behaviour and ethical responsibilities for all QAS and Queensland Public Sector employees while operating as a public official. All QAS employees are expected to familiarise themselves with the Code and comply with its requirements at all times.

The QAS encourages employees to identify and report conduct that is not consistent with the Code. The QAS will support employees who report genuine concerns of wrongdoing and will manage any reports of suspected wrongdoing in a fair, transparent and consistent manner.

In addition, the [National Code of Conduct for Health Care Workers \(Queensland\)](#) applies to all QAS operational staff who have direct patient contact. It is to be adhered to in conjunction with the Code.

Corrupt conduct and fraud awareness

The QAS is committed to ensuring the highest level of professional and ethical conduct. As such, we support disclosures of wrongdoing.

People may engage in corrupt conduct as an employee within an organisation or external to an organisation such as suppliers, clients or members of the public, and internal and external parties colluding together.

Fraud is defined as dishonest activity causing actual or potential financial loss to a person or entity, including theft of monies or other property and where deception is used at the time, immediately before or immediately following the activity.

All employees have an obligation to report suspected fraudulent activity or corrupt conduct. In the first instance, employees should report such suspected activity to their supervisor or if this is not appropriate, contact a HR representative for further advice.

The QAS will ensure complaints and disclosures are managed impartially and provide support and protection from reprisals to disclosers, in accordance with the *Public Interest Disclosure Act 2010* and relevant policies and procedures.

Pay rates

Appointments are made at the minimum pay point of the relevant classification level. On appointment to a public sector position, the employee may be able to negotiate a starting salary at a higher pay point, within the classification level of the position. They will need to make a case to the selection panel demonstrating a higher level of skill and knowledge to substantiate the higher pay point.



Operational employees may have their time at an equivalent or higher level recognised upon commencement of employment. Applicable documentation regarding length of service at a particular level will need to be provided to the selection panel.

Working hours

Employees covered by the *Ambulance Service Act 1991* are paid for 38 hours per week (full-time equivalent), however full-time operational staff are required to work a 40 hour week and accumulate the additional two (2) hours as accrued time.

Employees covered by the *Public Sector Act 2022* work 36.25 hours per week (full-time equivalent), within a variable working hours framework.

Other employment

It is acknowledged that some employees may undertake other employment both paid and voluntary, in the public and private sectors, in addition to their QAS role.

Employees of the QAS are required to provide written notification to the authorised delegate of their engagement or proposal to engage in other employment, no later than 14 calendar days from the date of commencement.

Employment conditions

The *Industrial Relations Act 2016* provides the overarching employment conditions for all employees. Further to this, employees engaged with the QAS are employed under either the *Ambulance Service Act 1991* or the *Public Sector Act 2022*, depending on the role. Employment conditions may vary depending on the award and/or certified agreement that applies.

Queries relating to conditions and entitlements can be directed to the nominated QAS representative as outlined in the role description.

Information privacy

All information submitted by an applicant is subject to the *Right to Information Act 2009* and the *Information Privacy Act 2009*. The personal information provided by applicants will only be used for application processing and administering the department's recruitment and selection processes. It will only be disclosed to authorised persons, or if disclosure is required, to fulfil statutory, administrative or other public responsibilities.

At any time, applicants may request access to personal information or removal of personal information from the records. If this request is made during the recruitment process, it will be considered that the applicant has withdrawn their application. Applicants have the right to access personal information held by the government under the *Information Privacy Act 2009*. Any person who seeks documents in relation to a recruitment and selection process, must make an application under the *Right to Information Act 2009*. Fees and charges may be payable to access the required information.

